



Institute for Stem Cell Science and Regenerative Medicine

(An autonomous Institute of the Department of Biotechnology, Government of India)
GKVK Post, Bellary Road, Bangalore – 560 065. (www.instem.res.in)

EXPRESSION OF INTEREST

Institute for Stem Cell Science and Regenerative Medicine (inStem) invites expression of interest (EOI) for design, conduct (pre and post level) online / offline recruitment examination and provide merit based results for screening the candidates for interviews. Interested service providers who have the required expertise and infrastructure to conduct online / offline recruitment examination for posts in Technical and Administrative Cadres of the institute may apply on or before **January 27th 2020 before 5.00 pm**.

The EOI document is available at i) inStem website <https://www.instem.res.in/tenders> and ii) Central Public Procurement Portal (CPPP) www.eprocure.gov.in-E Publishing.



EXPRESSION OF INTEREST (EOI)
for
Selection of Service Providers to conduct Online / Offline Recruitment
Examination of candidates under
inStem



inStem

Institute for Stem Cell Science
and Regenerative Medicine

Issued By

Institute for Stem Cell Science and Regenerative Medicine(inStem),
GKVK Campus,
Bellary Road,
Bangalore 560065



Ref: INS/W-5066/2019-2020(Y)

Selection of Service Providers to conduct Online / Offline Recruitment Examination**Last for the submission of the EOI: 27-01-2020****Pre-Bid Meeting Scheduled on 21-01-2020 at 2.30 P.M.****1. Introduction**

InStem, an autonomous institute of the Department of Biotechnology, Government of India is dedicated to research in the area of stem cells and regeneration in the context of development and disease. The Institute for Stem Cell Science and Regenerative Medicine (inStem), is a state-of-the-art research institute in Bangalore, India, dedicated to the study of stem cells and regenerative biology with translational emphasis.

inStem invites expression of interest (EOI) for design, conduct pre and post level online/offline recruitment examination and provide merit based results for screening the candidates for interviews. Interested service providers who have the required expertise and infrastructure to conduct the recruitment examination various positions in Technical and Administrative Cadres of the institute.

1.1 Definition of Terms

1.1.1 "Bidder" means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word when used after award of the Contract shall mean the Service Provider (SP) with whom inStem signs the agreement for providing its services".

1.1.2" Contract" is used synonymously with Agreement

1.1.3" Document" means any embodiment of any text or image or any other electronic documents as per IT Act 2000.

1.1.4 "inStem" refers to Institute for Stem Cell Science and Regenerative Medicine

1.1.5"SP" means Service Provider which has to provide services to inStem as per the scope of work.

1.1.6" Scope of Work" means all Goods and Services, and any other deliverables as required to be provided by the SP under the RFP.

S. No	Particulars	Details
1	Document ID	
2	Release Date	January 13, 2020
3	Shortlisting Method	Evaluation will be carried out and RFP will be issued to those Bidders who qualify minimum threshold criteria, subject to Bidder meeting the Pre—Qualification Criteria and Minimum Technical Qualification.
4	Name of the Inviting Authority	Director, Institute for Stem Cell Science and Regenerative Medicine(inStem), GKVK Campus, Bellary Road, Bangalore 560065
5	EOI issued by	inStem
6	Availability of EOI	EOI can be downloaded from: i) inStem website https://www.instem.res.in/tenders ii) Central Public Procurement Portal (CPPP) www.egrocare.gov.in - E Publishing
7	Last Date of Submission of the EOI	Proposals must be submitted within 27-01-2020 from publishing of the EOI on inStem portal/CPPP portal

2. Pre-qualification Criteria (Shortlisting criteria under the EOI)

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Following criteria prescribed as the Pre-Qualification criteria for bidder interested in undertaking the project shall be applicable. The bidder shall fulfil all the following preconditions and must submit documentary evidence in support of fulfilment of these conditions while submitting the bid. Claims without documentary evidence will not be considered.

TECHNICAL EVALUATION CRITERIA WITH MARKS				
S I N o	Parameter.	Eligibility Criteria	Supporting Document/s	Max marks
1	CP & OS	Company Profile & Organisation Structure	Company Profile and Organisation structure on letter head to be submitted	5
2	Pre-Bid Meeting	The Bidders should attend the Pre-Bid Meeting		5
3	Legal Entity	i. An Organisation incorporated in India under the Companies Act, 1956, 2013 and subsequent amendments thereto/Firm/LLP/ Govt./PSU. ii. Should have GST Number iii. Should have a valid PAN Number	i. Copy of Certificate of Incorporation and Copy of Memorandum of Associations (MOA), Articles of Association (AOA) ii. GST Registration Copy iii. PAN Card copy	Mandatory
4	Financial Turnover	The bidder should have minimum annual average turnover of INR 50 Lakhs from conducting online examination/ assessment business for the last three financial years (i.e.2016-17 2017-18 & 2018-19).	Certificate from the Chartered Accountant along with the copies of audited Balance sheet for last three consecutive financial years (i.e. 2016-17 2017-18 & 2018-19 (refer Section 4, Form— A for submission formats	Mandatory
5	Financial Strength	Bidder should have positive Net Worth for the last three financial years (i.e.2016-17 2017-18 & 2018-19).	Certificate from the Chartered Accountant for Positive Net Worth	Mandatory
6	Infrastructure	The bidder should have office in Bangalore, Technical infrastructure for conducting Government Recruitment Exams.	Registration Certificate of the registered Main—office from authorities or relevant Govt. department and Name, addresses of other offices of Company as prescribed	50
7	Work Order Copies	Copy of One (1) Work Order for similar nature of work worth Rs.8 Lakhs or Two (2) Work orders worth at least Rs.6 Lakhs each or Three (3) Work orders of Rs. 4 Lakhs each (per annum)	Copies of the Work Orders to be enclosed along with the EOI	Mandatory
8	Experience & Performance Certificate	The bidder must have minimum 3 years of experience in conducting online/offline –	Experience certificate/ letter from engaging body (refer Section 4, Form- B for	40



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		examination at exam centres. Performance certificate from the existing clients (Minimum 3 Clients). Experience in organising exam for Government Department recruitment will be given preference	submission formats). Performance certificates from minimum 3 clients to be produced	
9	Non-Blacklisting	The Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices or Blacklisted.	Self—Declaration Letter duly signed by authorized signatory on company letter head as per format given in Section 4, Form-C of this EOI	Mandatory
The proposals shall be evaluated and a minimum qualifying mark is set and only those service providers whose Technical proposals score minimum 75% shall be considered for Financial Evaluation. The Commercial Lowest Bidder shall be the first preferred agency for the award of Work.				

3. Evaluation of EOI

3.1 General Instructions on Bid Submission

3.1.1 The EOI shall be submitted in a single sealed envelope superscripted with "Expression of Interest for conduct End—to-End CBT Online/ Offline recruitment examination for the candidates and bidders name. This envelope should contain EOI proposal and one soft copy of the same in the form of CD/USB.

3.1.2 EOI proposal shall consist of supporting proofs and documents as defined in Section 2 — Pre- Qualification Criteria

3.1.3 Bidder shall submit all the required documents as mentioned in the annexures including various templates as provided in Section 5 of this document.

3.1.4 Envelope should indicate clearly the name, address, telephone number, and Email ID of the bidder.

3.1.5 The EOI proposal submitted by bidder should be a complete document and should be bound as a volume. The document should be page numbered, must contain the list of contents with page numbers and shall be signed by the Authorized Representative of the bidder.

3.1.6 EOI document submitted by the bidder should be concise and contain only relevant information as required.

3.1.7 The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the EOI proposal.

3.1.8 Any proposal received by inStem after the submission deadline shall be rejected and returned unopened to the Bidder. inStem shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.



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3.1.9 inStem will shortlist bidders who meet the Pre-Qualification criteria as mentioned in Section 3 of this document.

The interested agencies meeting the eligible criteria and other details as per the EOI Document, may submit their Expression of Interest (EOI) along with supporting documents in a sealed envelope to “The Head-Administration, Institute for Stem Cell Science and Regenerative Medicine(inStem), GKVK Campus, Bellary Road, Bangalore-560065 so as to reach this office on or before 27th January 2020 before 5 pm. The Pre-Bid meeting will be held in the inStem premises on 21st January 2020 at 2.30 pm.

Note:

- 1) The inStem reserves the right to reject any or all EOI received or to close the process without assigning any reason
- 2) inStem reserves the right to conduct only offline examination.
- 3) inStem reserves the right to decide the number of centres, based on the total number of applications received.

3.2 Evaluation Process

3.2.1 inStem shall evaluate the responses to the EOI and all supporting documents/ documentary evidences. Inability to submit requisite supporting documents/ documentary evidence, may lead to rejection of the EOI Proposal.

3.2.2 inStem may seek additional documents or clarifications as and when required from the bidders.

3.2.3 Each of the responses shall be evaluated to validate compliance of the applicant according to the Pre-Qualification Criteria, Forms and the supporting documents specified in this document.

3.2.4 The decision of inStem in the evaluation of responses to the Expression of Interest shall be final.

3.3 Notification of Short listed bidders

3.3.1 inStem shall notify the shortlisted bidders.

3.2.2 Only Shortlisted bidders will be issued the Request for Proposal (RFP).

4. Scope of Work

Holding an Online/Offline recruitment examination (Written & Skill Test) for various positions in Technical and Administrative Cadres of the institute which also includes arrangements of examination centres and preparations of question bank and processing of results and other associated activities. The scope of work includes the recruitment process for around 40 posts of varied cadres in Administration and Technical field. The average applications are expected around 40-50 against each post.

The Scope of Work has been divided into following two broad phases:

- Examination Phase
- Post Examination Phase



4.1 Preparatory Phase

The selected bidder is expected to draw the examination plan and implement the design of the examination processes as required by inStem. Broadly, the requirements will be as follows:

4.1.1 Examination Planning and Scheduling

- The selected bidder shall develop a comprehensive examination schedule / plan taking into account the total number of Candidates and Cadres enrolled. The bidder shall ensure that each candidate get sufficient time between two examinations
- Complete Security management processes
 1. Physical Security
 2. Information Security
 3. Server Security
 4. Network Security
- The selected bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.

4.1.2 Capacity Planning, Infrastructure Specifications and Readiness

- The service provider should own the copyright of the source code of the software being used for conducting the examination. A technical team should provide on-site help on on the software and its method of usage at various stages of the examination.
- The service provider should have in-house technical personnel to maintain the software and data used to conduct the examination
- The software should have the capability to upload the question papers after the encryption is done at the client's location.
- Satisfactory infrastructure should be available to conduct the examination for candidates.
- The selected bidder shall provide specifications for Hardware and Software of required Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- The selected bidder shall ensure that all Exam Centres have the prescribed Hardware, Software and LAN connectivity for conducting Examination.
- The selected bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.
- The selected bidder shall carry periodic audit at Exam Centres to ensure specifications of user computer node and working condition of UPS & Generator as mentioned above.
- Any change in the system requirement has to be approved by inStem prior to examination schedule.
- The selected bidder shall ensure suitable drinking water and separate toilet facilities for both Male and Female at each examination center.
- CCTV Installation and Recording: CCTV surveillance must be made functionally available in such a way that all candidates are covered under the surveillance setup. CCTV footage shall get recorded to a central system and the recording must be kept safe for at least 6 months from the date of examination.



4.1.3 Candidate Management

- Candidate handling process
 1. Mapping of candidates details with Exam Centres
 2. Validation and verification of identity
 3. Attendance handling
 4. Machine/seat allocation and handling of security parameters
- The selected bidder shall allow candidates to appear for exam at Exam Centre through preallotted/ random seat/machine
- The candidate registration/ enrollment is available on inStem Portal, the selected bidder shall facilitate transfer of this data using API/ software interface to their systems for further processing
- The selected bidder shall issue admit cards through online portal for all candidates,
- The selected bidder/ SP shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centres.
- The Payment Gateway Linking: The SP may be required to integrate online Payment Gateways, to the registration portal for facilitating transfer of examination fees submitted by the registered candidates to the desired account.

4.1.4. Question Bank Management and Examination Paper

- inStem shall provide the syllabus for preparation of the 'Question Bank' to SP for each trade in excel format. Name of trade, subject and chapter shall be defined along with each question.
- Translation and Storage: inStem shall ask to translate the question bank into Hindi and the SP should be capable of the same.
- Question Paper Creation: The SP shall enable their software to create question paper for each trade/ subject. The software shall be able to create question paper by randomly selecting questions from "Question Bank" for applicable trade/ subject. The number of questions to be included for the trade subject shall be provided by inStem.

4.1.6. Pre—examination Audit Trials

- The SP shall conduct and co-ordinate with inStem for all Audit Trial related activities at the examination venue before the exam to ensure compliance with conditions of the RFP related to examination centre
- Pre-examination audit of all examination venues shall be done on parameters such as zero black-spot on CCTV coverage, testing of examination system
- Audit shall include processes, assets, security, manpower and any other specification elicited in the RFP document

4.1.7. General

- All pre-examination phase processes shall be carried out by the selected bidder in consultation with inStem.



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- The selected bidder will have to carry/ demonstrate Complete Test Run (CTR) with test data to inStem before implementation of the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
- The selected bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.

4.2 Examination Phase

4.2.1 Infrastructure, Attendance and invigilation

- The selected bidder shall make necessary arrangements, in consultation with inStem, for providing adequately trained manpower as per the requirements.
- The selected bidder/ SP shall ensure checking of admit card of the candidates, and photo-ID of candidate. The Attendance sheet must have photograph of candidate for validation at exam center.

4.2.2. Conduct of Examination

- The service provider should ensure that the requisite infrastructure and software are available for adequately large Bilingual Question Bank (English and Hindi), Bilingual Question Paper Software and Security Software for the smooth conduct of the examination. Technically qualified, experienced, adequate manpower should be provided to manage the entire examination process.
- Sufficient time of 15—20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Key Minimal Requirements with respect to user interface/ exam software functionalities is provided in table below:

I.	Display of Candidates Details: Computer based exam software should support standard features such as display of details of candidates i.e. display of candidate's photograph, registration number of candidate, and name of trade/ subject for the entire duration of the exam
II.	Duration and Time Remaining: The duration of the exam shall be displayed at commencement of exam in the instructions sections. The start-time and time remaining counter shall be displayed at all time during the examination
III.	Instructions for Examination: The system shall display clear instructions as applicable for the examination at the start of the test.
IV.	Summary of Attempts/ Navigation Pane: The software must provide a summary of questions attempted by candidate, remaining questions, and flagged questions. It should allow the candidate to easily navigate to a particular section or answered/un-answered question.
V.	Randomization of Questions/ Answers: The questions and answers should be randomized/ jumbled for each candidate appearing in the same subject and same



shift. The system must ensure that options such as 'All of the above' in multiple choice questions are correctly sequenced and not jumbled.

- VI. Position of Images linked to Questions: System must ensure that references in questions such as 'In the table below' or 'in the image above' are consistent across the question paper and displayed appropriately.
- VII. Saving Exam Progress: Examination software must have 'Exam Resume' functionality, whereby candidates' examination progress will not be lost in-case of system or power failures
- VIII. Switching between Languages: Examination software/ interface must allow switching between Hindi, English and other regional language as applicable for the state/ UT for the entire question paper or selected question
- IX. Use of Standard Proprietary Font and Enlargement: Examination software must use standard or proprietary fonts in a manner that does not degrade the readability of the question paper. Software must allow user to zoom the examination screen to enlarge fonts/ screen content.
- X. Disable other systems functionalities: Examination software must disable other system feature such as usage of internet browser, pen drive, file sharing through LAN or any other means of malpractices/ cheating

- The examination software/ system must generate and display question paper for the desired cadre/ subject from the question bank provided by inStem
- While selecting the questions from the question bank system should ensure that questions selected for various examinations shifts are randomized manner to minimize duplicacy of the questions in question paper
- Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.
- The SP shall provide for any other raw materials required such are paper, and pencil for calculation etc.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the selected bidder on secured channel from local server to Central server of the selected bidder within 24 hours from each exam center. Other data such as attendance sheet, photograph, seating plan etc. (if any) should be sent to inStem within 10 days of conclusion of the examination.

4.2.3 Note — Following shall be made available by inStem:

1. Question Paper format defining number of questions to be included in the examination along with detailed syllabus
2. Rules/guidelines/marking scheme etc.
3. Difficulty level.

4.3 Evaluation Phase

- The selected bidder shall calculate marks obtained by each candidate in respective exam and shall publish the same by providing candidate enrollment number
- The selected bidder's software must have provision for elimination of any incorrect/ out of syllabus questions while evaluation. inStem shall provide/ facilitate for listing such questions post examination. The system must also be able to normalize marks and accommodate for providing grace marks as per limits set by inStem.



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- The candidate's responses, photograph, audit trails should be uploaded automatically from the local server to the selected bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server/ local server/ or exam machines.
 - The selected bidder should be able to hand over the responses/data to inStem immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination. The data also need to be uploaded to a server at the Master Control Facility of service provider.
 - The selected bidder shall provide attendance data of all the candidates captured during examination, for verification purposes.
- 4.4 The selected bidder shall provide documented inputs and support for handling
1. Candidate's queries
 2. RTI queries
 3. Court Cases
- Test Data Archiving: The selected bidder should be able to record and backup each candidate's response after the examinations. The selected bidder shall archive the result and other examination data for future references after specified time, as per requirement of inStem

4. Pre—Qualification Documents List and Formats

Sl no	Parameter	Eligibility Criteria	Supporting Document/s (to be submitted by bidder)	Form No. (as applicable)
1	CP & OS	Company Profile & Organisation Structure	Company Profile and Organisation structure on letter head to be submitted	
2	Pre-Bid Meeting	The Bidders should attend the Pre-Bid Meeting		
3	Legal Entity	i. An Organisation incorporated in India under the Companies Act, 1956, 2013 and subsequent amendments thereto /Firm/LLP/ Govt./PSU. ii. Should have GST Number iii. Should have a valid PAN Number	i. Copy of Certificate of Incorporation and Copy of Memorandum of Associations (MOA), Articles of Association (AOA) ii. GST Registration Copy iii. PAN Card copy	
4	Financial Turnover	The bidder should have minimum annual average turnover of INR 50 Lakhs from conducting online examination/ assessment business for the last three financial years (i.e.2016-17 2017-18 & 2018-19).	Certificate from the Chartered Accountant along with the copies of audited Balance sheet for last three consecutive financial years (i.e. 2016-17 2017-18 & 2018-19 (refer Section 4, Form— A for submission formats	Form A



5	Financial Strength	Bidder should have positive Net Worth for the last three financial years (i.e.2016-17 2017-18 & 2018-19).	Certificate from the Chartered Accountant for Positive Net Worth	
6	Infrastructure	The bidder should have office in Bangalore, Technical infrastructure for conducting Government Recruitment Exams.	Registration Certificate of the registered Main—office from authorities or relevant Govt. department and Name, addresses of other offices of Company as prescribed	
7	Work Order Copies	Copy of One (1) Work Order for similar nature of work worth Rs.8 Lakhs or Two (2) Work orders worth at least Rs.6 Lakhs each or Three (3) Work orders of Rs. 4 Lakhs each (per annum)	Copies of the Work Orders to be enclosed along with the EOI	
8	Experience & Performance Certificate	The bidder must have minimum 3 years of experience in conducting online/offline – examination at exam centres. Performance certificate from the existing clients (Minimum 3 Clients). Experience in organising exam for Government Department recruitment will be given preference	Experience certificate/ letter from engaging body (refer Section 4, Form- B for submission formats). Performance certificates from minimum 3 clients to be produced	Form B
9	Non-Blacklisting	The Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices or Blacklisted.	Self—Declaration Letter duly signed by authorized signatory on company letter head as per format given in Section 4, Form-C of this EOI	Form C

Form A

S/no	Years	Turnover Details (in NR)
A	2016-17	
B	2017-18	
C	2018-19	
Average Annual Turnover (A+B+C) / 3		

Note: Please include Audited Annual Financial Statement/Auditor's certificate



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Form B

S/no	Name of the Client/engaging body	Name of Examination	Nature of services provided	Date of Exam	No. of Students appeared	Name and Address/Telephone No./email of officer to whom reference may be made

Form C

**SELF-DECLARATION
NON-BLACKLISTING**

To,
The Director,
Institute for Stem Cell Science and Regenerative Medicine(inStem),
GKVK Campus,
Bellary Road,
Bangalore 560065

Sir,

In response to the “Expression of Interest (EOI) for Selection of Service Provider to conduct End-to-End Computer Based Online/ Offline Recruitment Examination of candidates”, We hereby declare that presently our Company/Service provider _____ is having unblemished record, and any of our related entities related to examination business in India is neither blacklisted nor debarred by any PSU or Any Regulatory Body /Deptt /Autonomous body of Government of India or State Government or any of its agencies for any reasons whatsoever for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices. Further we confirm that none of our employee is ever convicted by any law and order agency.

If this declaration is found to be incorrect then without any prejudice action that may be taken against us, we may be disqualified to participate in the Bid/RFP and future tenders.

Thanking you,

Yours faithfully,

Name of the Bidder

Authorized Signatory

Seal of the Organization



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For and on behalf of
Institute for Stem Cell Biology and Regenerative Medicine

Purchase Officer