



**REQUEST FOR PROPOSAL (RFP) DOCUMENT
FOR
DIGITAL EVALUATION OF ANSWER BOOKS**

Ref No.:CBSE/HQ/Admn-II/DES/2025

Issued On: May 2025

Central Board of Secondary Education
Sector-23,Dwarka
New Delhi-110077

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TABLE OF CONTENTS

ABBREVIATIONS & DEFINITIONS	9
1. INVITATION FOR PROPOSAL	11
1.1 RFP NOTICE	11
1.1 Data Sheet	12
2. BACKGROUND INFORMATION& PROJECT PROFILE	13
2.2 SECTION II	14
PREFACE	14
A. SCOPE OF WORK	16
2. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	30
2.1 Compliance to Rule 144 (xi) of GFR 2017	30
2.2 Pre-Qualification Criteria	31
3.2 General Instruction of Bidding Process	34
4 TECHNICAL EVALUATION MODEL	35
5 BIDDING PROCESS	37
5.2 Time Schedule for Bidding	37
5.3 Due Diligence by Applicants	38
5.4 Cost of Bidding	38
5.5 Validity of Proposals	38
5.6 Clarification of Tender Document	38
5.7 Pre-Bid meeting	39
5.8 Clarification	40
5.9 Amendment of Tender Document	40
5.10 Bid Preparation	40
5.11 Procedure for Submission of Bids	42

5.12	Authentication of Bid	43
5.13	Validation of Interlineations in Bid	43
5.14	Financial Bid	43
5.15	Firm Price	43
5.16	Revelation of Prices	43
5.17	Terms and Conditions of Tendering Firms	43
5.18	Bid Submission	44
5.19	Earnest Money Deposit	46
5.20	Submission, Receipt and Opening of Proposals	46
5.21	Correction of Arithmetic Errors in Financial Bids	47
5.22	Right to Accept or Reject Proposal	47
5.23	Bid Selection Method	47
5.24	Disqualification	50
5.25	Acknowledgement by Applicant	50
6	GENERAL TERMS AND CONDITIONS	52
	ANNEXURE A: FORMS AND TEMPLATE FOR BID RESPONSE	61
	Technical Proposal Forms	61
	Financial Proposal Forms	61
	TECHNICAL PROPOSAL FORMS	62
	Form – 1: Covering Letter	62
	Form – 2: Declaration of Acceptance of Terms and Conditions in RFP	63
	Form – 3: General Information about bidders	64
	Form – 4: Bidder’s Annual Turnover and Net-worth Certificate	65
	Form – 5: Bidder’s Relevant Experience Certificate	67
	Form – 6: Particulars of key professionals	68
	Form – 7:WORKS/PROJECT OF DIGITAL EVALUATION UNDER EXECUTION OR AWARDED	69
	Form – 8:STRUCTURE OF THE ORGANIZATION	70
	Form – 9: Power of Attorney for Authorised Signatory	71

Form – 10: Undertaking on being not blacklisted	72
Form – 11: Bank Guarantee for Earnest Money Deposit	73
Form-12: Bank Guarantee for PBG	74
Form-13: Undertaking for compliance of rule 144(xi) of GFR	75
Form-14: Undertaking on Conflict of Interest	76
FINANCIAL PROPOSAL	77
Form – 1: Covering Letter	77
Form – 2: Financial Bid	78
EXHIBIT A	79
EXHIBIT B	81
EXHIBIT C	84

ABBREVIATIONS & DEFINITIONS

Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
Bid / eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format.
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder / Agency / Firm / Supplier	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity.
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid.
CA	Chartered Accountant
CBSE	Central Board of Secondary Education
CMC	Contract Monitoring Committee
Committee	Committee constituted by CBSE for evaluation of Technical Proposals
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement.
Contract/ Procurement Contract	A mutually agreed within the applicable law contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement.
Contract Price	Price payable to the firm/company under the Contract for the complete and proper performance of its contractual obligations
Day	A calendar day as per Gol.
Date of Commencement	Contract Signing plus fifteen (15) days
Effective date	The date on which the contract comes into force and effect
EMD	Earnest Money Deposit
EQI	Equated Quarterly Instalment
Gol	Government of India
INR	Indian Rupee
Lol	Letter of Intent
Personnel Professional /	Professional and Support staff provided by the firm/ company and assigned to perform service to execute an assignment and any part thereof.
Proposals	Proposals submitted by bidders in response to the RFP

RFP	Request for Proposal
Services	Work to be performed by the firm/ company pursuant to the selection by CBSE and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by CBSE.
TIN	Tax Identification Number
TPA	Third Party Auditor
WO/ PO	Work Order/ Purchase Order
DES	DIGITAL EVALUATION SYSTEM

1. Invitation for Proposal

1.1 RFP Notice

- a) The Central Board of Secondary Education (CBSE), an autonomous organization under Ministry of Education, Government of India is working towards implementing the assessment reforms as recommended by NEP 2020. The Board has its regional offices at Ajmer, Bengaluru, Bhubaneswar, Bhopal, Chandigarh, Chennai, Delhi (East), Dehradun, Guwahati, Noida, Panchkula, Patna, Prayagraj, Pune, Thiruvananthapuram, Delhi (West) and Vijayawada. It has one Regional Office at Dubai. Regional Offices for 6 more places (Lucknow, Raipur, Ranchi, Ahmedabad, Kolkata and Gurugram) and 6 sub-Regional Offices are likely to be operationalized soon.
- b) The Board implemented Digital Evaluation of Answer Books for Class X Board Based examination 2014 for various regional offices of the Board and in selected subjects of class XII 2015 of Delhi Region. The Board is regularly taking initiative, for setting high standards and improving overall quality on a continuous basis to enhance the quality, speed and transparency in evaluation.
- c) Any contract that may result from this public procurement competition will be valid for a period of **One (01) year**.
- d) CBSE reserves the right to extend the Term for further period of maximum of **TWO(02) Years** on the same rates terms and conditions on mutual consent of the parties, if required.
- e) The RFP include the followings:
- Section 01 - Invitation for Proposal
 - Section 02 –Background Information& Project Profile
 - Section 03 - Scope of Work
 - Section 04– Project Deliverables &Timeline
 - Section 05 - Manpower specifications
 - Section 06 - Pre-Qualification/ Eligibility Criteria
 - Section 07 – Technical Evaluation Model
 - Section 08 – Payment Schedule
 - Section 09 – Penalty Clause
 - Section 10-Bidding Process
 - Section 11–General Terms and Conditions
 - Section 12 - Exit management
 - Section 13 – Annexure: Technical Proposal & Financial Proposal
- f) Interested firms/ companies may download the RFP document from the e-Procurement website <https://eprocure.gov.in>
- g) CBSE reserves the right to reject any or all the Proposals in whole or part due to administrative reasons..

1.1 Data Sheet

#	Information	Details
1	Earnest Money Deposit (EMD) - (Refundable)	Rs.84,00,000/- @ 3% of estimated contract value EMD in favor of "Secretary, CBSE" (Payable at New Delhi)
2	Date of Publishing	02.05.2025
3	Bid Document Download Start Date	02.05.2025
4	Last date for submission of pre-bid queries	07.05.2025
5	Pre-bid meeting	08.05.2025 11:00 hrs
6	Bid Submission Start Date	09.05.2025
7	Last date for submission of EMD	30.05.2025
8	Last date for submission of proposals (Technical and commercial/Financial) (Online)	30.05.2025
9	Opening of Technical Bids	02.06.2025
10	Contact Person for queries	Joint Secretary (Admin& Legal) cbsehqdelhi@gmail.com Ph- 011-24050402
11	Opening of Financial Bids	Will be announced later
12	Bid validity	90 days, from date of closing of the Tender
13	Estimated Contract Value	Approx Rs.28,00,00,000/- (tentative)
14	Bid Selection Method	Quality cum Cost Based System (QCBS).

2. Background Information& Project Profile

2.1 SECTION I –

AIMS AND OBJECTIVE :-

The Central Board of Secondary Education (CBSE) is an autonomous organization under the Ministry of Education, Government of India with mandate for conduct of public examination at secondary and senior secondary level for its affiliated schools in India and abroad. The main objectives are to serve the stake holders more effectively and to be responsive to the modern educational needs of the stakeholders. The Board has its regional offices at Ajmer, Bengaluru, Bhubaneshwar, Bhopal, Chandigarh, Chennai, Delhi (East), Dehradun, Guwahati, Noida, Panchkula, Patna, Prayagraj, Pune, Thiruvananthapuram, Delhi (West) and Vijayawada. It has one Regional Office at Dubai. Regional Offices for 6 more places (Lucknow, Raipur, Ranchi, Ahmedabad, Kolkata and Gurugram) and 6 sub-Regional Offices are likely be operationalised soon. The Board has more than 30415 schools affiliated with it including 263 schools in twenty three countries. The prime focus of the Board is on; a) pre books on of suitable curriculum for its various schemes of examination in both academic and vocational streams b) regularly updating the pedagogical skills of the teachers and administrators by conducting in- service training programme and OR workshops. c) setting norms for affiliation of institutions for the purpose of public examination and; d) prescribing as well as updating the course of instructions to raise the academic standards in the Country.

In order to reduce the evaluation time, and to provide higher accuracy in evaluation, the Board implemented Digital Evaluation of Answer Books for Class X Board Based examination 2014 for various regional offices of the Board and in selected subjects of class XII 2015 of Delhi Region. The Board is regularly taking initiative, for setting high standards and improving overall quality on a continuous basis to enhance the quality, speed and transparency in evaluation.

The Board intends to select one or more service provider(s) with previous relevant experience in Digital evaluation of answer books in any school Board, University formed under relevant central/state government Act, or examination conducted by examining bodies under center/state government control, with or without technical partners to execute the Digital evaluation of answer books as per the scope of work.

This RFP document highlights the technical and general requirements that the Bidders should submit to the Board in addition to the commercial bid, in the required format, as per the schedule.

2.2 SECTION II

PREFACE

The Central Board of Secondary Education (CBSE) is one of the premier National public Examination Board for the conduct of Class X & XII examination. The Board is a society, registered under Societies Registration Act, 1860 and an autonomous body under the aegis of Ministry of Human Resource Development, Government of India. It has mandate for conduct of public examination at secondary & senior secondary level for its affiliated schools in India and abroad. The main objectives of the Board are to serve the educational Institutions more effectively and to be responsive to the educational needs of the students. There are about 30415 schools including 263 schools at present in twenty three countries outside India, affiliated to the Board. These include Kendriya Vidyalayas, Government Schools, Jawahar Navodaya Vidyalaya, Central Tibetan Schools and Private Independent Schools. The prime focus of the Board is on Innovations in teaching-learning methodologies by devising students friendly and students centered paradigms and Reforms in examinations and evaluation practices. As a step towards this drive, the Board intends to invite "Request for Proposal (RFP)" to improve the quality of evaluation of theory answer books, bring more objectivity in evaluation, minimize human error and intervention, develop skill sets of evaluators for future, and to bring transparency in the examination system for the benefit and trust of all the stake holders. Therefore, the Board desires to go for digital evaluation for Class X/XII All India Secondary School Examination of its 17 Regions. The number of expected candidates in these Regions is as given below:

S.No	Region	Candidates(approx)	Answer Books (approx)
1	AJMER	263846	1442436
2	BHUBANESHWAR	255985	1477962
3	CHANDIGARH	267571	1578475
4	DELHI EAST	379637	2287489
5	PUNE	157260	895582
6	GUWAHATI	134505	785557
7	PANCHKULA	345808	1974855
8	BENGALURU	114792	641011
9	BHOPAL	190228	1075169
10	CHENNAI	212830	1174387
11	NOIDA	296769	1728341
12	PATNA	365180	2050455
13	PRAYAGRAJ	418155	2367218
14	TRIVANDRUM	105205	570960
15	DEHRADUN	192813	1117392
16	VIJAYAWADA	191240	1118781
17	DELHI WEST	256053	1551997

Note: The number of candidates whose DES is to be carried out and quantity of answer books may vary.

Request for inviting RFP for:

- Organizing Scanning Center (set-up of required infrastructure for scanning) for Scanning and digitizing Answer Booklets consisting maximum 40 pages per answer book.
- Necessary Preparation for Digital Evaluation of scanned Answer Book Images
- Organizing evaluation Centers at the identified schools (evaluation center)/space by CBSE (arrange necessary IT related remaining infrastructure not available in the evaluation centers) for Digital evaluation.
- Training to Evaluators (Examiners & AHE/HEs).
- Dynamic allocation of Digital Answer Booklet images to evaluation Centers.
- Providing evaluation dashboard to keep track of the overall progress of the answer sheet evaluation using multiple statistics and a dashboard.
- Completion of evaluation in time bound manner for this projection based on current and required manpower in completion.
- Supervising digital evaluation Centers.
- Up-loading the marks to Bidder's own Data Center or MEITY empanelled Data Center.
- Submission of tabulated Marks to CBSE in both softcopy and Hardcopy.
- **Deputing a Technical Person for Technical Assistance of the (HE, Examiner & AHE) at each Digital Evaluation Center.**

A. Scope of Work

SCANNING OF ANSWER BOOKS

CURRENT PHASE	CLASS X AND XII EXAMINATIONS	VOLUME AROUND----- LAKHS ANSWER BOOKS
Next Phase		
Venue for Scanning of Answer Books	For Board Examination-2025	At the Regional Offices of the Board.
Examiners / Evaluators	For Evaluation of Answer Books	Will be appointed by Regional Offices from the affiliated schools under their jurisdictions.
Evaluation Centers	For Evaluation	The service provider(s) will have to evaluate IT infrastructure in nodal centers preferably identified by ROs from the affiliated schools of that region and arrange suitable infrastructure for carrying out Digital Evaluation System (DES).

Answer Book Specifications

- The answer books for class X and XII shall be A4 size with horizontal orientation as normal CBSE standard format.
- The first page of the answer books of examination will be in machine readable format using OMR technology. CBSE however will reserve its rights on this format and may also provide non-OMR front page. In such a case, barcode stickers will be pasted by secrecy team(s) of CBSE. However, the barcode stickers must be provided by the Service provider based on instructions from CBSE.
- Students will write on both sides of the Answer Books.
- Students may use one main and no or more supplementary answer books. For the purpose of the bid, the entire bundle of answer books (one main and no or more supplementary books) shall be treated as a single answer book of the student.
- Each main Answer Book may carry maximum 20,32 and 40 pages.**
- Each Supplementary Answer Book carries 8 pages.

g) Service Provider may visit CBSE Hqrs or any of the Regional Office to physically verify the copy of the Answer Book.

Handling of Answer Books

The Answer Books of the students will be handed over to the service provider(s) in sealed bags/Packets by the chief secrecy officer(s) (CSO) after pasting barcode stickers. These are to be counted and the count must be compared with the Answer Books giving details on actual number of Answer Books for processing i.e. Scanning and Digital Evaluation System (DES). The suitable number of trained manpower for opening sealed packets/bags containing Answer Books and statements shall be supplied by the Service provider. The details of Answer book data (after pasting the barcode stickers by CSO) like subject name, subject code, subject medium, barcode number, bag number (range for the particular subject), etc will be provided to the Service Provider by Chief Secrecy Officer (s) in a soft copy (Excel Sheet). These details will be provided before the start of Scanning Process. Hand over/Return of answer books after scanning should be also be on the similar away as detailed above. Care should be applied that no answer books get physically damaged or mixed up during the process of scanning.

Training

The Service provider shall undertake to train the officials of confidential section of the Board and all the functionaries involved in the evaluation process for specified examination year (as per Work Order), **one month** before the start of evaluation at respective schools / centers to make them aware of Digital Evaluation System (DES) and its working. Later the AHE/Head examiners and Examiners will be trained as per the marking scheme provided by the Board. The Service provider will monitor the systems and the performance of technical persons appointed at each nodal center as per requirements. A detailed report of evaluators, full day work performance statistics and their attendance at Evaluation Centers for each day shall be shared on dash board of the designated officials of Regional Offices as well as HQ of the Board. Since the DES training to examiners and markers at respective affiliated schools will be a continuous assignment throughout the year, only agencies having sufficient staff/ Experts to handle such continuous training and sufficient financial strength may apply.

Infrastructure for scanning of Answer Books

- a) Board shall provide the Service provider sufficient space for scanning purpose which shall be secured by the Board. All efforts would be made by CBSE, for adequate power points/supply at the place of scanning. However sufficient no of UPS and generators have to be installed by the service provider(s).
- b) Normally Evaluation centers and Computers/nodes for evaluation would be organized and arranged by the service provider(s), however CBSE will also extend help to fix CBSE affiliated schools as evaluation centers across the country. The Service provider will ensure that no internet is available on the evaluator's machine during the process of evaluation at the evaluation center. (Need clarification)
- c) The Service provider would ensure local server deployment.(Need clarification)
- d) All the manpower involved in the scanning work should be engaged by the Service provider and the complete secrecy of the Answer Books will be the responsibility of the Service provider.
- e) Service Provider will ensure proper backup, safety and security of data from any pilferage ,malware, or cyber attack

Periodicity - Period of completion of work and contract, the Service provider may complete the entire process of Answer Books verification with center Performa, and scanning & uploading within 10-15 days' time from the date of handing over the relevant subject Answer Books. The period of contract will be up to CBSE X/XII main and compartments examination (as per Work Orders) and is extendable up to two more examination years for X/XII on year to year basis on same rates, terms and conditions subject to satisfactory performance.

Features required in Digital Evaluation Software

- 1. Provision for automatic back up of evaluated answer books immediately after scanning.
- 2. User account management i.e. addition, modification, deactivation and deletion of examiner and AHE/Head examiner.
- 3. Answer books management i.e. mapping of answer books.

4. Compulsory authentication using login id and password .Provision of the unique password at each login and facility to change the password .The complete audit log of login and activities performed by user.
5. Provision for marking of question by examiner as evaluated, optional, mark for review or not attempted.
6. Evaluated check box to ensure that examiner has visited each and every page of an answer books.
7. Examiner comment box for each question / sub question/ option.
8. Provision for zooming ,rotating of answer books page for proper viewing.
9. Provision for skipping of an answer books by an examiner if the same is in different medium / subject or not properly scanned with remark.
10. Provision for reviewing of any answer books by the AHE/ HE.
11. Provision for viewing of evaluated answer books by the AHE/HE.
12. There has to be a command center to know the status of overall evaluation at various center.
13. Provision of forecasting report of evaluation to enable the Board to know the timeline to complete the entire evaluation process and number of evaluators/ reviewers required.
14. Provision of restriction of evaluation/ reviewing time as the evaluators and reviewers can perform actions only in the time stipulated by the Board
15. At each evaluation center there should be dash board displaying the following
 - i) Daily and consolidated examiners' attendance
 - ii) Daily and consolidated Addl AHE/Head examiners' attendance
 - iii) Daily and consolidated AHE/Head examiners' attendance
 - iv) Daily and consolidated Subject-Medium wise examiner details
 - v) Daily and consolidated Subject-Medium wise AHE/head examiner details
 - vi) Skipped Answer books Details (till date)
 - vii) Overall Subject-Medium wise Evaluation (till date)
 - viii) Date wise working hours report of Examiners and AHE/Head examiners
16. Providing unique password to each and every examiner and AHE/HE through CNS and the password has to be changed on the 1st login

17. The Password is to be transferred in encrypted form to CNS on daily basis by the DES Service Provider .The password should be stored in encrypted form by the DES Service Provider.
18. The delivery of digital evaluation is to be through internet.
19. Availability of answer books, question paper and marking scheme on the computer nodes of each and every AHE/HE and examiner and providing messaging facility in any form for the Examiner to contact AHE/HE for doubts and clarification in books while marking.
20. After scanning of answer books the delivery at the marking centers can be by any secured mode as per standard International practice or the technology available with the service provider which should be fully secured and any type of lapses in this mode will be the sole responsibility of the service provider and in event of such a lapse the Board reserves the right to take necessary action which may include termination of the contract. In case of transfer of data in any device the same should be sealed in the presence of CSO/ representative with his/ her signature and the responsibility of transporting of this device to the marking center will be that of service provider.
21. Enabling of security settings for AHE/Head examiners authentication.
22. Maintaining audit log of each and every CNS, HE, AHE, Examiner and IT Manager of DES Service provider.
23. Provision for forgot Password and secret question settings.
24. Annotation of each and every question and page of answer books like tick mark, cross mark facility for each and every question with marks appearing below the tick marks or the box provided against each answers or steps as per marking scheme and provision of tools to evaluate graph and drawings by the evaluator.
25. At the end of the marking reports of every examiner to know the number of answer books evaluated per day and the time taken to complete the given assignment.
26. Provision of timer on computer node of each and every examiner to know the time taken in evaluation of answer books.
27. Provision for subject/medium wise selection of answer books.
28. Provision of message broadcasting to evaluators/reviewers
29. Provision for configuration of multi-lingual question paper.
30. Provision of multilingual interface. The application should support the user interface in various languages

31. Provision of selection of question paper by Evaluator If a subject-medium has multiple question papers without set categorization, the evaluator can choose the appropriate question paper from the question paper list
32. Provision of Value Point Marking System
33. Provision of re-opening of submitted/ reviewed answer books by AHE/ Head Examiner for evaluation in case of any need for correction
34. Examiners, AHE and AHE/Head examiners online feedback.
35. Provision for reviewing based on the rules shared (10% of the answer books will be reviewed)
36. Provision of setting of minimum time of evaluation of an answer books to avoid fast and possibly inaccurate evaluated answer books.
37. Setting of limit/ceiling for maximum no. of books to be evaluated by an examiner.
38. Mandatory provision for evaluation of 10% answers books by the AHE/ Head Examiner.
39. Detailed audit log of evaluation.
40. Provision for PDF / JPEG view of answer books.
41. Provision for Subject – Medium wise Evaluator report for reviewer to generate the report of evaluation for a subject-medium-evaluator combination during any date range in the evaluation period
42. Provision of viewing Answer book in Landscape/Portrait orientation
43. Provision of revisiting/ editing the marks/ evaluation by evaluator of evaluated answer book on same day but before submission to HE
44. Provision of easy assignment of marks as the evaluator can assign full or 0 marks for an answer by selecting the same from the drop down at the question level. In case of sub-questions, the full or 0 marks are awarded automatically. In any case marks cannot be more than assigned to questions
45. Provision of key board shortcuts to enable evaluator to evaluate the answer books faster
46. Provision for review of answer books subject and medium wise by the AHE/ Head Examiner of the subject and medium to which he/she is mapped for limited to 10% of the allotted subject.

47. The software should have an enhanced search operation facility to enable reviewer to view the details of an individual answer books and the percentage range for viewing the evaluated / reviewed answer books by specifying the answer books code

48. The following reports needs to be generated by the DES software:

- i) Date wise AHE/Head Examiner and Examiner attendance report
- ii) Subject-Medium wise Examiner detailed report
- iii) Subject-Medium wise AHE/Head Examiner detailed report
- iv) Skipped answer books' detailed report
- v) Overall Subject-Medium wise Evaluation report
- vi) Examiner detailed report
- vii) Variance report in case of discrepancy in the marking of examiner(s) and AHE/Head examiner(s)
- viii) Printing of answer books(s) with all annotation of marks Tick right or wrong as per requirement.
- ix) Center wise daily report
- x) Providing an online dashboard indicating each and every activity being undertaken by the DES system along

49. Provision for auto uploads of marks file.

System Requirements for Evaluation

The DES should have the following features:

- a) The DES must provide for a safe evaluation environment.
- b) The system must employ a framework that ensures the most efficient processing time;
- c) The system must allow for both the evaluation of objective and subjective responses (e.g. open-ended and constructed response questions);
- d) The system must provide for a rapid-response framework for arbitration and handling evaluation discrepancies;
- e) The system must provide for real-time, live reporting of evaluation progress and accurate time projections for reporting of results;
- f) The system must employ a flexible framework that allows for real-time adjustments in evaluation rubrics and for resource re-allocation;
- g) The system should be capable of implementing adaptive allocation strategies where ever applicable

- h) The system must allow for the complex, multi-level evaluation rubrics;
- i) Data resulting from system must be analyzed as per Board's requirements;
- j) The system must allow for real-time monitoring and evaluation of marks and questions by administrators, pedagogic directors, or other relevant personnel;
- k) The system must demonstrate mechanisms for heightened accuracy for subjective question responses;
- l) The system must demonstrate integrated security mechanisms (such as serial numbers on each page)
- m) The system should be capable of handling different response formats like images.
- n) The system should be able to capture the remarks and comments made on the answer sheet by the evaluators.
- o) The system should be able to archive the answer sheets for a defined retention period and the Service provider will assist the Board in any Legal/RTI matter for disclosure of marked books & will be responsible for legal consequences & damages arising out of any system deficiency

The Software/Forms-Processing Requirements must include the following characteristics:

- a) The database should be a relational database, SQL compliant;
- b) All administration and evaluation-related functionality must be accessed through any web browser (Firefox, Internet Explorer, Chrome etc.);
- c) The server must be installed inside Board facilities and all access to the system must be through local intranet. All services must be available through the Internet from the server installed in Board's facilities;
- d) The system must be able to support multiple languages and multiple-language speakers simultaneously considering the future prospect.
- e) The evaluation process should maintain anonymity, where scorers only receive the image of the response without any student information;

- f) Rubrics should be able to be defined for each question, together with on-line pedagogical help and additional information to help evaluation process;
- g) The system should allow for flexible work assignments (e.g. a scorer can grade any question of an exam, or he can grade only one question or a group of questions);
- h) The system should allow for flexibility in evaluation supervision (e.g. Supervisors can monitor scorers assigned to one exam, to a group of exams or to a subject or group of subjects.);
- i) The system should be able to allow for flexible work flow (e.g. the AHE/Head Examiner/Administrator should be able to define how much work one or more scorer receives);
- j) The system should allow for flexibility in the evaluation process (e.g. flexibility in seeing entire question booklets or one at a time);
- k) System should allow for multiple-evaluation;
- l) The system should be able to alert the supervisor/ administrator when the multiple scores of an answer sheet result in very diverse scores
- m) System should allow for individual parameters to be defined by the user for each test question;
- n) System should allow for the real-time checking of scorer's work quality, allowing the system to stop the scorer work in case of low quality;
- o) System should allow for real time supervisor access to any scorer's work as well and to exams already scored, with the ability to modify assigned scores;

- p) System should support an internal messaging service to report news and problems between scorers and supervisors;
- q) System should support real time reports to monitor scorers' production and evaluation operation progress;
- r) The system should support the digital signing of the answer sheet or daily evaluation report post evaluation by the scorer
- s) System should allow for customized results reports based on user needs; and
- t) System should support online training using real exam images

Scope of Work for Digital Evaluation 2025

After allocation of work schedule and details, the Service provider is needed to sign the service level agreement (SLA) prepared by CBSE on mutually agreed within the applicable law terms and conditions afterwards all the services provided by the Service provider will be governed and monitored as per the terms and conditions laid down in SLA .

DES will include all components of work i.e. training, infrastructure, scanning, DES delivery, submission of marks and reports in desired CBSE format, soft copy of evaluated answer book with annotation, containing the marking by examiner including total marks, with right and wrong Ticks for RTI/Verification/Revaluation and other purposes. This has been categorized in four broad phases:

This has been categorized in four broad phases:

A. Pre-Evaluation Phase.

1. Designing the evaluation plan and evaluation process in consultation with CBSE at :

- a) Evaluation Centers and minimum 01 or more Scanning Center (number may vary)
- b) Complete Security management processes (Physical and IT for all center and servers etc.)
- c) Evaluator handling process
- d) Click by Click Audit processes
- e) Other related processes involved for evaluation

2. Training of all functionaries involved in DES

3. To prepare and provide documentary manuals for all processes for safe and secure conduct of Evaluation, to be followed along with rules for contingency and exception handling/ emergency Procedures.

4. Quality of scanning should be at least 300 DPI and above.

5. To provide specifications for Hardware and Software required at all stages of the evaluation as per marking scheme for

- a) Evaluation Centers and one Central Scanning Center (number may vary).
- b) Devices and systems to be used for authentication and audit trail mechanisms required for evaluation

6. The software should have role base security mechanism and proper industry standard authentication like Digital Signature, biometric, etc. and authorization mechanism should be implemented in the system.

7. To provide and setup secured software for Authoring and completing evaluation process at the Evaluation Centers.

8. Answer Books in sealed bags /packets will be handed over to the service provider by the chief secrecy officer of the Board for proper accounting of Answer Books and slips and processing leading to Digital Evaluation System (DES).
9. Scanning should be done without cutting the spine of the Answer Booklet by employing the Automatic book/robotics Scanners. All the pages of the booklet should be accounted for and identified with the booklet ID number.
10. Answer Books to be opened in presence of the Officer-in-charge deployed by CBSE along with the Center-in-charge deployed by Service provider.
11. Answer books would be handed over by the Officer-in-charge, CBSE to the Center-in charge, Service provider and after processing the work of scanning and digitization, the same would be kept under joint custody of CBSE and service provider until evaluation work is over.
12. The scanned answer books to be securely made available in the evaluation centers by the Service provider.
13. To provide suitable assessment evaluation system or software as per requirement of CBSE.
 - a) To identify required Evaluation centers with the help of the CBSE (minimum capacity of 50+20% buffer). Service provider will utilize Evaluation centers and CBSE would facilitate use of resources of its affiliated schools, subject to payment of charges of any recurring expenses used for the evaluation of answer books, if any, upon mutual consent of the parties.
 - b) To ensure that Evaluation Center has the required suitable Hardware (if not available at the identified Evaluation Center) Software and Internet Connectivity.
 - c) To ensure that UPS facility available at each Evaluation Center.
 - d) To ensure that Generator facility available at each Evaluation Center in consultation with the school / evaluation center and if not available, the same may be arranged on rental basis.

- e) Evaluation Centers are to be placed within a suitable reach/distance.
- f) To ensure availability of uninterrupted power facility available at each Evaluation Center
- g) To carry out periodic audit at Evaluation Centers by the service provider for the following;
 - Hardware - Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser
- h) Above point (g) shall be in addition to the provision of CERT-In empanelled third-party audit by the Board.
- i) To ensure suitable drinking water and separate toilet facilities both for men and women evaluators engaged.

14. Sufficient number of scanners and required expertise manpower should be provided by the Service provider to complete the entire work within 10-15 days.

15. The Service provider should operate and maintain the evaluation processing main server and other server at evaluation Centers as per requirements of the Board.

16. The accumulated Data's back-up to overcome natural uncertainties to be mapped with process of automated & incremental backup at a place, decided by the Board.

B. Testing Phase

Prior to evaluation process, the selected service provider would submit the software testing report with the approval of selected evaluators deployed by CBSE and would be treated as pre user acceptance. The service provider may have the programme through which the cover page of answer books should reflect the marks awarded by the examiner against each question and the total marks secured by the examinee should be displayed on front page of answer book.

1. Temporary environment of Evaluation Center would be created by the service provider.
2. CBSE would engage a few evaluators to check the processes and efficiency of the working atmosphere and the accuracy of output (Scanned answer sheets)
3. CBSE will handover old data for end to end evaluation
4. The Accuracy and evaluation criteria to be cross-checked in presence of engaged evaluators.
5. Time period for testing and amount of data to be scanned and evaluated would be decided by CBSE.
6. In case of dissatisfaction of testing outcome/report the service provider would be considered to be defaulter in achievement.

C. Evaluation Phase

- 1) To manage the evaluation i.e. Digital Evaluation System (DES) process through intranet based solution at all Evaluation Centers.
- 2) To securely transmit, download, install and implement evaluators / evaluation details received from CBSE.
- 3) To provide username/ password to the evaluators at the evaluation Centers
- 4) To arrange/provide adequate displays and provide required instructions/ information to the evaluators at the evaluation Centers.
- 5) To maintain complete log of all activities of evaluators during the course of examination to enable complete audit ability of the evaluation process.
- 6) To calculate marks obtained by each candidate as per requirement of the Board.
- 7) To device system for monitoring and supervision of evaluation Center activities (Center level/ evaluator level) by the competent authority of the Board.
- 8) To transfer/export the data in encrypted format including raw scores data from local computers to Central Tier 3 Data Center / MEITY Empanelled Data Center.

- 9) Server data to be secured at a designated site by a responsible official of the Service provider in the presence of AHE/Head examiners and a backup copy in External Hard Drive to be handed over to The Nodal officer/AHE/Head examiner at the end of each day.

D. Post Evaluation Phase

To share the evaluation results

1. Supply of tabulated marks and all reports generated through the software in the form of hard and soft copy as per format provided by the Board during the entire period of contract to the Chairman CBSE or any other officer designated by Chairman CBSE for use by the Board or any other designated Service provider for result preparation, research as decided by the Chairman CBSE.
2. Provide link to the e-mail ID of the students who apply for re-addition to download his/her Valued Answer Books and settle re-addition queries.
3. Certificate to the effect that no data in any form concerning the project or its outcome will be shared /supplied /sold to any party/individual by the Service provider and the selected Service provider will be liable under relevant clauses of I.T. Act for any breach of this clause.

2. Pre-Qualification/ Eligibility Criteria

The Bidder is expected to submit the following supporting documents with respect to the below-mentioned eligibility criteria together with the Technical Proposal:

2.1 Compliance to Rule 144 (xi) of GFR 2017

Bidder to mandatorily provide undertaking as provided in Form-14 (under Technical Forms) of this RFP stating the conformance to Rule 144 (xi) of GFR Guidelines for Eligibility of a 'BIDDER FROM A COUNTRY WHICH SHARES A LAND BORDER WITH INDIA' is mentioned in Annexure III of Order (Public

Procurement No 1) dated 23.07.2020, issued by Department of Expenditure, Ministry of Finance, Government of India.

2.2 Pre-Qualification Criteria

Technical Proposal of bidders will be evaluated only those who qualify the Pre-qualification criteria.

The invitation for bids is open to all entities who fulfil qualification criteria as specified below:

1. The Service provider should be a PSU/ Company registered under the applicable law in India and having undertaken similar work/operation for more than three (03) years in India.
2. The Service provider should have successfully executed similar projects in India involving not less than 5 lakhs students in each project. The documentary evidence in form of work/contract and client report must be enclosed. Similar nature of work means computer based scanning, evaluation, marking of answer books of any reputed examination body as specified in the RFP.
3. The Service provider should have ISO certification for security ISO 27001:2013 , for quality 9001:2015
4. Software Ownership:
 - a) Service Provider should own or have the rights to access the complete source code of the software being used for conducting the Digital Evaluation.
 - b) Service provider should have all the necessary processes in place for entire Software Development Life Cycle (SDLC) of the software being used for conducting the Digital Evaluation.

- c) Service Provider should have authorized and globally accepted software certification viz. CMMI Level 5 for both development and services. The submitted certificate should be verifiable on CMMI PARS website.
 - d) Service provider should have all the necessary components of source code in place and any change required in any of the components of the software, in-house technical skill should be available to make necessary changes.
 - e) Software code should be versioned, labelled and base lined appropriately in a standard version Control system within the organization.
 - f) Software code should have multiple backup systems in place so that anytime source code/data can be recovered in case of any disaster.
 - g) Service Provider should own the test cases and regression testing code to produce that they have done necessary testing for the software to scale up to conduct large assessments.
 - h) Service Provider should have in-house quality assurance group and a strong quality management System to do quality check of the software.
 - i) Proper security provision for source codes.
 - j) The Bidder should have own DC&DR (Data Center & Disaster Recovery) center or MEITY Empanelled Data Center with own Three -Tier data Center Architecture (within PDC and SDC) in separate seismic zone duly certified by the authorized agency.
5. The Service provider should have on his pay roll sufficient Technical and Administrative employees for Digital Evaluation work in India for the proper execution of the contract.

6. The Service provider should be registered with appropriate tax authorities such as Income Tax and should submit the certificate of registration with these authorities. **The Board being educational body is exempted from paying GST.**
7. The Service provider must have Average Annual Turnover of ₹50 crores and above in India for last three years in India in the field of Digital Examinations/ Digital Evaluation of answer book. Copies of audited balance sheets and copies of IT returns for preceding 03 years are to be uploaded with the Technical Bid.
8. The Service provider should have its own infrastructure including computers, laptops, appropriate technology, Hardware (Evaluation Centers), software, trained staff, adequate security measures.
9. The Contract shall be on Outsourcing basis and the Service provider should have arrangements for at least 1000 computer nodes for conducting the Digital Evaluation System (DES) of answer books in India.
10. The Service provider should have a proven capability of scanning at least 5 lacs pages in a single day of the Answer Booklet. The Service provider should be able to demonstrate the capability on any day if called for technical presentation.
11. The Service provider may be disqualified, if they 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 contract or financial failures/weaknesses in any institution as mentioned in the RFP.
 - c) If confidential documented inquiry reveals facts contrary to the information provided by the Bidder.

- d) If confidential documented inquiry reveals unsatisfactory performance in any of the selection criteria.
- e) Based on the eligibility and evaluation criteria, bidders would be selected by these techno-commercial bids in pursuance to the RFP with details of scope of work

3.2 General Instruction of Bidding Process

- a) This invitation for bids is open to all Indian firms who fulfil pre-qualification criteria as specified in the RFP.
- b) Consortium is not allowed.
- c) Breach of general or specific instructions for bidding, general and special conditions of contract with CBSE or any of its user organizations during the past 3 years may make a firm ineligible to participate in bidding process.
- d) Any specific Company can submit only one bid, and a single company submitting more than one bid shall be disqualified and liable to be black-listed.
- e) Terms and conditions of e-procurement tendering process is mandatory to all the bidders.

4 Technical Evaluation Model

CBSE will form a 'Committee' to evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, CBSE, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Only those proposals meeting the pre-qualification criteria will be evaluated as per the criteria mentioned below:

S.No	Criteria	Maximum marks	Distribution of marks
1	Company Credentials	50	
1.1	Legal Status	5	
	PSU(Public Sector Undertaking)		5
	Private Company		3
1.2	Annual Turnover (average of last 3 financial years)	5	
	Above Rs 100 Crores		5
	Rs.50 Crore to Rs.100 Crore		3
1.3	ISO Certification	10	
(i)	ISO 27001:2013 and 9001:2015		5
(ii)	Certifications(both development and services) should be verifiable on CMMI PARS website.		
	CMMI-5 certifications		5
	CMMI-4 certifications		3
	CMMI-3 certifications		2
1.4	Manpower	10	
(i)	Agency must have regular manpower on its payroll in all its offices located in various parts of the country having above 100 experienced personnel in software development and to manage integrated examination management system along with supporting manpower (likewise admin, accounts etc) {proof of EPC Challan for current financial year}		10
(ii)	Agency must have regular manpower on its payroll in all its offices located in various parts of the country having above 50-100 experienced in software development and in developing supporting software to manage integrated examination management system along with supporting manpower (likewise admin, accounts etc){proof of EPC Challan for current financial year}		5
1.5 (i)	Primary Data Center with Secondary DC site to be owned by the bidder for data Security with own Three -Tier data Center Architecture (within PDC and SDC)	20	20

1.5(ii)	MEITY Empanelled Data Center with own Three -Tier data Center Architecture (within PDC and SDC)		10
Sub Total		50	
2	Technical and Operational Capability	40	
2.1	No of Answer Books evaluated through computers in a single order for any government project in India	5	
	>3000000 pages		5
	<3000000		3
2.2	No of Assignments in digital evaluation completed in India	10	
	> 5 assignments of Rs.5 Crore and above each		10
	3 - 5 assignments of Rs.3 Cr to below Rs.5 Cr each		5
	< 3 assignments of above Rs.2 Cr each		2
2.3	Infrastructure Capability owned/agreement in the cities where CBSE Regional Offices are located	10	
	>500 systems		10
	500-250 systems		7
	Less than 250 systems		4
2.4	Scanning Capability	5	
	>= 30,00,000 pages per day		5
	< 30,00,000pages per day		3
2.5	Ownership of Source code of the software for customization on Company letterhead	10	10
Sub Total		40	
3	Presentation and Demo	10	
3.1	Presentation		5
3.2	Demo		5
Sub Total		10	
Total		100	

Financial Proposal of only those bidders will be opened who secure more than 70 marks as per the above evaluation criteria.

5 Bidding Process

5.2 Time Schedule for Bidding

Tender reference No:	As mentioned in e-Procurement
Date of issue of RFP	As mentioned in e-Procurement
Non-Refundable Tender Processing EMD	As mentioned in e-Procurement
Pre-bid meeting & venue	Central Board of Secondary Education Integrated Office Complex, Headquarter, Sector-23, Dwarka, New Delhi-110077
Last Date for Receiving Queries	As mentioned in e-Procurement portal
Last Date and Time for submission of Bids	As mentioned in e-Procurement portal
Venue, Date & Time of Opening Of Technical Bids	As mentioned in e-Procurement portal
Venue, Date & Time of Opening Financial Bids	As mentioned in e-Procurement portal
Contact Person, Phone No. and Email	Joint Secretary (Admin& Legal) jsal@cbse.gov.in , cbsehqdelhi@gmail.com 011-24050402

1. Please visit web site<><<https://eprocure.gov.in>> for full details.
2. Complete sets of bidding documents will be available for free download, by interested bidders, from the e-Procurement portal of the Government of India.
3. It will be in the interest of the bidders to familiarize themselves with the e Procurement system to ensure smooth preparation and submission of the tender documents.
4. The Bidders are advised to submit the Bids well in advance of the deadline as CBSE will not be liable or responsible for non-submission of the bids on

account of any technical glitches or any problems in connectivity services used by the bidder.

5.3 Due Diligence by Applicants

Applicants are encouraged to inform themselves fully about the assignment and the local conditions before submitting the bids.

5.4 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by CBSE. CBSE will in no case be responsible or liable for those costs, regardless of the outcome of the tendering process.

5.5 Validity of Proposals

- d) Proposals shall remain valid for a period of bid validity as mentioned in the data sheet section above. A proposal valid for shorter period may be rejected as non-responsive.
- d) CBSE may solicit the bidders' consent to an extension of Proposal validity (but without the modification in Proposals). A bidder may refuse the request and such refusal shall not be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited Bidders that agree to an extension of the period of validity of their bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security is considered to have refused the request to extend the period of validity of its Bid.

5.6 Clarification of Tender Document

A prospective bidder requiring any clarification of the tender document may notify CBSE in writing along with a soft copy in excel format at CBSE's correspondence email address before the date mentioned in under the 'important dates' section. CBSE representative will respond to any request for

clarification of the tender document in the pre-bid conference, which will be held as per the table of important dates given. CBSE's response will be sent to all prospective bidders who have received the tender document. The clarification shall be asked as per the given format. Queries not adhering to this format will not be responded to.

Sr. No	Page No of the RFP Document	Section No of the RFP Document	Proposed Change	Reason of Proposed Change
1				
2				

5.7 Pre-Bid meeting

- a) All those bidders who have obtained/purchased bid document can participate in pre-bid meeting to seek clarification on the bid, if any.
- b) Not exceeding two employees from each of the bidding firm/ company/ organization are invited to attend the Pre-Bid Conference at their own cost, which is to be held at the venue indicated above.
- c) The purpose of the meetings will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- d) The Bidder is requested, to submit any questions in writing to reach CBSE as per the dates mentioned above. It may not be practical at the Pre-Bid Conference to answer questions received late. CBSE will respond to any request for clarification to queries on the tender document, received not later than the dates prescribed in Invitation for Bids / Key events and dates. The clarifications (including the query but without identifying the source of inquiry) will be uploaded on the e-tendering portal.
- e) CBSE at its discretion will conduct the Pre-Bid Conference in physical, virtual or hybrid mode.
- f) Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder.

5.8 Clarification

- a) A prospective bidder requiring any clarification of the bidding documents may notify CBSE contact person. Written copies of the response (including an explanation of the query but without identifying the source of inquiry) will be shared with all prospective bidders that have received the bidding documents.
- b) The concerned contact person will respond to any request for clarification of bidding documents, which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in tender call notice. It is further clarified that CBSE shall not entertain any correspondence regarding delay or non-receipt of clarification.

5.9 Amendment of Tender Document

At any time prior to the last date / time for receipt of bids, CBSE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, reserves the right to modify the tender document by issuing an amendment. The amendment will be notified in e-procurement portal and will be binding on the bidders. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, CBSE may, at its discretion, extend the last date for receipt of bids.

5.10 Bid Preparation

5.10.1 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and CBSE, shall be written in the English language. If any supporting document and printed literature furnished by the Bidder is in a language other than English then the same should be accompanied by an accurate English translation in which case, for purposes of interpretation of the bid, the English translation shall govern. However, such translations shall be certified by the agency that has done the translations.

5.10.2 Bid Format

The Bidder shall upload the digitally signed scanned copies of the Proposal in e-Procurement, as given below:

A. Pre-Qualification Bid

1. A letter on bidders letter head
 - I. Describing the pre-qualifying technical competence and experience of the bidder,
 - II. Certifying that the period of validity of bids is <no of days as per data sheet above>from the last date of submission of bid,
 - III. Asserting that the bidder is quoting for all the items mentioned in the tender,
 - IV. Accepting all terms of this RFP
2. All forms mentioned in RFP document along with the requisite documents asked in the respective forms to prove that the bidder meets the eligibility criteria.
3. Power-of-attorney granting the person signing the bid, the right to bind the bidder as the 'Constituted attorney of the Agency'.
4. Permanent Account Number (PAN) from INCOME TAX authorities of area of operation of the bidder.

B. Technical Bid as per specified criteria

The Technical Bid document shall detail all the information sought from the bidders and required for CBSE to evaluate the bids as prescribed as part of the technical evaluation in Section 4 of this document. Hence it is mandatory that the bidders read this section in conjunction with the technical evaluation section to provide information as necessary and adequate to evaluate the proposals.

C. Commercial Bid Specified

The commercial bid shall be submitted for all requirements of CBSE for the Request for Proposal (RFP) Selection of an agency for providing services as per details mentioned in the RFP

5.11 Procedure for Submission of Bids

5.11.1 Tender Processing Fees

Bidder can download the tender document for free from the e-Procurement portal till the due date and time for bid submission.

Note: It will be in the interest of the bidders to familiarize themselves with the e-Procurement system to ensure smooth preparation and submission of the tender documents.

5.11.2 Modes of Submission

All interested bidders shall pay EMD and submit their Technical and Commercial RFP responses electronically using the e-Forms in the e-Procurement platform. Companies shall submit the tenders only through the e-Procurement system before the scheduled date and time for bid submission. CBSE will not be liable or responsible for any delays due to unavailability of the portal and the Internet link.

In compliance to GFR 2017 Rule 170, Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase organisation or the concerned Ministry or Department or Start-ups as recognised by Department of Industrial policy and Promotion (DIPP) are exempted from EMD along with their bids.

Bidders shall submit, along with their Bids, Earnest Money Deposit ("EMD") in the form of Bank Guarantee (Including e-Bank Guarantee) / A/c payee DD/FDR/Bankers Cheque as EMD (bid Security) as per the amendment of GFR, OM No. F 1/4/2022-PPD dated 05-08-2022 and which shall be valid for a period of 90 days from the last date of submission of the bid. Bid security in any other form will not be accepted. For Electronic Fund Transfer kindly contact for details on email-cbsehqdelhi@gmail.com

5.12 Authentication of Bid

The bid response shall be signed by the bidder, or a person or persons duly authorized to bind the Bidder to the Contract. A written power-of-attorney accompanying the bid shall support a letter of authorization.

5.13 Validation of Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

5.14 Financial Bid

The bidder shall indicate prices according to the Performa prescribed in the tender document.

5.15 Firm Price

Attention of the bidder is invited to the terms and conditions of payment given in RFP document.

5.16 Revelation of Prices

Prices in any form and for any reasons shall not be revealed in the pre-qualification bid or technical bid or before opening the commercial bid. In case such violation happens, then the bid shall be immediately rejected.

5.17 Terms and Conditions of Tendering Firms

In case any of the terms and conditions to the RFP is not acceptable to any bidder, clearly specify the deviation in the forms given in RFP. Similarly in case the equipment and services being offered has deviations from the schedule of requirements laid down, the bidder shall describe in what respects and to what extent the equipment and services being offered differ/ deviate from the specification, even though the deviations may not be very material. Bidder must state categorically whether or not their offer conforms to requirement specifications and schedule of requirements and indicate deviations, if any in

section as part of the response to the bid. Any substantial deviation may lead to rejection of the bid by CBSE.

5.18 Bid Submission

5.18.1 Consortium and Sub-contracting

1. The bid shall be submitted only as single entity firm. **Consortium or Joint venture shall not be allowed for the project.**

5.18.2 Modification and Withdrawal of Bids

No bid shall be withdrawn in the interval between the last date for receipt of bids, and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval would result in forfeiture of the bidder's bid security.

5.18.3 Address for Correspondence

The bidder shall designate the official mailing address, place, telephone number, fax number and e mail address to which all correspondence shall be made by CBSE. CBSE will not be responsible for non-receipt of any communication sent by the bidder.

5.18.4 Clarifications

If deemed necessary, CBSE may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. CBSE may, if so desire, ask the bidder to give a presentation/ demonstration for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders.

5.18.5 Verification of Reference Installations

CBSE, if considers necessary, may conduct verification of reference sites to satisfy themselves on the performance of the equipment/ services offered with reference to their requirements.

CBSE will satisfy themselves on the veracity of the reference works with reference to performance indicators relevant to the requirements specified.

5.18.6 Contacting CBSE

Bidder shall NOT contact CBSE on any matter relating to this bid, from the time of the submission of bid to the time the contract is awarded. During this period, all-important notices will be published in the e-procurement portal.

Any effort by a bidder to influence CBSE's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid. Such an act on the part of the Bidder shall amount to misconduct and will be liable for appropriate action, as decided by CBSE.

5.18.7 Bid Currency

Price shall be quoted entirely in Indian Rupees (INR).

5.18.8 Disqualifications

The bid is liable to be disqualified in the following cases:

- The Bid not submitted in accordance with this document.
- During validity of the bid, or its extended period, if any, the Bidder increases their quoted prices.
- Bid is received in incomplete form.
- Bid is not accompanied by all requisite documents.
- Information submitted in Technical Bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Commercial bid/ pricing is uploaded in the Technical bid.

5.19 Earnest Money Deposit

An EMD of amount as mentioned in the data sheet, must be submitted along with the Proposal. Proposals not accompanied by EMD shall be rejected as non-responsive. Earnest Money Deposit (EMD) shall be refunded to all the unsuccessful bidders within one month after award of the work to the successful/suitable bidder. The bidder is liable to pay liquidated damages and penalty imposed by the Tender Inviting Authority in the event of non-fulfilment of any of the terms or whole of the contract.

The EMD shall be forfeited:

- 1 If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form;
- 2 Or in case of a successful Bidder, if the Bidder fails:
 - To sign the mutually agreed within the applicable law Contract; or
 - To furnish the performance security after signing of the Contract.

5.20 Submission, Receipt and Opening of Proposals

5.20.1 The tendering authority will open all bids (only Technical Bids at the first instance) through the e- Tendering website, in the presence of Bidders or his representatives who choose to attend.

5.20.2 The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for the tendering Authority, the Bid shall be opened at the appointed time and location on the next working day.

5.20.3 The Bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite bid security and such other details as the tendering authority, at its discretion, may consider appropriate, will be announced at the time of opening. No Bid shall be rejected at the opening.

5.21 Correction of Arithmetic Errors in Financial Bids

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids on the following basis, namely:

- a. 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, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- b. If there is an error in a total price corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

5.22 Right to Accept or Reject Proposal

The tendering authority reserves the right to accept or reject any proposal, and to annul the proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

5.23 Bid Selection Method

- The objective of the Technical bid evaluation is to shortlist bidders who have the technical expertise/skills that are essential to establish / implement this business activity as envisaged. In technical evaluation round, bidder will be required to present the details regarding their product, work experience in response to this tender. During presentation, demonstration of modules/products/solutions developed/work plan will be made by the bidder. The bidder must submit these documents along with evidence to substantiate their claims while submitting their bids.

- The technical bids shall be evaluated by the Tender evaluation committee based on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the Tender Document. The Tender Evaluation Committee will evaluate the technical proposals by taking into account factors mentioned below. The information furnished by the bidders in the technical bid shall be the basis for this evaluation
- Each of the Technical bids shall be evaluated on a score of 100 points
- Each Proposal will be evaluated according to the following criteria, but not limited to:
 - a. Project objective, scope of work and understanding along with past experience in projects executed of similar nature. Bidders must demonstrate their experience.
 - b. The Evaluation Criteria along with the relevant marks for each component is summarized in

The selection method is Quality cum Cost Based Selection (QCBS).

Technical Bid Score will get a weightage of 70% (denoted by ST) and Financial Bid Score a weightage of 30% (denoted by SF).

The process of selection of successful bidder for the purpose of award of contract shall be as follows:

A. Calculation of Technical Score (ST)

T = Technical Marks Obtain by the Individual Bidder

TH = Highest Technical Marks Obtain by Bidder

ST = Technical Score obtain by the Individual Bidder

Calculation of Technical Score (ST)

$ST = 100 \times (T/TH)$ (rounded off to 2 decimal places)

B. Calculation of Financial Score (SF)

F = Total Financial Bid amount quoted by individual Bidder

FL = Lowest Total Financial Bid amount quoted by individual Bidder

SF = Financial Score obtain by the Individual Bidder

Calculation of Financial Score (SF)

$SF = 100 \times (FL/F)$ (rounded off to 2 decimal places)

C. Calculation of Final Composite Score (S)

The Final Composite Score (S) shall be computed for each firm by assigning 70% weightage to the Technical Score (ST) and 30% weightage to Financial Score (SF) using the formula given below:

$$S = (ST \times 0.7) + (SF \times 0.3) \quad \text{(rounded off to 2 decimal places)}$$

Bidder with the highest final composite score will be awarded the contract. In case of a tie in the final composite score, the bidder with the higher Technical Score will be invited for negotiations and selection first.

Exhibit-below

- c. Capability of the Proposed Team: Experience and capability of the proposed team in similar projects/technologies and relevant certifications, if any, of the project team, which might help in project delivery.
- Feasibility and Technical Viability of the Proposed Technical Solution – The bidder's Design, Development and Implementation Plan, its deployment of sound project management strategy etc. for the project. Also the quality, responsiveness, responsibility, ease of use reliability and comprehensiveness of the proposed technologies, adherence to IT Architecture Plans, standard Information Systems Security Policies etc. would be evaluated from the perspective of the proposed solution.
 - **Bidders with score of 70 and above in the technical bid shall be considered as technically qualified.** The financial bid of only the technically qualified bidders shall be opened.
 - **Technical Presentations:** Each bidder to make a presentation on their proposed solutions to the Tender Evaluation Committee and the key points in their proposals.
 - The Tender Evaluation Committee may waive **seek additional information, clarification etc. from the Bidders.** The Chairman, CBSE reserves the right to reject any or all proposals on the basis of any deviations.

5.24 Disqualification

The tendering authority may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

- a) Submitted the Proposal documents after the response deadline.
- b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- c) Exhibited a record of poor performance such as doing and abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years subject to any such termination should have been approved / upheld by any court decree or arbitral award against the bidder to such effect.
- d) Submitted a proposal that is not accompanied by required documentation or is nonresponsive.
- e) Failed to provide clarifications related thereto, when sought.
- f) Declared ineligible by central/ state government for corrupt and fraudulent practices or blacklisted subject to any such termination should have been approved / upheld by any court decree or arbitral award against the bidder to such effect.
- g) Submitted a proposal with price adjustment / variation provision.

5.25 Acknowledgement by Applicant

It shall be deemed that by submitting the bids, the Applicant has:

- made a complete and careful examination of the RFP;
- received all relevant information requested from the tendering authority;
- accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the ministry;
- satisfied itself about all matters, things and information, necessary and required for submitting an informed application and performance of all of its obligations thereunder;
- acknowledged that it does not have a Conflict of Interest; and agreed to be bound by the undertaking provided by it under and in terms hereof.

6 General Terms and Conditions

Board intends to select one or more agencies with previous relevant experience in Digital Evaluation, in any school Board, Central/ State/ Deemed University formed under relevant central/state government Act, or any national examination conducted by examining bodies under center/state government control, with or without technical partners to execute the Computer Based Scanning and evaluation of Answer Books of X and XII as the case may be.

1. The Central Board of Secondary Education intends to select a service provider with 05 years' experience in software development/I.T Service/ ITeS Company and a minimum of 03 years previous relevant experience in digital/Computer based evaluation and assessment, in any School, Board, Central University, State University, Deemed University formed under relevant Central/State Government Act or any national level examination conducted by examining bodies under the Central/State Government control, to execute the Computer Based Scanning and Evaluation of Answer Books of Board based All India Secondary School Examination conducted by CBSE.

2. Relevant Experience:

- (i) Should have executed Computer based evaluation for descriptive Answer Books/Sheets for at least 1,00,000 students during each preceding last three years.
 - (ii) The bidder should have successfully executed Digital evaluation for at least 30,00,000 answer sheets
3. The successful bidder shall be required to deposit performance guarantee equivalent to five(05) percent of contract value by way of irrevocable and unconditional Bank Guarantee in favor of 'Secretary, CBSE' payable at Delhi for 01 years and 02 month (i.e. two months beyond the contract period) after signing of the agreement. The successful bidder has to sign a service level agreement on non-judicial stamp paper of Rs. 100/- within 07 days from the receipt of the work order. The Performance security shall be forfeited by the Board on the bidder's

failure to fulfil its obligations under the terms and conditions of this RFP. Failure of the successful bidder to comply with the requirements of entering into SLA on award of work order and commence the work within the stipulated time shall constitute sufficient ground for the annulment of the contract/work order and forfeiture of the EMD/performance security, and in that event the CBSE may award the contract to another bidder in accordance with rules. The EMD of all unsuccessful bidders shall be returned without interest after award of contract to the successful bidder. The EMD stands forfeited in case the bidder withdraws his Bid after submission of RFP document.

4. Reference, information and certificates from the respective clients certifying technical and execution capability in Digital Evaluation of the Bidder should be signed and the contact numbers of all such clients should be mentioned. The Board may also independently seek information regarding the performance from the clients and visit referred customers' consortium partner in India/Abroad at Agency's cost.
5. The Bidder is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the Bidder is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after RFP document is submitted.
6. Even though Bidder may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work or black listed earlier by the Board in any earlier projects. Such Firms or their controlling authorities who have been debarred from any assignment by any Government Organization or convicted in any case of violation of confidentiality of confidential assignment, then such Firms need not apply.
7. **Responsibilities of the Service Provider:** The Service Provider shall execute the work strictly as per the time schedule for evaluation to be mutually agreed through a separate Service Level Agreement to be signed by the concerned Regional Office

and the service provider. The Service Provider shall make payment towards consumption of electricity and for utilizing the infrastructure i.e. Manpower, Computers & Peripherals, Generator, Space, Furniture etc. at the scanning centers/schools and to the nodal evaluation centers on the basis of per terminal per day (considering the amount for usage of Manpower, Computers and Peripherals, Generator, Space, Furniture etc.) engaged by the DES agency in the Nodal Evaluation Center. Payment to the Nodal Evaluation Center by the DES agency shall be made based on the actual number of terminals and number of days engaged by the agency for Digitization work.

8. The Service Provider should offer all facilities for inspection of the Board by its officers at their work place, at their own cost and arrangement, if required.
9. **CLARIFICATION FROM BIDDERS:** To facilitate evaluation of bids the Chairman, CBSE may, at its sole discretion, seek clarifications from any bidder regarding his bid. Such clarification(s) shall be provided within the time specified by the Chairman, CBSE for this purpose. Any request for clarification and all the clarifications in response thereto shall be in writing by email cbsehqdelhi@gmail.com). If a bidder does not provide clarification sought within the prescribed time, his bid may be rejected in absence of such clarification and the bidder shall be debarred from subsequently submitting his clarification.
10. Notwithstanding anything else contained to contrary in this RFP Document, The Chairman, CBSE reserves the right to accept or reject any Bid or to annul the bidding process fully or partially, or modifying the same and to reject all Bids at any time prior to the award of work, without incurring any liabilities in this regard.
11. **BUSINESS ETHICS/CONFLICT OF INTEREST** The Board assignment requires that the agency under this Digital evaluation of answer books project observe the highest standards of ethics during the bidding and execution of the contract. Canvassing in any form or bringing any pressure of any type on any person, individual or group associated with the process of the bidding to directly or indirectly influence the outcome of the bidding in any manner is strictly prohibited and shall

lead to summarily rejection of the RFP without assigning any reason. In pursuance of this policy, the CBSE defines the terms set forth as follows:-

(a) "In business ethics no corrupt practices will be accepted i.e.

(i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, or seeking any advice, guidance in any form from any official of the Board who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Award of Work or has dealt with matters concerning the Service Level Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of two year from the date such official resigns or retires from or otherwise ceases to be in the service of the Board, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or

(ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Award of Work or after the execution of the Service Level Agreement, as the case may be, any person in respect of any matter relating to the work or the Award of Work or the Service Level Agreement, who at any time has been or is a legal, financial or technical adviser of the Board in relation to any matter concerning the work;

(b) "fraudulent practice" such as misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process or any "coercive practice" i.e. impairing or harming,

12. TERM; RENEWAL: TERMINATION OF CONTRACT

- a. **TERM:** The term of the successful bidder shall be for a period of one year w.e.f. the date of signing of agreement between the two parties, as per the mutually agreed within the applicable law, terms and conditions specified in the contract. (Selected service provider- 1st Party; The

Central Board of Secondary Education– 2nd Party). The Chairman, CBSE at his discretion reserves the right to terminate this agreement at any time or stage in the interest of the sanctity of the evaluation or to protect the reputation of the Board, without assigning any reason.

- b. **RENEWAL:** The agreement can be renewed for another two years on yearly performance basis on similar rates terms and conditions on satisfactory performance of services and on mutual consent of both parties and the Board during the period of any such extension can terminate the agreement at any time without assigning any reason. The CBSE will have the rights to ascertain the annual satisfactory project performance prior to renewal of said agreement keeping in view the financial implication of the project to remain same as agreed by both the parties signing the agreement. In case of renewal of the contract, a formal work order is to be issued after due review of the performance by the Board. However, renewal of the contract shall be on the quoted rate without any price escalation and the service provider shall give a written undertaking that it is not providing similar services of digital evaluation to any public or private organization on rates lower than the rates offered to the Board and that in case of any downward trend in the market rates, the benefits shall be passed to the Board. Under no circumstances contract can be extended beyond three years.
- c. **TERMINATION OF CONTRACT:** The Chairman, CBSE may without prejudice to any other remedy by the Board including for unsatisfactory services or breach of terms and conditions of the contract by the bidder , or If the bidder fails to deliver or complete the job assigned in the terms and conditions within the time period (s) specified in the document, or if the bidder fails to perform any other obligations under the terms and conditions, terminate the work order/ agreement in whole or in part, without assigning any reason..

13. Dispute Resolution-

In case of any dispute arising between the parties, both the parties will try to resolve the issue mutually within 30 days of dispute raised. In any case, the

either party will give notice in writing to other party indicating concerned, proposed remedy to settle the issue.

If the issue does not settle by negotiations in the manner as prescribed, the same may be referred for resolution to the formal mechanism which may include but not restricted to conciliation before the Controlling Authority of the Board and through resolution mechanism of AMRD issued by the Govt. of India as may be applicable on the parties.

In other case, if AMRD mechanism is not applicable, the parties shall require to resolve the disputes/issue exclusively through mediation process as per the provisions of The Mediation Act, 2023 and the Guidelines issued vide O.M. dated 03.06.2024 by Ministry of Finance, Deptt. Of Expenditure for 'Arbitration and Mediation in Contracts of Domestic Public Procurement'.

Upon failure of resolution of dispute/s in the above manner, the parties may proceed further for referring the dispute for resolution through Arbitration in terms of provisions of Arbitration and Conciliation Act, 1996 and the amendments there to from time to time.

The Arbitration proceedings shall be held in Delhi.

14. INTELLECTUAL PROPERTY RIGHTS

In case of agency with partnership/license, all issues arising out of Intellectual Property Rights will be dealt by the agency. If the IPR of some free content is already with a 3rd party, and the agency is using it with the consent of the 3rd party, then the IPR will continue with the 3rd party and be used with permission.

15. The Payment Terms:

The payment shall be in Indian Rupees and shall be paid only after successful completion of work from the respective Regions of the Board. The successful bidder has to sign a mutually agreed within the applicable law service level agreement on non-judicial stamp paper of Rs. 100/- within 07 days from the receipt of the work order. The bills may be submitted to the respective Regional Offices along with no dues certificate from the Nodal evaluation centers/schools to the effect that nothing is due on the service provider towards consumption of electricity and for utilizing the

infrastructure i.e. Manpower, Computers and Peripherals, Generator, Space, furniture etc. **The Board being an educational body is exempted from paying GST.**

➤ **Payment Terms**

25% of the payment is to be made Region wise after completion of 50% scanning work as per the quantum of scanning and Digitization completed by the Service Provider in the respective region upon receipt of the satisfactory work and Tax Invoice. Remaining 75% of the payment will also be done Region wise immediately after work is completed and sharing the reports after obtaining the satisfactory work by the concerned Regional Office. The completion certificate will be provided by Regional Office within one week of completion of work. This has to be done as per the amount quoted by the bidder in financial bid. Successful bidder has to sign an mutually agreed within the applicable law agreement on non-judicial stamp paper which shall contain clause related liquidated damages on account of delays, errors, cost and time over runs attributable to bidder.

NB: Payment to Examination functionaries such as CNS(Chief Nodal Supervisor), Head Examiner (HE) and Additional Head Examiner (AHE) and Examiners etc will be made directly as per approved rates of the Board.

9. Penalty:

- a. Mismatch/Wrong Scanning of Answer Books i.e. mentioning wrong roll number against the scanned answer books should be treated as error/discrepancy. If any discrepancy/error is found penalty shall be charged @Rs.4,000/- (Rupees four thousand only) per answer book.
- b. If at any stage it has been found that Partial Scanning of Answer Books has been done and/or portions of one answer books are merged with another one in scanning work, should also be treated as error/discrepancy and a penalty shall be charged @Rs.8,000/- (Rupees Eight Thousand only) per answer book.

- c) If an answer books is found un-scanned, penalty of Rs.15,000/- (Rupees fifteen thousand only) per answer book shall be charged.
- d) In case any portion/question in the answer books remains unevaluated and software allows submission of Digital Evaluation answer book by the Examiner and therefore, the same shall be considered to be an error on the part of the Agency and a penalty @ of Rs.4,000/- (Rupees four thousand only) per error shall be applicable.
- e) In addition to above clause a) to clause e) and in case of excessive errors as defined above i.e. in more than 0.5%(zero point five percent only) of Answer Books or in case the Board is of the view that the work has not been performed as per the prescribed parameters and fails to meet out the requisite standards of the evaluation by the Firm, the Board shall in addition to shall be entitled to terminate the agreement without giving any notice and in that case the Board would not be liable to pay any amount to Firm under the agreement nor Firm shall claim any amount on any account from the Board. In case any amount is already paid to Firm, the Board would be entitled to claim refund of the amount with interest or any other consequential loss. Any amount which would be paid by the Board and which would be liability of the Board and which may be recovered from the Board by any person on account of errors/mistakes of the Firm or any loss incurred by the Board in executing the remaining work by any other service provider or any such damages besides the damages stipulated herein before would also be the liability of Firm and would be paid by Firm to the Board without any objection of any type.
- f) The time schedule as mutually agreed/SLA by the Service Provider shall have to be strictly adhered to for the execution of the work. In case of delay, **a penalty @ the rate of 1% per day on the amount of bill in a particular evaluation center of the region subject wise(delay occurred due to non fulfilment of the scheduled time line) will be imposed subject to a maximum penalty of 10% of the amount of the Bill** for any or all SLA breaches.

- g) In case of failure of the service provider to execute the work or in case of inordinate delay i.e. delay of more than 02 weeks (14 days) or in case of excessive errors as defined above i.e. in more than 5% of Answer Books, the Chairman, CBSE shall have the right to impose suitable penalty as deemed fit, subject to a maximum penalty of 10% of the Bill amount region wise, besides
- h) The Firm should be responsible to make all arrangements to ensure complete security, secrecy and safe custody of all the answer books in form of hard/soft copies. All transit risk will be to Firm's account.
- i) Upon completion of work, the Firm shall furnish an undertaking that scanned data shall not be given/ transferred to any person/firm/agency and the same has been destroyed. In case any discrepancy/ breach is noticed by the Board, the firm will be black-listed and appropriate fitting penalty/action in court of law including criminal proceedings shall be initiated by the Board.
- j) Liability of bidder to be full and absolute to the value of the work award
- k) The decision of the concerned Regional Officer on the total number of errors for calculation of penalty shall be final and binding on Service Provider.
- l) The decision of the Chairman, CBSE for imposing penalty shall be final and binding on the Service Provider .

17. Amendment of RFP Document:

At any time before the deadline for submission of bids, CBSE may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by amending, modifying and/or supplementing the same. All prospective Bidders shall be notified of any amendments on CPP Portal website <https://eprocure.gov.in/eprocure/app> in and all such amendments shall be binding on them without any further act or deed on CBSE's part. The prospective Bidders are advised to periodically browse this website to find out any further corrigendum / addendum / notice published with respect to this RFP. In the event of any amendment, CBSE reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

18. Empanelment of the Agencies

The Board reserves the right to empanel more than one agencies with their consent to meet out the unforeseen circumstances and keeping in view of timely declaration of result from the list of technically qualified and competent Bidders on approved L1 rates

19. Integrity Pact

The successful Bidder is required to enter into an Integrity Pact with the CBSE. For this, the Bidder shall submit the original signed and stamped Integrity Pact failing which, the Bid submitted by the concerned Bidder will be liable to be rejected.

Annexure A: Forms and Template for Bid Response

Technical Proposal Forms

1. Form – 1: Covering letter
2. Form – 2: Declaration of Acceptance of Terms and Conditions in RFP
3. Form – 3: General Information about the bidder
4. Form – 4: Bidder's Annual Turnover and Net-worth Certificate
5. Form – 5: Bidder's Relevant Experience
6. Form – 6: Particulars Of Key Professionals
7. Form – 7: Works/Project Of Digital Evaluation Under Execution Or Awarded
8. Form – 8: Structure of Organization
9. Form –9: Power of Attorney for authorised signatory
10. Form – 10: Undertaking on Being Not Black-Listed
11. Form – 11: Bank Guarantee for EMD
12. Form – 12: Bank Guarantee for PBG
13. Form – 13: Undertaking for Compliance of Rule 144 (xi) of GFR
14. Form – 14: Undertaking on Conflict of Interest

Financial Proposal Forms

1. Form – 1: Covering letter
2. Form – 2: Financial Bid

TECHNICAL PROPOSAL FORMS

Form – 1: Covering Letter

(On Bidder's Letter head)

(Date and Reference)

To,
Secretary,
Central Board of Secondary Education
Sector 23 Dwarka
Delhi-110077

Sub: Request for Proposal (RFP) for Digital Evaluation of Answer Books

We hereby propose to provide services for "Digital Evaluation of Answer Books" as outlined in your bidding document. We have understood the instructions, and the terms and conditions mentioned in the Bid Documents furnished by you and have thoroughly examined the detailed scope of work laid down by you and are fully aware of nature and scope of work required. We hereby confirm our acceptance and compliance to the provisions and terms & conditions contained in the Bid Documents. We confirm that the prices quoted by us in the "Financial Bid" are firm and shall not be subject to any variation for the entire period of the contract. We further confirm that any deviation to the clauses found anywhere in our Bid Proposal, implicit or explicit, shall stand unconditionally withdrawn, without any implication whatsoever to CBSE, failing which the Earnest Money deposit may be forfeited.

We certify that all the information provided in our bid, including the information regarding the team members, is true. We understand that any wilful misstatement in the bid may lead to disqualification or cancellation of award if made or termination of contract.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form – 2: Declaration of Acceptance of Terms and Conditions in RFP

(On Bidder's Letter head)

(Date and Reference)

To,
Secretary
Central Board of Secondary Education
Sector 23 Dwarka
Delhi-110077

Sub: Request for Proposal (RFP) for Digital Evaluation of Answer Books

”

Ref. No.:

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document [No.] Regarding **“Selection of an Agency for Digital Evaluation of Answer Books”**.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form – 3: General Information about bidders

Requirements in Technical Bid	
Name of the Company / Firm	
Date of Incorporation (Registration Number & Registering DIT) GST No., PAN No.	
Legal Status of the Company in India & Nature of Business in India: <i>PSU/ Private Company /</i> <i>The Bidder should be registered in India under the Indian Companies Act 1956/2013</i>	
Address of the Registered Office in India	
Date of Commencement of Business	
Address of the office in Delhi (if any)	
Details of the Contact Person: Name: E-mail id: Phone number Fax number	
Web-Site	

Note: Please provide incorporation certificate, PAN Card and GST registration details

Form – 4: Bidder's Annual Turnover and Net-worth Certificate

(On Applicant's Statutory Auditor's letterhead)

TURNOVER CERTIFICATE

Date:

This is to certify that we M/s----- are the statutory Auditors of M/s-----and that the below mentioned details are true as per the Audited Financial Statements of M/s----- for the below mentioned years:

Sr. No	Financial Years	Annual Revenue
1	2021-22	
2	2022-23	
3	2023-24	

Note: -

Provide either Audited Balance sheet or CA Certificate with CA's Registration Number/Seal for Turnover in the above format.

Net Worth Certificate**(On Applicant's Statutory Auditor's letterhead)****NET WORTH CERTIFICATE**

Date:

This is to certify that we M/s----- are the statutory Auditors of M/s-----and that the below mentioned details are true as per the Audited Financial Statements of M/s-----for the below mentioned years:

S.No.	Items	2021-2022	2022-2023	2023-2024
1.	Net Worth			

Place:

Bidder's signature and seal.

Date:

Name of the Firm:

Note: Please attach CA Certificate with CA's Registration Number to confirming the figures provided above with seal. Net Worth Certificate should be positive.

Form – 5: Bidder's Relevant Experience Certificate

Please provide information as per the criteria set so as to facilitate fair evaluation:

DETAILS OF DIGITAL EVALUATION WORKS COMPLETED DURING THE LAST THREE YEARS

S.No	Name of Work/ Project & Location	Owner of sponsoring organization	Cost of Work (in lakhs/ crores)	Date commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/ Arbitration pending in progress with details	Name and Address/tele phone number of officer to whom reference may be made	Remarks

Note: Kindly attach work order / work completion certificate

(Signature/Seal of the Bidder)

Form – 6: Particulars of key professionals

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK

Sr. No	Name	Designation	Date of appoint in the company	Qualification	Professional experience and details of work carried out	Total number of employees in that category	Number available for this work	Remarks EPF (UAN number)

(Signature/Seal of the Bidder)

The Bidder must have minimum strength of 50 fulltime resources on the payroll of the company in India. Certificate from HR Deptt on company letterhead.

Form – 7:WORKS/PROJECT OF DIGITAL EVALUATION UNDER EXECUTION OR AWARDED

S.No	Name of Work/ Project & Location	Owner of sponsoring organization	Cost of Work (in lakhs/ crores)	Date of commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Slow progress if any, and reasons thereof	Name and Address/telephone number of officer to whom reference may be made	Remarks

(Signature/Seal of the Bidder)

Form – 8: STRUCTURE OF THE ORGANIZATION

1. Name and address of Bidder:
2. Telephone No. /Fax No. /Email address:
3. Legal status (Attach copies of original document defining the legal status).
 - a) PSU:
 - b) A Private Company
4. Particulars of Registration with various Government bodies (attach attested photocopy)
 - Registration Number:
 - Organization/Place of registration:
 - Date of validity:
5. Names and titles of Directors & Officers with Designation to be concerned with this work With designation of individuals authorized to act for the organization.
6. Were you or your company ever required to Suspend the work for a period of more Than six months continuously after you Commenced the works? If so, give the Name of the project and reasons for not Completing the work.
7. Have you or your constituent partner(s) ever Left the work awarded to you incomplete? If so, give name of the project and reasons for Not completing the work.
8. Have you or your constituent partner(s) been Debarred/black listed for tendering in any Organization as on date of submission of bid If so, give details.
9. Area of specialization and Interest
10. Any other information considered necessary but not included above

Form – 9: Power of Attorney for Authorised Signatory
(On Rs. 100/- court stamp paper)

Know all men by these presents, we, -
 (Name of Firm and
 address of the office) do hereby constitute, nominate, appoint and registered.

Authorize

Mr./MS..... Son/daughter/wife and
 presently residing atWho
 is presently employed with/ retained by us and holding the position of
as our true and lawful attorney (hereinafter referred to
 as the "Authorized Representative") to do in our name and on our behalf, all
 such acts, deeds and things as are necessary or required in connection with or
 incidental to submission of our Proposal for and selection to work as Request for
 Proposal (RFP) for "**Digital Evaluation of Answer Books**", including but not
 limited to signing and submission of all applications, proposals and other
 documents and writings, participating in pre-bid and other conferences and
 providing information/ responses to CBSE, representing us in all matters before
 CBSE, signing and execution of all contracts and undertakings consequent to
 acceptance of our proposal and generally dealing with the CBSE in all matters in
 connection with or relating to or arising out of our Proposal for the said Project
 and/or upon award thereof to us till the entering into of the Agreement with
 CBSE.

AND, we do hereby agree to ratify and confirm all acts, deeds and things
 lawfully done or caused to be done by our said Authorized Representative
 pursuant to and in exercise of the powers conferred by this Power of Attorney
 and that all acts, deeds and things done by our said Authorized Representative
 in exercise of the powers hereby conferred shall and shall always be deemed to
 have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE NAMED PRINCIPAL HAVE
 EXECUTED THIS POWER OF ATTORNEY ON THIS..... DAY OF
, 2024

For.....

...

(Signature, name, designation and address)

Witnesses:

1

2

Notarized Accepted

(Signature, name, designation and address of the Attorney)

Form – 10: Undertaking on being not blacklisted

(On Rs. 100 court stamp paper)

- i. This is to certify that << **COMPANY NAME** >> is not blacklisted by the Government of India or any of its agencies for any reasons whatsoever and not blacklisted by Central/any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices as on submission of date of bid and not backed out from executing the work after award of the work and is approved / upheld by any court decree or arbitral award against the bidder to such effect as on the bid submission date .

Company Secretary / Authorized Signatory

Name of Signatory:

Bidder Name:

Date

Place

Form – 11: Bank Guarantee for Earnest Money Deposit

To,
<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<Email id>

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP #<<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to **Central Board of Secondary Education (CBSE)**

i) Know all Men by these presents that we <<>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto Central Board of Secondary Education (CBSE) (hereinafter called "the Purchaser") in the sum of INR <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

ii. The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate in the subsequent Tender process after having been short listed;
- iii. We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.
- iv. This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.
- v. NOTWITHSTANDING ANYTHING CONTAINED HEREIN:
 - I. Our liability under this Bank Guarantee shall not exceed INR <<Amount in figures>> (Rupees <<Amount in words>> only)
 - II. This Bank Guarantee shall be valid up to <<insert date>>)
 - III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Form-12: Bank Guarantee for PBG

Format for Performance Bank Guarantee

<Location, Date>

<Name>

<Designation>

<Address>

Whereas, <<name of the agency and address>> (hereinafter called "the applicant/agency") has undertaken, in pursuance of the contract no. <<insert contract no.>> dated. <<insert date>> to provide consulting services for <<name of the assignment>> to Client << client name>>. (Hereinafter called "the beneficiary")

And whereas it has been stipulated by the said contract that the applicant/agency shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract.

And whereas we, <<Name of the Bank>> a banking company incorporated and having its head/registered office at <<address of the registered office>> and having one of its offices at <<address of the local office>> have agreed to give the agency such a bank guarantee/e-Bank Guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the agency, up to a total of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) and we undertake to pay you, upon your first written demand declaring the agency to be in default under the contract without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the applicant/agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the applicant/agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<insert scheduled date of contract completion>>. Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Rs<<Insert Value>> (Rupees <<insert value in words>> only).

II. This bank guarantee shall be valid up to <<insert scheduled date of contract completion>>.

III. It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.

Form-13: Undertaking for compliance of rule 144(xi) of GFR

(Company letter head)

To

[Date]

<< Authorised Officer,
CBSE,
New Delhi, India - 110092>>

Subject: Submission of Model Certificate in compliance of Rule 144 (xi) of GFR 2017

Dear Sir/Madam,

I have read the clause regarding restrictions on procurement from a bidder of a country which shares land border with India; I hereby certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

I have read the clause regarding restrictions on procurement of a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

Form-14: Undertaking on Conflict of Interest

(Company letter head)

[Date]

To

<<>>

Sir,

Sub: Undertaking on Conflict of Interest

I/We, as the Implementation Agency, do hereby undertake that there is absence of, actual or potential conflict of interest on our part as the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the CBSE.

I/We also confirm that there are no potential elements (time-frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold CBSE harmless during the term of the contract or twelve months thereafter against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals, reasonably) by CBSE and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorized Signatory

Designation

Company Seal

FINANCIAL PROPOSAL

Form – 1: Covering Letter

(On Bidder's Letter head)

(Date and Reference)

To,
The Secretary
Central Board of Secondary Education
Sector 23 Dwarka
Delhi-110077

Sub: Request for Proposal (RFP) for “**Digital Evaluation of Answer Books**”.

I/We, (Applicant's name) herewith enclose the Financial Proposal for selection of my/our firm for the “**Digital Evaluation of Answer Books**”

I/We agree that this offer shall remain valid for a period of 90 days (One ninety Days) days from the Proposal Due Date or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Form – 2: Financial Bid

(To be filled in BOQ template and uploaded along with BID on CPPP)

Cost Per Answer Books (including supplementary sheet(s)) for scanning and DES service for complete pre and post evaluation process as per RFP document.

Region	Rate per Copy (IN ₹)
AJMER	
BHUBANESHWAR	
CHANDIGARH	
DELHI EAST	
PUNE	
DUBAI	
GUWAHATI	
PANCHKULA	
BENGALURU	
BHOPAL	
CHENNAI	
NOIDA	
PATNA	
PRAYAGRAJ	
TRIVANDRUM	
DEHRADUN	
VIJAYAWADA	
DELHI-W	

(Signature/Seal of the Bidder)

Exhibit A

A. Features required in Digital Evaluation Software

1. Provision for automatic back up of evaluated answer books immediately after scanning.
2. User account management i.e. addition, modification, deactivation, and deletion of ID of examiner and AHE/Head examiner.
3. Answer books management i.e. mapping of answer books.
4. Compulsory security setting for setting of password or Password change request capability
5. Provision for marking of question by examiner as evaluated, optional, mark for review or not attempted.
6. Evaluated check box to ensure that examiner has visited each and every page of an answer books.
7. Examiner comment box for each question / sub question/ option.
8. Provision for zooming, rotating of answer books page for proper viewing.
9. Provision for skipping of an answer books by an examiner if the same is in different medium / subject or not properly scanned with remark.
10. Provision for reviewing of any answer books by the AHE/ HE.
11. Provision for viewing of evaluated answer books by the AHE/HE.
12. There has to be a command center to know the status of overall evaluation at various centers.
13. Provision of forecasting report of evaluation to enable the Board to know the timeline to complete the entire evaluation process and number of evaluators/ reviewers required.
14. Provision of restriction of evaluation/ reviewing time as the evaluators and reviewers can perform actions only in the time stipulated by the Board
15. At each evaluation center there should be dash board displaying the following
 - i. Daily and consolidated examiners' attendance
 - ii. Daily and consolidated Addl. AHE/Head examiners' attendance
 - iii. Daily and consolidated AHE/Head examiners' attendance
 - iv. Daily and consolidated Subject-Medium wise examiner details
 - v. Daily and consolidated Subject-Medium wise AHE/head examiner details
 - vi. Skipped Answer books Details (till date)
 - vii. Overall Subject-Medium wise Evaluation (till date)
 - viii. Date wise working hours report of Examiners and AHE/Head examiners
16. Providing unique password to each and every examiner and AHE/HE through CNS and the password has to be changed on the 1st login.
17. The Password is to be transferred in encrypted form to CNS on daily basis by the DES Service Provider
18. The delivery of digital evaluation is to be through internet.
19. Availability of answer books, question paper and marking scheme on the computer nodes of each and every AHE/HE and examiner and providing messaging facility in any form for the Examiner to contact AHE/HE for doubts and clarification in books while marking.
20. After scanning of answer books the delivery at the marking centers can be by any secured mode as per standard International practice or the technology available with the service provider which should be fully secured and any type

of lapses in this mode will be the sole responsibility of the service provider and in event of such a lapse the Board reserves the right to take necessary action which may include termination of the contract and under this project. In case of transfer of data in any device the same should be sealed in the presence of CSO/ representative with his/ her signature and the responsibility of transporting of this device to the marking center will be that of service provider.

21. Enabling of security settings for AHE/Head examiners authentication.
22. Maintaining audit log of each and every CNS, HE, AHE, Examiner and IT Manager of DES Service provider.
23. Provision for forgot Password and secret question settings.
24. Annotation of each and every question and page of answer books like tick mark, cross mark facility for each and every question with marks appearing below the tick marks or the box provided against each answers or steps as per marking scheme and provision of annotation tools to evaluate graph and drawings by the evaluator.
25. At the end of the marking reports of every examiner to know the number of answer books evaluated per day and the time taken to complete the given assignment.
26. Provision of timer on computer node of each and every examiner to know the time taken in evaluation of answer books.
27. Provision for subject/medium wise selection of answer books.
28. Provision of message broadcasting to evaluators/reviewers
29. Provision for configuration of multi-lingual question paper.
30. Provision of multilingual interface. The application should support the user interface in various languages
31. Provision of selection of question paper by Evaluator If a subject-medium has multiple question papers without set categorization, the evaluator can choose the appropriate question paper from the question paper list
32. Provision of Value Point Marking System
33. Provision of re-opening of submitted/ reviewed answer books by AHE/ Head Examiner for evaluation in case of any need for correction
34. Examiners, AHE and AHE/Head examiners online feedback.
35. Provision for reviewing based on the rules shared (10% of the answer books will be reviewed)
36. Provision of setting of minimum time of evaluation of an answer books to avoid fast and possibly inaccurate evaluated answer books.
37. Setting of limit/ceiling for maximum no. of books to be evaluated by an examiner.
38. Mandatory provision for evaluation of 10% answers books by the AHE/ Head Examiner.
39. Detailed audit log of evaluation.
40. Provision for PDF / JPEG view of answer books.
41. Provision for Subject – Medium wise Evaluator report for reviewer to generate the report of evaluation for a subject-medium-evaluator combination during any date range in the evaluation period
42. Provision of viewing Answer book in Landscape/Portrait orientation
43. Provision of revisiting/ editing the marks/ evaluation by evaluator of evaluated answer book on same day but before submission to HE.
44. Provision of easy assignment of marks as the evaluator can assign full or 0 marks for an answer by selecting the same from the drop down at the question level. In case of sub-questions, the full or 0 marks are awarded automatically

45. Provision of key board shortcuts to enable evaluator to evaluate the answer books faster
46. Provision for review of answer books subject and medium wise by the AHE/ Head Examiner of the subject and medium to which he/she is mapped for limited to 10% of the allotted subject.
47. The software should have an enhanced search operation facility to enable reviewer to view the details of an individual answer books and the percentage range for viewing the evaluated / reviewed answer books by specifying the answer books code.
48. The following reports needs to be generated by the DES software:
 - i. Date wise AHE/Head Examiner and Examiner attendance report
 - ii. Subject-Medium wise Examiner detailed report
 - iii. Subject-Medium wise AHE/Head Examiner detailed report
 - iv. Skipped answer books' detailed report
 - v. Overall Subject-Medium wise Evaluation report
 - vi. Examiner detailed report
 - vii. Variance report in case of discrepancy in the marking of examiner(s) and AHE/Head examiner(s)
 - viii. Printing of answer books(s) with all annotation of marks Tick right or wrong as per requirement.
 - ix. Center wise daily report
 - x. Providing an online dashboard indicating each and every activity being undertaken by the DES system along
49. Provision for auto uploads of marks file.

B. Locations (Client Network Location(s)):

CBSE Delhi and concerned RD/ROs of CBSE or at any other designated places informed to DES agencies at different locations across India

Exhibit B

1. Responsibilities of various CBSE Functionaries/Service Providers :

a) IT Department :

- (i) Overall supervision of DES work of Class X/XII across the regions.
- (ii) Issue of Letter of Intent/work order to DES agencies finalised by Competent Authority.
- (iii) Finalisation of service level agreements with the DES agencies.
- (iv) Preparation and finalisation of modalities for carrying out DES across all regions in consultation of concerning Director/ R.D./ RO.
- (v) Preparation of duties and responsibilities for all the stake holders.
- (vi) Preparation of various reports and file formats.
- (vii) Coordination with Regional Officers and DES agencies.
- (viii) Preparation of specifications for Digital Evaluation Software s.
- (ix) Development/modification of Digital Evaluation Software by DES agencies as per requirement of the Board.
- (x) Implementation of soft copy of marks in result preparation.

b) Regional Office/Director/ Regional Director/ Regional Officer :

- (i) Coordination with IT department and DES Agency. In case of Regional office Delhi Director ROD will be responsible for the DES work Class X/XII for Delhi region as well as payment to DES agency.
- (ii) Identification of evaluation centers in consultation with DES. agency and letters to evaluation centers and copy to DES agency.
- (iii) Identification of CNS, AHE/HEs and Examiners preferably with some knowledge of computers and letters to CNS, AHE/HEs and Examiners. List of CNS, AHE/HEs and Examiners to be provided to DES agency.
- (iv) Arrangement of training for CNS, AHE/HEs and Examiners on Digital Evaluation Software by DES agency.
- (v) Appointment of CSO and secrecy team and Identification of secrecy center.
- (vi) Identification of place for scanning of answer books.
- (vii) Receipt of duly coded answer books from secrecy team and handing over same to DES agency.
- (viii) Identification of agency for scanning/punching of flying slips.
- (ix) Handing over of soft copies of marking scheme received from Coordination Unit to DES agencies.
- (x) Supervision of DES evaluation centers.
- (xi) Receipt of soft copy of answer books and soft copy of marks from DES agency and hand over same to CE and IT department for result preparation.
- (xii) Payment to CNS, AHE/HEs, examiners and DES agency as per approved rates.

c) Chief Secrecy Officer :

- (i) Receipt of answer books from exam Centers through Regional Officer.
- (ii) Receipt of Bar Code Stickers from Computer Unit.
- (iii) Pasting of Bar Code Stickers on Answer Books and removal of flying slips.
- (iv) Handing over of coded answer books to Regional Officer for onward transmission to DES agency.
- (v) Scanning/punching of flying slip by the agency identified by the Regional Office for the purpose.
- (vi) Safe custody of flying slips and soft copy of real roll numbers and fictitious roll numbers mapping.
- (vii) Support Regional Officer during the result work.

d) Flying Slip Scanning/Punching Agency :

- (i) Receipt of flying slips from CSO with Bar Code stickers pasted.
- (ii) Scanning/punching of real roll number and fictitious roll no. i.e. Bar Code.
- (iii) Create key file i.e. mapping of real roll no. and fictitious roll no. and hand over the same to the Chief Secrecy Officer in a sealed computer media.

e) Service Provider (DES Agencies) :

- (i) Coordination with Regional Officer and IT department for all purposes.
- (ii) Finalisation of venue for training of CNS, AHE/HEs and Examiners in consultation with the concerning Regional Head.
- (iii) Training of CNS, AHE/HEs and Examiners.

- (iv) Identification and finalisation of evaluation centers in consultation with Regional Officer.
- (v) Audit of infrastructure at evaluation center.
- (vi) Deployment of servers and other hard ware such as nodes, UPS etc. if not available at the evaluation centers.
- (vii) Depute IT Managers and other technical staff for support at DES evaluation centers.
- (viii) Receipt of coded answer books, Question Papers and Marking Schemes of various subjects from Regional Officer.
- (ix) Handing over of daily scanned images of answer books in sealed Hard Disks after downloading the data the hard disk will be returned back to the service provider after period of agreement to CSO.
- (x) Digital evaluation (DES) of coded answer books with the features desired by CBSE.
- (xi) Daily evaluation monitoring system i.e. answer books evaluated and examiners turn around.
- (xii) Daily Evaluation report (DER) containing codes (fictitious no.) of answer books evaluated and marks awarded by the respective examiner. Duly signed such reports by examiners and AHE/Head Examiners are to be handed over to CNS. The format will be provided by the Board.
- (xiii) Generation of various DES related reports in the formats provided by the Board.
- (xiv) Soft copy of data i.e. marks etc. in the format provided by the Board.
- (xv) Payment to evaluation centers for hiring of infrastructure.
- (xvi) Handing over of soft copies of answer books along with marks in sealed envelopes to the Regional Officer.
- (xvii) Support to Regional Officer during verification of marks/ revaluation/ RTI which includes providing soft copies of answer books to the candidates on demand.
- (xviii) Handing over of daily physical copies of answer sheets back to RO as appropriate manner after completion of scanning of the sheets. Proper inventory recording on daily basis should be maintained for this purpose. Physical copies should be maintained properly so that no physical condition of documents gets changed while returning to RO.
- (xix) In case of successful bidders has not established its office in any of the Regional Office of the Board , after award of the work the Bidder has to mandatorily establish its camp office for operational requirement of the project.

f) Chief Nodal Supervisor :

- (i) Overall supervision of DES work in the designated centers
- (ii) Release of password to evaluators on daily basis.
- (iii) Sample checking of answer books
- (iv) Countersign the daily evaluation report (DER) or each and every AHE/Head Examiner and examiner
- (v) Daily report to Regional Officer about AHE/HEs and Examiners turn around
- (vi) Payment to AHE/Head Examiners and Examiners on approved rates.

g) AHE/Head Examiners :

- (i) Daily receipt of pass word from CNS
- (ii) Supervision of DES work of the allotted examiners
- (iii) 10% checking of answer books
- (iv) Countersign the daily evaluation report (DER) of each and every examiner
- (v) Daily report to CNS about Examiners turn around
- (vi) Ensuring evaluation as per marking scheme

h) Examiners:

- (i) Daily receipt of pass word from CNS
- (ii) Evaluation of allotted answer books
- (iii) Submission of daily evaluation report (DER)
- (iv) Evaluation as per marking scheme

Exhibit C

Responsibilities of Service Providers (DES Agencies):

- (i) Coordination with Regional Officer and IT department for all purposes.
- (ii) Finalisation of venues for training of CNS, AHE/HEs and Examiners in consultation with the concerning Regional Head.
- (iii) Training of CNS, AHE/HEs and Examiners.
- (iv) Identification and finalisation of evaluation centers in consultation with Regional Officer.
- (v) Audit of infrastructure at evaluation center.
- (vi) Deployment of hardware such as scanners, and UPS etc. at scanning centers, and servers with all other hard ware such as nodes, UPS etc. if not available at the evaluation centers.
- (vii) Depute IT Managers and other technical staff for support at DES evaluation centers.
- (viii) Receipt of coded answer books, Question Papers and Marking Schemes of various subjects from Regional Officer.
- (ix) Scanning of answer book without cutting of spine.
- (x) Handing over of daily scanned images of answer books in sealed Hard Disks after downloading the data the hard disk will be returned back to the service provider after period of agreement to CSO.
- (xi) Digital evaluation (DES) of coded answer books with the features desired by CBSE.
- (xii) Daily evaluation monitoring system i.e. answer books evaluated and examiners turn around.
- (xiii) Daily Evaluation report (DER) containing codes (fictitious no.) of answer books evaluated and marks awarded by the respective examiner. Duly signed such reports by examiners and AHE/Head Examiners are to be handed over to CNS. The format will be provided by the Board.
- (xiv) Generation of various DES related reports in the formats provided by the Board.
- (xv) Soft copy of data i.e. marks etc. in the format provided by the Board.
- (xvi) Payment to evaluation centers for hiring of infrastructure.

- (xvii) Handing over of soft copies of answer books along with marks in sealed envelopes to the Regional Officer.
- (xviii) Support to Regional Officer during verification of marks and providing copies of answer books to the candidates on demand.

*** End of document ***