



**Rehabilitation Council of India**  
(A Statutory Body Under the Department of Empowerment of Persons with Disabilities  
(Divyangjan), Ministry of Social Justice and Empowerment, Govt. of India)  
B-22, Qutab Institutional Area, New Delhi - 110 016



## **TENDER DOCUMENT**

**FOR**

### **All India Online Aptitude Test (AIOAT) for admission to RCI approved Certificate & Diploma Level Courses**

**Tender Issue Date:** 15<sup>th</sup> February, 2018  
**Tender No.:** 25-15/NBER (AIOAT)/RCI/2016  
**Last Date of Submission:** 16<sup>th</sup> March, 2018

#### **National Board of Examination in Rehabilitation (NBER)**

(An Adjunct Body of Rehabilitation Council of India)

B-22, Qutab Institutional Area, New Delhi - 110 016

Tel: 91-11-26532816, Fax: 91-11-26534291

E-mail IDs: [rehabstd@nde.vsnl.net.in](mailto:rehabstd@nde.vsnl.net.in), [rehcouncil delhi@bol.net.in](mailto:rehcouncil_delhi@bol.net.in)

Website: [www.rehabcouncil.nic.in](http://www.rehabcouncil.nic.in)

## BACKGROUND

The Rehabilitation Council of India (RCI) is responsible for standardization of curriculum and monitoring of standards of training programmes. Regulating the training of the Rehabilitation Professional /Personnel is also the prime function of the Council. Accordingly, the Council develops the programmes and its period of study for which skill training to be undertaken, the subjects of examination and the standards of proficiency to be obtained in any institution for grant of approved rehabilitation qualifications.

Examinations, an established system of ensuring the quality of proficiency of any trained professional, were initially assigned to the National Institutes for the Hearing Handicapped, Mentally Handicapped and Visually Handicapped for bringing a uniform system of assessment of quality. Apart from the programmes in the disability area of Mental Retardation, Hearing Impairment and Visual Impairment, there were other Programmes at Diploma and Certificate level for which the responsibility to conduct examinations remained with the Institute itself. This led to not only variations in the examination practices adopted by the institutions but also caused difficulty in arriving at uniform assessment and evaluation practices. There was also ample scope for subjectivity in such evaluations. The Council, therefore, decided to establish an independent Examination Body and to create a system of centralized examination for the Certificate/Diploma level Programmes which did not come under the University System. An Examination Coordination Committee was constituted by the Council for this purpose.

The National Board of Examination in Rehabilitation (NBER) has been created as a registered Society under Society Registration Act, 1860 and given effect/ commissioned as an Adjunct Body of RCI vide Gazette Notification dated 8th June, 2014 "Rehabilitation Council of India( Conduct of Examinations, Qualifications of Examiners and the condition of Admission to Examinations) Regulations, 2014" . NBER has been mandated with the task of conducting examinations and other allied activities for diploma/certificate level courses/ programmes in the field of Special Education & Disability Rehabilitation as approved by RCI vide Regulation No. 5 of the aforesaid regulations. The NBER has been established to conduct centralized examination for all Certificate and Diploma level Programmes.

The Council has decided to conduct All India Online Aptitude Test (AIOAT) for admission to RCI approved Diploma & Certificate Level Courses in the major cities across the country in the month of April/May, 2018 for the academic session 2018-19. It is expected that approximate 50,000 candidates may appear in the examination.

## SCOPE OF WORK

### I. VOLUME OF WORK

Examination will be conducted in the following States.

Sl. No.	Name of the State
1.	Andhra Pradesh
2.	Assam
3.	Bihar
4.	Chandigarh
5.	Chhattisgarh
6.	Delhi

7.	Goa
8.	Gujarat
9.	Haryana
10.	Himachal Pradesh
11.	Jammu & Kashmir
12.	Jharkhand
13.	Karnataka
14.	Kerala
15.	Madhya Pradesh
16.	Maharashtra
17.	Mizoram
18.	Manipur
19.	Meghalaya
20.	Puducherry
21.	Odisha
22.	Punjab
23.	Rajasthan
24.	Tamil Nadu
25.	Telangana
26.	Tripura
27.	Uttar Pradesh
28.	Uttrakhand
29.	West Bengal

**II. LIST OF LANGUAGES THAT A CANDIDATE CAN OPT FOR TEST**

<b>Sl. No.</b>	<b>Name of the State</b>
1.	Hindi
2.	English
3.	Bengali
4.	Gujarati
5.	Marathi
6.	Oriya
7.	Kannada
8.	Telugu
9.	Tamil
10.	Malayalam
11.	Assamese

### **III. RESPONSIBILITIES OF THE AGENCY**

1. The Agency shall be responsible for the following activities for conducting AIOAT as mentioned below:
  - i. Finalization of dates for the exam as per the instruction of the RCI, i.e. last date for submission of application, online generation of admit cards, date of examination, date of declaration of result
  - ii. Scrutiny of application forms
  - iii. Feeding of data
  - iv. Allotment of date and time of examination
  - v. Release of hall tickets / admit cards
  - vi. Development of Multiple Choice Question Bank
  - vii. Conduct of online examination
  - viii. Preparation of result
  - ix. Declaration of result
  - x. Any other related activities for successful completion of examination
  - xi. All activities should be taken into account in calculating the cost per unit
2. The Agency shall ensure smooth conduct of examination at all centres for that proper backup and prior necessary preparation should be done.
3. The Agency will ensure that the necessary security controls and measures in respect of the Equipments/infrastructure are provided to candidates and properly maintained. It would be the responsibility of the agency to maintain the integrity and sanctity of the test environment at all centres.
4. The Agency would also provide results at the earliest i.e. within one week from the date of conduct of examination.
5. The Agency shall be responsible for any disclosure or failure of examination system.
6. In case, if the number of candidate at any centre is less than fifty, they will be accommodated in the nearby centre /city.

### **MANDATORY REQUIREMENTS FOR TECHNICAL BID**

- The Agency incorporated in India under the Companies Act, 1956 and subsequent amendments thereto or a partnership firm registered under LLP Act, 2008 or under Society Registration Act 1860 or Trust Act 1882 or PSU authorized for such job or Govt. Agency.
- The Agency should be registered in India for providing such services.
- Registered with the Service Tax Authorities & should have been operating minimum for the last three years.
- The Agency should have a minimum cumulative annual turnover of Rs 1 Crore (one Crore) from like services for last 3 years
- The Agency should have substantial expertise in conducting national level online and offline examination and should have minimum three years relevant experience.
- The Agency must have ISO certification
- Capacity to conduct the exam in Hindi, English and in Regional Language (indicate the name of languages)

## **THE AGENCY MUST INDICATE THE FOLLOWING FOR FINANCIAL BID**

- Number of Examination Centres in major cities with capacity to conduct the examination in one day
- Number of terminals available at each exam centres
- Time required for scrutiny of applications, data feeding, issuance and posting of hall tickets to the candidates, preparation of question bank, preparation of result etc.
- Number of regional languages in which examination can be conducted
- Cost (with detailed breakup, inclusive of activities indicated in D') per unit
- Proportion of sharing of entrance fees between agency and the Council (proposal with less than 10% RCI share shall not be accepted)
- Provisions for payment Gateway

## **METHODOLOGY OF APTITUDE TEST**

1. The agency will be responsible for preparation of question Bank for aptitude test.
2. The medium of examination will be English, Hindi and in as many regional languages as possible.
3. There will be 100 multiple choice questions (MCQs) comprising of Aptitude, Language Comprehension, and Reasoning & General Studies, True & False questions carrying one mark each. The duration of the exam will be two hours.
4. Unique question papers will have to be generated for each candidate. There will be no provision for negative marking for wrong answers.
5. Sufficient number of terminals accessible to the persons with disabilities e.g. large font / contrast colour / screen reading software should also be made available.
6. Scheduled Date of Examination

The Council reserves the right to accept or reject the proposals without assigning any reasons.

**TIME SCHEDULE** - Refer Fact Sheet.

## **OTHER TERMS AND CONDITIONS FOR THE BIDDERS**

1. Only those who qualify in Technical Bid will be considered for Financial Bid.
2. The contract for conduct of AIOAT shall be valid initially for one year from the date of this contract and the same may be extended for three years provided other conditions are met.
3. Any litigation shall be settled through an Arbitrator at New Delhi.
4. The instruction, validity and performance of the Work Contract shall be governed in all respect by the laws of India.
5. RCI and the Agency in performance of any contractual obligations shall stand exonerated for such failure due to circumstances beyond their control including force majeure conditions.
6. In case of failure to conduct the examinations, the Agency would refund the entire advance amount to respective applicants along with interest @ 8.7% p.a. computed from the date of receipt of payment. The Council will not be responsible for any dispute between agency and the applicants.
7. Other mutual agreeable conditions may also be imposed, as and when required.
8. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency's letter head.
9. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should

be mentioned. The Council may also independently seek information regarding the performance from the clients.

10. The bidder is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the Council calls it for.
11. The proposals should be submitted to Council by the Agency **within 30 days** from the date of advertisement.
12. No proposal will be accepted in person.
13. Even though agency may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.
14. The tender document has to be downloaded from Council's website ([www.rehabcouncil.nic.in](http://www.rehabcouncil.nic.in)). The hard copy of the tender containing technical and financial documents should be kept separately in sealed envelopes and both these envelopes should be kept in one envelope super-scribing "Tender for All India Online Aptitude Test (AIOAT) for admission to RCI approved Certificate & Diploma Level Courses" so as to reach The Member Secretary, Rehabilitation Council of India, B-22, Qutub Institutional Area, New Delhi-110 016 by **16<sup>th</sup> March, 2018**. Late tenders shall not be accepted.

### Fact Sheet

Item	Description
Method of Selection	Combined Quality and Cost Based Selection (QCBS). weightage given to the Technical and Financial Bids are <b>Technical = 70%</b> <b>Financial = 30%</b>
Apply Online	<a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>
Availability of RFP Documents	Download from <a href="http://www.rehabcouncil.nic.in">www.rehabcouncil.nic.in</a> & <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>
Date and Time of uploading of RFP	<b>15.02.2018 15:00 Hrs</b>
Last date and time for submission of Bid/Proposal (on or before)	<b>16.03.2018 15:00 Hrs</b>
Date and time for Opening of Bids/ Proposals	<b>19.03.2018 15:00 Hrs</b>
Language	English only
Bid Validity	up to 90 calendar days from the date of opening of the Bid
Address for Communication, Submission of Bid/Proposal	Shri S.K. Srivastava Member Secretary, Rehabilitation Council of India, Department of Empowerment of Persons with Disabilities, (Divyangjan) Ministry of Social Justice & Empowerment, Government of India B-22, Qutab Institutional Area, New Delhi - 110 016 Email ID: <a href="mailto:rehabstd@nde.vsnl.net.in">rehabstd@nde.vsnl.net.in</a> ; <a href="mailto:rehcouncil_delhi@bol.net.inn">rehcouncil_delhi@bol.net.inn</a> Phone number: 011-26532387
Contact Person for Seeking Clarifications	Dr. Subodh Kumar Deputy Director (Acads.), Rehabilitation Council of India, Department of Empowerment of Persons with Disabilities, (Divyangjan) Ministry of Social Justice & Empowerment, Government of India B-22, Qutab Institutional Area, New Delhi - 110 016 Email ID: <a href="mailto:rehabstd@nde.vsnl.net.in">rehabstd@nde.vsnl.net.in</a> ; <a href="mailto:rehcouncil_delhi@bol.net.in">rehcouncil_delhi@bol.net.in</a> Tel : 91-11-26532378, 26534287, 26532408 Fax : 91-11-26534291

### Contents of Bid

The bidder shall submit the following envelopes.

Envelope No.	Marked as	Content of envelope
1	RFP Document	RFP Document duly signed on each page
2	Technical bid/proposal	One Original Hard Copy and softcopy of: a) Technical Bid/ Proposal in the prescribed format. b) No Deviation Certificate in prescribed format c) Total Responsibility Declaration Certificate in prescribed format.
3	Financial bid/ proposal	Only <b>softcopy</b> on e-Portal ( <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> )



**Formats for Submission of Bid**

<b>Sl. No.</b>	<b>Contents of Technical Bid</b>	<b>Give Proofs as in Formats annexed below</b>
1.	Technical Bid Covering Letter	
2.	Checklist	
3.	RFP Document duly signed	
4.	Conduct of at least one Indian Entrance Examination on AIOAT mode at least in 15 cities as well as capacity of minimum 5000 candidates in a single shift	
5.	List of Test Centres in pre identified cities where the Agency has conducted similar tests with validated nodes/computers, requisite hardware/software, appropriate technology, un-bridled connectivity, trained proctoring staff etc. with minimum capacity of each centre as 100 students per shift	
6.	Structural details of the Organization	Annexure – I
7.	Financial Feasibility Information	Annexure - II
8.	Details of similar completed work during last 3 years	Annexure - III
9.	Details of work under execution or awarded	Annexure - IV
10.	Performance/Client Report of work as referred in Annexure – III & IV	Annexure -V
11.	Details of Technical and Administrative manpower to be employed for this project work	Annexure - VI
12.	No Deviation Certificate	Annexure - VII
13.	Total Responsibility Certificate	Annexure - VIII
14.	ISO Certification	

**STRUCTURE OF THE ORGANIZATION**

1. Name and address of bidder :
2. Telephone No./Fax No./Email address :
3. Legal status (Attach copies of original document defining the legal status).
  - a) An Individual/ Consortium:
  - b) A Proprietary/ Partnership agency:
  - c) A Trust:
  - d) A Limited Company or Corporation:
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
  1. Registration Number:
  2. Organization/Place of registration:
  3. Date of validity:
5. Names and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.
7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work.
8. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.
9. Area of specialization and Interest
10. Any other information considered necessary but not included above.

**FINANCIAL INFORMATION**

- I. Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the bidder to the Income-Tax Department (copies to be attached).

Sl. No.	Details	FINANCIAL YEARS		
		(1) 2014-15	(2) 2015-16	(3) 2016-17
i)	Gross annual turnover similar works.			
ii)	Profit/Loss			
iii)	Financial Position: a) Cash b) Current Assets c) Current Liabilities d) Working Capital (b-c) e) Current Ratio: Current Assets/Current Liabilities (b/c)			

- II. Up to date Income Tax Clearance Certificate
- III. Certificate of financial soundness from Bankers of Bidder
- IV. Financial arrangements for carrying out the proposed work

(Signature of Bidder)

*Note: Attach additional sheets, if necessary.*

ANNEXURE -III

DETAILS OF SIMILAR COMPLETED WORK DURING LAST 03 YEARS

Sl. No.	Name of Work/Project & Location	Cost of Work (in Lakhs/Crores)	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/Arbitration pending in progress with details	Name, Designation and Address/telephone number of Officer to whom reference may be made	Remarks
1.	2	3	4	5	6	7	8	9

(Signature of Bidder)

**ANNEXURE-IV**

**DETAILS OF WORKS UNDER EXECUTION OR AWARDED**

Sl. No.	Name of Work/Project & Location	Cost of Work (in Lakhs/Crores)	Date of commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Slow progress if any, and reasons thereto	Name, Designation and Address/telephone number of Officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9

(Signature of Bidder)

**PERFORMANCE REPORT OF WORKS REFERRED IN ANNEXURE III & IV**

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of Work/  
Project And Location
2. Agreement No.
3. Estimated Cost
4. Tendered Cost
5. Date of Start
6. Date of Completion
  - (i) Stipulated date  
of completion
  - (ii) Actual date of  
completion
7. Amount of compensation  
levied for delayed  
completion, or any other  
damages, if any
8. Performance reports/assessment by clients (Supported by documentary evidence, if any)
  - (a) Quality of work      Excellent/  
Very Good/  
Good/Fair
  - (b) Resourcefulness      Excellent/  
Very Good  
Good/Fair

Date:

(Seal of Organization)

**ANNEXURE –VI**

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

Sl. No.	Designation	Total number of employees in that category	Number of employees available for this work	Name	Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8	9

(Signature of Bidder)

**No Deviation Certificate Format**

This is to certify that our offer is exactly in line with your tender enquiry (including amendments) no. \_\_\_\_\_ dated \_\_\_\_\_. This is to expressly certify that our offer contains no deviation either Technical or Financial in either direct or indirect form.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:



**Total Responsibility Certificate Format**

This is to certify that I/We undertake the total responsibility to complete the process of conducting the online test along with declaration of results within the stipulated time frame as per the provisions of RFP.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

## **Covering letter for Financial Bid Format**

Dear Madam/ Sir,

We, the undersigned hereby offer to undertake the proposed work to conduct All India Online Aptitude Test (AIOAT) for admission to RCI approved Diploma & Certificate Level Courses in the major cities across the country in the month of April/May, 2018 for the academic session 2018-19 and accordingly, Technical and Financial Bids have been submitted online at CPP Portal. Financial Proposal is also submitted on the CPP Portal. This amount is inclusive of the taxes.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

**Format for Financial Bid**

<b>Sl. No.</b>	<b>Description</b>	<b>Rate per unit (in Rs.)</b>
1.	Preparation of Prospectus which includes Sample Registration Form, Sample Question Paper, Sample Answer sheet Proforma, Original OMR Sheet	
2.	Provision for online submission of Application Form	
3.	Generation and Printing of Application Form	
4.	Scrutiny of Application Forms	
5.	Feeding of data	
6.	Technical/Staff Expenses	
7.	Provision for online Issuance of Hall Ticket	
8.	Preparation and printing of objective, valid, reliable and pilot tested Question Bank per language	
9.	Computer usage charges, centre expenses, invigilator, power back-up etc.	
10.	Packing, Stationary, Attendance Sheet, exam guidelines etc.	
11.	Preparation and Declaration of Result	
12.	Website, Server, Gateway etc.	
13.	Miscellaneous	
	<b>TOTAL</b>	

<b>Sl. No.</b>	<b>Particulars of the Work</b>	<b>Proportion of sharing of entrance fees for RCI</b>	<b>Total rates quoted by the Agency</b>
1.	Conducting the online examinations in Hindi, English and other Regional Languages		

Note: - Justification to be given for numbers of human resources and duration for which they would work and similarly for the other item for costing.

Authorized Signatory

(Seal & Signature)

## **Final Evaluation of Bids**

**The final selection of the agency will be based on QUALITY AND COST BASED SELECTION (QCBS)**

There will be 70 % weightage for Technical Evaluation and 30 % for Financial Evaluation

### **Broad Criteria**

1. Standing of the agency and Financial Position
2. Software/ Solution
3. Similar work Experience with Boards
4. Proven Test Capability (including manpower and machine) to handle large volume
5. Security and Software Quality Certification (Mandatory)

Note – The detailed criteria will be informed to bidders on the tender opening day

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points. Bidders with Technical score of 70 and above will qualify for the evaluation in the commercial process.

### **Financial Bid Evaluation**

The Financial bid of those bidders, who qualify in the technical evaluation, will only be opened. All other financial bids will not be opened.

The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.