

E-Tender Notice for Work of Exam Agency
E-Tender Ref No : SCOPE/Tender/2/2017-18



Society for Creation of Opportunity through
Proficiency in English

A Government of Gujarat Initiative

Society for Creation of Opportunity through Proficiency in English
Prajna Puram, KCG Campus, Opp. PRL, Navrangpura, Ahmedabad-380015
www.scopegujarat.org

E-Tender Ref No : SCOPE/Tender/2/2017-18

E-Tender Notice for
Appointment of Exam agency

SCOPE (Society for Creation of Opportunity through Proficiency in English) invites E- tender for Appointment of Exam agency from reputed and experienced agencies having expertise in conducting mass scale online exams.

Specifications and general terms and conditions are mentioned in the following pages.

Tender announcement: : 21.04.2017

The last date for uploading tender is: 12.05.2017 at 6:00 PM

Pre bid meeting on: 01.05.2017 at 4:00 PM

Checking of Technical Bid (with Demo) : 04.05.2017 at 4:00 PM

Tenders would be opened on: 15.05.2017 at 11:00 AM

(Only Qualified Bids)

Place : Ahmedabad

Date : 19.04.2017

(Jt. Chief Executive Officer)



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About SCOPE (www.scopegujarat.org)

SCOPE (Society for Creation of Opportunity through Proficiency in English) has been setup by the Government of Gujarat to build English language proficiency in the youth of Gujarat and thereby create employment opportunities for them. SCOPE conducts periodic online exams for approximate 50 k to 60 k students per year (10k-15k per quarter) at approximate 50 exam centers.

SCOPE has its registered office located at “Prajna Puram”, KCG Campus, Faculty Block, First Floor, Opp. PRL, Nr L D Engineering College, Navrangpura, Ahmedabad- 380015

Phone: 079-26300593/ 26300956

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E-Tender Notice for Appointment of Exam Agency

SCOPE, Gujarat invites online tenders from experienced and reputed agencies.

Sr.No.	Description	Period	Last Date for uploading
1	Appointment of Exam agency for conducting and coordinating end- to- end exam process of SCOPE	12 months	12.05.2017 till 6:00 PM

Tender announcement: : 21.04.2017

The last date for uploading tender is: 12.05.2017 at 6:00 PM

Pre bid meeting on: 01.05.2017 at 4:00 PM

Checking of Technical Bid (with Demo) : 04.05.2017 at 4:00 PM

Tenders would be opened on: 15.05.2017 at 11:00 AM

(Only Qualified Bids)

SCOPE is following a public tendering process for appointment of Exam Agency. The tender documents are available on SCOPE's website www.scopegujarat.org. The tenders can be uploaded on www.nprocure.com. Vendors who are interested to submit their bid can do so by following the terms and conditions mentioned in this document.

The technical specifications are mentioned in the following pages.

Place : Ahmedabad

Date : 19.04.2017

(Jt. Chief Executive Officer)

Specifications for tasks for Exam agency

SCOPE (Society for Creation of Opportunity through Proficiency in English) is a Government of Gujarat promoted organization. This office is holding various kinds of examinations offered by Cambridge English Language Assessment; University of Cambridge, UK/ iTEP Education & Pearson LCCI. The various types of exams currently administered by SCOPE are defined as below:

- 1) Cambridge Placement Test (CPT)
- 2) Business Language Testing Service (BULATS)
- 3) Business Language Testing Service (BULATS) Speaking.
- 4) iTEP SLATE
- 5) iTEP Academic
- 6) iTEP Business
- 7) iTEP Hospitality
- 8) JETSET Foundation (JET/SET Version)
- 9) JETSET Foundation Speaking (JET/SET Version)
- 10) JETSET Level 1 to 4 (JET/SET version)
- 11) JETSET Level 1 to 4 Speaking (JET/SET version)
- 12) JETSET Level 5 to 7 (SET version)
- 13) JETSET Level 5 to 7 Speaking (SET version)
- 14) SEFIC Preliminary
- 15) SEFIC Level 1 to 3 including Telephonic Levels 1 to 4
- 16) VERSANT – Placement Test, VET-Phone/Web/CDT, JET-Phone/Web/CDT

In future SCOPE's own tests will also be introduced.

For the work related to examination process, **SCOPE is looking for a turnkey solution to identify an agency for the following tasks of exam related steps and processes.** The confidentiality and quality is pre-requisite of all of the below work.

Following will be the tasks for Exam agency:

- 1) The task involves physical presence of exam invigilators at various exam sites. They should be proficient enough to manage test takers crowd, start the online exam on the respective for terminal & provide every kind of admin support to the examinees at exam centres.
- 2) Exam agency will register schools, Higher Education institutes and Public Private Partnership (PPP) centers and maintain their record.
- 3) Exam agency will be responsible for collecting Candidate Registration Form (CRF) from SCOPE/Agency nominated by SCOPE, distributing it to schools, Higher Education institutes and Public Private Partnership (PPP) centers, and collecting filled up Candidate Registration Forms of exam from schools, Higher Education institutes and Public Private Partnership (PPP) centers. Thereafter Exam agency will verify the Candidate Registration Forms, reconcile with the fee and submit the same to SCOPE/agency nominated by SCOPE. Exam agency will collect cheque/demand draft from schools, Higher Education institutes and Public Private Partnership (PPP) centers related to SCOPE assessment charges & exam fee and deposit it in SCOPE account after reconciliation. The counterfoils along with details of cheque have to be submitted with SCOPE. In case of payment gateway system, the agency has to reconcile with respective bank/ service provided & submit status with SCOPE.
- 4) If SCOPE moves to online CRF process, the respective work/effort has to be done by the agency in an IT environment. Similarly any digital conversion would entail the respective effort by the agency
- 5) Exam agency will be responsible for collecting hall tickets in soft or hard copy as instructed by SCOPE/Agency nominated by SCOPE and distributing hall tickets to colleges/ Zonal Training Partners/ Schools/ higher Education Institutes or helping them getting tickets from website / email.

- 6) The exam instructions have to be narrated to each batch of candidates and also to be printed on A3/ chart size sheet in visible fonts & pasted at each center.
- 7) Exam agency would send sms (Three Times) to each candidate for every exam session mentioning venue, type of exam, date of exam and time of exam. Exam agency will be responsible for generating institute wise/ Zonal Training partner wise result and uploading the result file, uploading exam schedule and other exam related information on SCOPE website in coordination with website agency nominated by SCOPE. Distribution/ parcel of certificates (institute wise) will also be the responsibility of exam agency.
- 8) Exam Agency would contact all the participating institutions regarding schedule of exam in verbal and written communication & submit the report well in advance.
- 9) It is expected that Exam agency keeps the record of all the activities related to SCOPE exam work. Such records may be shared with SCOPE as and when asked and maintained in format as required by SCOPE.
- 10) Exam can be in paper pencil format or online. Preparation and setup of labs in coordination with service provider will be responsibility of exam agency.
- 11) It will be the key responsibility of Exam agency to check the lab before the commencement of examination declared by SCOPE. Scrutiny and repairing of lab if needed, will have to be done minimum 15 days before the declared dates of exam which includes repairs/ installation of damaged Operating system, network related problem, outdated antivirus (freely available antivirus to be downloaded from internet and installed), patches, updates required to conduct the exam, replacement of hardware (power supply, hard disk, RAM, monitor etc). The hardware need to be provided by SCOPE or to be managed from the spare systems available in the lab and the report is to be submitted with SCOPE before one week.
- 12) Exam agency will coordinate with Digital Education Learning Lab (DELL) coordinator for exam related entries including candidate detail in Management Information System (MIS) of SCOPE in new Digital Education Learning Labs (DELLs). While agency would enter "ITSELF" data of those candidates affiliated to colleges where no DEL Lab is given or DEL lab is allotted earlier in last phases (2008-2010).
- 13) Exam agency would take in writing the readiness of the lab for exam purpose from the principal of the respective institutes and submit the report with SCOPE office.
- 14) Day to day examination report/ or any other report along with data analysis and trends as and when asked and directed in format as required by SCOPE need to be submitted.
- 15) Invigilators allotted by Exam agency, compulsorily have to clear SCOPE exam with minimum B1 level of the respective test which they are invigilating. Before allotting invigilators agency will have to submit the resume and detail report of each invigilator. The person should pay respect to employees/ staff of colleges/ candidate during exam and maintain utmost dignity and good character.
- 16) Exam Agency would get its staff associated with exam process interviewed and oriented once by SCOPE officials before any exam session. All invigilators should compulsory go through an orientation by SCOPE authorities before start of main exam cycles (Feb-March, July-August, October- November)
- 17) Exam frequency per annum is minimum three sessions (regular cycle) and On Demand Online Examination (ODOLE) has to be conducted every month as directed by SCOPE. In ODOLE sessions, the minimum number of candidates is 100 in most cases. Similarly, trainer's exams in short quantity to be managed by exam agency. The minimum numbers of candidates are already defined in the exam guidelines as issued by SCOPE. However, the number of candidates at a particular centre may be decided by SCOPE and exam agency has to conduct exam even for smaller numbers as decided by SCOPE. At present the exams are conducted in DEL lab of the college. The lab has 25 computers and 8-10 internet connections with 512 Kbps speed per connections.
- 18) Exam agency would be in touch with Cambridge English. iTEP & Ahead (all test providers) assessment for all updates for exam and renewal of dongles/ download of teacher training material and other materials, sending log of unused tokens/ balance token statement/ downloading of result/ declaration of result/ordering of tokens/ generation of report/

facilitating field visits of test providers, participation in the meeting with test providers along with SCOPE.(The user name and password to access the various site would be provided by SCOPE).

- 19) The bidder should have experience to manage online international exam portal for keeping log of various tokens used/unused & pending for assessment.
- 20) Exam agency would do entry in Management Information System (MIS) for schedule of exam/ exam report, Lab examination report/ hall ticket details/ enrollment details in MIS (The user name and password to access the MIS would be provided by SCOPE).
- 21) The timelines to perform various activities defined in this tender would be communicated separately to the agency depending on the exam declaration by SCOPE & exam schedule of other state universities.
- 22) Exam agency has to coordinate with Bharat Sanchar Nigam Limited (BSNL) authorities for restoration and activation of internet connection in DEL Lab for smooth conduct of examination .Exam agency has to coordinate with Question Bank software development team for conducting SCOPE's own exam
- 23) Exam agency has to coordinate with printing agency nominated by SCOPE for various exam related work. For eg. Hall ticket, generation, correction in hall ticket, certificates, printing, checking and verifying the certificate templates as per Cambridge specification and getting it implemented by printing agency.
- 24) Exam agency has to process the candidate/ institute wise result (variable data processing) name correction, grouping, and segregation, generating Portable Document Format (PDF) copy of result for certificate printing. The agency must supply this PDF to exam scanning & printing agency. The selected agency may also be asked for variable data printing on pre-printed certificates issued by SCOPE. The agency is responsible for variable data printing on pre-printed certificates issued by SCOPE. The result has to be downloaded from Cambridge website.
- 25) The selected agency has to continuously keep track & communicate with all ZTPs for assessing their needs and requirement for conducting exam. The agency should keep guiding ZTPs & other stakeholders (candidates from ZTPs) for timely submission of exam forms and deciding a convenient date for exam.
- 26) This tender is for the conduction, coordination and implementation of the exams conducted by SCOPE for trainers and candidates. Scope of this tender includes each and every micro and macro activities tasks/ process related to the exam. All steps covered right from registration of institutes to distribution of certificates. Physical presence at any part of the State would be required during conduction of exams
- 27) The capacity of lab available resource to be optimally utilized by exam agency.
- 28) SCOPE can issue any instruction time to time for the smooth conduct of exam and over all process. The instructions are to be taken seriously and adhered to by the exam agency.
- 29) SCOPE has the right to change any condition or SCOPE of work for the benefit of the candidates during the tender period.
- 30) Proper, timely & foolproof communication is expected and desired from the exam agency.
- 31) Information and formats once communicated to be adhered to by the exam agency, any default in this would entail penalty @Rs.500/- per default per day.
- 32) Exam agency would also coordinate and support the visits of Quality Assurance Cell agency as nominated by SCOPE.
- 33) The payment of invoices should be supplemented by a checklist as defined by SCOPE. All invoices are to be submitted at once within 15 days after completion of regular exam cycle. Payment would be processed as per Government Gujarat norms and after distribution of certificates to the candidates/ centers/ colleges. No partial or frequent or advance invoice should be raised. The invoice should clearly mention the number of students, approved rates, properly signed and stamped along with the checklist provided by SCOPE and exam report.
- 34) Exam agency would be paid full payment as per tender rate for each present candidate. For absent candidates 90% absent candidates would be paid @ half of the agreed tender price per candidate.

E-Tender Notice for Work of Exam Agency
E-Tender Ref No : SCOPE/Tender/2/2017-18

- 35) Some of the activities and operations in the entire exam cycle are of implicit nature for example: stationery, courier, packing etc which should be taken into consideration by selected exam agency itself.
- 36) All the terms & terminologies of these tenders are as defined by SCOPE. It is the responsibility of the agency to clearly understand terms and terminologies.
- 37) A helpdesk to be operated by Exam agency during exam cycle and contact number to be communicated to all candidates.
- 38) SCOPE is planning to conduct various exams and its own test in a single exam session. It means there can be a mix of exam types e.g- Cambridge exam, Pearson exam, LCCI exam, iTEP exam and SCOPE own exam in an exam session.
- 39) The payment per candidate at agreed amount binds the agency to cover all aspects of examination : registration to printing & dispatch of certificates.
- 40) Any change of detail in certificate (due to incorrect information by candidate) or issuing of duplicate certificate is chargeable from the beneficiary. The amount has to be collected by exam agency and deposited with SCOPE. Similarly, management of variable data i.e downloading of candidate wise result, making changes, if any due to any reason like incorrect information & supported by proper document or mismatch has to be done by Exam agency so that result is perfectly ready for direct printing on certificate.

General Terms and Conditions

- 1) The agency should be an organization registered in India under the law applicable to them and can be from anywhere from India but must have an experience of working in Gujarat (Audited report of last three years to be submitted)
- 2) The agency should have office at Ahmedabad or Gandhinagar.
- 3) The turnover of the company should not be less than 50 lakhs/year for last three FYs. (Please attach relevant documents to its support along with technical bid).
- 4) A committee constituted by CEO, SCOPE will open the tenders and submit report to CEO, SCOPE. Decision of CEO, SCOPE would be considered as final & binding on all the bidders.
- 5) Work order will be issued to the qualified and eligible single L1 agency. However, SCOPE reserves right to call L1 and L2 for negotiation.
- 6) Apart from financial aspects, agency's presence in Gujarat as well as experience in the same sector will also be taken into consideration.
- 7) Timely submission of quality work is the important condition of this contract, failing which CEO, SCOPE deserves the absolute right to cancel the work order, without giving any reason and appoint a new agency. 5% penalty of the total work order is levied for delayed submission of work.
- 8) Legal dispute, if any, would be subject to the Ahmedabad jurisdiction.
- 9) Agency approaching this office is required to be well acquainted with the kind and scope of work before submitting tender. The meeting with SCOPE officials can be held on report so that no ambiguity regarding the work and tender exists.
- 10) The validity of the Bid should be at least 90 days from the last date of submission.
- 11) The bidder has to sign and stamp each page of document.
- 12) Experience in same sector is required but not necessarily in Gujarat.
- 13) This is a public tender and bids are invited from all eligible vendors/ agencies.
- 14) Bids must be submitted online only.
- 15) Financial Bid would be opened of those parties only, who qualify for Technical Bid.
- 16) During technical bid, the agency has to remain present at SOCPE office for a small demo e.g. managing candidate's data, corrections, hall tickets, sms alerts, exam schedule preparation and ready to print files for certificates.
- 17) The bidder should submit work order proofs of the clients showing physical conduction of online exam for candidates at various sites.
- 18) No unsolicited correspondence shall be entertained after the submission of the bid.
- 19) If an order is placed with the firm, the services shall be governed by an agreement as per SCOPE guidelines in force at the time.
- 20) Additional terms and conditions may be incorporated in the work order, if needed, to safeguard the interests of SCOPE.
- 21) Tender is not transferable.
- 22) No Agency commission will be paid to any authorized agent in India.
- 23) Accepted rate cannot be altered during the tender agreement period.
- 24) The tenderer is eligible only for accepted tender rates and not eligible for any other charges.
- 25) SCOPE reserves the right to reject any / all offers without assigning reasons thereof.
- 26) The rates should be inclusive of applicable taxes and charges.
- 27) The average number of candidates appeared for SCOPE exam is 50,000 to 60,000 per annum. However, it may be less or more depending on enrolment of the candidates.
- 28) The agency should have experience of conducting Online Examination of minimum 30000 candidates per annum anywhere in the country in past three years.
- 29) A draft of Security Deposit of Rs. 2,00,000/- by selected bidder in favor of ' CEO SCOPE ' Payable at Ahmedabad should be submitted within seven days of receiving work order. The penalty amount if any would be deducted from this amount. The remaining amount would be refunded within three months of termination / completion of the contract
- 30) So far as financial aspect is concerned the lowest rate would be accepted.

E-Tender Notice for Work of Exam Agency
E-Tender Ref No : SCOPE/Tender/2/2017-18

- 31) This contract will remain in force for one year, which can be extended for another one year with mutual consent.
- 32) No advance payment shall be made for execution of work order.
- 33) Consortium of bidders is not allowed.
- 34) A draft of Rs.1,20,000/- of EMD (refundable) and tender fee of Rs.2500/-(non refundable) should be sent to this office by RPAD before last date of uploading of tenders. The drafts should be in favour of 'CEO SCOPE' payable at Ahmedabad. No tender without tender fee/EMD shall be entertained.
- 35) The bid price should include all the taxes on the services or product.
- 36) To be eligible, the bidder should fill rates for all the testes; no column should be left blank

Instructions for the Tenderer : Technical Bid

Tenderer must submit the following information along with his bid

1. Name of the firm
2. Address
3. Head Office
4. Status/Constitution (proprietary, private ltd. etc)
5. Owner /Founder
6. Support Contacts
7. Staff strength and capabilities (annexure I)
8. Experience/Domain expertise (annexure II)
9. PAN number
10. TAN number
11. TIN number
12. Last three years statement of account
13. Number of Online Exams conducted per annum

Attachment:

- (a) Annexure I
- (b) Annexure II

Financial Bid

Price must be quoted in the following format

Sr No	Description	Total Price (Inclusive of all taxes)
1	Per candidate Cost for the conduction of Cambridge Placement Test (CPT) – Duration of exam will be 50 minutes	
2	Per candidate Cost for the conduction of Business Language Testing Service (Listening & Reading BUALTS) – duration of exam will be 75 minutes	
3	Per candidate Cost for the conduction of BULATS Speaking Test (duration of exam will be 15 minutes to 30 minutes)	
4	iTEP SLATE	
	a) Core : (duration of test 60 minutes) b) Plus: (duration of test 90 minutes)	
5	iTEP Academic	
	a) Core : (duration of test 60 minutes) b) Plus: (duration of test 90 minutes)	
6	iTEP Business	
	a) Core : (duration of test 60 minutes) b) Plus: (duration of test 90 minutes)	
7	iTEP Hospitality Core : (duration of test 30 minutes)	
8	JETSET (JET Version)	
	a) JETSET Foundation Level (duration of test 1 hour-30 minutes)	
	b) JETSET Foundation Level Speaking (duration of test – 5 minutes)	
	c) JETSET Level 1 (duration of test 2 hours 30 minutes)	
	d) JETSET Level 1 Speaking (duration of test – 5 minutes)	
	e) JETSET Level 2 (duration of test 2 hours 30 minutes)	
	f) JETSET Level 2 Speaking (duration of test – 5 minutes)	
	g) JETSET Level 3 (duration of test 3 hours)	
	h) JETSET Level 3 Speaking (duration of test – 5 minutes)	
	i) JETSET Level 4 (duration of test 3 hours 15 minutes) j) JETSET Level 4 Speaking (duration of test – 5 minutes)	

E-Tender Notice for Work of Exam Agency
E-Tender Ref No : SCOPE/Tender/2/2017-18

9	<p>JETSET (SET Version)</p> <ul style="list-style-type: none"> a) JETSET Foundation Level (duration of test 1 hour-30 minutes) b) JETSET Foundation Level Speaking (duration of test – 5 minutes) c) JETSET Level 1 (duration of test 2 hours 30 minutes) d) JETSET Level 1 Speaking (duration of test – 5 minutes) e) JETSET Level 2 (duration of test 2 hours 30 minutes) f) JETSET Level 2 Speaking (duration of test – 5 minutes) g) JETSET Level 3 (duration of test 3 hours) h) JETSET Level 3 Speaking (duration of test – 5 minutes) i) JETSET Level 4 (duration of test 3 hours 15 minutes) j) JETSET Level 4 Speaking (duration of test – 5 minutes) k) JETSET Level 5 (duration of test 2 hours 25 minutes) l) JETSET Level 5 Speaking (duration of test – 8 minutes) m) JETSET Level 6 (duration of test 4 hours) n) JETSET Level 6 Speaking (duration of test – 8 minutes) o) JETSET Level 7 (duration of test 4 hours 25 minutes) p) JETSET Level 7 Speaking (duration of test – 8 minutes) 	
10	SFEIC Preliminary (duration of test 20 minutes)	
11	<p>SEFIC Level 1 to 3 including Telephonic Levels 1 to 4:</p> <p>A) SEFIC Level 1 to 3</p> <ul style="list-style-type: none"> a) Level 1: (duration of test 25 minutes) b) Level 2: (duration of test 30 minutes) c) Level 3: (duration of test 35 minutes) <p>B) Telephonic Levels 1 to 4 (duration of each test 10 minutes)</p> <ul style="list-style-type: none"> a) Level 1: b) Level 2: c) Level 3: d) Level 4: 	
12	<p>VERSANT</p> <ul style="list-style-type: none"> a) Placement Test (duration of test 15 minutes) <ul style="list-style-type: none"> 1.Phone: 2.Web: 3.CDT: b) VET: (duration of each mode 15 minutes) <ul style="list-style-type: none"> 1.Phone: 	

E-Tender Notice for Work of Exam Agency
E-Tender Ref No : SCOPE/Tender/2/2017-18

	2.Web: 3.CDT: c) JET: (duration of each mode 15 minutes) 1.Phone: 2.Web: 3.CDT:	
13	Per candidate Cost for SCOPE's own test/ New test – Listening & Reading	
14	Per candidate Cost for SCOPE's own test/ New test – Speaking/Writing	
15	Per candidate Cost for variable data printing on pre- printed certificates	
	Total X (1+2+3+4+5+6+7+8+9+10+11+12+13+14+15)/15	

(L1) service provider: Lowest Average price X

Discounts offered to SCOPE as government body, who offer the subsidy on the test over and above the quoted price: _____ %

Date:
Place:

Authorized Signatory _____
With stamp

Annexure I

Details of key staff members:

Sr No.	Name of Employee / Staff member	Designation	Qualification	Experience in years

Annexure II

Details of experience:

Sr No.	Name of project	Work Profile of Agency