

File No. 16/Bid /Exam/2018-CAG

**Online Tender Enquiry for
Outsourcing the Departmental Examinations held by the Examination Wing**

Director (Personnel)

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1. DISCLAIMER

The information contained in this Request for Open Online Tender Enquiry Document or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of any of their representatives, employees or advisors (collectively referred to as CAG Representatives), is provided to Bidder(s) on the terms and conditions set out in this Online Tender Enquiry Document and any other terms and conditions subject to which such information is provided.

This open online Tender Enquiry Document is not an agreement and is not an offer or invitation by the CAG Representative(s) to any party other than the entities, who are qualified to submit their Proposal (Bidders). The purpose of this Online Tender Enquiry Document is to provide the Bidder with information to assist the formulation of their Proposal. This Online Tender Enquiry Document does not purport to contain all the information each Bidder may require. This Online Tender Enquiry Document may not be appropriate for all persons, and it is not possible for the CAG Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Limited Tender Enquiry Document. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Limited Online Tender Enquiry Document and wherever necessary, obtain independent advice from appropriate sources.

The CAG Representatives, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the Limited Tender Document.

The CAG Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Limited Tender Enquiry Document.

2. ABOUT CAG

- **VISION**

The vision of SAI India represents what we aspire to become: We strive to be a global leader and initiator of national and international best practices in public sector auditing and accounting and recognised for independent, credible, balanced and timely reporting on public finance and governance.

- **MISSION**

Our mission enunciates our current role and describes what we are doing today: Mandated by the Constitution of India, we promote accountability, transparency and good governance through high quality auditing and accounting and provide independent assurance to our stakeholders, the Legislature, the Executive and the Public, that public funds are being used efficiently and for the intended purposes.

- CORE VALUES

Our core values are the guiding beacons for all that we do and give us the benchmarks for assessing our performance, Independence, Objectivity, Integrity, Reliability, Professional Excellence, Transparency, Positive Approach

3 About this ONLINE Tender Enquiry

This document is a bid document detailing operational expectations from prospective bidders for outsourcing the Departmental Examinations held by the Examination Wing of the office of The Comptroller and Auditor General of India (CAG).

Background

Various Departmental Examinations are conducted by the Examination Wing of the Headquarters office of Comptroller and Auditor General of India (CAG) periodically, mostly with a biennial periodicity at present in the Computer Based Test (CBT) mode. These are:

- Subordinate Audit/Accounts Service (SAS) Examination, henceforth called the SAS Examination.
- Revenue Audit Examination (RA) henceforth called the RA Examination
- Incentive (I) Examination henceforth called the I Examination
- Continuous Professional Development (CPD) Examination Stage I&II henceforth called the CPD I & CPD II Examinations

Examination Wing of the office of Comptroller and Auditor General of India (CAG) has been conducting the above enlisted Departmental Examinations through Computer Based Test (CBT) methodology since 2010. These examinations are held through tests in which the candidates will be required to answer the questions that appear on a computer connected to a server through Local Area Network (LAN). Answers would be recorded in the server that also keeps track of the time for the examination.

The syllabus for all the departmental examinations is hosted on the CAG's website cag.gov.in under the path **Home>About us> Resources > Examinations**.

Currently the **SAS/RA/I/CPD I & II** Examinations are being held in **38** cities (at one or more centres in the **38** cities). A list of the **38** city centres where Departmental Examinations are being held at present are listed in **Annexure I**.

3.1 Scope of work

The services required is divided into two parts:

Part I

Conducting the main and Supplementary examinations in **Computer based test (CBT)** mode as detailed at para no 3.2 of Detailed scope of work given in **Annexure VII**.

Part II

Providing content for the CBT tests as detailed at para no 3.3 of Detailed scope of work given in **Annexure VII**.

Important:

- It would be a pre-requisite for the agency that it has a CBT delivery solution and an appropriate interface which enable presentation of questions bilingually, in both **Hindi and English**.
- It is not a **Computer Adaptive** testing.
- Questions (test items) would be identical for all the candidates. It is not going to be a selection made from a large test bank. However the sequence of test items and sequence of answer options as it gets displayed on client systems would need to be different in case of different candidates wherever required.
- At present the tests are administered in all city centres including those in the North-East and state of Jammu and Kashmir at the same time and in **Computer Based Testing (CBT)** mode.
- Only the application software for Registration and Question Bank developed on Visual Basic.net vests solely with CAG.

The Tender aims to meet the requirements of services on the existing Computer Based Test (CBT) mode for Departmental Examinations. Online **Technical and Financial proposals - Annexure VI** (separately for Part I and Part II). Bids will be valid for a period of given in the **Annexure: II - Validity of Bids, Rates etc.** from the date of opening. **Detailed scope of work** for preparation of Technical Bid may be referred to **Annexure VII**

Manual bids shall not be accepted.

Document Download: Tender documents may be downloaded from CPPP site <https://eprocure.gov.in/eprocure/app>.

The following are conditions relating to this tender:

1. The selection of service provider shall be the sole discretion of the User department.
2. The rates finalized shall remain valid during the validity of the contract.
3. The bidder should fulfil the general conditions in order to participate in the Advertised Tender Enquiry.

3.2 General Conditions

1. Bidder must provide a copy of the following in the name of the bidding company:
 - a) PAN card
 - b) Goods and Service Tax registration
2. The bidder should not be Blacklisted by any State Government / Central Government / PSU in the last 3 (three) financial years. An undertaking certifying non-blacklisting of the organization should be submitted.
3. If the bids are not accompanied by all the requisite supporting documents, the same would be rejected.
4. Undertaking for subsequent submission of any of the required documents will not be entertained under any circumstances. CAG reserves the right to seek

clarifications on the already /submitted documents, however, no fresh documents shall be accepted.

5. Eligibility criteria for Online BID SUBMISSION in addition to the General Conditions of the Bid, are as indicated in **Annexure IV**

3.3 Earnest Money Deposit (EMD) clause:

1. The Bidders are required to deposit Earnest Money of Rs. 5,00,000 (Rs. Five Lakh only) in the form of Demand Draft /Bank Guarantee/ Fixed Deposit Receipt of any scheduled bank in favour of Pay & Accounts Officer, Office of the C&AG of India, payable at New Delhi. This is required to be submitted by all the bidders. The validity of the Bank Guarantee/ Account payee Demand Draft/Fixed Deposit Receipt will be up to 6 (six) months starting from the date of submission of the bid Documents. Bidder has to ensure six months validity of the instrument and timely renewal (if applicable).
2. The EMD must be physically submitted before the closing date of the Bid. The bid without EMD will be summarily rejected.
3. No request for transfer of previous deposit of Earnest money or security deposit or adjustment against the pending bills held by the Department, if any, in respect of the previous work will be entertained.
4. The Earnest Money Deposit (EMD), without any interest accrued will be refunded as follows:
 - a. In the case of those Bidders who are not awarded the order, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within 30 days after the award of the contract to successful bidder.
 - b. The EMD of the successful bidder will be returned only after signing the contract along with performance security deposit

4 CRITICAL DATE SHEET

Time schedule

Published Date	17 th January 2018 at 3 pm
Bid document Download	17 th January 2018 from 3 pm onwards
Removal of doubts	18 th January 2018
Bid submission Start Date	22 nd January 2018 from 10 am onwards
Bid submission End Date	8 th February 2018 at 3 pm
Bid opening Date	12 th February 2018 at 3 pm
Presentation by the Bidder if required	15 th February 2018
Financial Bid opening Date	To be intimated later

Note:

1. **No Bid will be accepted after the deadline given in the time schedule above.**
2. **Any change in the schedule of Tender process will be notified at CPPP site.**

5 AVAILABILITY OF TENDER

1. The complete Tender Document is available at <http://www.cag.gov.in/> website of this office under the tab “Tenders and Contracts” (for reference only) and CPPP eProcurement site <https://eprocure.gov.in/eprocure/app>
2. The prospective bidders desirous of participating in this tender may view and download the tender document free of cost from above mentioned website <https://eprocure.gov.in/eprocure/app> .
3. The bidder(s) shall submit their Bids for Part I and Part II in the following categories

Technical Bid

- (a) Proof of eligibility conditions, PAN Card, GST Registration, EMD.
- (b) Technical Bid as given in the Annexure VI Part I and Part II, tender Acceptance Letter

Financial Bid

- (a) Financial Bid in the form the BOQ_ xxxx.xls

6 ONLINE BID SUBMISSION

1. Bidders are advised to visit this website regularly to keep themselves updated as any change/ modification in the tender will be intimated through this website only.
2. Bids shall be submitted online only at CPPP website:
<https://eprocure.gov.in/eprocure/app> or <https://etenders.gov.in/eprocure/app>.
3. Bidders are advised to follow the instructions “Instructions To Bidder for Online Bid Submission” provided in the **Annexure III and Content of the Proposals as per Annexure VI**
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Bidders are advised to submit separate Bids for Part I and Part II.
6. Bids are to be submitted as per the **Annexure III: Bid Submission** along with Bid Summary as per **Annexure V**.
7. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
8. Tender bid must contain the name, office and after office hours addresses including telephone number(s) of the person(s) who are authorized to submit the bid with their signatures.
9. Un-signed & un-stamped bid shall not be accepted.
10. All pages of the bid being submitted must be signed and sequentially numbered by the bidder irrespective of the nature of content of the documents.

11. Bids NOT submitted as per the specified format and nomenclature will be out rightly rejected.
12. Ambiguous bids will be out rightly rejected.
13. CAG will NOT be responsible for any delay on the part of the selected agency in obtaining the terms and conditions of the tender notice or submission of the tender bids.
14. The offers submitted by fax / E-mail etc. shall NOT be considered. No correspondence will be entertained on this matter.
15. Any alteration / overwriting / cutting in the bid should be duly countersigned, else it will be out rightly rejected. Conditional tenders shall NOT be accepted on any ground and shall be rejected straightway.
16. If any clarification is required, the same should be obtained before **or during pre-bid meeting only**
17. Tender process will be over after the issue of awarding letter to the selected agency(s).
18. Bids not quoted as per the format given by CAG will be rejected straightway.
19. No deviation from the tender specifications & terms and conditions will be accepted.
20. For additional instructions, refer to the Sections "Financial Bid Evaluation".

7 Deviations

Any deviations from the scope of work as outlined above should be mentioned clearly with suitable justification by the selected agency in a separate sheet under the heading 'Deviations'. This sheet should be included in the technical proposal. If no deviations are mentioned, then it will be assumed that the selected agency has accepted the scope of work in its entirety as mentioned in the tender document and is bound to deliver the same.

8 Bid Opening

1. Proof of eligibility General conditions of Tender Document and EMD amount will be opened online as per Critical Date Sheet. Bidder are requested to view Bids online by using option Live bid opening available in the Bidder Dashboard on Bid opening date and time as per Critical Date Sheet in the presence of the selected agency's representatives and subsequently for further evaluation.
2. Bids for Part I and Part II will be opened separately.
3. **Technical bids** will be opened of the bidders who meet the eligibility criteria along with fulfil the General Conditions of the bid and submission of required EMD amount, subsequently for further evaluation. A list of qualified/unqualified bidders on **eligibility criteria Annexure IV** and subsequent evaluation will be displayed on the website <https://eprocure.gov.in/eprocure/app>
4. **Financial Bid:** The proposals which meet the above technical requirements will then qualify for evaluation of the financial proposal.

The Financial Bids will be opened online of qualified bidders and it will be

intimated on the website <https://eprocure.gov.in/eprocure/app>

1. If CAG considers necessary, may call any technically qualified bidder for their presentation again.
2. In the event of revised financial bids being called the revised bids should NOT be higher than the original bids, otherwise the bid shall be rejected and EMD forfeited.
3. There will be no negotiation regarding the financial bid with L-1, except in certain exceptional situations.
4. The rates shall be quoted in Indian rupees and should be inclusive of all prevailing taxes, levies, etc. as applicable for this solution.
5. Prices should be quoted in Indian Rupees only and indicated both in figures and words. Figures in words will prevail.
6. Bidders should have a Good and Service Tax registration as applicable in this tender.
7. Taxes indicated in the Financial Bid will be paid as per actuals on the basis of the prevailing rate.

Financial Bid shall include Gross Total Value of all quotations.

9 Bid Evaluation

No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of CAG can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected. Proposals that meets the essential general conditions of Bid will be evaluated.

10.1 Criteria for Evaluation of Proposals

- 10.1.1 Technical Bid:** The proposals will be eligible to be technically qualified if they meet the following criteria:

Part I

1. The selected agency should have successfully conducted the test papers entirely in Computer Based Test methodology in bilingual mode with English and Hindi for at least three examinations.
2. The selected agency should have conducted the test papers in Computer Based Test methodology with Objective type questions (Multiple Choice Questions) with jumbling of questions successfully for at least for three examinations and subjective questions and answers / Typing tests in English and Hindi successfully for at least one examination.
3. The bidder should have the licence for use / copyright of the source code for conducting the computer based examinations including the capture of

responses. The agency should be able to make changes as and when required in any of the components of the software/source code being utilized for the purpose of conducting the said computer based examinations.

Part II

1. The selected agency should have the capability of conversion of electronic version of questions, of objective type into a Question Bank and from the Question Bank to a computerized test in bilingual mode with English and Hindi as demonstrated by having conducted successfully for at least three examinations and subjective type / Typing tests into a Question Bank and from the Question Bank in English and Hindi successfully for at least one examination. The above mentioned questions can have picture files, graphs, symbols etc. and transferred from initial electronic form from in English and Unicode in Hindi.
2. Development of question paper authoring software and maintenance of secure Question Bank mainly of objective type questions in bilingual mode of English and Hindi with facility for secure review and updation for at least one organization.
3. The bidder should have the copyright of the contents provided for computer based examinations including the responses. The agency should be able to make changes as and when required for the purpose of conducting the said computer based examinations.

10.1.2 Financial Bid Evaluation:

1. The bids will be evaluated separately for each Part
2. For Part I, the bids will be evaluated for the rates offered the conduct of the Examinations per se and contract awarded on the basis of the rates quoted, subject to the fulfillment of the essential conditions of the Technical Proposal.
3. For Part II, the bids will be evaluated for the total cost of the contents offered for the Examinations per se and contract awarded on the basis of the quoted price, subject to the fulfillment of the essential conditions of the Technical Proposal.

11 Contours of the Award

As and when award is made, CAG may enter into an initial three to five year contract subject to yearly review. CAG reserve the right to make more than one award, partial awards, or no awards.

12 Demonstration and Presentation by the Bidders

The Bidders may be required to make a presentation on their capabilities to conduct the online examination as per the conditions specified above. The selected agency will be required to give a demonstration of their client and server software for online

examination using dummy papers. The date and venue for demonstration and presentation will be announced by the CAG after mutual decision at a suitable date.

13 Performance Bank Guarantee

Upon selection, the successful bidder has to submit a Performance Guarantee within the fifteen days in the form of a Bank Guarantee of any Scheduled Bank for the bid period of three years in favour of Pay & Accounts Officer, Office of the C&AG of India, New Delhi, payable at New Delhi. The performance guarantee shall amount to 8% of the accepted Financial Bid value, separately for Part I and Part II.

14 Mode of Payment and penalty clauses

1. The payment to the selected agency shall be made in Indian rupees and shall be paid only after the successful completion of the work set out for each set of examinations which is biannual at present. No advance payment shall be made. The agreements should be on non-judicial stamp paper which shall contain penalty clauses related to liquidated damages.
2. In case successful bidder fails to sign the contract in accordance with the terms and conditions or fails to furnish the Performance Security within the prescribed time of fifteen days or refuses to honour his own quoted rates for the services, the EMD deposited by the successful bidder, will be forfeited. It will be treated as breach of contract and in that condition the office of the C&AG of India will be entitled to make other arrangement at the risk, cost and expenses of the contractor.

15 Indemnity

1. CAG and its client organizations stand indemnified of all legal obligations, past/present/future, the agency may have with its professionals.
2. CAG and the clients stand absolved for any liability on account of death or injury sustained by the Agency staff during the performance of the empanelment and also for any damages or compensation due to any dispute between the agency and its staff.
3. The empanelled Agency will indemnify CAG of any infringement of third party rights be they under the Patents Act or the IPR.

16 Security

1. The agency will ensure that no information about the software, hardware, database and the policies of the client organization is taken out in any form including electronic form or otherwise, from the client site by the manpower posted by them.
2. The agency or its deployed personnel, by virtue of working on CAG/Client's projects, can't claim any rights on the work performed by them. CAG/Client will have absolute rights on the work assigned and performed by them. Neither

any claims of the agency or its deployed professionals will be entertained on the deliverables.

17 GENERAL TERMS & CONDITIONS

1. The selected agency/agencies will provide the technology and the operational solutions for the conduct of online examination . The selected agency will not subcontract the technology and operational solution for conducting the examinations.
2. The party will not claim against the services of other party if any, for their performance as another entity.
3. Timely and successful completion of the Departmental examination is a main criteria for continuation this contract for successful bidder. Any delay would amount to breach of contract with its consequences.
4. CAG may by written notice, sent to the selected agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for CAG's convenience, the extent to which performance of work under the work- order and/or the contract is terminated and the date upon which such termination becomes effective. CAG reserves the right to cancel the remaining part and pay to the selected agency an agreed amount for partially completed Services.
5. In the event of the agency's company or the concerned division of the company is taken over / bought over by another company, all the obligations under the agreement with CAG, should be passed on for compliance by the new company / new division in the negotiation for their transfer.
6. All panel agencies automatically agree with CAG for honouring all aspects of fair trade practices in executing the work orders placed by CAG.
7. The agency will be responsible for any damage to equipment, property and third party liabilities caused by acts on part of its deployed manpower at User Department premises. All equipment will be used only for the purpose of carrying out legitimate business of client organization and will not be put into any other use.
8. CAG stands absolved for any liability on account of death or injury sustained by the Agency's employee(s) during the performance of this empanelment and also for any damages or compensation due to any dispute between the agency and its employee(s).
9. Staff of the agency must carry Identity card issued by the agency while on duty at

CAG or client site. Be it private or public areas, the employees are to be frisked/ checked by the security personnel, both while entering and leaving the premises.

10. The agency will provide escalation matrix for problem resolution.
11. All bid documents must be clearly signed and stamped by the Authorized Signatory of the bidder.
12. The bidders shall also submit Signed and Scanned Copy of Tender Acceptance Letter .

18 Limitation of Liability

Except in the case of gross negligence or willful misconduct on the part of the agency or on part of any person or company acting on behalf of the Selected agency in carrying out the services, the Selected agency, with respect to damage caused by the Selected agency to end User / CAG, shall be liable to end User / CAG :

- (i) for any indirect or consequential loss or damage; and
- (ii) for any direct loss or damage, only to the extent of
 - A. the total payments payable under this contract to the Selected agency, or
 - B. the proceeds the Selected agency may be entitled to receive from any insurance maintained by the Selected agency to cover such a liability,

whichever of (A) or (B) is higher, plus the security deposit submitted by the Selected agency.

This limitation of liability shall not affect the Selected agency liability, if any, for damage to Third Parties caused by the Selected agency or any person or firm / company acting on behalf of the Selected agency in carrying out the work.

18.1 Termination for Insolvency

CAG may at any time terminate the purchase order by giving four weeks written notice to the selected agency, without any compensation to the selected agency selected agency/empanelled bidder, if the selected agency selected agency/empanelled bidder becomes bankrupt or otherwise insolvent.

18.2 Force Majeure

If at any time, during the continuance of the empanelment, the performance in whole or in part by either party of any obligation under the empanelment is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, natural calamities, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it,

neither party shall, by reason of such event, be entitled to terminate the empanelment/contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the empanelment/contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the empanelment is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the empanelment.

18.3 Termination for Default

- a. Default is said to have occurred
 - i. If the agency fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by CAG.
 - ii. If the agency fails to perform any other obligation(s) under the contract / work order.
- b. If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from CAG (or takes longer period in spite of what CAG may authorize in writing), CAG may terminate the contract / work order in whole or in part. In addition to above, CAG may at its discretion also take the following actions
- c. CAG may transfer upon such terms and in such manner, as it deems appropriate, work order for similar support service to other agency and the defaulting agency will be liable to compensate CAG for any extra expenditure involved towards support service to complete the scope of work totally.

18.4 Arbitration

1. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996 for arbitration in accordance with Arbitration & Conciliation Act, 1996.
2. The Authority to appoint the arbitrator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
3. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996.

18.5 Conciliation

1. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to seek an amicable settlement of that dispute by Conciliation under the ICADR Conciliation Rules, 1996 for conciliation in accordance with Arbitration and

Conciliation Act, 1996.

2. The Authority to appoint the Conciliator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
3. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Conciliation Rules, 1996.

18.6 Applicable Law

1. The Agreement/Contract/work-order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
2. The agency and their deployed personnel either during the contract or after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of CAG without the prior written consent of CAG.

19 Annexures

The necessary Annexures **I to VIII** along with Report Formats are given in two separate files.

CAG Liaison

Shri Naveen Singhvi,
Director (Personnel),

O/o the Comptroller and Auditor General of India,
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Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of

documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the Bid Security / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the

server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.



TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

The Director (Personel)
Office of the Comptroller and Auditor General of India,
New Delhi – 110 124

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: 16/Bid /Exam/2018-CAG

Name of Tender / Work: - Online Tender Enquiry for Outsourcing the Departmental Examinations held by the Examination Wing

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: <https://eprocure.gov.in/eprocure/app> as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure I
List of Centers

1. Agartala
2. Ahmedabad
3. Aizwal
4. Allahabad
5. Bangalore
6. Bhopal
7. Bhubaneswar
8. Chandigarh
9. Chennai
10. Madurai
11. Dehradun
12. Gangtok
13. Goa
14. Gorakhpur
15. Guwahati
16. Gwalior
17. Hyderabad
18. Itanagar
19. Imphal
20. Jaipur
21. Srinagar
22. Jammu
23. Thiruvananthapuram
24. Kochi
25. Thrissur
26. Kohima
27. Kolkata
28. Lucknow
29. Mumbai

30. Nagpur
31. New Delhi
32. Patna
33. Pune
34. Raipur
35. Rajkot
36. Ranchi
37. Shillong
38. Shimla

Other details regarding different streams and papers please refer Annexure I A to I G available in the separate file (Annexure I A to I G)

ANNEXURE II
Validity of Bid

S. No.	Item	Value
1	Validity of bids	180 (one hundred and eighty)
2	Validity of service contract	Minimum 3 years (Three years)

ANNEXURE III
Online BID SUBMISSION

The tender shall be submit separate Bid for Part I and Part II online in Three parts, viz.,

- 1 Proof of Eligibility Conditions along with EMD
- 2 Technical Bid
- 3 Financial Bid.

A. Eligibility Conditions

1. The documents as mentioned in the General condition in para 3.2 of main Bid are to be furnished by the Bidder along with Technical Bid as per the tender document:
2. Bidder must submit a copy of the company's registration certificate Bidder must be an individual company registered in India under the Companies Act, 1956, and should have been in existence in India for at least 3 years prior to the date of issue of this Tender Enquiry. Consortiums are not allowed.
3. Bidder should have Articles of Association (in case of registered firms), by laws and certificate of registration (in case of registered cooperative societies), Partnership deed (in case of partnership firm).

B. Copies of relevant documents must be submitted.

- a) The Bidder should have a turnover of at least Rs. 5-10 crore each year for the past **three years** 2014-15, 2015-16 and 2016-17.
- b) Copies of the IT returns/Balance sheets etc. along with the copies of audited accounts, as applicable for each of the last **three** financial years (**2014-15, 2015-16, 2016-17**) shall be furnished.
- c) The bidder should have conducted business in India for more than three years for the similar kind of services to conduct the Examinations.
- d) Details as per **Annexure V** – Bid Summary.

C The Bidder must provide a copy of the following in the name of the bidding company:

- a) PAN card
- b) Goods and Service Tax registration

Other information for Bid

1. Bidder shall adhere to the Time Schedule mentioned in this Advertised Tender Enquiry. No bids shall be accepted post the deadline as mentioned in this schedule.

2. All the bids documents should be signed by the authorized signatory of the company. All pages of the bid being submitted must be sequentially numbered by the bidder.
3. CAG will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the online bids.
4. The bids submitted by fax/E-mail etc. shall not be considered. No correspondence will be entertained on this matter.
5. Conditional tenders shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
6. No bids will be accepted after the expiry of the deadline as stated above.
7. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
8. All pages of the bid being submitted must be signed by the authorized signatory, stamped and sequentially numbered by the vendor irrespective of the nature of content of the documents. Un-signed & un-stamped bid may be summarily rejected.
9. At any time prior to the last date for receipt of bids, CAG, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment. The amendment will be notified on CPPP website and should be taken into consideration by the prospective agencies while preparing their bids.
10. In order to give prospective agencies reasonable time to take the amendment into account in preparing their bids, CAG may, at its discretion, extend the last date for the receipt of bids. No bid may be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the tender. Withdrawal of a bid during this interval may result in forfeiture of Vendor's EMD.
11. The agencies will bear all costs associated with the preparation and submission of their bids. CAG will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.
12. Printed terms and conditions of the vendors will not be considered as forming part of their bid. In case terms and conditions of the tender document are not acceptable to any vendor, they should clearly specify the deviations in their bids.
13. Bids not submitted as per the specified format and nomenclature may be out rightly rejected.
14. Ambiguous/Incomplete/Illegible bids may be out rightly rejected.
15. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, terms and required specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender Document or submission of a bid not

substantially responsive to the tender document in all respects will be at the vendor's risk and may result in the rejection of the bid.

16. Bidder has to submit bid online taking into consideration the data provided in **Annexure III A to III D2** in separate file

B. FINACIAL BID

Schedule of financial bid for Part I and Part II should be submitted as per **Annexure VIII** in the form of BOQ_XXXX .xls

Annexure IV

Eligibility Criteria

Required essential qualifying criteria to bids for both Part I and Part II:

I Financial:

1.1 The Financial strength of the organization and capacity to undertake the project: Bidders should have a minimum turnover of Rs. 5-10 crore each year for the past **three years**. Copies of the IT returns/Balance sheets etc. along with the copies of audited accounts, as applicable for each of the last three financial years(**2014-15, 2015-16, 2016-17**) shall be furnished.

II. Technical:

2.1 Should have worked for other clients which are preferably Governmental agencies / Public sector entities / Government Autonomous bodies taking similar services (Testimonials and details to be attached.)

2.2 Conducted Computer Based Tests successfully in more than 40 centres simultaneously in different cities all over the country for at least five consecutive examinations and have the capability to conduct them in the city centres currently being held. (Testimonials and details to be attached.)

ANNEXURE V
BID SUMMARY

Name of Bidder		
Date of Incorporation		
Registered Office Address		
Authorised Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorised Signatory	Name	
	Designation	
	Email	
	Phone	

ANNEXURE VI

Contents of Proposals:

Proposal Structure for both Part I and Part II

6.1 The technical and financial proposal should be as follows:

1. A duly signed cover sheet indicating the individual who will be taking the responsibility on behalf of the bidder, designation of the individual, and contact details of the individual as well as the organization;
2. Technical proposal including the operational proposal for both parts, Part I and Part II separately and,
3. Financial proposal for both parts, Part I and Part II separately.

Please provide supporting documents with your technical and financial proposals.

6.2 Technical proposal including the operational proposal:

The Technical Proposal should contain:

A proposal that details the process of pre-examination operations, the question paper authoring software, the online Examination software (Client and Server), and the software that handles post examination operations and the score reporting. Further it should contain for:

Part I

- 6.2.1 Details of successfully conducting the test papers entirely in Computer Based Test methodology in bilingual mode with English and Hindi. (Testimonials to be attached.)
- 6.2.2 Details of conducting the test papers in Computer Based Test methodology with both Objective content (Multiple choice questions with jumbling of questions) and subjective questions and answers / typing tests in English and Hindi. (Testimonials and details to be attached.)
- 6.2.3 Details of having the capability of conversion of electronic version of questions, both that are objective and subjective and skill based (Information Technology Practical) into a Question Bank to computerized test from the Question Bank in bilingual mode with English and Hindi as demonstrated in conducting tests.(Testimonials and details to be attached.)
- 6.2.4 The above mentioned questions can have picture files, graphs, symbols etc. and transferred from initial electronic form from in English and Unicode in Hindi.
- 6.2.5 Details of having developed / provided question paper authoring software for questions in bilingual mode of English and Hindi and maintenance of secure Question Bank with facility for secure review and updation. Testimonials and details to be attached.
- 6.2.6 Details of the licence to use / copyright of the source code for conducting online (intranet) Computer Based Tests, post examination operations and the score reporting . The agency should be able to make changes as and when required in any of the components of the software/source code for the purpose

of conducting the said online (intranet) Computer based Tests. (Certificates / details to be attached).

- 6.2.7 Details of the capacities in terms of number of candidates and facilities to be made available at a typical test centre.
- 6.2.8 The emergency management plans towards any crisis situations/redundancy of servers, client systems, candidates data.

Part II

- 6.2.9 Details of having provided content (questions) for papers similar to Language Skills paper PC 1 (non subjective portion) as well as for PC 2 paper- Logical, Analytical and Quantitative Abilities (excluding statistics and statistical sampling). Testimonials and details to be attached.
- 6.2.10 Details of capability to develop content (questions) for Information Technology Practical paper PC 4/ IE 4 and solutions with evaluation through computer programme. (Details to be attached).
- 6.2.11 The bidder is advised to attach any information that is necessary in regard to the capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. The bidders are requested to provide complete information called for and not to suppress the information which may otherwise result in the bidder's disqualification on technical grounds.

6.3 In addition the proposal should contain the:

6.3.1 Operational Plan

If you are going to work with your business partners and/or subcontractors, you must give their details including name of the firm(s), address, contact persons, and the nature of work to be subcontracted. Provide details on how you will coordinate the work, supplying benchmarks, operational performance targets and goals, service metrics and measures, time lines, task breakdowns and a proposed schedule of deliverables. The plan for the pilot test before the SAS/RA/I/CPD Examinations, should also be attached.

6.3.2 Communication

The bidder must indicate how you plan to schedule progress meetings and delivery of written reports to CAG. Cite examples of how you have collaborated well with others. Describe provisions for prompt and continuous communication with CAG regarding anticipation of and solution to the problems that may arise. Mention what plan you suggest to manage public relations during the normal course of test conduct and during emergency situations. Moreover, spell out your expectations from CAG in this regard to ensure a successful partnership.

6.3.3 Staff and Management Responsibilities

Describe how your management processes will minimize operational and business risks and support smooth conduct of CBT based SAS/RA/I/CPD Examinations. Describe how the project will be organized and managed to ensure appropriate accountability for various aspects of the work. Provide a staffing plan that indicates the percentage of time key personnel will devote to the project. Include resumes of key personnel that will be working on the project. Indicate how regular staff training programmes are conducted in your and your partner/subcontracted organization. Specify the manpower/staff requirements you propose from CAG during the entire computerization process. Describe your emergency plans geared for uninterrupted operations across all services relevant to smooth conduct of SAS/RA/I/CPD Examinations

6.4 **Financial Proposal**

For facilitating calculations the Groups of papers which are conducted at the same time in one batch/ session with one batch is given in **Annexure III A to G** .The Data regarding the total number of papers of candidates appearing in the last seven examinations are given in **Annexure I G**.

6.4.1 **Part I**

6.4.1.1 Financial proposal should spell out a per paper appearance price of candidates for delivery of a SAS/RA/I/CPD I &II Examination paper for the biannual SAS/RA/I/CPD Examinations for test delivery at the test centres exclusive of taxes and the minimum number of candidates required at this rate. This would include all costs to conduct the examinations including payment to test administrators, Proctors, Invigilators, trained support Staff, all infrastructure, software / hardware for tests and all other requirements as given in the detailed scope of work.

6.4.1.2 For all quotes please mention the minimum guarantee (total no of papers of candidates appearing for each examination), if required for maintaining the financial sustainability of the quote.

6.4.2. **Part II**

6.4.2.1 Financial proposal should spell out a price for the number of questions per paper as mentioned in Detailed Scope of Work at para 3.3.3.1 to 3.3.3.2 (**Annexure VII**) exclusive of taxes for each year over a period of three years starting from Supplementary Examinations, 2018 subject to the satisfactory performance each year. This would include all costs related to preparation of questions as per syllabus, conversion to electronic format compatible to the question paper authoring software.

6.4.2.2 For the bidder offering the bids for both Parts i.e. Part I & Part II, for conducting the CBTs and for providing content, the details of breakup of costs towards each Part is to be provided separately.

6.5 **Proposal Submission**

The proposal to be submitted must be signed by an authorized representative of the service provider. Proposal made on behalf of a consortium must include signed statements by an appropriate officer of each organization participating in the consortium agreeing that the proposal is binding on each of them. The participating organizations shall be jointly and severally liable for the performance of all of the consortium's obligations under this proposal.

Annexure VII

Detailed Scope of Work of Para 3 of the bid

3.1 Tentative Schedule of the SAS/RA/I/CPD I & II Examinations

3.1.1 Supplementary SAS/RA/I/CPD I&II Examinations is proposed to be conducted in end March 2018 in 16 sessions. The complete schedule with details regarding the papers and the respective sessions will be notified to the successful vendor at a suitable date.

The scope of the work involves conducting online examinations with Computer Based Test methodology of the following Examinations for the Examination Wing of the CAG.

1. Subordinate Audit/Accounts Service (SAS) Examination
2. Revenue Audit (RA) Examination
3. Incentive (I) Examinations
4. Continuous Professional Development (CPD) Examination Stage I and Stage II (from 2017 Main Examination onwards)
5. Any other new examination to be conducted in future.

3.1.2 These SAS/ RA/ I/ CPD I & II Examinations will be held biannually till any decision is taken to change the periodicity in future. The scope of the work includes all processes required for holding the above mentioned examinations in Computer Based Test methodology, beginning from capture of data of candidates to preparation of electronic version of test papers to conducting of the tests in the designated centres, evaluation of responses, to score reporting / declaration of results, carry forward of and maintenance of the data of candidates in the Registering application software for all purposes including future examinations.

3.2 Part I

The bidder is expected to conduct the Examinations as per the pattern as detailed in this section:

The following sub sections list the features in the Online Examination that the vendor is expected to provide through their technology and operations, and the capabilities of the vendor needed for delivery of the Online Examination:

1. Registration
2. Test Delivery
3. Evaluation and Score Reporting / Results.
4. Others

3.2.1 Registration:

The Registering module application software has been developed in Visual Basic.net and resides in the registration server provided by CAG is located in the Examination

Wing of the CAG. Only the application software, not the source codes is available. However should there be a need the vendor may develop his software to facilitate the Registration and related processes.

3.2.1.1 Manage the Registration process:

This involves the overall supervision of the Registering process, capture of the data of candidates input through their respective designated offices for taking the tests through web enabled input screens for fresh candidates. For repeater candidates to validate details from their earlier data for registration, use of the data of registered candidates to assign their slots for taking tests, generate their admit cards, generate overseers copy (copy of the authority overseeing the examination) of eligible approved candidates, use candidate details for booking of slots to facilitate taking of tests by candidates, facilitate any corrections required in the details of candidates, incorporate any changes in the business rules.

The steps involved are :

- 3.2.1.1.1** Enabling the web link for Registration process from the server located in the Examination Wing of the CAG.
- 3.2.1.1.2** Provide and activate password codes as well as update list of authorised offices located in all parts of the country to register the candidates.
- 3.2.1.1.3** Enable the Registration process by using the data of candidates of SAS/RA/I/CPD I & II Examinations after introduction of CBT based tests in 2010 and their performance in these examinations for existing candidates. (For fresh candidates the inputs are to be registered in an alternate screen).
- 3.2.1.1.4** Carry out corrections of details of candidates after submission of data by candidates if any.
- 3.2.1.1.5** Provide and activate password codes for authorised offices located in all parts of the country and Examination Wing to approve the eligible candidates.
- 3.2.1.1.6** Preparation of Date Sheet (schedule of the tests) with inputs from CAG based on the grouping of papers to be taken by candidates as per date of examinations.
- 3.2.1.1.7** Using details of eligible approved candidates, assignment of slots for tests at Centres to facilitate taking of tests by candidates as per the approved schedule.
- 3.2.1.1.8** Using the candidates data after assignment of their slots for taking tests, generate their admit cards, generate overseers copy (copy of the authority overseeing the examination) of eligible approved candidates.
- 3.2.1.1.9** Provide and activate password codes for downloading admit cards, overseers copy (copy of the authority overseeing the examination) of eligible approved candidates.
- 3.2.1.1.10** Maintain the data of candidates in the Registering application software for all purposes including future examinations.
- 3.2.1.1.11** Provide data as and when required from the details in the Registering Module for the use of CAG.

3.2.2 Delivery of Tests

A. Pre Testing Activity

3.2.A. 1 Question Bank and Test paper generation.

- 3.2.A.2 The vendor would provide the Question Paper Authoring software and should be willing to modify the Question Paper Authoring Software as per the requirements of the CAG. The Question Paper Authoring software must allow for creating multiple versions of a question paper by jumbling the questions and the choices for a question.
- 3.2.A.3 The Question Paper Authoring software must allow for encryption and password protection of the question paper following appropriate standards.
- 3.2.A.4 The Question Paper Authoring software must allow for insertions into MCQs picture files, graphs, symbols wherever required as well as Hindi content in unicode.
- 3.2.A.5 Supervision of input of questions both MCQs and subjective content provided into the Question Bank and the server provided by CAG which will be housed in the premises of the CAG.
- 3.2.A.6. Extraction of the questions for tests in all papers.
- 3.2.A.7 Convert the electronic version of questions, both objective, subjective (at present 3) and skill based to computerized tests to be held in bilingual mode, English and Hindi in encrypted form. The necessary software must ensure that encrypted and password protected content (questions) is generated which can be loaded onto a CD/ sent through pen drive which would be erased from the pen drive once uploaded .
- 3.2.A.8. Check of test papers for ensuring display of complete questions, total number of questions, display errors and any errors which will affect the tests.
- 3.2.A.9. Transfer the encrypted test papers onto CDs for upload in the centres for use in the Examinations.

3.2.B. The Online Examination software :

Design and development of online examination software for running the tests from the encrypted question papers provided on Compact Discs in Computer Based Test methodology. The software must allow for creating multiple versions of a question paper by jumbling of the questions and the answer choices for a question wherever required and capturing the responses of candidates along with the requisite logs for evaluation through computer program driven software. It should also be capable of running test papers of different subjects/examinations at the same time. The software should also capture the responses of the subjective questions and skill test in Information Technology Practical papers through the CBT methodology for evaluation.

3.2.C. Examinations and Test Delivery

The scope includes test delivery at all the current city centres (38 in number at present as listed in Annexure I), in bilingual mode, English and Hindi simultaneously in CBT mode. The number of Test city centres may increase in future on mutual agreement. The tests are to be conducted in the city centres simultaneously spread over seven or eight working days across the entire country in two sessions for each

day, one in the forenoon and one in the afternoon, with one or more than one paper in each session simultaneously depending on requirement . Also as per necessity, where there are unusually large number of candidates, back to back batches in each session with an interval of 30 minutes are to be conducted. The tests for the papers are to be administered simultaneously across the country and will have automatic cut off at the end of the allotted time.

3.2.C.1. Examination Centres:

3.2.C.1.1. The vendor has to arrange to identify and provide test centres which are certified and audited by the vendor in the city where the examinations would be conducted.

3.2.C.1.2. The vendor has to submit a complete finalized list of the centres at least 45 days before the commencement of the examinations.

3.2.C.1.3. There could be more than one centre in the city depending on the number of candidates taking the tests and the capacity of the centres.

3.2.C.1.4. The vendor has to provide for Reception areas, halls for seating candidates before commencement of tests, clean wash rooms / toilets, and drinking water facilities at all the test centres be provided free of cost. Basic snacks, tea /coffee is to be provided on payment basis to candidates.

3.2.C.2. Examination Infrastructure :

3.2.C.2.1. The vendor has to provide for servers necessary to conduct the examination at each Test centre. There should be at least one main server and one backup server for every 200 candidates and part thereof at a Test Centre.

3.2.C.2.2. The vendor has to provide for the client systems necessary to conduct the examination at each Test Center. One client system will be available for every candidate registered at each Test Centre. There will be a reserve pool of client systems. The client system should have the required configurations to conduct the tests.

3.2.C.2.3. There must be adequate spacing between two adjacent seats, in addition partitions of appropriate size between the adjacent seats wherever required.

3.2.C.2.4. A functional local area network and a power backup generator so as to ensure the continuous access to the systems made available to each candidate during the course of the online Examination.

3.2.C.2.5. The main server, backup server and client systems at each test centre would be provided with functional UPS. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.

3.2.C.3. Personnel :

3.2.C.3.1. The vendor would provide adequately trained Test Administrators (TAs) in every Test Centre who should be the staff of the vendor, temporary staffs are not acceptable. The TAs will administer the conduct of test and provide the technical

support for maintaining the servers used in the conduct of examination at a Test Center.

3.2.C.3.2. In addition vendor is required to provide Proctors, Invigilators, trained support Staff for smooth conduct of the examinations. They should be commensurate with the number of candidates taking the test at one time and facilitate candidates taking the tests from arrival to conclusion of test.

3.2.C.3.3. CAG will provide his Representatives who shall only be available for monitoring the conduct of the examinations and will in no way assist the vendor to conduct the examinations.

3.2.C.4. Test Delivery:

3.2.C.4.1. Test will be delivered over the intranet at a Test Centre .

3.2.C.4.2. The Online Examination Software developed and used by the vendor must support the following two modes of loading the Question paper Packs (QPs):

(i) Locally at the server via a Compact Disc/ pen drive collected from CAG Representative

(ii) Over the network from Master Control Room. The vendor must ensure confidentiality and protection of the QPs content both at the Master Control Room as well as during transfer over a network.

3.2.C.4.3. The loading of a Question paper Packs into the Online Examination Software on the servers at a Test Centre must be password protected.

3.2.C.5. Pre Examination formalities:

3.2.C.5.1. Provide for the requisite arrangements for effectively matching each candidate with his or her records captured earlier with details in admit card to ensure that the genuine candidate is permitted to take the test.

3.2.C.5.2. Assign client systems randomly to candidates taking the examinations.

3.2.C.6. Invigilation

3.2.C.6.1. Announcement of instructions to the candidates, admit card check, candidate identity verification, attendance recording of candidates will be carried out by Invigilators.

3.2.C.6.2. Proctors/ Invigilators should also ensure proper conduct of examination and ensure that candidates use no unfair means.

3.2.C.7. Zero Loss of Data

The vendor will ensure that there is no loss of response related data for any candidate or any other data related to the examination either from the client systems or from the main and backup servers

3.2.C.8. Generation of Event based Log (Audit Trail)

The vendor will ensure that the event (click) based log (audit trail) for every candidate will be generated and saved on the servers. The audit trail for every candidate would be provided at the end of session in the format agreed upon.

3.2.C.9. Saving of Response

The vendor will ensure that the click-based activity of every candidate will be saved on servers. This means that the answer responses which have been effectively tagged with candidates details for each question at that click time will be only saved/updated. The question clicks by candidates without a response is also recorded in the database. The final response data should be uploaded to the server in the Master Control Room at CAG headquarters.

3.2.C.10. Security

3.2.C.10.1. The computers administering the examinations shall be disconnected from the Internet and any other network other than the one on which the examinations is being conducted.

3.2.C.10.2. No computers other than the client systems used for the examination shall be on this network during the examination.

3.2.C.10.3. The computers shall be sanitized during pre-examination preparations.

3.2.C.11. Monitoring

3.2.C.11.1. The server shall have the capability to start the examination for all candidates, monitor the status of each candidate (whether logged in, examination started, idle/active, disconnected, submitted, etc.), and close the examination.

3.2.C.11.2. The server MUST maintain an audit trail of every operation on the server. All server side audit trails shall be the property of CAG.

3.2.C.12. Master Control Facility

3.2.C.12.1. There will be a Master Control Facility in the Examination Wing of the CAG.

3.2.C.12.2. The activities at each Test Center will be monitored in the Master Control Facility.

3.2.C.12.3. At each Master Control Room, the vendor should provide at least 2 technical personnel who are well versed with the Online Examination Software. These personnel will interact with the Test Administrators in each of the Test Centers for smooth conduct of the examinations .

3.2.C.12.4. Provide the daily attendance session wise, batchwise, paperwise , both at the test centres as well as to the Examination Wing at Headquarters

3.2.C.12.5. Receive feed back on question paper import, start of test , conclusion of test and status of responses

3.2.C.12.6. Provide for the facility for conveying important messages from test centres to the Examination Wing at Headquarters of CAG office .

3.2.C.12.7. At the end of examination in a session, the candidate response data and audit trail data from each of the Test Centers will be uploaded to the server at the Master Control Facility.

3.2.C.13. Post-Examination Operations

The data will also be uploaded to a server at the Master Control Facility. After the confirmation of proper transfer of data to the server at the Master Control Facility, the Test Administrators in the presence of CAG Representatives will delete the responses and audit trails in the hard disks of the main and backup servers.

3.2.C.14. Conduct of Examination and Security of Examination Centers

3.2.C.14.1. At no point of time and location will the identity of vendor be displayed in public Domain and shall ensure that the Test Centres are kept in examination-friendly environments with no disturbances from external sources.

3.2.C.14.2. The vendor will ensure the secrecy of the examination material and will also ensure that the examination is held in a candidate-friendly environment .

3.2.C.15. Features to be Provided in Online Examination Test Software

The Online Examination Test Software should include the following features:

3.2.C.15.1. Display of details of candidate (including a photograph) upon login for verification by the candidate.

3.2.C.15.2. Display of instructions to candidates upon login and before start of examination. The candidate must be able to retrieve instructions at any time during the examination as well.

3.2.C.15.3. The software must obtain concurrence of the candidate having read the instructions before start of examination.

3.2.C.15.4. Start and closure of the examination at scheduled time (candidates must not be able to start their examination even if they login before the scheduled time).

3.2.C.15.5. Display of remaining time available.

3.2.C.15.6. The Online Examination Software should facilitate tests of papers of different subjects / examinations to be held in bilingual mode in English and Hindi.

3.2.C.15.7. Display of a selected question with choices of answers for multiple choice type questions.

3.2.C.15.8. Display of a selected question for subjective answer type questions and to record the answers in English/ Hindi with Hindi being typed with Mangal Font.

3.2.C.15.9. For skill based Practical Paper, display of a selected question, facility to perform the task or function, record of answer and any special processes for enabling evaluation through a software programme.

3.2.C.15.10. Marking/unmarking a question (answered or unanswered) for review.

3.2.C.15.11. Display of status of questions using different colours for all questions of the paper.

3.2.C.15.12. Switching between sections in the question paper

3.2.C.15.13. Exit from test software after due confirmation

3.2.3. Process Manual

The detailed Standard Process Manual (SPM) will be prepared by the vendor and submitted for use of CAG.

3.2.4. Mock Tests :

3.2.4.1. The vendor must make arrangements so that static mock tests can be conducted by the interested applicants using sample question papers which should be available to all the applicants before the actual examination so that the applicants can have practice sessions to be hosted by the vendor and linked through the website of CAG.

3.2.4.2. The vendor must conduct mock tests a day before each exam day in addition to any unscheduled mocks conducted prior to this and make arrangements to upload the results of the mock tests conducted onto the server at the Master Control Facility.

3.2.5. Evaluation and Results:

3.2.5.1. Provide a module for online evaluation of subjective portions of PC1 both for evaluator and validator.

3.2.5.2. Provide for software programme driven evaluation process of multiple choice questions / computer skills papers. The evaluation process should be robust as confirmed by appropriate tests.

3.2.5.3. The evaluation of the subjective portions of the Language paper, is done in the online module in a secure environment.

3.2.5.4. The results of the evaluation of the subjective portions are integrated to prepare the results.

3.2.5.5. The results as computed from the evaluation and made available in pdf formats for the parameters prescribed which includes negative marks calculation and other moderations as per prevalent instructions issued by the appropriate/ competent authorities.

3.2.5.6. Provide the 55 reports presently being generated for the SAS/RA/I/CPD Examinations, which could increase as per requirement. The templates are detailed in **Annexure VII A** (in a separate Reports folder)

3.2.5.7. There is a provision for release of results to the authorized offices to download for their reference using username and password .

3.2.6. Others:

3.2.6.1. The data required by the Examination Wing from time to time will be made available by the vendor.

3.2.6.2. MIS reports related to the Departmental Examinations will be made available from time to time by the selected agency also.

3.2.6.3. The vendor shall at all times during the currency of contract conform to and comply with the regulations and bye laws of the Government or all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made there under.

3.2.6.4. The vendor shall indemnify the CAG against any liability for compensation due to injury to his own workmen/engineer or to other persons while executing the contract and for any damage to the property

3.3 Part II:

3.3.1 The service provider shall provide content which shall be for the following papers in English and Hindi in an electronic format which shall be compatible with the question paper authoring software provided by the principal vendor:

- 3.3.1.1. Multiple Choice Questions for PC 1 Language Skill paper: Verbal and Reading Abilities Basics (non subjective portion) of the SAS Examination.
- 3.3.1.2. Multiple Choice Questions for Section I of PC 2 : Logical, Analytical and Quantitative Abilities paper (excluding statistics and statistical sampling) of the SAS Examination
- 3.3.1.3. Skill based questions which would test the ability of working on application softwares for the PC 4 / IE 4: Information Technology (Practical) paper / of the SAS Examination and Incentive the incentive Examination respectively.

3.3.2 The syllabus of the above mentioned papers are available on CAGs website : www.cag@gov.in, path About Us > Home>Resources>Examination>syllabus. Sample questions are available on the website of CAG : cag.gov.in, path Home > About us> >Resources>Examination>sample papers

3.3.3 The detailed scope of work includes the following:

Test Content (questions):

- 3.3.3.1. Provide Multiple Choice Questions for Part A of PC 1: Language Skills paper (non subjective portion) in English and Hindi. These questions should be of one mark each. However these questions can be clubbed together for questions relating to comprehension and questions related to a common passage. 200 MCQs for each year is required to be prepared and provided in a compatible format in electronic form before the commencement of examinations to be used in the SAS Examinations. The total number of questions would be for 30 to be answered in approximately 35 minutes .
- 3.3.3.2. Provide Multiple Choice Questions for Section I of PC 2: Logical, Analytical and Quantitative Abilities paper (excluding statistics and statistical sampling) in English and Hindi, including the solutions. These questions can have pictures, graphs, charts bar diagrams and should be for one mark each. 300 MCQs with correct answers be provided for each year are to be prepared and provided in a compatible format in electronic form at least two months before the commencement of examinations to be used in the SAS Examinations.
- 3.3.3.3. Provide skill based questions which would test the ability of working on application softwares for PC 4 / IE 4 : Information Technology (Practical) paper of the SAS Examination and Incentive the incentive Examination respectively (syllabus on CAGs website cag.gov.in, path Home > About Us > Resources > Examination> Syllabus) with solutions and processes for evaluation through programme driven software. This should be prepared and provided in a compatible format in electronic form 300 Questions be prepared for each year in five sets with about 60 questions for 100 marks to be answered in 2 hours for the paper. These

questions are to be provided in a compatible format in electronic form before the commencement of examinations to be used in the SAS / I Examinations.

- 3.3.3.4.** The vendor should provide the certificate of confidentiality with regards to contents of all the question papers where test content (questions) has been provided by the vendor.

ANNEXURE.VIII

FINANCIAL BID

Note:

- Financial bids shall be opened only for those bidders who qualified eligibility criteria
- Prices should be quoted in Indian Rupees.
- The cost is inclusive of all prevailing taxes, levies, etc.
- Taxes indicated in the financial bid will be charged as per the prevailing rate.
- Financial Bid shall be quoted separately for separate parts.

Part I

I.1 The bids will contain the rates offered for the conduct of the Examinations per se.

I.2 the proforma for indicating the rates is as under:

Examination	Minimum Guarantee (if any)*	Fixed cost (if any)	Per paper cost	
			Upto minimum guarantee	Beyond minimum guarantee
Each Examination (Main/ Supplementary)				

* Minimum number of papers as per Para 6.4.1.2 of Annexure VI

Part II

Table – Test content

(In rupees)

Sl. No.	Name of the examination	Name of papers	Number questions in MCQ Bank for each paper for each year	Total Cost (License+ ATS inclusive of all taxes)
1.	SAS Audit/Accounts	PC 1: Language Skills (non-subjective portion in English and Hindi	200 (approx.)	
		PC 2: Logical analytical and Quantitative	300	

		Abilities (excluding statistics and Statistical sampling) in English and Hindi		
		PC 4/IE 4: Information Technology (Practical)	300	

Note 1 :- As per Para 6.4.2.1 of Annexure VI

The questions are to be at par to the standard of the sample papers through the path on CAG website Home >About Us > resource >Examination > sample papers.

Note: 2- The same is provided along with the tender document in the form of BOQ_XXXX.xls on to the portal. Bidder has to advised to download the same, quote their rates and upload it on to the portal.

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CORRIGENDUM TO TENDER NOTICE

This notification is in continuation of the Notice Inviting Tender published by the Office of the CAG of India on 17 January 2018 for the following works:

**Outsourcing the Departmental Examinations held by the Examination Wing
(File No. 16/Bid /Exam/2018-CAG)**

The revised date and time for REMOVAL OF DOUBTS is on 24 January 2018 from 11 a.m. All other tender conditions remain unchanged. Further details and tender document are available the CPP Portal of the Government of India <https://eprocure.gov.in/eprocure/app>

Director (Personnel)

	Query	Clarification
1.	The query was related to whether content (questions) were to be provided for the Question Bank	<p>It was clarified that the Question Bank had two aspects:</p> <ol style="list-style-type: none"> 1. Question Paper contents (questions) and 2. Question paper software. <p>It was clarified that the contents (questions) would be provided for from two sources</p> <ol style="list-style-type: none"> a. by the CAG for all papers except that supplied by b. below b. From the outsourced agency as spelt out in para 3.3 of Annexure VII of the bid document <p>It was further clarified that all questions would be input electronically into the question bank in encrypted form. The question paper authoring paper would should also permit encryption as well paper generation in encrypted form. Theses encrypted papers would then be de - encrypted at the time of the examination. The responses would then be captured electronically and evaluated through programme driven software.</p>
2.	The query was related to the Periodicity of conducting the examinations	It was clarified that as of now it is biannual. It was also clarified that in case the periodicity is changed, sufficient notice would be given
3.	The query was related to the terms of payment.	It was clarified that payment would be post successful conduct of exams
4.	The query was related to the conditions of five consecutive examinations for eligibility	It was clarified that agency should have experience of conducting five consecutive examination for PSU, Government Agencies ,Joint Venture of govt.
5	The query was related to whether the condition related to conducting examinations simultaneously for 40 centres was only for all examinations conducted only for government agencies.	It was clarified that agency should have experience of conducting five consecutive examination for any organisation /government or govt PSUs or Joint Venture of government as specified in para 2.1 and 2.2 of Annexure-IV of the bid document.
6	The query was related to the conducting /testing of examination simultaneously at 40 centres.	It was clarified that testing at 40 centre simultaneously is an essential criteria and cannot be relaxed.
7	The query was related to the Linkage for Registration	It was clarified that CAG has dedicated server for registration and can provide URL for registration . Bidding Agency has option using the registration application software or developing his own software application for his convenience with all the earlier details to be incorporated.
8	The query was related to conduct of examination and providing of venue and technical manpower.	It was clarified that the Bidding agency had to provide technical and supervisory manpower and venue, both. Minimal oversight staff from CAG will be present.

CORRIGENDUM – 3

Sl. No.	Reference to Tender documents	Reference / Issue	Clarification
1.	Disclaimer [Para-1 of Tender]	Tender Para-1 Type of tender	The words “Limited” are to be replaced by the word “Open” in the Disclaimer (Sl. No. 1 page1) as in 1 st line 2 nd para, which is a typographical error, at 2 nd para 9 th line & 3 rd para 3 rd line in the Disclaimer where word “Limited” has appeared instead of the word “Open”.
2.	Financial Proposal [Annexure-VI Para 6.4]	Annexure-VI Para 6.4 Taxes Part-I (6.4.1.1)	<p>Part-I (6.4.1.1) Financial proposal should spell out a per paper appearance price of candidates for delivery of a SAS/RA/I/CPD I &II Examination paper for the biannual SAS/RA/I/CPD Examinations for test delivery at the test centres <i>exclusive</i> of taxes be read as</p> <p>Financial Proposal (Annexure-VI) should spell out the rates exclusive of taxes and taxes separately and the total of the two in a separate sheet in addition to the details filled in the BOQ. This would also form part of the Financial Proposal and, therefore, a mandatory requirement. Bids submitted without these breakup and totals, may be resubmitted in the CPP Portal with the abovementioned sheet till closure of bid. The rates quoted in the Financial Bid should be inclusive of all the arrangements to be made and all the services to be provided in accordance with the Tender Documents (including Annexures) and all Corrigendum. Financial Bid (Annexure-VIII) in the form of BOQ should indicate the rates inclusive of all prevailing taxes.</p>

		<p>Part-II (6.4.2.1)</p>	<p>Part-II (6.4.2.1) Financial proposal should spell out a price for the number of questions per paper as mentioned in Detailed Scope of Work at para 3.3.3.1 to 3.3.3.2 (Annexure VII) exclusive of taxes be read as</p> <p>Financial proposal should spell out a price for the number of questions per paper as mentioned in Detailed Scope of Work at para 3.3.3.1 to 3.3.3.3 (Annexure VII) exclusive of taxes. For the bidder offering the bids for both Parts i.e. Part I & Part II, for conducting the CBTs and for providing content, the details of breakup of costs towards each Part is to be provided separately. Breakup exclusive of taxes and taxes separately and the total of the two in a separate sheet in addition to the details filled in the BOQ. Financial Bid (Annexure-VIII) in the form of BOQ should indicate the rates inclusive of all prevailing taxes.</p>
3.	<p>Financial Proposal [Annexure-VI Para 6.4]</p>	<p>Annexure-VI Para 6.4 Volume/ Minimum Guarantee</p>	<p>Part-I (6.4.1.2) For all quotes please mention the minimum guarantee (total no of papers of candidates appearing for each examination), if required for maintaining the financial sustainability of the quote be read as</p> <p>For all quotes please mention the minimum guarantee i.e. examination instances/ paper counts (sum total of individual papers) of candidates appearing for each examination), if required for maintaining the financial sustainability. Minimum Guarantee is to ensure that the quote is financially sustainable for the Bidder. It is for the Bidder to decide to quote a single rate for the sum total of examination instances/ paper counts or to quote two different rates i.e. one rate upto a certain quantity examination instances/paper counts (Minimum Guarantee) and another rate for the number of examination instances/paper counts exceeding the cutoff number of examination instances of Minimum Guarantee.</p>

	Financial Bid [Annexure-VIII]	Annexure-VIII Financial Bid (Part I) Table column 3 Fixed Cost	Fixed cost (if any) be read as be read as Fixed cost (if any) ** **In case there is a separate fixed cost over and above the rates quoted, it will be rationalised over the entire volume or for the sum total of examination instances/ paper counts.
4.	Financial Proposal [Annexure-VI Para 6.4]	Annexure-VI Para 6.4 Historic trend of volume/ quantity	6.4 For facilitating calculations the Groups of papers which are conducted at the same time in one batch/ session with one batch is given in Annexure III A to G .The Data regarding the total number of papers of candidates appearing in the last seven examinations are given in Annexure I G be read as For facilitating calculations the Groups of papers which are conducted at the same time in one batch/ session with one batch is given in Annexure I F. The Data regarding the total number of papers of candidates appearing in the last seven examinations are given in Annexure I G. Annexure I G shows total examination instances (Paper Counts) of the SAS/RA/I/CPD-I examinations from November 2010 to March 2017 for the guidance of the bidders. This has to be read with the Annexure I F Date Sheet which shows the combination of papers in a particular session. The number of candidates taking the different papers for a centre are provided in Annexure III A to III D. for the Main Examination of 2017 as a guide for arriving at system requirements. The figure of 30,000 paper counts would be taken as benchmark for assessing financial bids.

5.	Earnest Money Deposit (EMD) clause [Para-3.3 of Tender]	Tender Para-3.3 Exemption to SSI units under MSME Act	<p>The Bidders are required to deposit Earnest Money of Rs. 5,00,000 (Rs. Five Lakh only) in the form of Demand Draft /Bank Guarantee/ Fixed Deposit Receipt of any scheduled bank in favour of Pay & Accounts Officer, Office of the C&AG of India, payable at New Delhi be read as</p> <p>The Bidders are required to deposit Earnest Money of Rs. 5,00,000 (Rs. Five Lakh only) in the form of Demand Draft /Bank Guarantee/ Fixed Deposit Receipt of any scheduled bank in favour of Pay & Accounts Officer, Office of the C&AG of India, payable at New Delhi. However, if a bidder falls under the Micro, Small & Medium Enterprises Development Act, 2006, the concessions applicable can be availed. A scanned copy of the registration certificate must be provided to CAG along with the proposal. Further, the bidder must keep CAG informed of any change in the status of the company. The Statutory concessions will be only applicable on production and verification of requisite documents. Incomplete Documents will render the bid invalid.</p>
6.	Examinations and Test Delivery [Annexure-VII Para 3.2.C]	Annexure-VII Para 3.2.C Examination Slot and Centre selection	<p>The tests for the papers are to be administered simultaneously across the country and will have automatic cut off at the end of the allotted time.... be read as</p> <p>...of the allotted time. The examination slot and centre selection is required to be done after closing of final registration by the candidates. Number of Test city centres. (38 in number at present, as listed in Annexure-I). The agency has to have previous arrangement in City Centres based on anticipated numbers from past trend.</p>

7.	Mode of Payment and penalty clauses Tender Notice [Para-14 of Tender]	Tender Para-14 Release of payment	No advance payment shall be made be read as... No advance payment shall be made and payment shall be made only after the successful completion of all the processes for each set of examinations (SAS/RA/I/CPD - Main or Supplementary).
8.	Tentative Schedule of the SAS/RA/I/CPD I& II Examinations [Annexure-VII Para 3.1]	Annexure-VII Para 3.1 Date Sheet for Examinations	3.1.1 Supplementary SAS/RA/I/ CPD I&II Examinations is proposed to be conducted in end March 2018 in 16 sessions. The complete schedule with details regarding the papers and the respective sessions will be notified to the successful vendor at a suitable date. Supplementary SAS/RA/I/ CPD I&II Examinations is tentatively proposed to be conducted in the last week of March 2018/ first week of April 2018. However, the Date Sheet for the Examination will be finalised later. Except Sunday, which is a holiday, the exams are to be held on all the other days of the week, irrespective on which weekday it has started.
9.	Examinations and Test Delivery [Annexure-VII Para 3.1.2]	Annexure-VII Para 3.1.2 Duration of the Papers	These SAS/ RA/ I/ CPD I & II Examinations will be held biannually till any decision is taken to change the periodicity in future. The scope of the work includes all processes required for holding the above mentioned examinations in Computer Based Test methodology be read as These SAS/ RA/ I/ CPD I & II Examinations will be held biannually till any decision is taken to change the periodicity in future. The scope of the work includes all processes required for holding the above mentioned examinations in Computer Based Test methodology where all papers are of 2 hours duration each with 100 questions except for PC-1 and PC 4/ IE4. The PC I paper is of 2 and half hours duration; with 3 subjective questions and 30 MCQs. PC 4/ IE4 the IT Practical paper

			will be held in only one common session. IT Practical questions will be displayed on candidate's system. They will perform the operations on the system, which has to be captured for evaluation. Syllabus as well as Sample Papers are available in CAG's website [reference Annexure-VII (Para 3.3.2)].
10.	The Registration process [Annexure-VII Para 3.2.1.1]	Annexure-VII Para 3.2.1.1 Online Registration , Exam. Fees, Admit Cards, Overseer's copy	However should there be a need the vendor may develop his software to facilitate the Registration and related processes. The following be inserted after this sentence: (i) Online Registration is usually completed 15-30 days before the examination, depending on the examination - Main or Supplementary. The Designated offices, which are responsible for entering candidate's details are to carry out corrections till the registration particulars are approved by them. Subsequent corrections, authorised by the Examination Wing, will be carried out by the vendor. (ii) No fees/ charges are payable for the Examinations by the candidates. (iii) Only eligible approved candidates will be registered for the examination through their respective offices and allowed to appear in the relevant Papers. (v) The outsourced agency will be required to generate the Overseers Copy, under the supervision of the Overseeing Officer designated by the CAG, one for each city centre, through password given to them. The Overseer's Copy also serves as the attendance register.

11.	Invigilation [Annexure-VII Para 3.2.C.6]	Annexure-VII Para 3.2.C.6 Candidate identity verification – requirement of CCTV, etc.	3.2.C.6.1 Announcement of instructions to the candidates, admit card check, candidate identity verification, attendance recording of candidates will be carried out by Invigilators. The system of CCTV is required. Further, the admit cards contain the photographs and signatures of the candidates as well as unique bar code. The photos are uploaded at the time of registration. Admit cards are to be scanned for the unique bar code and candidates assigned systems and the system so assigned will display the photo of the candidate uploaded at the time of registration immediately before commencement of the examination (to be read with Para3.2.C.6.1 Annexure-VII).
12.	Question Bank and Test paper generation [Annexure-VII Para 3.2.A. 1]	Annexure-VII Para 3.2.A.1 Contents of the Papers (other than Part-II)	3.2.A.2 The Question Paper Authoring software must allow for creating multiple versions of a question paper by jumbling the questions and the choices for a question. The following to be inserted after this line: Office of the CAG would provide the contents for the subjects (other than Part-II) in MS Word format (read with Corrigendum 2).
13.	Evaluation and Results [Annexure-VII Para 3.2.5]	Annexure-VII Para 3.2.5 Evaluation of subjective questions	3.2.5.1. Provide a module for online evaluation of subjective portions of PC1 both for evaluator and validator. The following to be inserted before this line: Answers to subjective type questions will be recorded and sent to Subject Matter Experts of the CAG of India for evaluation.
14.	Financial Bid [Annexure-VII]	Annexure-VIII Financial Bid (Part II) Table column 5 License+ ATS	Total Cost (License+ ATS inclusive of all taxes) be read as Total Cost (License + ATS)*** ***Please refer to Para 10.1.1 Part-I (3) & Part-II (3) of the Tender regarding issues relating to copyright/ license for the software, contents, etc.

15.	Communication [Annexure-VI Para 6.3.2]	Annexure-VI Para 6.3.2 Helpdesk for the candidates	Insert the following after Describe provisions for prompt and continuous communication with CAG regarding anticipation of and solution to the problems that may arise. Only the Examination Wing of the Office of the CAG of India will communicate with the vendor for all requirements and all queries including those of the candidates.
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CORRIGENDUM – 4

This notification is in continuation of the Notice Inviting Tender published by the Office of the CAG of India on 17 January 2018 for the following works:

Outsourcing the Departmental Examinations held by the Examination Wing

(File No. 16/Bid /Exam/2018-CAG)

The date and time for closing of bid submission i.e. **Bid submission End Date** is extended to **12th February 2018 at 2 pm**. All other tender conditions remain unchanged. Further details and tender documents are available at the CPP Portal of the Government of India <https://eprocure.gov.in/eprocure/app>

Director (Personnel)



Organisation Chain :	Office of the CAG of India
Tender ID :	2018_CAG_294462_1
Tender Ref No :	16/Bid /Exam/2018-CAG
Tender Title :	Outsourcing the Departmental Examinations held by the Examination Wing of CAG
Corrigendum Type :	Date

Corrigendum:1

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Corrigendum 4 for Extension of bid submission date	Corrigendum 4 for Extension of bid submission date	06-Feb-2018 11:29 AM	Corrigendum_4_Exam.pdf	102.76

Critical Dates

Publish Date	Bid Opening Date	Document Download/Sale Start Date	Document Download/Sale End Date	Clarification Start Date	Clarification End Date	Bid Submission Start Date	Bid Submission End Date
17-Jan-2018 03:00 PM	13-Feb-2018 03:00 PM	17-Jan-2018 03:00 PM	12-Feb-2018 02:00 PM	NA	NA	22-Jan-2018 10:00 AM	12-Feb-2018 02:00 PM

Details Before Corrigendum
Critical Dates

Publish Date	Bid Opening Date	Document Download/Sale Start Date	Document Download/Sale End Date	Clarification Start Date	Clarification End Date	Bid Submission Start Date	Bid Submission End Date
17-Jan-2018 03:00 PM	12-Feb-2018 03:00 PM	17-Jan-2018 03:00 PM	08-Feb-2018 03:00 PM	NA	NA	22-Jan-2018 10:00 AM	08-Feb-2018 03:00 PM