



EXPRESSION OF INTEREST

for

Conducting “Online Computer Based Examination and/or Offline OMR based Examination” for

Professional Examination Board (PEB), Government of Madhya Pradesh

Madhya Pradesh Professional Examination Board
Main Road 1, Chinar Park, Chayan Bhawan,
Opp. DB City Mall,
Shivaji Nagar, Zone-I, Maharana Pratap Nagar,
Bhopal, Madhya Pradesh 462011
Website: peb.mp.gov.in

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1. EXPRESSION OF INTEREST

Madhya Pradesh Professional Examination Board
Main Road 1, Chinar Park, Chayan Bhawan,
Bhopal, Madhya Pradesh

INVITATION FOR EXPRESSION OF INTEREST

Madhya Pradesh Professional Examination Board (PEB) invites interested exam conducting organizations or agencies for providing services for Conducting “Online Computer Based Examination or Offline OMR based examination” for Professional Examination Board (PEB), Government of Madhya Pradesh to make a presentation on their exam solution and exam engine software architecture.

The document contains the details of desired qualification criteria, submission requirement, brief objective & scope of work, etc., which can be downloaded from the website: <http://peb.mp.gov.in/>. Interested agencies are requested to indicate the preference of timeslot for making their presentation and send their information in the format attached via email to rajnish.tiwari@mp.gov.in

The last date for submission of EoI is 7th February 2022 up to 1700 hrs by email only containing the format & a copy of the presentation with email subject “EOI for Conducting Online/Offline Recruitment Exams” for Professional Examination Board (PEB), Government of Madhya Pradesh”.

Selected interested agencies shall be invited for a presentation before an internal committee, and based on the presentation and feedback, the final RFP document shall be prepared for selection & empanelment of exam conducting agencies.

Director
Madhya Pradesh Professional Examination Board
Main Road 1, Chinar Park, Chayan Bhawan,
Bhopal, Madhya Pradesh

Note: Director, PEB, or any other designated officer reserves the right to cancel this request for EOI and/or invite afresh with or without amendments, without liability or any obligation for such request for EOI, and without assigning any reason. Information provided at this stage is indicative and Director, PEB reserves the right to amend/add further details in the EOI.

2. BACKGROUND

The Professional Examination Board (PEB) is the largest Entrance, Recruitment, and Selection agency body of the State Government of Madhya Pradesh. It conducts approximately 30 Entrance, Recruitment, and Selection examinations in a year. On average, approximately 20 Lakh applicants take part in the examinations conducted by PEB annually.

3. OVERALL OBJECTIVES & POTENTIAL SCOPE OF WORK

Overall Objectives

Professional Examination Board (PEB) intends to explore available potential solutions for the Pre-Exam, During the exam, and Post exam activities. The overall objective of this presentation is to explore the opportunities of establishing a robust, efficient, and transparent Examination Management system

Potential Scope of Work

- 3.1 Development of robust online exam engine with multi-lingual support (Hindi is a must) & API for integration with end-to-end examination process system. Robust security features to handle cheating, impersonation, etc. Provision for complete audit log and retrieval mechanism for online exam.
- 3.2 On the spot result processing (result is shown immediately after the test).
- 3.3 Explore the use of latest tools & technology like facial recognition systems, artificial intelligence, machine & deep learning, video analytics, IoT devices, Business intelligence, BlockChain, etc. in "Question paper authoring", "Online Exam Engine", "Online Proctoring", "Exam Analytics", etc.
- 3.4 Research and Development and adoption of latest academic and technological solutions to improve the exam engine and processes.
- 3.5 Accreditation of Exam Centres
- 3.6 Furnish MOUs with Exam Centre service providers having a total capacity of 35,000 seats and an available minimum of 25,000 seats per shift examination
- 3.7 Supply, install, configure and commission the co-located servers in State Data Centre Bhopal and install system software for application deployment.
- 3.8 Mock Test facility for the registered candidates, so that they can understand Computer Based Exam pattern, exam screen interfaces, typing test interface, etc.
- 3.9 Help Desk for PEB, which shall provide telephonic support to the candidates and citizens for PEB Computer-Based Exam System
- 3.10 Exam monitoring and reporting System
- 3.11 SLA management tool should be able to monitor all the service levels defined in the service level agreement and automatically document problems & interruptions for services and provide the consolidated violations as per the SLA.
- 3.12 Providing exam day manpower, Invigilators, security personnel, and other supporting staff to control candidate mob, validate candidate identity, eligibility credentials
- 3.13 Video Surveillance (CCTV) at all examination centers

- 3.14 Live biometric AADHAR (Fingerprint, Facial recognition webcam, Iris procedure) entry and exit authentication and Identification of Candidates.
- 3.15 Logistics and Supply Chain Management for OMR based offline examination
- 3.16 Covid related sanitization & social distancing protocols.

4. PAYMENT TERMS

Based on the historical trend of attendance in the exams the payment will be 80% of test admit card generated, or actual attendance, whichever is higher, GST will be extra. No advance payments can be made, payment in full (after deductions for service level performance) will be made after successful declaration of result of the examination conducted.

5. QUALIFICATION CRITERIA

Evaluation by QCBS method is under consideration. Following are the proposed qualification criteria.

No	Qualification Criteria	Supporting Document (Do not attach any in response to this EOI. This is the proposed criteria for RFP when it will be issued)
1.	Agency should be company/ firm registered (minimum 5-year-old) in India	Copy of Certificate of Incorporation issued by Registrar of Companies or Ministry of Corporate Affairs (MCA)
2.	The firm has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years (2018-19, 2019-20 & 2020-21).	
3.	The average turnover of the agency should be minimum 10 crores in each of last 5 consecutive financial years	Turnover Details
4.	Should have conducted 10,000 candidates' examination in single Shift,	Documents details
5.	CBT Exams for more than total 02 lakhs candidates in India during 5 years	Successful execution of Exams for a total of more than 02 lakh candidates in India.
6.	Proprietary Computer Based Examination Solution	Declaration of developing and owning of Computer Based Examination Solution
7.	ISO-27001, ISO 20000, ISO 9001 Certification for the last 3 years	Copy of the Certificate(s)
8.	The firm should not be blacklisted	
9.	PAN No. & GST Certificate.	Copy of Certificate to be enclosed
10.	The agency should give a minimum of 30000 seats per shift for every exam if it is given the work order to execute	

6. SERVICE LEVEL AGREEMENT & PENALTY

The following section outlines the key service level requirements for the examination system, which needs to be ensured by the agency. These performance requirements shall be strictly imposed and a third-party audit/certification agency also be deployed by PEB for certifying the performance of the IA against the target performance matrix.

No	Measurement	Definition	Penalty Calculation Interval/Target	Penalty
1.	Exam Day Conducting Services			
2.		To meet the exigencies, 5% of buffer nodes must be available in each examination Centre for each shift	Per nonavailable nodes/Computers per shift	INR 1,000/-
3.		If Examination could not be Conducted in all the identified/planned centers or Centre got changed in last moment.	Per Centre	INR 5,00,000/
4.		If Examination in a centre is delayed or could not be conducted as per scheduled time.	>30 min to <=1 hour	INR 10,000/-
			>1 hour <=2 hour	INR 20,000/-
			The exam could not be conducted	INR 25,000,00/- along with the expense of conduct of re-examination to be incurred.
5.		Provide necessary hardware/Software to the exam centre for conducting Computer Based Exam.	Per hardware/Software as mentioned for per exam	INR 1,000/-
6.		Availability of all necessary services in exam centre and for candidates as per Standards defined in the RFP	Per Exam Day Random Audit per non-compliance	INR 10,000
7.		Setup CCTV Cameras for surveillance during the exam as per standards for clear footage.	Per CCTV Camera	INR 2,000/-
8.		Unavailability of exam day	Per Man	INR 2,000/-

No	Measurement	Definition	Penalty Calculation Interval/Target	Penalty
		men power during each shift of exam day as per standard.	Unavailability	
9.		If the original marks of a Candidate calculated are found to have been changed subsequently from the original marks	Per Candidate	INR 1 crore
10.		If the paper gets leaked due to failure of IT security system set up by IA.		INR 2 crore/ along with the expense of conduct of re-examination to be incurred thereafter, will be recovered from Agency besides a case of a criminal offense may be lodged against the person/party responsible for such breach of confidentiality
11.	Less than 30,000 seats for examination	Not able to provide 30,000 seats per shift.		Per seat shortfall penalty = per candidate cost agreed in Bid

Capping of the Penalty

1.	Exam Day Conducting Services Sr. No 2, 3, 5, 6, 7 and 8	Total penalties are capped up to a maximum of 10% of the Invoice Value.
2.	Exam Day Conducting Services Sr. No 4, 9, 10 and 11	Over and above the penalty capping. Show cause Notice (SCN) and Event of Default & Escalation to PEB and Agency's Management

7. OFFLINE EXAMINATION

PEB is considering the usage of offline OMR-based, MCQ-based examination when the candidate turnout is huge greater than 3 lakhs and is exploring the secure end-to-end offline

exam solution available in the market & customizable based on PEB requirement. Interested agencies can make presentation on this in their preferred timeslots.

8. POINTS FOR PRESENTATION

- ✓ Brief introduction about the Agency & Team Composition.
- ✓ Existing clientele details
- ✓ Overall Approach & engagement timelines to achieve the “Objectives” and “Scope of work”.
- ✓ Potential solution available for live ADHAR authentication and candidate verification
- ✓ Robust security features to handle cheating and impersonation
- ✓ Demonstration of the capability of use of AI/machine learning/deep learning/business intelligence/MIS.
- ✓ Demo of the application of latest technologies (AI/machine learning/deep learning/business intelligence) in the proposed solutions.
- ✓ Demonstration of any other new tools/technology useful to achieve the objectives of PEB.
- ✓ Offline exam solution (optional) end-to-end demonstration with stress on the security features and where it is being used currently.

9. INSTRUCTION TO INTERESTED AGENCIES

The EOI is not an offer and is issued with no commitment. PEB reserves the right to withdraw EOI and or vary any part thereof at any stage. PEB further reserves the right to disqualify any agency, should it be so necessary at any stage.

Please fill the information in all the three attached formats, scan it after affixing signature and seal. Please attach the format as a single file in the email to PEB. Do not attach any supporting documents.

*******End of Document*******