



## TENDER DOCUMENT

TENDER Enquiry	Scope of work	T. E. No. & Date
<b>TENDER FOR OUTSOURCING SERVICES FROM EXTERNAL AGENCY FOR ORGANIZING, MANAGING AND CONDUCTING ONLINE TEST/EXAMINATION AND EVALUATION OF THE RESULTS</b>	Organise, Manage and Conduct online test/examination and results evaluation at 11 locations for "Textiles Committee Certified Quality Professional" course under ISDS scheme.  Minimum 01 Agency to be selected	TC/ISDS/2011/EE Dated 28.07.2011
Tender Document No.-		Receipt No.-
Date of issue -		For Rs. 500/- (Non refundable)
Name & Address of Bidder		By- Cash/Demand Draft/P.O./ Banker's Cheque (please tick appropriate)
<p style="text-align: center;"><b>TEXTILES COMMITTEE</b> <b>(Govt. of India, Ministry of Textiles)</b> The Director(ISDS) ISDS Division, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai-400 025. Tel: 022-66527519,66527520 Fax: 022-66527509 E-mail: <a href="mailto:tcisds2011@gmail.com">tcisds2011@gmail.com</a> Web site: <a href="http://www.textilescommittee.gov.in">www.textilescommittee.gov.in</a></p>		

*Copy for Textiles Committee*

Issuing Authority:	
	Shri R. R. Gorakhia
	Director (ISDS), Textiles Committee, Mumbai

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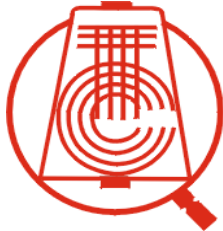
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Issuing Authority:	
	Shri R. R. Gorakhia
	Director (ISDS), Textiles Committee, Mumbai

## CONTENTS

Sr. No.	Description	Section No.	Page(s)
1.	Tender enquiry No. & date	1	1
2.	Notice inviting Tender and Broad guidelines	2	2-3
3.	Issue of Tender documents	3	3
4.	Submission of Tender documents	4	4-5
5.	About Textiles Committee	5	6
6.	Information on "Textiles Committee Certified Quality Professional Course"	6	6-7
7.	Scope of Work	7	7-8
8.	Budget	8	8
9.	Duration of Contract	9	8
10.	Procedure for Selection	10	9-10
11.	General Qualifying Criteria	11	10-11
12.	Technical Qualifying Criteria	12	12-18
13.	About Presentation	13	18
14.	Roles and Responsibilities of Selected Agency	14	18-19
15.	Roles and responsibilities of Textiles Committee	15	19
16.	Terms and Conditions - General	16	19-26
17.	Terms and Conditions - Special	17	27-28
18.	Addresses of 11 Regional Offices of Textiles Committee	18	29
19.	Enclosure-1: Format for Bank Guarantee for Performance Security	E-1	30-31
20.	Enclosure-2: Agreement	E-2	32-36
21.	Enclosure-3: Confidentiality Statement	E-3	37
22.	Annexure-I: Format for Covering letter to be sent along with Technical Tender in Cover-1	A-1	38-39
23.	Annexure-II: General Qualifying Criteria	A-2	40-41
24.	Annexure-III: Technical Qualifying Criteria "Features of the Online Assessment System"	A-3	42-51
25.	Annexure-IV: Format for Covering letter to be sent along with Commercial Tender in Cover-2	A-4	52
26.	Annexure-V: Cost Particulars	A-5	53
27.	Annexure- VI: Details of Addresses of Offices or Franchises spread across 11 locations/ISDS centers of Textiles Committee	A-6	54
28.	Annexure- VII: Full details about the Resources available at each center of the Agency at 11 locations/ISDS centers of Textiles Committee	A-7	55

**Note: Interpretation of any term/ word/ clause lies with the Textiles Committee.**

<b>TENDER DOCUMENT</b> <b>(Tender Enquiry No. &amp; Date)</b>		
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Date of issue -		For Rs. 500/- (Non refundable)
Name & Address of Bidder		By- Cash/Demand Draft/P.O./ Banker's Cheque (please tick appropriate)
<b>TEXTILES COMMITTEE</b> <b>(Govt. of India, Ministry of Textiles)</b> The Director(ISDS) ISDS Division, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai-400 025. Tel: 022-66527519,66527520 Fax: 022-66527509 E-mail: <a href="mailto:tcisds2011@gmail.com">tcisds2011@gmail.com</a> Web site: <a href="http://www.textilescommittee.gov.in">www.textilescommittee.gov.in</a>		

*Bidder's Copy*

Issuing Authority:	
	Shri R. R. Gorakhia
	Director (ISDS), Textiles Committee, Mumbai

**TEXTILES COMMITTEE**

(Govt. of India, Ministry of Textiles)

ISDS Division,

P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai-400 025.

Tel: 91-22-66527519, 66527520, Fax: 91-22-66527509

E-mail: [tcisds2011@gmail.com](mailto:tcisds2011@gmail.com)

Website: [www.textilescommittee.gov.in](http://www.textilescommittee.gov.in)

**T. E. No. & Date: TC/ISDS/2011/EE**

**Date: 28.07.2011**

**NOTICE INVITING TECHNICAL AND COMMERCIAL BIDS FOR OUTSOURCING SERVICES FROM EXTERNAL AGENCY FOR ORGANIZING, MANAGING AND CONDUCTING ONLINE TEST/EXAMINATION AND EVALUATION OF THE RESULTS FOR TEXTILES COMMITTEE CERTIFIED QUALITY PROFESSIONAL COURSE UNDER ISDS SCHEME.**

Textiles Committee, Mumbai invites technical and commercial bids from potential agencies **for organizing, managing and conducting online test/examination and evaluation of results for Textiles Committee Certified Quality Professional course under Integrated Skill Development Scheme (ISDS) of Ministry of Textiles, Government of India** for the period of five years (i.e. from 2011-12 to 2015-16). Tender document comprising the eligibility criteria with terms & condition, scope of work etc. is available on Textiles Committee website i.e. [www.textilescommittee.gov.in](http://www.textilescommittee.gov.in) Bidders can download the tender document from the website. Tenders can also be purchased from The Director (ISDS), Textiles Committee, ISDS Division, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai – 400 025 from July 28, 2011 to August 11, 2011 during 10.00 HRS. to 16.00 HRS. on working days. Price of Tender document is Rs. 500/- (non-refundable).

The bidders who purchase Tender documents are only eligible for submission of tenders. An Earnest Money Deposit (EMD) has to be submitted along with the tender. Sealed tenders without EMD shall not be considered. Schedule of Tendering process is given below:

A.	Starting date of issue of Tender document.	July 28, 2011
B.	Last date of issue of Tender document.	August 11, 2011
C.	Date and time for Pre-bid meeting (Briefing Session) in order to clarify any points related to the tender.	August 04, 2011 11.00 HRS.
D.	Last date and time of submission of sealed Tender (Both Technical & Commercial)	August 12, 2011 14.00 HRS.
E.	Date and time of opening of Technical Tender	August 12, 2011 15.00 HRS.
F.	Date and time of Presentation by Qualified Agencies (only for successful technical bidders)	August 17, 2011 From 10.00 to 16.00 HRS.
G.	Date and time of opening of Commercial Tender	August 17, 2011 17.00 HRS.
H.	Earnest Money Deposit (Bid Security)	Rs. 45,000/-

### Issue of Tender documents

The Tender documents may be obtained from The Director (ISDS), Textiles Committee, ISDS Division, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai-400025 (from July 28, 2011 to August 11, 2011 during 10.00 HRS. to 16.00 HRS.) on payment of Rs. 500/- (Rupees five hundred only- which is non refundable), in Cash/Demand Draft (DD) / Pay Order (PO) / Banker's Cheque drawn in favour of "Textiles Committee" payable at Mumbai. Tender documents shall not be issued by post, which may be noted.

Tender document is also available on Textiles Committee website [www.textilescommittee.gov.in](http://www.textilescommittee.gov.in) The bidder shall pay Rs.500/- (non refundable) in Cash/Demand Draft/Pay Order/Banker's Cheque drawn in favour of "Textiles Committee" payable at Mumbai, at the time of submission of bidding document downloaded from website.

**Submission of Tender documents**

Tenders (both technical & commercial) should be submitted in separate sealed cover, with clear superscription "Cover-1" as "Technical Bid" and "Cover-2" as "Commercial Bid" enclosed in an outer sealed cover with clear superscription on outer cover as "Tenders for outsourcing services from external agency for Online test/examination and Evaluation of the results for Textiles Committee Certified Quality Professional Course under ISDS Scheme" on or before the due date i.e. 12.08.2011 on or before 14.00 HRS. addressed to The Director (ISDS), Textiles Committee, ISDS Division, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai-400025, along with the documents as per instructions given in the tender document for bidders. Any tender received after this date and time shall not be accepted & entertained. The filled in Tender documents which are hand delivered has to be dropped in the Tender box kept for the purpose at aforesaid address. The filled in Tender documents sent by Post/Courier services will be received by ISDS division of Textiles Committee and after making inward entry for date & time, the same shall be dropped in the Tender box.

A pre-bid meeting (Briefing Session) for bidders will be held at Textiles Committee, Mumbai, at the address given above on August 04, 2011 at 11.00 HRS. in order to clarify any points related to the Tender. The bidders or their authorized representatives may attend this meeting, if desire so.

Last date & time for submission of sealed tender at Textiles Committee, Mumbai is August 12, 2011 14.00 HRS. On the same day the technical tenders will be opened at 15.00 HRS. in the Conference Room of the Textiles Committee, 5th Floor, Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai – 400 025. The technical tenders will be opened in the presence of bidders or their authorized representatives who may wish to remain present at the time of opening of tenders. The representative should produce a letter of authority for that purpose.

After detailed analysis of technical tenders, the only bidders who are found to be technically responsive will be considered for their presentation and opening of commercial tender. The successful technical bidders shall give presentation for 25 minutes on "Understanding of Concept and Methodology" on August 17, 2011 from 10.00 to 16.00 HRS.

The Commercial tenders will be opened on August 17, 2011 at 17.00 HRS. in the Conference Room of the Textiles Committee, 5th Floor, Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai – 400 025. The commercial tenders will be opened in the presence of only technically responsive bidders or their authorized representatives who may wish to remain present at the time of opening of bids. The representative should produce a letter of authority for that purpose.

Bidder desiring to send the tender document through Post/Courier services may please ensure that the same reaches before the time and date stipulated in the Tender document.

Textiles Committee shall not be responsible for any transit delay. Tenders sent through E-mail, Fax and Telex shall not be entertained.

The Textiles Committee reserves the right to accept or reject any or all the bids either in full or any part at its discretion without assigning any reason thereof.

Address for Communication: Director (ISDS), Textiles Committee, ISDS Division, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai– 400025. Tel: 022-66527520/519, Fax: 022-66527509, E-mail: [tcisds2011@gmail.com](mailto:tcisds2011@gmail.com)

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### **About Textiles Committee**

Textiles Committee is a statutory body set up by the Government of India to promote quality in Indian textile industry. The organisation undertakes the activities like testing of textiles, chemicals, dyes and effluents as per national and international standards; pre-shipment and online quality inspection; issuance of GSP and country of origin certificates; classification of textiles as per HS coding system and issuance of certificate for handloom items; consultancy for implementation of multi management systems such as ISO-9000 QMS, ISO-14000 QMS, SA-8000, OHSAS-18001, CTPAT, Sedex buyers' code of conducts; HRD programmes for textile manufacturers and suppliers; R&D related eco friendly textiles; capacity building of SMEs through cluster approach. In changing global scenario, the organisation has also reoriented itself for providing value based services on international trade, issues related to WTO like TRIPs, trade facilitation, market potential study both in domestic and international market, studies on domestic textile markets. It provides services to the industry through network of 29 regional offices located in all important and vibrant textile centres having head office at Mumbai. It has strong 250+ technically qualified and experienced persons. Also, it has established state-of-the-art laboratories in 19 locations. For more information please visit our website [www.textilescommittee.gov.in](http://www.textilescommittee.gov.in)

### **Information on "Textiles Committee Certified Quality Professional Course" under "Integrated Skill Development Scheme" (ISDS) of Ministry of Textiles, Government of India**

Ministry of Textiles has selected Textiles Committee as one of the organisations to impart training in the quality related areas under the ISDS. After successful course the trainees will be certified as "Textiles Committee Certified Quality Professionals".

Textiles Committee has set target of 4500 participants over the five years i.e. 900 per year. The course will run at 11 locations of Textiles Committee. The entire training programme is spanned over two months. It has planned three batches of 30 participants in a year at following 11 centres/locations viz. a] Ahmedabad b] Bangalore c] Chennai d] Coimbatore e] Kanpur f] Karur g] Kolkata h] Ludhiana i] Mumbai j] New Delhi & k] Tirupur. The probable training calendar is as below:

Activities	Batch A	Batch B	Batch C
Admissions	May	September	December
Training session	June- July	October- November	January- February
Examination & certification	August	December	March

### **Scope of Work**

The performance of trainees will be evaluated in two phases viz. 1) Internal & 2) External.

1. Internal evaluation: Every week there is internal examination on each subject of 50 marks (max) each. Work book and seminars, hands on exercise, group discussions carry another 50 marks (max). Hence, internal evaluation will be made out of 100 marks.

2. External Evaluation: The external examination will be web based and on line and carry 100 marks (max).

In order to have impartial, fair and independent external evaluation, Textiles committee has decided to engage a very professional and competent external agency for conducting online test/examination and evaluation of results.

## **Section-7/Page-8**

To cater the above requirements for external evaluation, the external agency is required to have good infrastructure at all above mentioned 11 locations either in the form of own presence or franchises with well equipped computer labs & with high speed internet connection. The external online test/examination will be conducted for three batches in a year at above mentioned 11 locations. The external agency will plan, develop, implement and support all related web-based functions required to organise, manage and conduct online test/examination and evaluation of results.

## **Section-8/Page-8**

### **Budget**

The budget is one time cost. The tentative budget including admissible taxes for the period of five years (i.e. from 2011-12 to 2015-16) would be Rs. 22.50 lakhs (approx). Thus the budget allocation is Rs. 4.5 lakhs per year. The payment will be made after organizing the test for each batch and on the performance of the selected agency.

## **Section-9/Page-8**

### **Duration of Contract**

The duration of the contract is for five years (i.e. from 2011-12 to 2015-16) for conducting online test/examination and evaluation of results for Textiles Committee Certified Quality Professional course under Integrated Skill Development Scheme which may be terminated depending on performance of the selected external agency to the satisfaction of Textiles Committee.

**Procedure for Selection**

1. In the first instance, all the interested bidders are to submit tender document in two separate covers with clear superscription on "Cover-1" as "Technical Bid" and on "Cover-2" as "Commercial Bid" enclosed in an outer sealed cover with clear superscription on outer cover as "Tenders for outsourcing services from external agency for Online test/examination and Evaluation of the results for Textiles Committee Certified Quality Professional Course under ISDS Scheme".
2. Cover 1: shall contain covering letter as per Annexure-I, compliance to "General Qualifying Criteria" as laid down in Annexure-II and compliance to "Technical Qualifying Criteria i.e. Features of the Online Assessment System" as laid down in Annexure-III along with the required documents as mentioned at "Sr. No. 19. a to s" entitled "COVER-1 (TECHNICAL BID) SHALL CONTAIN" of Terms and Conditions- General.
3. Cover-2: shall contain covering letter as per Annexure-IV and Cost Particulars (Commercial Bid) as per Annexure-V.
4. First Level Evaluation: Technical tenders will be opened at this stage. An initial screening and evaluation of all technical bids/applications will be undertaken by a nominated Procurement Committee on the basis of compliance to "General Qualifying Criteria" as laid down in Annexure-II and compliance to "Technical Qualifying Criteria i.e. Features of the Online Assessment System" as laid down in Annexure-III. Hence the bidders will be evaluated for total of 50 marks at the First Level Evaluation i.e. Opening of technical tender. The bidders who secure less than 40 marks shall be rejected at first level evaluation of opening of technical tender and shall not be eligible for further presentation and opening of their commercial bid. The successful bidders will be informed through e-mail/fax/phone. All rights for selection/rejection of particular bid/s are with Textiles Committee.

5. Second Level Evaluation: The successful technical bidders shall give presentation for 25 minutes on "Understanding of Concept and Methodology". The presentation is meant for the assessment of bidder's capacity for understanding, methodology and management plan for the contract. This will carry maximum 20 Marks. There shall not be any elimination at this stage. However, Textiles Committee reserves the right to reject/accept any bid w.r.t. performance of any bidder in presentation i.e. at Second Level Evaluation.
6. Opening of Commercial Tender: The commercial bid of successful technical bidders will be opened in the presence of nominated Procurement Committee. The commercial bids will be evaluated in terms of cost particulars. This will carry maximum 30 marks. The lowest quoted bidder shall receive 30 marks and the other bidders will receive the marks on prorated basis w.r.t. lowest quoted bidder.
7. The final ranking of the bidders will be declared based on the marks scored at the above mentioned three stages i.e. First Level Evaluation (maximum 50 Marks), Second Level Evaluation (maximum 20 Marks) and Opening of Commercial Tender (maximum 30 Marks). The final score of each bidder will be declared out of total 100 Marks.
8. A bidder who scores highest marks shall be considered for award of contract for the period of five years.

**General Qualifying Criteria (Maximum 30 marks)**

The Procurement Committee shall evaluate the capabilities of the agencies based on their profile and also keeping in view the following general qualifying criteria:

- a. The agency (firm/company) should have been in operation for a minimum five years with experience of conducting online test/examination and evaluation of results (Copy of Partnership Deed/Certificate of Incorporation/Registration/franchisee deed to be given) - **Maximum 3 marks.**
- b. The agency should have their presence in the form of own/franchise network at 11 locations/ISDS centers of Textiles Committee viz. a] Ahmedabad b] Bangalore c] Chennai d] Coimbatore e] Kanpur f] Karur g] Kolkata h] Ludhiana i] Mumbai j] New Delhi & k] Tirupur (Details of office locations / franchise centres at above mentioned 11 locations and copy of franchisee agreement to be given-mandatory requirement) - **Maximum 5 marks.**
- c. The agency should have an annual turnover of Rs. 3.0 Crores or above each for the last three consecutive years i.e. 2008-09, 2009-10, 2010-11 (Audited balance sheet including profit & loss, income & expenditure statement to be enclosed). A separate statement for net income generated duly certified by CA for three consecutive years to be given - **Maximum 3 marks.**
- d. Prior experience as external agency for conducting online test/examination and evaluation of results for PSUs/ Banks/ Educational Institutes/ Colleges/ Universities/ MNCs (Attach list and proof for the same) - **Maximum 10 marks**
- e. Ability to provide dedicated team for timely execution of the test/examination and evaluation of results (A declaration to this effect along with the qualification and experience of the key persons of the team should be enclosed) - **Maximum 5 marks.**
- f. The agency should have required number of computers with steady and high speed internet connection and seating capacity at their/franchise centers at above mentioned 11 locations (Details to be given) - **Maximum 4 marks.**
- g. Copy of PAN card and Income Tax Return filed for the last three consecutive years i.e. 2008-09, 2009-10, 2010-11 duly attested by CA.
- h. Copy of Service Tax Registration and annual service tax statement for the last three consecutive years i.e. 2008-09, 2009-10 and 2010-11 duly attested by CA
- i. Disposal policy for waste and non-conforming services.
- j. Earnest Money Deposit of Rs. 45,000/- (Rs. Forty Five Thousand only) to be given.

**Technical Qualifying Criteria (Maximum 20 marks)**

The Procurement Committee shall evaluate the technical capabilities of the agencies based on the technical qualifying criteria given below. Bidders shall give their compliance to “Technical Qualifying Criteria i.e. Features of the Online Assessment System” in Annexure-III. The bidders are required to submit supporting documents w.r.t. technical criteria- Features of the Online Assessment System.

<b>Sr. No.</b>	<b>Technical Criteria “Features of the Online Assessment System”</b>	
<b>1.0</b>	<b>General</b>	
<b>1.1</b>	Project Goal	<ul style="list-style-type: none"> <li>• Authoring of question bank in test engine compatible format.</li> <li>• Online assessment of 1 hr (60 minutes) under proctored environment.</li> <li>• Result generation.</li> </ul>
<b>1.2</b>	Examination Mode	Web Offline / web online
<b>1.3</b>	Examination Time Limit	Between 60-90 minutes
<b>1.4</b>	No. Candidates	30 per batch, 11 locations= 300 to 330 per implementation
<b>1.5</b>	Likely Dates of the First Examination	August – September (exact dates would be decided later)
<b>1.6</b>	Locations for Test	Ahmedabad, Bangalore, Chennai, Coimbatore, Kanpur, Karur, Kolkata, Ludhiana, Mumbai, New Delhi, & Tirupur.
<b>1.7</b>	Feature Requirements	<ul style="list-style-type: none"> <li>• Examination template with TEXTILES COMMITTEE logo.</li> <li>• Multiple choice questions in question by question model with Images.</li> <li>• Randomization only, option Shuffling.</li> <li>• Secure browser at test nodes.</li> </ul>
<b>1.8</b>	Functionality Requirements	<ul style="list-style-type: none"> <li>• Open and self-paced navigation with easy to operate controls.</li> <li>• User should be able to move backwards, forwards between questions.</li> <li>• Flagging option.</li> <li>• Confirmation on submission.</li> </ul>

<b>2.0</b>	<b>Question Bank</b>	
<b>2.1</b>	Content Aggregation	<ul style="list-style-type: none"> <li>• Textiles Committee will provide the objective type questions of various question types in the third party specified format for integration into the master question bank.</li> <li>• Rules for the Question sets and set policies for the results generation will be mutually decided.</li> </ul>
<b>2.2</b>	Question Bank Integration	<ul style="list-style-type: none"> <li>• The third party will import questions provided by Textiles Committee into the question bank system which adheres to international standard like QTI and SCORM.</li> </ul>
<b>2.3</b>	Question Bank Management	<ul style="list-style-type: none"> <li>• Addition and Modification of questions to the Master Question Bank and reviewing these Questions would be provided for</li> <li>• Categorization of these Questions under sections is feasible</li> <li>• Security and integrity of the Question Bank</li> </ul>
<b>2.4</b>	Creation of Question Sets	<ul style="list-style-type: none"> <li>• From the Master Question Bank supplied by Textiles Committee, questions would be randomly generated having questions from various modules</li> <li>• The test designers at Textiles Committee and third party service provider would ensure that the tests are validated for accuracy and consistency, and provide sufficient variety to ensure that no candidates get any unfair advantage</li> <li>• Once all the questions are authored and validated, the same will be loaded on to a server for validation by subject experts of Textiles Committee Authorities.</li> </ul>
<b>2.5</b>	Question Randomization	<ul style="list-style-type: none"> <li>• There would be randomization of questions.</li> </ul>
<b>2.6</b>	Option Shuffling	<ul style="list-style-type: none"> <li>• All 4 options will be shuffled.</li> </ul>
<b>2.7</b>	Format of Questions information's from TEXTILES COMMITTEE.	<ul style="list-style-type: none"> <li>• MS word</li> </ul>

2.8	Authoring questions	<ul style="list-style-type: none"><li>• Authoring Manager is available as a browser, or Windows, application and provides easy to use wizards to help write questions.</li><li>• Wizards to create explanatory pages, multiple choice, multiple response, open ended/text response, numeric and selection questions.</li><li>• Complete freedom when designing your questions.</li><li>• Add graphics to illustrate questions with maps, graphics, logos and diagrams.</li><li>• Wizard to assist authoring</li><li>• Categorize questions by topic</li><li>• Allow different scores by choice or combination of choices</li><li>• Provide different feedback based on choice, or choices, selected</li><li>• Shuffle questions and choices within questions each time question is presented</li><li>• Include graphics, sound and video</li><li>• Record name of authors, date of last modification in questions</li><li>• Include Macromedia Flash movies</li><li>• Allow scores from -99 to +99 as per choice</li><li>• Tag questions so they can be selected by topic and question tags</li><li>• Allow question status indicating "Normal", "In Development", or "Retired".</li><li>• Assign different scores to different answers</li></ul>
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2.9	Types of Assessment to be supported	<ul style="list-style-type: none"><li>• Fill-in-the-blank: the participant is presented with a statement where one or more words are missing and completes the missing words. The score can be determined from checking each blank against a list of acceptable words.</li><li>• Hotspot: a participant clicks on a picture to indicate their choice. Dependent upon their choice certain feedback and grades will be assigned. A graphics editor is provided to simplify specifying the choice areas.</li><li>• Drag and Drop: a participant clicks and drags up to ten images into position. The feedback and score is dependent upon the final position of the images.</li><li>• Macromedia Flash: Perception supports an interface to Macromedia Flash to allow programmers to program customized items using Flash and have the results recorded within the answer database.</li><li>• Matching (Incl. Ranking): two series of statements/words are presented and the participant must match items from one list to items within the other list.</li><li>• Multiple choices (Incl. True or False, Yes or No): the participant selects one choice from up to 40 possible answers. There is no limit to the length of each answer.</li><li>• Multiple response: similar to multiple choice except the participant is not limited to choosing one response; he/she can select none, one or more of the choices offered.</li><li>• Matrix: this question type presents several multiple choice questions together where the participant selects one choice for each statement or question presented. This is question type is used to cross relate responses from a single item.</li><li>• Numeric questions: a participant is prompted to enter a numeric value and this may be scored as one value for an exact answer and another score if the response is within a range.</li></ul>
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<b>3.0</b>	<b>Delivery of Test</b>	
<b>3.1</b>	Methodology	<ul style="list-style-type: none"> <li>• The test will be a Web- offline, which would be conducted at multiple locations across India at Test Centers of the service provider or mutually agreed location. On the test date and time, the applicant would be required to bring a photo-identity card &amp; the mandatory Hall ticket for identification purposes. Testing would begin at the allotted time slot and would proceed till the end of the slot</li> <li>• The candidates would be asked to login using the ID and a unique password and then would be served with a question paper for a particular exam as scheduled for him/her.</li> <li>• After the time allocated is over or on submission, the test will be termed as finished. The entire test would be proctored and a roster would be maintained as well.</li> </ul>
<b>3.2</b>	Test Sites	<ul style="list-style-type: none"> <li>• Test sites are Dedicated Test Centers of the service provider with dedicated test nodes and one test server with test software pre-installed. In the event the test centre is not available in the location of our training, the candidates can be clubbed with other nearby test centres or other suitable arrangement can be made.</li> <li>• Test Centers are to be equipped with UPS for the server, in most cases generator for test nodes, printer and internet connectivity.</li> <li>• Each Test centre will be manned by System Administrator (to resolve hardware &amp; software issues) and a Test Administrator to conduct and monitor the tests.</li> </ul>

3.3	Assessment	<ul style="list-style-type: none"> <li>• Fully customizable Look &amp; Feel with TEXTILES COMMITTEE Logo</li> <li>• Time remaining would be shown for the benefit of the test-taker.</li> <li>• Answer Auto-saving feature at a pre-determined interval without any user input.</li> <li>• Structuring of Questions in the manner desired by TEXTILES COMMITTEE Detailed Instructions shown before the commencement of the actual test</li> <li>• Warning Popup message in case of any accidental submission of the test</li> <li>• Test will stop on user clicking the submit button or on specified time getting over.</li> <li>• Customized thank you screen, populated with message given by Textiles Committee.</li> </ul>
3.4	Delivering the Tests	<ul style="list-style-type: none"> <li>• The Web Server automatically deploys test across the Internet or an intranet to any standard browser. During an assessment answers can be "auto-saved" in the background. This "Save-As-You-Go" feature reduces frustration caused by technical failures and other distractions and allows a participant to restart an assessment from where they left off. Save-As-You-Go should conform to the requirements of the Association of Test Publishers Guidelines for administering computerized assessments.</li> <li>• The Secure Browser is used for the delivery of the test. The Secure Browser runs on Windows 98/ME/NT/2000/XP. It works like any level 4 browser, however it doesn't have any menu options, icons, control key or right-click options.</li> <li>• The assessments are published to encrypted files, and participants then use a Windows run-time program to answer the questions. Participants can receive instant feedback and their answers can be stored to disk, within another encrypted file.</li> </ul>

## Section-12/Page-18

3.5	Security for Web based delivery	<ul style="list-style-type: none"><li>• Limit administrators login from a range of IP addresses</li><li>• Administrative Users assigned privileges to limit their access</li><li>• Schedule assessments to participants and only permit scheduled assessments to be run</li><li>• Scheduling by group</li><li>• Pick questions randomly from a pool of questions</li><li>• Limit number of attempts at a assessment</li><li>• Limit access to an assessment within date limits</li><li>• Full logging of activities on server</li></ul>
4.0	<b>Data Management</b>	
4.1	Evaluation	Instant evaluation and automatic generation of scores on the click of a mouse and the evaluation will contain zero defects.
4.2	Enterprise Reporter	Report on the results Can be web enabled or can be supplied in MS Excel format

## Section-13/Page-18

### Presentation (Maximum 20 marks)

The successful technical bidders shall give presentation for 25 minutes on "Understanding of Concept and Methodology". The presentation is meant for the assessment of bidder's capacity for understanding, methodology and management plan for the contract. The bidder should focus strictly on methodology and achievements and avoid company introduction and other peripheral issues. Time for presentation will be 15 minutes and 10 minutes for question and answers.

## Section-14/Page-18

### Roles and Responsibilities of Selected Agency

#### 1. Question Bank Management:

- Creation of question sets based on rules/policies for online test
- Security and integrity of the Question Bank of both the question bank
- Hosting of the entire system in a state-of-the-art Internet Data Center

**2. Pre-Test Management**

- Online Registration
- Scheduling the candidates

**3. Management of Test Delivery**

- Conduct Proctored Online Tests with the available Test Infrastructure.
- At multiple locations across India – at Specified Test Centers as well as other designated venues if required

**4. Data Processing and Management**

- Process results

Apart from above, any unforeseen roles and responsibilities required to meet the project requirements and as given by Textiles Committee during contract period.

**Roles and Responsibilities of Textiles Committee****1. Content Information**

- Freeze on the specifications and process for the Online Testing system
- Provide the question data bank
- Specify rules for the Question sets

**2. Results**

- Set policies for the results generation

**Terms and Conditions - General**

1. Tender documents shall be issued by the Office of the Textiles Committee at Mumbai to agencies on payment of Rs. 500/- (non refundable) either by Cash/Demand Draft/Pay Order/Banker's Cheque in favour of "Textiles Committee" payable at Mumbai towards cost of tender documents. Director (ISDS), Textiles Committee, Mumbai shall be the tender issuing authority.

2. Bidder has the option of downloading the tender document in pdf format from website of Textiles Committee <http://www.textilescommittee.gov.in> In such case the bidder shall have to pay Rs. 500/- at the time of submission of tenders to Textiles Committee by Demand draft/Pay Order.
3. Modifications, if any, made in the above documents will be done by addenda / corrigenda, copies of which will be sent in duplicate to each bidder before the due date of the tender. One copy shall be signed, sealed and submitted along with the bids. The bidder shall not make any additions/ deletions to or amend the text of the documents except in so far as may be necessary to comply with any addenda / corrigenda issued.
4. The bidders shall use only tender documents as issued for submitting his bid and shall comply with tender document and its various terms and conditions.
5. The tender shall be filled in English. All accompanying literature and correspondence shall also be in English.
6. No claim for costs, charges, expenses incurred by the bidder in connection with preparation & submission of tender and for subsequent clarifications of their tender shall be accepted.
7. Textiles Committee will not be responsible for any typographical errors/ ambiguity/ additions/ omissions committed while filling up of the tender by the bidder.
8. Submission of the tender by the bidder implies that he/she has read tender documents and has made him/her self aware of the terms and conditions of the tender.
9. The bidder shall be deemed to have full knowledge of documents and no extra changes consequent on any misunderstanding or otherwise shall be allowed.
10. Any question regarding the tender document and discrepancies shall be directed to the Tender Issuing Authority i.e. Director (ISDS), Textiles Committee, Mumbai in writing minimum 7 days prior to the due date of submission of tender. Alternatively, it can be clarified in the pre-bid meeting. The Tender Issuing Authority will issue all clarifications, interpretations,

meanings and specific directions, if any, in duplicate in writing to all the bidders. One copy of these shall be returned duly signed and seal affixed along with the bids.

11. The bidder shall be deemed to have satisfied him/her before tendering as to the correctness and sufficiency of his tender and about the rates quoted by him and cover all his obligations under the tender.
12. Tenders submitted by bonafide evaluation agency only shall be considered.
13. The Textiles committee is not bound to accept the lowest or any tender or to assign any reason for non-acceptance. It reserves its right to accept the tender either in full or in part. Conditional Bids will be rejected outright.
14. **EARNEST MONEY DEPOSIT (EMD) / BID SECURITY**
  - a. Tender must be accompanied by Earnest Money Deposit (EMD) either in the form of Demand Draft/Pay Order/Banker's Cheque in favour of "Textiles Committee" payable at Mumbai and it shall be interest free. **The amount of EMD is Rs. 45,000 (Rupees Forty Five Thousand only).**
  - b. The EMD deposited by the successful bidder shall be held back towards the performance security as stipulated in the terms & conditions. No interest would be paid to the EMD deposited / held back.
  - c. **Tenders not accompanied by Earnest Money Deposit shall be rejected.**
  - d. The EMD of the unsuccessful bidders will be returned within 45 days from the date of opening the technical bids.
15. **PERFORMANCE SECURITY**

The successful bidder shall have to deposit an amount of **5% of the total value of the contract (including the retained EMD amount)** towards interest free security deposit and retention money, in the form of Account Payee Demand Draft (DD) or Bank Guarantee (BG) from a commercial bank in acceptable form as per the format given at Enclosure-1. This BG or DD shall be submitted along with the acceptance of the Work Order. The Performance Guarantee should remain valid for a period of 60 days beyond the date of completion of all contractual obligations.

16. The authorized person of the bidder shall sign at designated pages of tender documents. **The full details of the person authorised to file the tender such as Name, Designation, Current and Main Office Address, Phone No., Fax No. & E-mail address shall be indicated in the tender.**
17. AUTHORITY OF SIGNING
  - a. If the tender is submitted by an individual, it shall be signed by him.
  - b. If the tender is submitted by a proprietary firm, it shall be signed by the proprietor.
  - c. If the tender is submitted by a partnership firm, it shall be signed by all the partners of the firm or by a partner holding the power of attorney for the firm for signing the tender, in which case, a self attested copy of power of attorney shall accompany the technical tender.
  - d. If the tender is submitted by a limited company or a corporation, it shall be signed by a duly authorized person or the person holding the power of attorney for signing the tender, in which case a self attested copy of the power of attorney shall accompany the technical tender.
18. GUIDELINES FOR SUBMISSION OF PROPOSAL
  - a. The tender shall be submitted before the scheduled date & time and at the address mentioned in the Tender Notice. Tender should be submitted in separate sealed cover, with clear superscription "Cover-1" as "Technical Bid" and "Cover-2" as "Commercial Bid" enclosed in an outer sealed cover with clear superscription on outer cover as "Tenders for outsourcing services from external agency for Online test/examination and Evaluation of the results for Textiles Committee Certified Quality Professional Course under ISDS Scheme". Any tender received after this date and time shall not be accepted & entertained.
  - b. Tender can be submitted personally or can be sent through post/courier services at the address mentioned in the tender document. Bidder desiring to send the tender document through post/courier services may please ensure that the same reaches before the time and date stipulated.

Textiles Committee shall not be responsible for any transit delay. Tender sent through E-mail, Fax and Telex should not be entertained.

19. **COVER 1 (TECHNICAL BID) SHALL CONTAIN:**

- a. Earnest Money Deposit (EMD) in the form of a Demand Draft/Pay Order/Banker's Cheque for an amount as mentioned in the tender document.
- b. Compliance to "General Qualifying criteria" and "Technical Qualifying Criteria i.e. Features of the Online Assessment System" for which tender is submitted as Annexure-II and Annexure-III respectively. Authorised person to indicate the compliance qualifying criteria in the respective pages of the tender document and sign the same.
- c. Full details of the person authorized to file the tender.
- d. Profile of Agency.
- e. Proof that the bidder is either i) Proprietor or ii) Authorised agent for the agency. Copy of Partnership Deed/Certificate of Incorporation/Registration/ Franchisee Deed to be given.
- f. List of clients for last 5 years with proofs - Self attested copies of the work orders issued by the customers.
- g. Details of servicing any two PSUs/ Banks/ Educational Institutes/ Colleges/ Universities/ MNCs as external agency of conducting online test/examination and evaluation of results. Attach proof for the same for previous three consecutive years i.e. 2008-09, 2009-10 and 2010-11.
- h. Details of addresses of offices or franchises spread across 11 locations/ISDS centers of Textiles Committee as per Annexure-VI. Submit address proof of each offices or franchises centers at 11 locations / ISDS centers of Textiles Committee viz. a] Ahmedabad b] Bangalore c] Chennai d] Coimbatore e] Kanpur f] Karur g] Kolkata h] Ludhiana i] Mumbai j] New Delhi & k] Tirupur. A copy of franchisee agreement to be given for the above mentioned 11 locations.
- i. Financial statement of the bidder incorporating the turnover of business for the last three consecutive years i.e. 2008-09, 2009-10 and 2010-11 duly certified by Chartered Accountant (Audited balance sheets to be enclosed). A separate statement for net income generated for three consecutive years to be given.

- j. Full details about the resources available as per Annexure-VII i.e. skilled and unskilled staff, key persons, seating capacity and computers with steady and high speed internet connection at each center of the agency at the above mentioned 11 locations. On site verification will be done to verify the details after successful selection of the agency. Any major deviation observed during on site verification will terminate the selection of agency.
- k. Copy of Memorandum of Association or Partnership deed if it is not a proprietary firm.
- l. Power of Attorney in favor of the signatory signing the Tender documents. It is not required in case of the proprietary firm if the proprietor himself signs the documents.
- m. Copy of PAN card and Income Tax Return filed for the last three consecutive years i.e. 2008-09, 2009-10, 2010-11 duly attested by CA
- n. Copy of Service Tax Registration and annual service tax statement for the last three consecutive years i.e. 2008-09, 2009-10 and 2010-11 duly attested by CA.
- o. Disposal policy for waste and non-conforming services.
- p. Covering letter, in the letterhead of the bidder as per Annexure-I. The bidder can add or delete the rows, if necessary.
- q. Addenda/ Corrigenda/ Clarification issued by Textiles Committee before due date of submission of tender, duly signed by the authorized person.
- r. A letter indicating assumptions, criterion, technical alternative etc; if any. However, the alternatives suggested by the bidder would not be taken as the basis for technical/commercial evaluation of the bids.
- s. Tender document duly signed by the authorized person on all designated pages wherever necessary.

Note: If any one of the above documents, required to be submitted along with the bid, is found wanting, the offer is liable to be rejected at that stage.

20. **COVER 2 (COMMERCIAL BID) SHALL CONTAIN:**

- a. Covering letter, in the letterhead of the bidder as per Annexure-IV. The bidder can add or delete the rows, if necessary.
- b. Cost Particulars (Commercial Bid) as per Annexure-V.

21. **VALIDITY OF THE TENDER**

- a. Rates plus service tax quoted by the bidder and the performance security submitted shall be valid for period of contract i.e. for five years which starts from the date of placing of first work order or to an extended date as agreed on mutually.
- b. Rates plus service tax quoted by the bidder should be for complete planning, developing, implementing and supporting all related web-based functions required to organise, manage and conduct online test/examination and evaluation of the results. Any incidental charges during execution of the work order and conducting of online test/examination and evaluation of the results to be borne by bidder only.
- c. The Bidder shall not withdraw or revise or alter any conditions, rate(s) quoted within this stated period, unless he is called upon to do so on mutual agreement / negotiations. The Secretary, Textiles Committee reserves the right to forfeit the security deposit i.e. performance security if the bidder revokes or withdraws the tender within this stated period of contract.

22. **OPENING OF TENDER**

The tender shall be opened by a nominated Procurement Committee constituted by the Competent Authority of Textiles Committee. Time, Date and Venue as given in the "Tender Notice & Tender Document".

23. **WORK ORDER, AGREEMENT & CONFIDENTIALITY STATEMENT**

The successful bidder/agency shall sign and return copy of Work Order placed with them, as a token of acceptance of the terms and conditions of the Work Order. The bidder shall also enclose the applicable performance security in the form of BG or DD in favour of Textiles Committee payable at Mumbai. The successful bidder shall submit the Agreement & Confidentiality

statement in the prescribed format as given at Enclosure- 2 & Enclosure- 3 respectively along with the copy of the Work order.

24. CRITERION FOR REJECTION

- a. The Textiles Committee, Govt. of India, Ministry of Textiles reserves the right to reject any tender or reject all tenders without assigning any reasons.
  - b. Tenders are liable to be rejected in which any of the particulars / prescribed information is either missing or incomplete in any respect and/or if the prescribed conditions are not fulfilled.
  - c. Tenders which do not fulfill the qualifying criteria (both general and technical) will be rejected.
  - d. Canvassing in connection with tender is strictly prohibited and tender submitted by bidder who resorts to canvassing will be liable to rejection.
  - e. Tenders containing specific conditions of the bidder other than the terms and conditions given in the tender document and not acceptable to the Textiles Committee are liable to be rejected.
25. Before submission of the tender, the prospective bidders are expected to examine terms and conditions given in this tender document. Failure to furnish all information required in the tender document may result in the rejection of the tender.
26. Bidder shall ensure that the Qualifying Tender to be submitted as per the prescribed pages of the tender documents only.
27. All the services/goods supplied by the successful bidder will be the property of the Textiles Committee.
28. Any non-fulfillment of the stipulation given above will make the Tender invalid.

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## Terms and Conditions - Special

### 1 Terms of Payment

- 1.1. No advance payment shall be considered. The detailed break up of costs of various components may be indicated. The payment will be done by way of cheque in Indian Rupees on completion of the work as per Work order. Payment shall be made within 30 days from the date of receipt of invoice with requisite proof and progress report. Applicable taxes would be deducted at source. No payment will be made until the Textiles Committee has approved the progress report and invoice. Textiles Committee will do the onsite inspection and verification w.r.t. completion of the work order.
- 1.2. Charges other than commercial bid will not be paid.
- 1.3. No charges will be paid for conducting online test/examination and evaluation of results. All incidental charges during execution of the work order and conducting of online test/examination and evaluation of results to be borne by the bidder only.
- 1.4. The successful bidder should take responsibility for delivering the services/goods to the Textile Committee at the addresses specified in the Work Order.
- 1.5. The successful bidder shall be entirely responsible for all taxes, duties, license fees, etc. incurred until delivery of the contracted services/goods to the Textiles Committee.

### 2 PENALTY CLAUSE

- 2.1 The successful bidder shall adhere to the delivery period as defined in the Work order. Delay in execution of order other than force-majure shall attract penalty at simple interest of 0.5% for every week of delay.
- 2.2 It is the sole responsibility of the successful bidder to process insurance claim in case, if services/goods are received in fully or partly damaged condition or missing in transit. No extra payment will be borne by Textiles Committee towards clearing charges, freight or any other charges whatsoever for rectifying/replacement of the damaged services/goods.

2.3 In case of inadequacy in services/goods, it is the responsibility of the successful bidder to arrange for the supply of the required services/goods within 7 days as per the Work order. Any additional expenditure, whatsoever, for the above will be borne by the successful bidder only.

### **3 JURISDICTION**

3.1 In case of any dispute and difference the matter shall be referred to Secretary (Textiles), Ministry of Textiles, Government of India whose decision shall be final.

3.2 The Textiles Committee reserves the right to terminate the selection of any agency/agencies in case of unsatisfactory services or change in Government Policy.

3.3 Application complete in all respect should reach the Director (ISDS), Textiles Committee, P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai-400 025.

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## Addresses of 11 Regional Offices of Textiles Committee

B. Balamurugan Member Secretary Textiles Committee P.Balu Road, Prabhadevi Mumbai- 400 021 Tel: 022+ 6652 7507 Fax: 022 +6652 7509 e-mail: <a href="mailto:secytc@gmail.com">secytc@gmail.com</a>	R.R.Gorakhia Director (ISDS Division) Textiles Committee P.Balu Road, Prabhadevi Mumbai- 400 021 Tel: 022+ 6652 7519 Fax: 022 +6652 7509 e-mail: <a href="mailto:tcisds2011@gmail.com">tcisds2011@gmail.com</a>
Regional office of Textiles Committee "Ankur", Opp.Dinbai Towers Mirzapur Road, Lal Darwaza Ahmedabad –380 001 Tel: 079+ 2550 7612 Fax: 079 +2550 7612 e-mail: <a href="mailto:tcabd@vsnl.net">tcabd@vsnl.net</a>	Regional office of Textiles Committee KVR Complex,2 <sup>nd</sup> Floor,21-J, 80 Feet Road Karur –639 002 Tel: 04324 + 238 610 / 274 871 Fax: 04324 + 274 871 e-mail: <a href="mailto:tckarur@dataone.in">tckarur@dataone.in</a>
Regional office of Textiles Committee 1 <sup>st</sup> Floor, FKCCI ,World Trade Centre Bldg Kempegowda Road Bangaluru –560 009 Tel: 080+ 2226 1401/2220 8010 Fax: 080 +2226 1401 e-mail: <a href="mailto:tcblr@dataone.in">tcblr@dataone.in</a>	Regional office of Textiles Committee Block: GN, Plot 38/3, Sector V, Salt lake Kolkata –700 091 Tel: 033 + 2357 1008 Fax: 033 + 2357 5202 e-mail: <a href="mailto:kolkata.tc@gmail.com">kolkata.tc@gmail.com</a>
Regional office of Textiles Committee TNSCB complex, North wing 130 (old 212), R.K.Mutt Road, Mylapore Chennai –600 004 Tel: 044+ 2461 0887 Fax: 044 +2461 5901 e-mail: <a href="mailto:rotcchennai@gmail.com">rotcchennai@gmail.com</a>	Regional office of Textiles Committee 48 B, Tagore Nagar, civil lines Ludhiana –141 001 Tel: 0161+ 2305 635 / 2304 906 Fax: 0161 +2304 906 e-mail: <a href="mailto:tcludhiana@sify.com">tcludhiana@sify.com</a>
Regional office of Textiles Committee 'Raj Chambers',978/A, Thadgam Road Coimbatore –641 002 Tel: 0422 + 2473 094/ 2472 689 Fax: 0422 + 2472 689 e-mail: <a href="mailto:tccbe@dataone.in">tccbe@dataone.in</a>	Regional office of Textiles Committee 40,Community Centre, Phase-I, Naraina Industrial Area ,Naraina New Delhi–110 028 Tel: 011+ 2579 1380 Fax: 011 +2589 3241 e-mail: <a href="mailto:tcnarain@vsnl.net">tcnarain@vsnl.net</a>
Regional office of Textiles Committee 117/Q/52, Shardanagar(Kakadeo) Near Syndicate bank Kanpur–208 025 Tel: 0512 + 2582 458 / 2581 464 Fax: 0512 + 2582 458 e-mail: <a href="mailto:tckanpur@dataone.in">tckanpur@dataone.in</a>	Regional office of Textiles Committee Plot No.8 & 9,Thiru Vi Ka Nagar, 1 <sup>st</sup> Street, College Road Tirupur– 641 602 Tel: 0421 + 2201 402 / 2202 500 Fax: 0421 + 2202 500 e-mail: <a href="mailto:tctirupur@dataone.in">tctirupur@dataone.in</a>

**ENCLOSURE-1: FORMAT FOR BANK GUARANTEE FOR PERFORMANCE SECURITY**

(ON NON-JUDICIAL STAMP PAPER OF Rs.100/-)

**(Applicable for successful bidder, to be submitted in lieu of performance security deposit)**

Bank guarantee No. \_\_\_\_\_ Date:\_\_\_\_\_

This deed of guarantee made this \_\_\_\_\_ day of \_\_\_\_\_ 2011 (Two Thousand Eleven Only) <<Name and address of the Bank>> hereinafter referred to as 'the Bank' which expression shall where successors and assignees of the Bank and the Textiles Committee, (hereinafter referred to as 'the Committee') which expression shall unless repugnant to the context of the meaning thereof include its legal representatives, successors and assignees.

WHEREAS the Committee has placed its Work Order bearing No. \_\_\_\_\_ dated \_\_\_\_\_ on (name and address of the bidder) (hereinafter called 'the external agency') for the supply of services of \_\_\_\_\_.

The Bank shall not be discharged or released from this guarantee by any arrangement between the external agency and the Committee with or without the consent of the Bank or any alterations in the obligation of the parties or by any indulgence, forbearance shown by Committee to the external agency and the same shall not prejudice or restrict remedies against the Bank nor shall the same in any event be a ground of defence by the Bank against the Committee. In case the Committee puts forth a demand in writing on the Bank for the payment of the amount in full or in part against this Bank guarantee, the Bank shall considered that such demand by itself a conclusive evidence and proof that the external agency has failed in complying with the terms and conditions stipulated by Committee in the Work order and payment shall be made to the Committee without raising any

dispute regarding the reasons for any such lapse/failure on the part of the external agency.

This guarantee shall be in addition to and without prejudice to any other securities or remedies which the Committee may have to hereinafter possess against the external agency and the Committee shall be under no obligation to marshal in favor of the Bank any such securities or fund or assets that the Committee may be entitled to receiving or have a claim upon and the Committee at its absolute discretion may vary, exchange renew, modify or refuse to complete or enforce or assign any security or instrument.

The Bank agrees that the amount hereby guaranteed shall be due and payable to the Committee on Committee's serving with a notice requiring the payment of the amount and such notice shall be deemed to have been served on the bank either by actual delivery thereof to the Bank or by dispatch to Committee thereof to the Bank by Registered Post shall be deemed to have been duly served on the Bank notwithstanding that the notice may not in fact have been delivered to the Bank.

In order to give full effect to the provisions of this guarantee, the Bank hereby waives all inconsistent with the above provisions and which the Bank might otherwise as guarantor be entitled to claim and enforce.

NOTWITHSTANDING anything contained herein before, the liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only). The guarantee shall remain in force till the \_\_\_\_\_ and unless the guarantee is renewed or a claim is preferred against the Bank within three months from the said date all rights of the Committee under the guarantee shall cease and Bank shall be released and discharged from all liability hereunder.

(SIGNATURE)

PLACE:

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DATE:

SEAL

CODE NO.

NOTE: EXTERNAL AGENCY SHOULD ENSURE THAT SEAL AND CODE NO. OF THE SIGNATORY ARE AFFIXED BY BANKER, BEFORE SUBMISSION OF THE BANK GUARANTEE.

**ENCLOSURE-2: AGREEMENT TO BE SUBMITTED BY SUCCESSFUL BIDDER**

(ON COMPANY'S LETTER HEAD)

**THIS AGREEMENT** IS made at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 2011 between THE TEXTILES COMMITTEE, a Statutory Body under the Ministry of Textiles, Government of India having its Head Office at P. Balu Road, Prabhadevi Chowk, Prabhadevi, Mumbai – 400 025 hereinafter referred to as "the Committee", which expression shall unless it be repugnant to the context or meaning thereof be deemed to mean and include its successors, assignees or representatives of the One Part and M/S. \_\_\_\_\_ having its registered office at \_\_\_\_\_ hereinafter referred to as the "Agency" which expression shall unless it be repugnant to the context or meaning thereof include its successors, assignees, representatives or partners as the context may admit of the Other Part.

WHEREAS:

TEXTILES COMMITTEE intends to outsource services from external agency for organizing, managing and conducting online test/examination and evaluation of results for Textiles Committee Certified Quality Professional course under Integrated Skill Development Scheme (ISDS) of Ministry of Textiles, Government of India. The said agency will plan, develop, implement and support all related web-based functions required to organize, manage and conduct online test/examination and evaluation of results.

AND WHEREAS the said Agency who is having all the wherewithal is hereby selected to undertake all such jobs as and when assigned by TEXTILES COMMITTEE on the terms and conditions as set out in this agreement.

WHEREAS both the parties to the Agreement agree to the following terms and conditions:

1. The Agency shall nominate the team, their name(s), address (es), telephone nos. (residence included) for better co-ordination.

2. The agency shall make available the complete contact address of its Directors and local heads to TEXTILES COMMITTEE.
3. TEXTILES COMMITTEE being a service organization, many of the requirements could be of emergency nature. The agencies have to respond to such demands despite holidays/beyond office hours.
4. Although, it would be endeavor of TEXTILES COMMITTEE to give jobs to the selected agency, TEXTILES COMMITTEE reserves the right to reject or accept any offer/job.
5. Mere selection does not confer automatic rights to any agency to secure/procure jobs.
6. Terms of payment: No advance payment shall be considered. The detailed break up of costs of various components may be indicated. The payment will be done by way of cheque in Indian Rupees on completion of the work as per Work order. Payment shall be made within 30 days from the date of receipt of invoice with requisite proof and progress report. Applicable taxes would be deducted at source. No payment will be made until the Textiles Committee has approved the progress report and invoice. Textiles Committee will do the onsite inspection and verification w.r.t. completion of the work order.
7. Textiles Committee will not pay any charges to the Agency for conducting online test/examination and evaluation of results. All incidental charges during execution of the work order and conducting of online test/examination and evaluation of results to be borne by the Agency only.
8. The Agency should take responsibility for delivering the services/goods to the Textile Committee, at the addresses specified in the Work Order.

9. The Agency shall be entirely responsible for all taxes, duties, license fees, etc. incurred until delivery of the contracted services/goods to the Textiles Committee.
  
10. While submitting its bills for payment to TEXTILES COMMITTEE for jobs done, the agency must ensure that they enclose the following documents for speedy clearance.
  - a. Pre receipted Agency Bill
  - b. Proof for completion and proper commissioning of work.
  - c. Progress report
  - d. On site verification report at 11 locations by Textiles Committee officials.
  - e. Copy of Work order.
  
- 9 TEXTILES COMMITTEE is the sole owner of all the services/goods supplied by the Agency.
  
- 10 The billings should clearly state the applicable government taxes.
  
- 11 TEXTILES COMMITTEE will strive to clear payments of bills submitted by agency within 30 days of submission of the bills with all enclosures.
  
- 12 Selected agency shall not handle competing clients (Public Sector/Private Sector) who are in the same business as TEXTILES COMMITTEE to avoid clash of interests and maintenance of secrecy.
  
- 13 Commencement & Duration:
  - a. This agreement shall commence from the \_\_\_\_\_ Day of \_\_\_\_\_, 2011 for a period of five years upto 31<sup>st</sup> March, 2016.
  - b. Contract can be extended for a period of one year on the same terms and condition on mutual agreement.

- 17 Modifications in terms: Any changes in the terms and conditions contained herein shall have effect only prospectively, and shall be valid only if recorded in writing and signed by the authorized officers of the TEXTILES COMMITTEE and the Agency.
- 18 Termination:
- a. Either party may terminate this agreement by giving three months notice in writing to the other. The obligations of the parties shall continue during the notice period.
  - b. However, if the services of the agency are not found satisfactory, TEXTILES COMMITTEE shall have the right to cancel the contract at any time without assigning any reason and without any financial compensation to the Agency.
- 19 Arbitration: That in case of any dispute or differences, breach & violation relating to the terms of the Agreement, the said matter or dispute, difference shall be referred to Joint Secretary In-charge of ISDS, Ministry of Textiles, Government of India or any other person appointed by him/her. That the award of the arbitrator shall be final and binding on both the parties. In the event of such Arbitrator to whom the matter is originally referred to is being transferred or vacates his office on resignation or otherwise or refuses to do work or neglecting his work or being unable to act as Arbitrator for any reasons whatsoever, The Joint Secretary In-charge of ISDS Ministry of Textiles, Government of India shall appoint another person to act as Arbitrator in the place of outgoing Arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by his predecessor. The Agency will have No objection in any such appointment, that arbitrator so appointed is employee of TEXTILES COMMITTEE. The said Arbitrator shall act under the Provisions of the Arbitration and conciliation Act, 1996 or any statutory modification or reenactment there of or any rules made thereof.

IN WITNESSETH whereof the parties have put their hand on this Agreement on the day and year first above written.

\_\_\_\_\_  
TEXTILES COMMITTEE

AGENCY through its authorized  
Representative

WITNESSES:

Signed:

Signed:

Authorised Signatory of  
Textiles Committee Name  
and Designation

Authorised Signatory of  
Agency Name and  
Designation

Seal of Textiles Committee

Seal of Agency

**ENCLOSURE-3: CONFIDENTIALITY STATEMENT TO BE SUBMITTED BY SUCCESSFUL BIDDER**

(ON COMPANY'S LETTER HEAD)

This has reference to your Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ regarding placing of an order for organizing, managing and conducting online test/examination and evaluation of results for Textiles Committee Certified Quality Professional course under Integrated Skill Development Scheme (ISDS) of Ministry of Textiles, Government of India.

We hereby give undertaking about the confidentiality in the following matter.

- We will keep Textiles Committee's ISDS materials like documents, questions, data, student's evaluation, marks etc. in print as well as in electronic form with utmost security and secrecy to avoid misuse of the same.
- We will not disclose/divulge any information about the sensitive information about the online test/examination and evaluation of results of Textiles Committee's ISDS program.
- We will maintain the secrecy about the source of questions and other data.
- We will dispose the wastage and non-conforming services in accordance with our service/product disposal policy that has been submitted to you.

Authorised signatory

Name and designation

Company seal

Place:

Date:

**ANNEXURE-I: FORMAT FOR COVERING LETTER TO BE SENT ALONG WITH TECHNICAL TENDER IN COVER-1**

(ON COMPANY'S LETTER HEAD)

To,

The Director (ISDS),  
ISDS Division,  
Textiles Committee,  
P. Balu Road,  
Prabhadevi Chowk, Prabhadevi,  
Mumbai- 400025.

Sub: Technical Tender

Ref: Tender Enquiry No. TC/ISDS/2011/EE, Dated 28.07.2011

Dear Sir,

This has reference to tender enquiry No. TC/ISDS/2011/EE, Dated 28.07.2011. We have purchased tender document No. \_\_\_\_\_ on \_\_\_\_\_ after payment of Rs.500/- by Cash/ Demand Draft (DD) / Pay Order (PO) /Banker's Cheque (BC).

**We hereby confirm that we have read & understood the terms & conditions given in the Tender document.**

Please find enclosed following documents in a sealed Cover.

Sr. No.	Details of documents
1	Tender document duly filled in & signed by authorised signatory.
2	Photocopy of the receipt of purchase of tender document.
3	Tender document fees of Rs. 500/- (Non refundable), in the form of Demand Draft/Pay Order/ Banker's Cheque, in case Tender document downloaded from website.
4	Requisite Bid security (EMD) in the form of a DD/PO/BC for Rs.45,000/- (Rupees Forty Five Thousand only), drawn in favour of "Textiles Committee" & payable at Mumbai. DD/PO/BC No. _____ date: _____ Drawn on: _____ Branch name: _____ Payable at: _____

5	Compliance to "General Qualifying criteria" and "Technical Qualifying Criteria i.e. Features of the Online Assessment System".
6	Full details of the person authorized to file the tender.
7	Profile of Agency.
8	Proof that the bidder is either i) Proprietor or ii) Authorised agent for the agency.
9	Copy of Partnership Deed/Certificate of Incorporation/Registration/Franchisee Deed
10	List of clients for last 5 years with proofs (self attested copies of work orders issued by the customers are attached).
11	Details of servicing any two PSUs/ Banks/ Educational Institutes/ Colleges/ Universities/ MNCs as external agency (_____Proof attached).
12	Details of addresses of offices or franchises spread across 11 locations/ISDS centers of Textiles Committee (address proof attached).
13	Copy of franchisee agreement.
14	Financial statement of the bidder incorporating the turnover of business for the last three consecutive years i.e. 2008-09, 2009-10 and 2010-11 certified by Chartered Accountant (Audited balance sheet including profit & loss, income & expenditure statement to be enclosed).
15	Statement for net income generated for three consecutive years.
16	Full details about the resources available at each center of the agency at 11 locations as mentioned in the tender document.
17	Copy of Memorandum of Association or Partnership deed if it is not a proprietary firm.
18	Power of Attorney in favor of the signatory signing the Tender documents. It is not required in case of the proprietary firm if the proprietor himself signs the documents.
19	Copy of PAN card and Income Tax Return filed for the last three consecutive years i.e. 2008-09, 2009-10 and 2010-11.
20	Copy of Service Tax Registration and annual service tax statement for the last three consecutive years i.e. 2008-09, 2009-10 and 2010-11.
21	Disposal policy for waste and non-conforming services.
22	Addenda/ Corrigenda/ Clarification, if any, issued by Textiles Committee before due date of submission of tender, duly signed by the authorized person.
23	Any other documents in compliance with the Tender (Please specify).

Thanking you,

Yours faithfully,

Name & Sign of Authorised  
Signatory of the bidder  
Company Seal

Encl: a/a

**ANNEXURE-II: GENERAL QUALIFYING CRITERIA**

(Compliance to be given by bidder on their letter heads)

Sr. No.	Title	Particulars	Compliance (tick appropriate)		Remark (if no)
			Yes	No	
1	Name of the Agency				
2	Address of Office Tel. Nos., Fax No., email				
3	Profile of Agency				
4	Requisite Bid security (EMD) in the form of a DD/PO/BC for Rs.45,000/-				
5	Full details of the person authorized to file the tender.				
6	Proof that the bidder is either i) Proprietor or ii) Authorised agent for the agency.				
7	Year of Establishment Legal status of agency (Proprietor/Partnership/Private Ltd. /Public Ltd.) (Attach Copy of Partnership Deed/certificate of incorporation/registration/franchisee deed)				
8	List of clients for last 5 years with proofs (self attested copies of the work orders issued by the customers are enclosed).				
9	Details of servicing any two PSUs/ Banks/ Educational Institutes/ Colleges/ Universities/ MNCs as external agency with proofs.				
10	Details of addresses of offices or franchises spread across 11 locations/ISDS centers of Textiles Committee with proofs.	As per Annexure-VI			
11	Copy of franchisee agreement				
12	Statement for net income generated for last three consecutive years.				

13	Annual Turnover for the last three consecutive years certified by CA (Audited balance sheet including profit & loss, income & expenditure statement to be enclosed) (should be Rs. 3.0 Crores or above each for last 3 years).				
	(a) 2008-2009				
	(b) 2009-2010				
	(c) 2010-2011				
14	Full details about the resources available at each center of the agency at 11 locations as mentioned in the tender document.	As per Annexure-VII			
15	Copy of Memorandum of Association or Partnership deed if it is not a proprietary firm.				
16	Power of Attorney in favor of the signatory signing the Tender documents. It is not required in case of the proprietary firm if the proprietor himself signs the documents.				
17	Copy of PAN card and Income Tax Return filed for the last three consecutive years i.e. 2008-09, 2009-10 and 2010-11 duly attested by CA				
18	Copy of Service Tax Registration and annual service tax statement duly attested by CA for the last three consecutive years i.e. 2008-09, 2009-10, 2010-11.				
19	Disposal policy for waste and non-conforming services.				

(The Bid Security i.e. EMD in the form of DD/Pay Order/Banker's Cheque must be annexed with the bid documents itself)

Note: If any one of the above documents, required to be submitted along with the bid, is found wanting, the offer is liable to be rejected at that stage.

**ANNEXURE-III: TECHNICAL QUALIFYING CRITERIA “FEATURES OF THE ONLINE ASSESSMENT SYSTEM”**

(Compliance to be given by bidder on their letter heads)

Sr. No.	Technical Criteria “Features of the Online Assessment System”		Compliance (tick appropriate)		Remark (if no)
			Yes	No	
<b>1.0</b>	<b>General</b>				
<b>1.1</b>	Project Goal	<ul style="list-style-type: none"> <li>• Authoring of question bank in test engine compatible format.</li> <li>• Online assessment of 1 hr (60 minutes) under proctored environment.</li> <li>• Result generation.</li> </ul>			
<b>1.2</b>	Examination Mode	Web Offline / web online			
<b>1.3</b>	Examination Time Limit	Between 60-90 minutes			
<b>1.4</b>	No. Candidates	30 per batch, 11 locations= 300 to 330 per implementation			
<b>1.5</b>	Likely Dates of the First Examination	August – September (exact dates would be decided later)			
<b>1.6</b>	Locations for Test	Ahmedabad, Bangalore, Chennai, Coimbatore, Kanpur, Karur, Kolkata, Ludhiana, Mumbai, New Delhi, & Tirupur.			
<b>1.7</b>	Feature Requirements	<ul style="list-style-type: none"> <li>• Examination template with TEXTILES COMMITTEE logo.</li> <li>• Multiple choice questions in question by question model with Images.</li> <li>• Randomization only, option Shuffling.</li> <li>• Secure browser at test nodes.</li> </ul>			
<b>1.8</b>	Functionality Requirements	<ul style="list-style-type: none"> <li>• Open and self-paced navigation with easy to operate controls.</li> <li>• User should be able to move backwards, forwards between questions.</li> <li>• Flagging option.</li> <li>• Confirmation on submission.</li> </ul>			

<b>2.0</b>	<b>Question Bank</b>			
<b>2.1</b>	Content Aggregation	<ul style="list-style-type: none"> <li>• Textiles Committee will provide the objective type questions of various question types in the third party specified format for integration into the master question bank.</li> <li>• Rules for the Question sets and set policies for the results generation will be mutually decided.</li> </ul>		
<b>2.2</b>	Question Bank Integration	<ul style="list-style-type: none"> <li>• The third party will import questions provided by Textiles Committee into the question bank system which adheres to international standard like QTI and SCORM.</li> </ul>		
<b>2.3</b>	Question Bank Management	<ul style="list-style-type: none"> <li>• Addition and Modification of questions to the Master Question Bank and reviewing these Questions would be provided for</li> <li>• Categorization of these Questions under sections is feasible</li> <li>• Security and integrity of the Question Bank</li> </ul>		

2.4	Creation of Question Sets	<ul style="list-style-type: none"> <li>• From the Master Question Bank supplied by Textiles Committee, questions would be randomly generated having questions from various modules</li> <li>• The test designers at Textiles Committee and third party service provider would ensure that the tests are validated for accuracy and consistency, and provide sufficient variety to ensure that no candidates get any unfair advantage</li> <li>• Once all the questions are authored and validated, the same will be loaded on to a server for validation by subject experts of Textiles Committee Authorities.</li> </ul>			
2.5	Question Randomization	<ul style="list-style-type: none"> <li>• There would be randomization of questions.</li> </ul>			
2.6	Option Shuffling	<ul style="list-style-type: none"> <li>• All 4 options will be shuffled.</li> </ul>			
2.7	Format of Questions information's from TEXTILES COMMITTEE.	<ul style="list-style-type: none"> <li>• MS word</li> </ul>			

2.8	Authoring questions	<ul style="list-style-type: none"> <li>• Authoring Manager is available as a browser, or Windows, application and provides easy to use wizards to help write questions.</li> <li>• Wizards to create explanatory pages, multiple choice, multiple response, open ended/text response, numeric and selection questions.</li> <li>• Complete freedom when designing your questions.</li> <li>• Add graphics to illustrate questions with maps, graphics, logos and diagrams.</li> <li>• Wizard to assist authoring</li> <li>• Categorize questions by topic</li> <li>• Allow different scores by choice or combination of choices</li> <li>• Provide different feedback based on choice, or choices, selected</li> <li>• Shuffle questions and choices within questions each time question is presented</li> <li>• Include graphics, sound and video</li> <li>• Record name of authors, date of last modification in questions</li> <li>• Include Macromedia Flash movies</li> <li>• Allow scores from -99 to +99 as per choice</li> <li>• Tag questions so they can be selected by topic and question tags</li> <li>• Allow question status indicating "Normal", "In Development", or "Retired".</li> <li>• Assign different scores to different answers</li> </ul>			
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2.9	Types of Assessment to be supported	<ul style="list-style-type: none"> <li>• Fill-in-the-blank: the participant is presented with a statement where one or more words are missing and completes the missing words. The score can be determined from checking each blank against a list of acceptable words.</li> <li>• Hotspot: a participant clicks on a picture to indicate their choice. Dependent upon their choice certain feedback and grades will be assigned. A graphics editor is provided to simplify specifying the choice areas.</li> <li>• Drag and Drop: a participant clicks and drags up to ten images into position. The feedback and score is dependent upon the final position of the images.</li> <li>• Macromedia Flash: Perception supports an interface to Macromedia Flash to allow programmers to program customized items using Flash and have the results recorded within the answer database.</li> <li>• Matching (Incl. Ranking): two series of statements/words are presented and the participant must match items from one list to items within the other list.</li> <li>• Multiple choices (Incl. True or False, Yes or No): the participant selects one choice from up to 40 possible answers. There is no limit to the length of each answer.</li> <li>• Multiple response: similar to multiple choice except the participant is not limited to choosing one response; he/she</li> </ul>			
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		<p>can select none, one or more of the choices offered.</p> <ul style="list-style-type: none"><li>• Matrix: this question type presents several multiple choice questions together where the participant selects one choice for each statement or question presented. This question type is used to cross relate responses from a single item.</li><li>• Numeric questions: a participant is prompted to enter a numeric value and this may be scored as one value for an exact answer and another score if the response is within a range.</li></ul>			
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<b>3.0</b>	<b>Delivery of Test</b>				
<b>3.1</b>	Methodology	<ul style="list-style-type: none"> <li>• The test will be a Web- offline, which would be conducted at multiple locations across India at Test Centers of the service provider or mutually agreed location. On the test date and time, the applicant would be required to bring a photo-identity card &amp; the mandatory Hall ticket for identification purposes. Testing would begin at the allotted time slot and would proceed till the end of the slot</li> <li>• The candidates would be asked to login using the ID and a unique password and then would be served with a question paper for a particular exam as scheduled for him/her.</li> <li>• After the time allocated is over or on submission, the test will be termed as finished. The entire test would be proctored and a roster would be maintained as well.</li> </ul>			

3.2	Test Sites	<ul style="list-style-type: none"> <li>• Test sites are Dedicated Test Centers of the service provider with dedicated test nodes and one test server with test software pre-installed. In the event the test centre is not available in the location of our training, the candidates can be clubbed with other nearby test centres or other suitable arrangement can be made.</li> <li>• Test Centers are to be equipped with UPS for the server, in most cases generator for test nodes, printer and internet connectivity.</li> <li>• Each Test centre will be manned by System Administrator (to resolve hardware &amp; software issues) and a Test Administrator to conduct and monitor the tests.</li> </ul>			
3.3	Assessment	<ul style="list-style-type: none"> <li>• Fully customizable Look &amp; Feel with TEXTILES COMMITTEE Logo</li> <li>• Time remaining would be shown for the benefit of the test-taker.</li> <li>• Answer Auto-saving feature at a pre-determined interval without any user input.</li> <li>• Structuring of Questions in the manner desired by TEXTILES COMMITTEE Detailed Instructions shown before the commencement of the actual test</li> <li>• Warning Popup message in case of any accidental submission of the test</li> <li>• Test will stop on user clicking the submit button or on specified time getting over.</li> </ul>			

		<ul style="list-style-type: none"> <li>• Customized thank you screen, populated with message given by Textiles Committee.</li> </ul>			
<b>3.4</b>	Delivering the Tests	<ul style="list-style-type: none"> <li>• The Web Server automatically deploys test across the Internet or an intranet to any standard browser. During an assessment answers can be "auto-saved" in the background. This "Save-As-You-Go" feature reduces frustration caused by technical failures and other distractions and allows a participant to restart an assessment from where they left off. Save-As-You-Go should conform to the requirements of the Association of Test Publishers Guidelines for administering computerized assessments.</li> <li>• The Secure Browser is used for the delivery of the test. The Secure Browser runs on Windows 98/ME/NT/2000/XP. It works like any level 4 browser, however it doesn't have any menu options, icons, control key or right-click options.</li> <li>• The assessments are published to encrypted files, and participants then use a Windows run-time program to answer the questions. Participants can receive instant feedback and their answers can be stored to disk, within another encrypted file.</li> </ul>			
<b>3.5</b>	Security for Web based delivery	<ul style="list-style-type: none"> <li>• Limit administrators login from a range of IP addresses</li> <li>• Administrative Users assigned privileges to limit their access</li> <li>• Schedule assessments to</li> </ul>			

		<p>participants and only permit scheduled assessments to be run</p> <ul style="list-style-type: none"> <li>• Scheduling by group</li> <li>• Pick questions randomly from a pool of questions</li> <li>• Limit number of attempts at a assessment</li> <li>• Limit access to an assessment within date limits</li> <li>• Full logging of activities on server</li> </ul>			
<b>4.0</b>	<b>Data Management</b>				
<b>4.1</b>	Evaluation	Instant evaluation and automatic generation of scores on the click of a mouse and the evaluation will contain zero defects.			
<b>4.2</b>	Enterprise Reporter	Report on the results Can be web enabled or can be supplied in MS Excel format			

The bidders are required to submit supporting documents w.r.t. above mentioned technical qualifying criteria i.e. "Features of the Online Assessment System".

**ANNEXURE-IV: FORMAT FOR COVERING LETTER TO BE SENT ALONG WITH COMMERCIAL TENDER IN COVER-2**

(ON COMPANY'S LETTER HEAD)

To,

The Director (ISDS),  
ISDS Division,  
Textiles Committee,  
P. Balu Road,  
Prabhadevi Chowk, Prabhadevi,  
Mumbai- 400025.

Sub: Commercial Tender

Ref: Tender Enquiry No. TC/ISDS/2011/EE, Dated 28.07.2011

Dear Sir,

This has reference to tender enquiry No. TC/ISDS/2011/EE, Dated 28.07.2011. We have purchased tender document No. \_\_\_\_\_ on \_\_\_\_\_ after payment of Rs.500/- by Cash/ Demand Draft (DD) / Pay Order (PO) /Banker's Cheque (BC).

**We hereby confirm that we have read & understood the terms & conditions given in the Tender document.**

Please find enclosed following documents in a sealed Cover.

Sr. No.	Details of documents
1.	Cost Particulars

Thanking you,

Yours faithfully,

Name & Sign of Authorised  
Signatory of the bidder  
Company Seal

Encl: a/a

**ANNEXURE-V: COST PARTICULARS**

(ON COMPANY'S LETTER HEAD)

With reference to tender enquiry No. TC/ISDS/2011/EE, Dated 28.07.2011, we would like to quote our tender price as below:

Sr. No.	Cost Particulars	Cost in INR				
		Year-1	Year-2	Year-3	Year-4	Year-5
1.	Cost to plan, develop, implement and support all related web-based online/offline functions (as per technical criteria) to organise, manage and conduct online test / exam and evaluation of results at 11 locations as mentioned in the tender document.					
2.	Others (if any please specify)					
3.	Applicable taxes					
4.	Sub Total (= Sr. No. 1+2+3)					
5.	<b>Grand Total for 5 years (=Total of Sr. No. 4)</b>					
6.	Agreed to charge on pro rate basis w.r.t. number of students appearing for exam/ test (put Yes or No)					

Bidders can add rows if necessary.

We hereby confirm that the rates quoted above are inclusive of all applicable taxes and shall be valid for contract period of five years from the date of placing of first work order or to an extended date as agreed on mutually.

Name & Sign of Authorised  
Signatory of the bidder  
Company Seal

**ANNEXURE- VI: DETAILS OF ADDRESSES OF OFFICES OR FRANCHISES SPREAD ACROSS 11 LOCATIONS/ISDS CENTERS OF TEXTILES COMMITTEE WITH PROOFS.**

Sr. No.	Location/City	Total No. of offices per location	Total No. of franchise centers per location	Contact Details of each offices/franchise centers (Address, Telephone, Fax, E-mail)	Name and Designation of Officer-in-charge

I/we hereby certify that all the particulars given above are correct and true to the best of my knowledge.

Name & Sign of Authorised Signatory of the bidder

Company Seal

Note:

1. If needed, the agency can use separate sheets for explaining the above points.
2. Textiles Committee reserves the rights to verify the facts given by the agency, with the authorities, if so required.
3. On site verification of successful bidder will be done by Textiles Committee. Any deviation from the above information during on site verification shall terminate the selection of agency.

**ANNEXURE- VII: FULL DETAILS ABOUT THE RESOURCES AVAILABLE AT EACH CENTER OF THE AGENCY AT 11 LOCATIONS/ISDS CENTERS OF TEXTILES COMMITTEE**

**A. STAFF DISPOSITION**

Sr. No.	Location/ City	Offices/ Franchise Center	Size of Staff at individual center	Name and Designation of each staff	Department	Educational/ Professional Qualifications	Experience in completed Years

**B. SEATING CAPACITY AND COMPUTER DETAILS**

Sr. No.	Location/City	Offices/ Franchise Center	No. of computers with high speed web connection at each center	Seating capacity at each center

I/we hereby certify that all the particulars given above are correct and true to the best of my knowledge.

Name & Sign of Authorised  
Signatory of the bidder

Company Seal

Note:

1. If needed, the agency can use separate sheets for explaining the above points.
2. Textiles Committee reserves the rights to verify the facts given by the agency, with the authorities, if so required.
3. On site verification of successful bidder will be done by Textiles Committee. Any deviation from the above information during on site verification shall terminate the selection of agency.

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