



**THE INSTITUTE OF
Company Secretaries of India**
भारतीय कम्पनी सचिव संस्थान
IN PURSUIT OF PROFESSIONAL EXCELLENCE
Statutory body under an Act of Parliament
(Under the jurisdiction of Ministry of Corporate Affairs)

ICSI HQ: ICSI HOUSE, 22, INSTITUTIONAL AREA, LODI ROAD, NEW DELHI-110003
ICSI NOIDA OFFICE: ICSI House, C-36, SECTOR-62, NOIDA-201309 (UP)

Tender No.: ICSI/Purchase/SS/PMQ/2026-27/131(RE)

Date: 01 July, 2026

SUB: Tender for Empanelment of Agencies for Conducting ICSI Online Examination for Quizzes, Online Competition, Online Courses etc. and Assessment thereof on Turnkey basis.

Important Date & Information

Tender Publication Date	01 July, 2026
Cost of Tender	Rs. 236/- (Rs. 200/- + Rs. 36/- for 18% GST) (Rupees Two Hundred and Thirty-Six Only)
Earnest Money Deposit	Rs. 50,000/- (Rupees Fifty Thousand only)
Last date and time for Sending Pre-Bid Queries in writing	06 July, 2026 by 05:00 PM All queries have to be sent at following email ids: For Certificate Courses: bhole.sikhwal@icsi.edu For Quizzes: shalini@icsi.edu
Pre-Bid Meeting date, time & venue	09 July, 2026 at 03:00 PM Venue: ICSI House, C-36, Sector-62, Noida – 201 309 (U.P.) or any other location as notified.
Bid Validity	270 days from the date of opening of Technical Bids.
Last Date of Submission of Bids	13 July, 2026 by 03:00 PM
Date, time & Venue of opening of Technical Bids.	13 July, 2026 at 03:30 PM Venue: The Secretary, ICSI House, C-36, (Ground Floor: Tender Box of Dte. of Purchase), Sector-62, Noida – 201 309 (U.P.) or any other location as notified. The envelope shall be super scribed as “Tender for Empanelment of Agencies for Conducting ICSI Online Examination for Quizzes, Online Competition, Online Courses etc. and Assessment thereof on Turnkey basis.”
Date, time & Venue of opening of financial bids.	To be intimated at a later stage, only to the technically qualified bidders.
Contact details	For Certificate Courses: Dr. Bhole Shankar Sikhwal, Deputy Director, (Tel. No. 0120- 4522089) For Quizzes: Shalini, Executive, (Tel. No. 0120- 4522056) All pre-bid queries have to be sent Email id: For Certificate Courses: bhole.sikhwal@icsi.edu For Quizzes: shalini@icsi.edu
Institute's Website	www.icsi.edu

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Disclaimer

The information contained in this Tender Document or subsequently provided to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of Institute of Company Secretaries of India (hereinafter "ICSI") or by any of their employees or advisors, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided. The purpose of this tender document is to provide the Bidder(s) with information to assist the formulation of their proposals. This Tender Document does not purport to contain all the information each bidder may require. This tender document may not be appropriate for all persons, and it is not possible for the ICSI, their employees or advisors to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources. ICSI, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document. ICSI may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.



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Date: 01 July, 2026

SUB: Tender for Empanelment of Agencies for Conducting ICSI Online Examination for Quizzes, Online Competition, Online Courses etc. and Assessment thereof on Turnkey basis.

- A. About ICSI:** The Institute of Company Secretaries of India (herein after referred as ICSI / Institute) is a statutory body constituted under an Act of Parliament i.e., the Company Secretaries Act, 1980. ICSI is functioning under the overall administrative jurisdiction of Ministry of Corporate Affairs, Government of India and having its head office at 22, Institutional Area, Lodi Road, New Delhi. The Institute has another office at C-36, Sector – 62, Noida. ICSI is the only recognized professional body in India to regulate and develop the profession of Company Secretaries in India.

The Institute has four Regional Offices (ROs) at New Delhi, Kolkata, Mumbai & Chennai, and Centre for Corporate Governance Research & Training (CCGRT) at Mumbai, Hyderabad, Kolkata & Manesar. The Institute has multiple chapter offices, spread across India.

The Institute proposes to procure the services of a competent Service Provider for Conduct of **Online Quizzes** (Computer-based through AI proctoring mode) and **Assessment for the Online Courses** (Computer-based through remote proctoring mode) as end-to-end solution on turnkey basis for its candidates as stated in the tender document.

Sealed tenders are invited from competent Service Provider for conducting Online Quizzes (Computer-based through AI proctoring mode and Assessment for the Online Courses of The Institute of Company Secretaries of India on Turnkey Basis (Including Developing Question Bank, Preparing Sample Questions, Conducting Computer Based Test through remote proctoring mode, Result Processing and Declaration thereof) as per details mentioned in this tender document. The terms and conditions governing the instant Tender are as under:

B. DEFINITIONS:

- i) The “ICSI” / “Institute” means THE INSTITUTE OF COMPANY SECRETARIES OF INDIA, New Delhi.
- ii) The “Contract” means Agreement executed between the ICSI and successful bidder for conducting Online Quizzes, and Assessment for the Online Courses of The Institute of Company Secretaries of India on Turnkey Basis (Including Developing Question Bank, Preparing Sample Questions, Conducting Mock Tests, Conducting Computer Based Test through remote proctoring mode, Result Processing and its declaration).
- iii) “Bidder” or “Tenderer” means the agency/firm that is engaged in the business of conducting Computer-Based Test (CBT) and applies in response to this notice inviting RFP.
- iv) “Vendor” means the successful bidder who is engaged by ICSI as competent Service Provider for conducting Online Quizzes, and Assessment for the Online Courses etc. of The Institute of Company Secretaries of India on Turnkey Basis (Including Developing Question Bank, Preparing Sample Questions, Mock Tests, Conducting Computer Based Test through remote proctoring

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- mode, Result Processing and its declaration) through this tender process by entering into the contract with the ICSI.
- v) The words “Bid”, “RFP”, “Quotation”, “Tender” to be read intra alia and the words have been used inter-changeably. Therefore, the words may be understood and interpreted correctly as may be best applicable.
 - vi) The words “Contract”, “Agreement”, “Order” to be read inter alia and the words have been used inter-changeably. Therefore, the words may be understood and interpreted correctly as may be best applicable.
 - vii) “Party” means ICSI or Vendor individually and “Parties” shall mean ICSI and Vendor collectively.
 - viii) “Letter of Intent” means the communication of the intention of the ICSI to the vendor for the award of work to be read with tender documents.
 - ix) “Work Order” means the order placed by the ICSI to the vendor signed by the authorized officer of ICSI including all attachments and appendices thereto and all documents incorporated by reference therein. Work order along with the Letter of Intent if any and tender documents and the agreement constitutes the contract.

The Institute proposes to procure the services of a competent Service Provider for Conduct of Online Quizzes, and Assessment for the Online Courses (Computer-based) as end-to-end solution (Including Developing Question Bank, Glimpses of Mock Test and Sample Questions, Mock Test, Conducting Computer Based Test through remote proctoring mode, Result Processing and declaration thereof) as per the instructions of the Institute for its candidates and integration of data currently in use in the Institute. The vendor will also process and declare the result, issue e-result cum marks statement with Security features in approved format and any other activity as per the scope of work mentioned in this document.

In such cases, no proctoring required. In some quizzes, only one round will be conducted, but in some other quizzes, there may be Preliminary Round, Semi Final Round & Final Round etc. also as decided by the Institute from time to time. For such competitions, vendor will also be required to register students interested to appear in such competitions (No fees is charged from students to appear in such competitions). **Vendor is required to submit quote for such competitions also @ rate per student per competition for all the rounds together (all services inclusive).**

PART: ‘A’

Instruction to the bidders:

1. The tender document can be downloaded from **01 July, 2026 to 13 July, 2026** (till 03:00 PM) from the website of the Institute (www.icsi.edu) for which bidder would be required to enclose a demand draft of **Rs. 236/- (Rs. 200/- + Rs. 36/- for 18% GST)** (non-refundable) from any of the scheduled bank drawn in favour of “THE INSTITUTE OF COMPANY SECRETARIES OF INDIA” payable at New Delhi. The bidder can also make online payment of **Rs. 236/- (Rs. 200/- + Rs. 36/- for 18% GST)** by using following online link: “<https://apps.icsi.edu/TenderApp/>” and enclose the receipt of online payment generated by the system towards the cost of the tender document with the bid. The bidder who fails to submit the cost of the tender document with the bid, their bid shall not be considered for evaluation and no further communication shall be entertained in this regard. If any discrepancies found in the downloaded version of the tender document, the latest version of the tender document published by the ICSI through website notification at **Institute’s website: www.icsi.edu/tenders** will be treated as authentic and correct.

Note:	<i>Bidders irrespective of their registration with NSIC/MSME have to submit the requisite fee towards the cost of Tender.</i>
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2. Earnest Money Deposit (EMD)

- (a) Every bidder has to make a deposit of Earnest Money (EMD) of **Rs. 50,000/- (Rupees Fifty Thousand Only)** by way of demand draft of any scheduled bank drawn in favour of “The Institute of Company Secretaries of India, payable at New Delhi”. The bidder can also make online payment of the EMD using following online link: “<https://apps.icsi.edu/TenderApp/>” and enclose the receipt of online payment generated by the system with the bid. Incomplete bids and the bids not accompanied with earnest money shall not be entertained and shall be rejected summarily. The EMD of the successful bidder can either be converted as part of the performance security on request of the bidder or will be refunded after receipt of Performance Guarantee/Security. In case the selected bidder/vendor opts to convert the EMD to be part of the performance security, balance amount towards the performance security is to be submitted by the selected bidder / vendor with the ICSI in the form of bank guarantee from nationalised bank within seven (07) days of issue of work order but before execution of the agreement. The EMD of the unsuccessful bidders will be refunded without any interest/Bank commission/collection charges within 30 days after award of the contract / work order to the successful bidder. The balance of the performance security amount can also be submitted through demand draft issued from any of the scheduled bank drawn in favour of “THE INSTITUTE OF COMPANY SECRETARIES OF INDIA” payable at New Delhi.

Note: The bidders having valid registration with NSIC/MSME may avail exemption from submission of EMD but must enclose valid NSIC / MSME certificate/document in envelope No. 1 instead of EMD demand draft.

3. Forfeiture of EMD: The EMD of the bidders shall be forfeited in the following circumstances:-

- i. the bidder withdraws its bid;
- ii. the selected bidder delays or does not accept the Purchase / Work Order;
- iii. the selected bidder fails to supply goods / services as per the terms of the Tender or fails to execute Purchase / Work Order.
- iv. any other justified reasons e.g., misleading or wrong information in the Bid, violation of the terms and conditions of the Tender, involvement in forming ring/cartel, rigging, submission of multiple bids in different names, etc.

4. Bid Submission: Each bidder shall submit the tender in three separate sealed envelopes,

- (a) *EMD & Tender Fee is to be put in envelope No. 1 (please mark the envelope as “No.1 – EMD & Tender Fee),*
 - (b) *Part ‘A’ & ‘B’ including Form I (Annexure A), Form II (Annexure B), and Form III (Annexure C), along with all requisite documents is to be put in envelope No. 2 (please mark the envelope as “No. 2 – Technical Bid”,*
 - (c) *Part ‘C’ (Annexure D) only is to be put in Envelope No. 3 (Please mark the Envelope as “No.3 – Financial Bid”).*
 - (d) *All the sealed envelopes bearing No. 1, 2 and 3 are to be put in main envelop i.e., Envelope No. 4.*
5. The bidders must mention the price details in the prescribed format of price bid which is to be put in the sealed envelope as instructed at Sr. No. 4 above. The bidders should ensure that price details are not mentioned anywhere, except the prescribed price bid format. In case, during the evaluation it is found that the bidder has mentioned the price details anywhere other than in the prescribed price bid

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format, or if the price bid is not submitted in sealed cover; the bid submitted by such bidder shall be out rightly rejected. In case of non-compliance of this instruction, the EMD and tender fee submitted by such bidders will also be forfeited.

6. Sealed Bids addressed to the Secretary, The Institute of Company Secretaries of India be sent at the Institute's address in the prescribed manner mentioned herein below, duly accompanied with, three separate sealed envelopes, and the envelope is to be superscripted "**Tender for Empanelment of Agencies for Conducting ICSI Online Examination for Quizzes, Online Competition, Online Courses etc. and Assessment thereof on Turnkey basis.**" **Tender No.: ICSI/Purchase/SS/PMQ/2026-27/131(RE) dated, 01 July, 2026**" either by Registered Post/Speed Post or by dropping in the tender box of Dte. of Purchase placed at Ground Floor of ICSI's Noida Office & should reach **on or before 13 July, 2026 by 03:00 PM.**

Address:

The Secretary,
The Institute of Company Secretaries of India
ICSI House, C-36, (Ground Floor: Tender Box of Dte. of Purchase)
Institutional Area, Sector-62
Noida -201 309

All supporting documents / declaration / certificates must be signed by the bidder's authorised representative.

- (b) The Institute shall not be liable for any transit delays whatsoever and Tenders received after the stipulated time/date shall not be entertained. Bid/Application received through e-mail / fax shall not be entertained.
- (c) **PRE-BID MEETING:** The pre bid meeting will be held on **09 July, 2026** at ICSI Noida Office: C-36, Sector-62, Noida- 201309 **at 03:00 PM** or any other location as notified. Any clarification sought on the tender may be discussed on the pre bid meeting.
- (d) The Technical Bid will be opened on **13 July, 2026 at 03:30 PM** in the Institute's Office in the presence of Bidders or their authorized representative(s), who wish to be present on the scheduled date and time of opening the tender and there will be no separate communication in this regard. In the event of due date being a closed holiday or declared Holiday for Government offices, the due date for opening of the bids will be the following working day at the appointed date, time and venue.
- (e) The proposals given in the tender should remain valid i.e., bid validity should be for 270 days from the date of opening of Technical Bids.
7. **DETAILS REGARDING CONDUCT OF ICSI ONLINE EXAMINATION FOR QUIZZES, ONLINE COMPETITION, ONLINE COURSES ETC. AND ASSESSMENT THEREOF.**

(a) Passing Criteria for Online Courses:

- A Minimum of 50% marks in Aggregate, or as decided by ICSI from time to time.
- There will be negative marking in the PMQ Courses, Online Courses or as specified by ICSI.
- There will be no negative marking in the Certificate Courses or as decided by ICSI

The decision of negative marks for Assessment and Certificate Courses shall be done on case to case (Courses) basis as per requirement of ICSI time to time.

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(b) **Passing Criteria for Quizzes/Online Competition:** Passing Criteria may be intimated by ICSI from time to time.

- a. ICSI Current Affairs & GK Quiz Passing Criteria Preliminary & Semi-final Rounds: Candidates must score at least 20 out of 25 marks to qualify from one round to the next
- b. Final Round: The Winner will be determined by the highest marks achieved in the shortest time.

(ICSI Constitution Day Quiz)

- a. There will be only a single round conducted across all the three categories.
 - b. Selection will be based on securing the maximum marks in the shortest time.
- There will be no negative marking in the Online Quizzes, however negative marking as required & specified by the ICSI may be introduced at the discretion by the ICSI.
 - The decision of negative marks for Online Quizzes shall be done on case to case (Quizzes) basis by ICSI time to time.

Note: - ICSI may change/modify the date, time duration, marking criteria part/paper wise number of questions, part/paper-wise maximum marks, passing criteria and other modalities and frequency as per its requirement from time to time.

4. ICSI shall have the right to assess the competencies and capabilities of the bidder by going through the credentials given in the Technical Bid and on the basis of such credentials, ICSI may reject the candidature of the bidder without assigning any reason. In such case(s) the Financial Bid shall not be opened for that particular bidder. The Financial Bid of only those bidders who qualify in the technical scrutiny shall be opened and time and date for opening the Financial Bid shall be communicated separately.
5. For implementation of GST in ICSI, bidders who have not migrated to or registered with GST regime will not be eligible to participate in any tender of the Institute. Any offer received from the bidder without GST registration details will be summarily rejected.
6. ICSI may call for any additional documents, from the participating bidders during the technical evaluation process to establish their eligibility. ICSI may also call for further technical clarification on the proposals submitted by the bidders.
7. ICSI reserves the right of accepting the bid in whole or in part without assigning any reason and such decision shall be final and binding. The part acceptance of the bid shall not violate the terms and conditions of the tender documents and the bidder shall execute the work at the specified rates without any extra charges or compensation within the stipulated period.
8. Incomplete bids shall be rejected outrightly. No alterations, amendments or modifications shall be made by the Bidder in the Tender documents and if any such alterations are made or any special conditions attached, the bid shall be liable to be rejected at the discretion of the ICSI without reference to the bidder. Tampering with any format given may be liable for rejection / disqualification of the bids. Correction and overwriting anywhere in the tender document should be avoided. Every correction and overwriting must be authenticated with full signature of the bidder, otherwise the tender is liable to be rejected. Decision of ICSI on such corrections, overwriting,

authentications shall be final and binding on the concerned bidder. Please note that all the information as desired needs to be provided. Incomplete information may lead to rejection of Bid.

9. Each Bidder acknowledges and accepts that ICSI may at its absolute discretion apply selection criteria specified in the tender document for evaluation of proposals for short listing / selecting the eligible vendor(s). All Bidders on responding to ICSI for this tender will be deemed to have accepted the terms of this tender document. Non acceptance of any of the terms & conditions as stated in Tender document and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Bid invalid. Only bidders whose Infrastructure/Technical experience particulars as stated in tender are determined to be in consonance with Institute's requirements shall be considered further in the Tender Evaluation Process.
10. The Bidder who was awarded any contract in the past by the Institute but terminated during the contract period due to unsatisfactory performance will not be eligible /considered to participate in this tender. Also, a bidder who was awarded any contract earlier but refused to continue the contract/refused to sign the agreement as given by the Institute will not be eligible to participate in this tender. In the interest of the Institute, any service provider who has served the Institute for similar service in last three years, may be placed for cooling off, if ICSI so desires. Decision of ICSI in this regard shall be final and binding on all.
11. The acceptance of tender shall rest with the ICSI. The Institute reserves the right to accept or reject any or all the tenders including the lowest tender(s) without assigning any reason at its sole discretion and the decision of the Institute will be final and binding on all concerned. Non acceptance of any bid shall not make the ICSI liable for compensation or damages of any kind. ICSI further reserves the right to accept a bid other than the lowest or to annul the entire bidding process with or without notice or reasons. Such decisions by ICSI shall be final and bear no liability whatsoever consequent upon such decisions.
12. The ICSI may at any time during the bidding process but before opening the technical bid and or the financial bid, request the bidders to submit revised technical / financial bids and/or supplementary financial bids, in case of change in Scope of Work, without thereby incurring any liability to the affected bidder or bidders.
13. The ICSI reserves the right to discuss on the commercials with the qualified Bidder(s) and seek revised commercial bid through a process as approved by the Competent Authority.
14. In order to afford prospective Bidders a reasonable time to take the amendment into account in preparing their bids, ICSI, at its discretion, may extend the deadline for the submission of bids suitably.
15. The Bidders are expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of their bid and will be at the bidder's own risk.
16. Any effort by the bidder to influence ICSI in the scrutiny, evaluation, ranking of proposals and recommendation for award of contract may result in rejection of the bidder's proposal.
17. The bids prepared by the Bidders, as well as all correspondence and documents relating to the Bid exchanged between the Bidders and the ICSI shall be in English language only.

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18. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns. Such separate documents shall be chronologically placed at the end of the prescribed bid. If information is 'nil' it should also be mentioned as 'nil' or 'no such case'. If, any particulars/query is not applicable in case of the bidder/s, it should be stated as 'not applicable'. However, the bidder/s are cautioned that not giving complete information as called for in the bid forms or not giving it in clear terms or making changes in the prescribed forms or deliberately suppressing the information may result in the bidder(s) being summarily disqualified. The Bids received after the prescribed time/date shall not be entertained.
19. The bid should be submitted in legible printed form. The bidder should sign on each page of the bid. Overwriting should be avoided. The correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. References, information and certificates from the respective clients certifying suitability or capability of the bidder should be signed by an officer not below the rank of Director/General Manager/Company Secretary/Chief Financial officer or equivalent.
20. The Bidder must not have any pending litigation with the ICSI during the last five years in relation to misconduct/ fraud/ loss to the Institute/ deficiency of Services etc.
21. The sealed tenders are to be submitted for the performance of the project in reference to the Scope of Work specified in this tender document as per the information sought in on the bidder's business letter head duly stamped, signed and dated on each page as unconditional acceptance to the terms prescribed by the Institute in the tender document. Details/supporting documents wherever applicable, if attached with the tender should be fully authenticated by the bidder. No over-writings/cuttings shall be accepted unless authenticated with full signature of the bidder. Decision of the Institute shall be final on authenticity of any over-writing/ cuttings in the tender. Incomplete bids received shall not be entertained.
22. Previous experience of successful conduct of Computer Based Test and processing of results at all India level examining bodies will be given preference.
23. The Institute during the technical evaluation can seek detailed references from the client details provided by the bidder. The bidder should give the name and designation of the contract person to whom reference can be made by Institute.
24. At any time prior to the last date for receipt of Bids, the ICSI, may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender. The addendum/corrigendum will be uploaded on the ICSI website. The Bidders are requested to visit the website frequently to check for any addendum/corrigendum. The decision of ICSI on the need for any modification shall be final and binding on all. In order to afford prospective bidders reasonable time to take the Corrigendum into account in preparing their bids, ICSI may, at its discretion, extend the deadline for submission of bids. Any Corrigendum, Clarifications etc. shall be binding on the Bidders and shall be given due consideration by them while they submit their bids.
25. During evaluation of the bids, the ICSI may at its discretion, ask the Bidder for clarification of its bid and the same has to be provided within the time period (minimum One day) as specified by ICSI and in case of a default, it will be deemed that bidder has no clarification to submit and the bid is liable to be evaluated and/or rejected accordingly. The request for clarification and the response shall be in writing and no change in clarification submission date, price or substance of the bid shall be sought, offered or permitted.

26. All pages of the tender are to be signed and stamped by the bidders and must be submitted with the bid, as acceptance of the tender document. Please submit the duly filled in signed Declaration & acceptance of Terms and conditions as an affidavit duly notarized signed by the any of the director/partner of the bidder, as per the proforma enclosed in **Annexure – C**.
27. This Tender does not commit ICSI to award a contract. Further, no reimbursable cost may be incurred in anticipation of award. The bidder shall bear all costs associated with the preparation and submission of its bid, and ICSI will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process No binding legal relationship will exist between any of the Bidders and ICSI until execution of a contractual agreement.
28. In the interest of the Institute, ICSI at its discretion may include or exclude any bidder who has served/worked for the ICSI by executing any similar contract through tender/RFP in recent past. Such inclusion or exclusion of bidder shall be decided during technical evaluation of the bids of this tender process and decision of ICSI in this regard shall be final and binding on all.
29. **Eligibility Criteria:** The bidder must possess the requisite infrastructure, experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully conduct **ICSI Online Quizzes, and Assessment for the Online Courses etc.** sought by the ICSI. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the tender document. The invitation to bid is open to all bidders who qualify the eligibility criteria as given below. Any deviation from the eligibility criteria may attract bid disqualification. Eligibility criteria and Mandatory requirement supporting documents are the part of technical proposal:

The bidder should meet the Minimum eligibility criteria mentioned in Annexure B.

30. **TENDER EVALUATION:** The evaluation of Tender shall be based on the Marks scored in Technical Bid Evaluation and Financial Bid Evaluation. The Financial Bids of those parties who score less than 40% Marks in Technical Evaluation shall not be opened. Total marks for Technical Bid shall be calculated by summing up the marks obtained for each Proficiency Criteria as stipulated below:

Criteria for Technical Evaluation:

S. No.	Proficiency Criteria	Marks distribution	Maximum Marks	
1	No. of years in conducting Computer Based Test as on the date of issue of the tender & No. of Years in Conducting online Quizzes	>= 2 but less than 6 years	2 marks	10
		>= 6 but less than 8 years	4 marks	
		>= 8 but less than 10 years	8 marks	
		>= 10 years	10 marks	
2	Average of annual Turnover of the Bidder during the financial years 2022-23, 2023-24 and 2024-25	>= Rs. 05 Crores but less than Rs.10 Crores	2 marks	10
		>=Rs. 10 Crores but less than Rs.15 Crores	4 marks	
		>=Rs. 15 Crores but less than Rs.20 Crores	6 marks	
		>=20 Crores	10 marks	

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4	Past Experience of the Bidder in terms of number of candidates handled annually for remote proctored CBT and Online Quizzes in the last 2 years, on an average.	>=10,000 but less than 20,000 students	3 marks	15
		>=20,000 but less than 50,000 students	5 marks	
		>=50,000 but less than 1.00 Lakh students	7 marks	
		>=1.00 Lakh but less than 1.20 Lakh students	10 marks	
		>=1.20 Lakh students	15 marks	
5	Quality Certifications	CMMi L3	2 marks	5
		ITSM 20000	1 mark	
		ISO 9001:2015	1 mark	
		ISO 27000:2013	1 mark	
6	Technical Approach and Methodology for Conducting CBT and Online Quizzes: Presentation on methodology, software for authoring tool and managing question bank, process and procedure for conduct of Computer Based Online Quizzes of ICSI during Phase of Pre-Test, Test and Post Test. Assessment engine, Data / System Security, Ease of operations & contingency plan.		50	
7	Clients' feedback (Marks to be awarded based on clients' feedback to be taken by ICSI)			10
Sub Total				100

Site/clients visit/ feedback through any other mode as desired by the evaluation team of the Institute shall be organised/provided by the bidder, if required.

OPENING AND EVALUATION OF FINANCIAL BIDS: Financial bids of only those Bidders will be opened who qualify in the technical and infrastructure bids evaluation process. The date, time and venue for opening the financial bids will be intimated to the technically qualified bidders only.

The Financial Bids of bidders scoring less than 40% Marks in Technical Evaluation shall not be opened.

In case of Commercial Evaluation of the Proposal, Full marks (100 marks) will be allotted to the Bidder who quotes the lowest financial bid (L1).

While the Bidder with lowest financial bid (L1) will get a financial proposal score (FPS) of 100 marks, other Bidders will be awarded in proportion to the marks scored in relation to the Bidder with the lowest bid. Thus, the other Bidders will get marks < 100. The Financial proposal scores (FPS) of all other bidders will be determined by the formula:

$$\text{FPS} = \text{Lowest Financial bid } [(L1) / F] * 100 \text{ (Where F is the financial bid by this Bidder).}$$

For example: If Bidder A quotes Rs.100 and Bidder B quotes Rs.50, Bidder B will be allotted 100 Marks on the ground that it is the lowest Bidder. Bidder A will get (Inversely Proportional) FPS = $(50/100) * 100 = 50$ marks

Total score = 50% x technical proposal score + 50% x Financial proposal score

ICSI reserves its right to seek clarification on the financial bid submitted by the bidders. ICSI may also devise any method or process to derive the best competitive price for the tendered service.

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31. Scope of the Work

- (a) Scope of work includes end to end all activities related to conduct of Computer Based Examinations on turnkey basis – (i) through Test Centres based; and /or (ii) through remote proctoring mode. These examinations shall be nomenclated as:
- (i) Post Membership Qualification (PMQ) Examinations
 - (ii) Certificate Courses
 - (iii) Quiz on various topics
 - (iv) Any other examination as required by ICSI
- (b) Frequency of Examinations: As per the requirements of the ICSI
- (c) The scope of work is divided into two parts, viz Part – A (Conduct of Computer Based Examination through Test Centre); and Part – B (Conduct of Computer Based Examination through Remote Proctored Mode). The vendor shall be required to bid/execute both the parts as per the requirement of the ICSI.
- (d) PART – A – Computer Based Examination in MCQ Pattern through Test Centres

Sl. No.	Activity / Technical Specifications
1.	Providing necessary software for development, preparation, establishment, maintenance, review, update question bank, training and implementation thereof, evaluation methodology, finalization and approval of question bank on continuous basis.
2.	Providing for general awareness among candidates, teaching fraternity, parents and general public for conduct of EXAMINATION in CBT -, mock tests, e-booklet, sample questions and other audio-visual media.
3.	Registration of candidates for EXAMINATION, collection of fee directly into Institute's account through payment gateway, sending SMS/ E-mail/ Notifications to candidates in relation to EXAMINATION, allocation of test centres, admit card generation, upload and dissemination of admit cards together with instructions of the institute, conduct of Examinations, evaluation of candidates' answers and preparation and declaration of results, issuing e-marks sheet with Security features in such manner and pattern as decided / finalized by the institute from time to time.
4.	Establishment of test centres in such cities in India and overseas as decided by the Institute from time to time in accordance with the high standards of the institute.
5.	Conduct of EXAMINATION for the Candidates under the guidelines and instructions of the Institute as per test schedule and time-table as decided by the Institute from time to time.
6.	To conduct the test in the name of ICSI and to use the name of the Institute in all front-ends, brochures, pamphlets, instructions soft copies, etc. The prospective students will be contacted via e-mail and SMS in the name of the Institute only.
7.	Preparation of outcome or result of EXAMINATION, providing necessary reports on performance of candidates, ranks, etc., Updating outcome of the Test to Institute's database compatible thereto in ICSI portal or any other portal as decided by the Institute, dissemination of outcome of EXAMINATION to candidates and general public and maintain the

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	EXAMINATION data for the prescribed period, handing over of the same to the Institute thereafter in the prescribed manner so as to be maintained by the Institute.
8.	Providing information, data and report and arranging for download of E-Result-cum-Marks Statement with Security features in the approved format or manner and/ or eligibility certificate by the candidates wherever required.
9.	Preparations / calculation of marks obtained by the candidates on conclusion of EXAMINATION and the same shall be provided to the ICSI and updated in enrolment portal or any other portal of the ICSI or to provide in any other manner – on real time basis or at mutually agreed time not beyond T+4 days.
10.	Providing and/or maintenance of EXAMINATION outcome data of each exam session for future use and download of marks sheet/ eligibility certificate by candidates in respect of their previous and current appearance in EXAMINATION. Maintenance of data of candidates used unfair means in the Examination or awarded any punishment for misconduct or violation of instructions.
11.	Providing for test trail of candidates as sought under RTI Act 2005 or any other law in force.
12.	Providing for such information, data or reports as may be required under the rules, regulations and guidelines of the institute or any law in force.
13.	Designing and development of suitable Test Engine software for conduct of Computer Based Test (CBT) through test centres and/ or Remote Proctoring Mode.
14.	Designing and development of suitable software for Online Enrolment of candidates, validation and connectivity with data repository in the Institute for EXAMINATION.
15.	Generation of Attendance sheets/ records for all the candidates for use at the respective Test centres and provide the same to the Institute on conclusion of EXAMINATION.
16.	Designing and uploading of Hall Tickets (Admit Cards) for the candidates on the website of the Institute through link provided by the bidder for downloading the same by the candidates. The link / email / SMS / any communication to candidates should be in the name of ICSI and not to carry the vendor's name in any manner.
17.	Provide necessary assistance/ guidance for candidate in enrolling, downloading the admit cards, Test centre arrangements, test support, test challenges, etc. as and when required.
18.	Provide mock/ sample test/ FAQs through the website of the Institute to educate the candidates and enable them to practice in Test like environment.
19.	Establishing Test Centres in all locations with required IT Infrastructure and Manpower e.g., computer hardware/software, Firewall, Anti-virus Software for conduct of the CBT (Cyber Café will not be accepted as test centres), Competent manpower comprising Test Administrators, Chief Proctors, IT Support staff, Invigilators, Peons, Security Guards, etc. in case of Test Centre Based Examination.
20.	Arrange necessary verification and checking of the candidates to avoid Impersonation and/malpractices at the Test Centres. Verification/image capturing/DVR recording as required may be arranged by the vendor.
21.	Provide Test Administration/Invigilation services at the Test Centres (venues)
22.	Arrange for full CCTV coverage and its back up at Test Centres wherever required.

23.	Preparing and developing Question bank for the EXAMINATION. Provide a user-friendly template/software to develop, review, and approve the questions for the Question Bank and provision for finalization of complete question paper for each exam as per the requirements of the Institute.
24.	To provide training and mock drills to the candidates prior to actual conduct of EXAMINATION.
25.	EXAMINATION timing should be arranged in such a way that the appropriate windows may be made available to the candidates as per the time-table and programme so specified throughout all the Test Centres.
26.	Question Bank in English language should be developed by the vendor as per the requirement of the syllabus of EXAMINATION and shall obtain approval of the Institute. (If the question bank is developed by the Institute, the charges shall not be payable)
27.	Design and fix the timing of the Test for all the Test Centres as per the schedule.
28.	Make necessary arrangement for physically challenged candidates including adequate seating arrangement and providing facility of Scribe and/ or extra time for the EXAMINATION as per the ICSI Guidelines.
29.	Arrange for trial run, as per the scope of work, on a sample data of minimum number of dummy candidates at different Test centres of the bidder within 20 days of issue of the work order.
30.	To provide necessary data and reports for validation, test checks and analysis pertaining to attendance, processing and performance of the candidates in EXAMINATION' at each/ all centre(s) and/ or in each paper.
31.	Design the procedures and deliver question-wise analysis for EXAMINATION for reference of ICSI, as per standard practices.
32.	Provide the required data, image, information and reports for verification of marks/ answers and provide inspection of marks on regular basis as per the requirement of ICSI.
33.	Evaluate the answers of each candidate, award subject-wise marks and provide final results to the Institute after completion of EXAMINATION.
34.	To provide continuous communication with ICSI and candidates through ICSI front-ends regarding anticipated problems and its solutions and establishing helpdesk and clearing complaints on helpdesk.
35.	Provide timely inputs/ guidance/information/operational plan for enrolment of candidates, processing their application for the CBT, hosting of Admit Cards with Security features on the website, Test delivery, capturing of marks, etc.
36.	The repository of result of each Examination shall be maintained by the bidder in most secured manner and the same shall be handed over to the Institute alongwith its application without any cost to the Institute. On completion/ discontinuation of the contract / services, the same should be handed over to the Institute in the prescribed manner and shall not be purged without written approval of the Institute.
37.	Provide MIS to ICSI on regular and continuous basis from the beginning of each session of the EXAMINATION till its conclusion.

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38.	Provide reports, deliveries and milestones with timelines for the smooth functioning of the EXAMINATION project as required by the ICSI.
39.	Maintain candidate's complete Test history in the system for a mutually agreed time and made available to ICSI as required.
40.	Allot Test centre on an immediate basis through their system and charge fees into ICSI Account directly for enrolment, with proper messaging through email and SMS for each transaction using Institute's payment gateway. The enrolment would remain open for the specified period. A helpdesk shall be made operational with minimum two (2) seats (from 8.00 AM to 8.00 PM) during each Cycle of EXAMINATION, i.e., from the 1 st day of registration to the conclusion of the Examination.
41.	Any other administrative / technical assistance/ service as required for the smooth conduct of EXAMINATION and processing of the result thereof.
42.	Providing necessary software, hardware, manpower, network and other infrastructure required to conduct test - for all the candidate of EXAMINATION, as detailed in the scope of work -. The process has to be executed on the designated test centres and is to be carried out for all the candidates. The process has to be completed before 6:00 pm on the day of EXAMINATION.
43.	To provide for preparation, development and supply of e-booklet for self-help of the candidates covering instructions, syllabus, user methodology, sample question, Glimpses of Mock Test -, etc. as approved by the ICSI. The same shall be prepared for each session of EXAMINATION and shall be provided to the candidates through email free of cost.
44.	The selected vendor shall obtain feedback from candidates post Test via Online Feed Back Form and provide the reports/ summary/ data to the Institute.
45.	ICSI reserves it rights to oversee, inspect or monitor the conduct of EXAMINATION test centre through its authorized persons and/ or observers.

(e) PART – B: Computer Based Test (CBT) through Remote Proctor Mode

[Candidates shall be allowed to appear in the EXAMINATION using their own Desktop/Laptop (Not on Mobile/Tablet etc.) from home or other convenient and isolated place and they shall be required to download exam browser of the vendor at their Laptop or Desktop as per the link provided to them in due course of time at the registered email ID of the candidates for the Mock and Live Test separately by using credentials (User ID & Password) and the Candidates shall continuously be monitored through video & audio mode by the supervisor, known as Proctor of the vendor in the same manner as if they are appearing in the Examination at Examination centers].

The CBT through Remote Proctor Mode shall have all features and requirements of Computer Based Test (CBT) in MCQ Pattern through Test Centers as per the requirement and applicability.

- a) **Additional requirements and features are as under: - Online Examination System:** The online Examination system would consist of features such as question bank management, roles and permission management, Examination enrollment through bulk upload of candidates, Examination engine capable of supporting MCQs questions, result generation, reports, etc. The bidder should provide a video tutorial to familiarize candidates about the features of the system to facilitate candidates to take the exam easily.
- b) **Live (by the competent person) and AI based Remote Proctoring System:** The Examinations are required to be proctored/ supervised by the competent persons live as well as AI based remote proctoring system. The successful Bidder will be expected to provide such a

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system capable of proctoring remotely using candidate's webcam, microphone and screen/browser feeds.

- c) **Live Proctors to monitor the exams on an ongoing basis:** ICSI desires to outsource the task of live proctoring to conduct these examinations using human proctors.
- The proctors should be well-trained, capable of proctoring online examinations and as per industry standards.
 - The age of the proctor should not be below 25 years, preferably be a graduate.
 - All examination functionaries shall not have any conflict of interest with the Institute Examination system.
 - Training to be provided to Proctor before the test.
 - Each proctor should monitor not more than 8 candidates at a time. The vendor shall not exceed the defined proctor ratio of 1:8, i.e., one proctor for a maximum of 8 candidates.
 - There will be a Super Proctor on 25 proctors. The vendor shall not exceed the defined Super Proctor ratio of 1:25, i.e., one super proctor for a maximum of 25 Proctors.
 - The proctors shall perform the duties as such and submit such reports on conduct of Examination as prescribed by the ICSI from time to time.
 - Further, a separate access should be provided to ICSI to oversee the conduct of Examination.
 - A brief profile and declaration as to no conflict of interest of such proctors should be provided to ICSI not less than 3 days prior to each session of Examination.
 - ICSI reserves the right to replace specific proctors, if found necessary.
 - The system should also have the facility to provide proctoring access to ICSI at all times.
 - ICSI reserves the right to inspect the proctoring process during the conduct of its Test.
1. **Examination Support:** The successful bidder is expected to have a dedicated Helpdesk to provide support to the candidates during the test. The successful bidder is expected to provide test related support at all times during the course of the test. The successful bidder should keep a log of such support queries and share with ICSI from time to time.
 2. **Uptime guarantee:** The above systems including Remote Proctoring System and Proctors should be available with 99.5% uptime guarantee. Periodic related reports should be shared with ICSI.
 3. ICSI will upload question bank in the vendor's examination platform and verify the same by taking a few mock exams.
 4. The successful bidder's system will automatically schedule the examination details as per the date and time slot defined and trigger email and SMS containing the login credentials to candidates sufficiently in advance before the actual examination date as prescribed from time to time.
 5. Candidate accesses the examination from a laptop/desktop with webcam and microphone, complies with the test protocol and completes the test.
 6. In case any additional development / customization work is required to be done to meet ICSI's requirements (apart from the requirements mentioned in this RFP), the same may be performed by the successful bidder.
 7. The vendor shall be required to make provision for: -
 - (i) Hosting and maintenance of Result Data as per system in vogue for EXAMINATION for Downloading E-Result-cum-Marks Statement with Security features within six (06) Six hours after handing over final result data by ICSI. The data should be available for a period of one year after expiry of the contract with ICSI. The vendor will take prior written permission before deleting the data from the system.
 - (ii) Provision for keeping (with secured access) the videos in respect of the appearance of the candidates for limited period i.e. —
 - a. for 3 (Three) years from the date of declaration of result in all cases; or

- b. 4 (Four) years from the date of declaration of result in case of candidates whose result were cancelled or withheld; or
- c. for 1 (One) year beyond such extended period required for dealing with legal cases as may be raised by the candidates and informed by the Dte. of Examinations,

whichever is more.

32. Detailed Scope of Work-

1. **Scope of Work for PMQ/Certificate Courses:** The assessment of Online certificate courses are to be done in **remote proctored mode**. A brief description is as under:
 - a. Frequency of Examination: once or Twice in the month (including on off days i.e., Saturday/Sunday)
 - b. Tentative Number of Total Candidates: 3000 (around); however, the actual number of candidates may vary from attempt to attempt (around 100 candidates in each attempt as per present data)
 - c. Exam Link Activation timings: **10-15 Hours**
 - d. Total duration of Examination: **30-180 Minutes**
 - e. Total Number of Questions: **75-150 Questions**
 - f. Marking Pattern: 1 (one) mark for each question; Separate instruction will be given to implement the negative marking pattern, as per requirement.
 - g. Mock Test: Normally one week before the actual exam on the same lines having 25-50 Questions.
 - h. Live Proctoring: one proctor for each 18 candidates
 - i. Super proctoring facility to be provided to the ICSI.
 - j. Both way audio communication to ensure appropriate conduct of examination
 - k. Generating Roll No. based on login provided by ICSI for the appearing candidates of examination.
 - l. Generating Admit Card and sharing the same with participants through email and SMS
 - m. Generating Marksheet and Certificate for the candidates and sharing the same to the candidates through email and SMS.
 - n. Sharing the complete data along with certificates issued to the candidates with ICSI in desired format for future reference and records.
 - o. The following reports has to be provided within 24 hours of examination:
 - Proctor Observation
 - Attendance Report
 - Score Report
 - Response Report
 - Audit logs
 - p. Based on the requirements, instant results may be shown on the screen soon after completing the examination.
2. **Scope of Work for ICSI Quizzes: Detailed Description of Activities to be performed by the agency:** The Agency will manage the full lifecycle of the assessment, from initial registration to the final announcement of winners.
 - Design and deploy a customized online application form for students, including data segregation for duplicate entries for GK Quiz/Constitution Day quiz.
 - Distinct Three categories for the Constitution Day Quiz.
 - Provided questions by ICSI into a digital format on the secure server before the scheduled test dates.
 - Manage scheduling and distribute bulk notifications via email to all eligible participants for every round of the competition.

- Following Rounds will be conducted
- a) **ICSI Current Affairs & GK Quiz: Conduct three progressive rounds (Preliminary, Semi-Final, and Final).**
- b) **ICSI Constitution Day Quiz: conduct a single-round, centralized event.**
 - Agency will Share detailed score reports (categorized by state, city, and completion time) with ICSI to facilitate the shortlisting process for subsequent rounds and final winner announcements.

2. Technical Requirements including platform specification: The platform is planned to provide a robust, AI Proctored/Online test environment compatible with desktops, laptops, and handheld devices.

- Credentials of CS students should be checked against API issued by the ICSI.
- Support for high concurrent user traffic without latency and auto-save features to prevent data loss during network interruptions.
- 20-minute test duration.
- Conducted in Centralized MCQ format
- Provide 10-minute extra time to login for quiz.
- Restricted URL access to ensure candidates only access the designated test environment.
- Disabling of copy, paste, and print functions to maintain content confidentiality.

3. Deliverables and Timelines: Follow a timeline to ensure data accuracy and real-time engagement.

- Delivery of comprehensive scorecards (including State/City/Time) within 2–4 working days of each stage's completion.
- Adherence to ICSI's established dates for Preliminary, Semi-Final, and Final rounds.
- Final Merit List & Analytics Report after completion of quiz.

4. Roles and Responsibilities of the agency:

- The Agency will design an online registration form and provide the access link to ICSI.
- ICSI will provide the shortlisting parameters to be used during registration.
- ICSI will provide the Questions for the quizzes.
- The Agency will conduct the following sessions in a centralized AI proctored/online mode:

ICSI Current Affairs & GK Quiz: Three rounds.

ICSI Constitution Day Quiz: Single round.

- Each session will last 20 minutes and be conducted in English only.
- The Agency will send bulk emails to notify and inform students about the quizzes.
- The GK Quiz will be eliminatory; only candidates selected from the previous round may proceed to the next.
- The Constitution Day Quiz will consist of a single round.
- The Agency will share scores from all rounds with ICSI for candidate shortlisting.

5. Evaluation Methodology

- Automated MCQ scoring with strict data accuracy protocols
- No negative marking to ensure rapid turnaround of results.

6. Support requirements such as helpdesk, reporting, etc.

- A dedicated support team to assist candidates with login issues, form filling, and technical queries.

7. **Payment terms and milestone-based deliverables:** After successful completion of the Final round.

8. Functions of Vendor

7.1. Pre-Test Phase

A - Administrative Requirements

- i. Vendor shall sign Non-Disclosure, Data confidentiality and SLA agreements as approved by Institute.
- ii. The vendor should provide declarations duly signed by all exam functionaries regarding declaration of interest at least three days before the test date.
- iii. It shall provide a Single Point of Contact (SPOC) with higher escalation matrix up to the senior most person of the organisation who will be responsible to coordinate and manage the entire project with the Institute.
- iv. It shall be responsible for developing of the e-booklet for self-help to the candidates covering instructions, syllabus, user methodology, sample question, Glimpses of Mock Test, etc. as it will be approved by ICSI (self-help e-book) shall be made available to the candidates on successful enrolment for ICSI QUIZZES AND ASSESSMENT through e-mail. The e-book shall not be of more than 100 pages.
- v. It shall be responsible for Developing Question Bank also as per the pattern, standard and instructions of the Institute. Question Bank shall be approved by the Institute. Question Bank will comprise of 250 questions in each subject of ICSI QUIZZES AND ASSESSMENT i.e., 1000 MCQs to be developed. (Cost of developing MCQs to be quoted separately in the financial bid. In case the Question Bank is developed by the Institute through in-house team, the charges quoted for development of question bank in the financial bid shall not be payable to the vendor.) For ICSI Quizzes, The Question Bank will be developed for ICSI Current Affairs & GK quiz and ICSI Constitution Day quiz by the Institute only.
- vi. It shall prepare and provide documentary manuals for all processes for safe and secure conduct of Test to be followed along with rules for contingency and exception handling/emergency procedures.
- vii. It shall be responsible for maintaining and developing the question bank software and placing the Questions on the Test Engine Server in encrypted form at all times and accessible only through the secured and approved procedure
- viii. It shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of Test along with rules for contingency and exception handling/emergency procedures.
- ix. The Service Level Agreement (SLA) with the ICSI for providing the services will be defined in the Purchase Order (PO)/Work Order.
- x. It shall display guidelines on payment, refund, etc. including in situations like payment failure, excess payments, etc.
- xi. It shall make provision for additional session(s)/ days/ and other administrative services for any contingency requirements or unexpected increase in number of candidates. It will be responsible for providing the services with high element of accuracy, integrity and confidentiality and timelines as the activity is very crucial and important for the Institute which have an effect on the reputation and image of the Institute.

B - Technical Requirements-

- i. It shall have software for development, preparation, establishment, maintenance, review, update question bank, training and implementation thereof, evaluation

- methodology, finalization and approval of question bank on continuous basis with utmost security and secrecy.
- ii. It shall conduct Mock tests (3-4 days prior to actual Test date) or as Required
 - iii. It shall ensure DR Servers configuration and testing for contingency. confirmation in writing must be submitted by vendor in this regard.
 - iv. It shall ensure that a local server is setup at ICSI Noida Location permanently to be used for authoring question bank, vetting question bank and conducting review of the same. All the uploading and purging of the Question Bank has to happen from the local server at ICSI Noida.
 - v. It shall ensure that the system should have authoring engine with approval process for developing MCQs.
 - vi. It shall educate the candidates and provide for Mock test facility to candidates after making registration till date of exam via the Institute's Website.
 - xiii. It shall issue E-Admit Card or other Online Identity requirement of the Candidates mentioning the Roll Number, Time Table of Test, Photo, Signature, Instructions, etc. as per format approved by ICSI.

7.2. During Test Phase

A - Administrative Requirements

- i. It shall ensure proper verification of original Photo Id Proof and admit card of the candidates prior to commencement of online test.
- ii. All Pre and Post Test processes shall be carried out by the selected bidder in consultation, information and approval of the ICSI.
- iii. It shall be flexible to conduct the Test (Computer Based Test - any time between 9 AM and 8 PM as per directions from the Institute from time to time.
- iv. It shall ensure that each Test is of 90 - 120 minutes generally or any such time as intimated by the Institute from time to time. This can be change as per requirement of ICSI.
- v. It shall be noted that the Institute gives no guarantee for the minimum number of candidates.
- vi. It shall establish a support team of at least 4 persons for handling the queries on telephone and email of the candidates from 8 AM to 8 PM on all 7 days of the week and till 11 PM on respective days of specified months in which the Courses and Quizzes is conducted. For ICSI Quizzes support is required only on the days of the conduct/currency of both the Quizzes (i.e., on the days of Preliminary, Semi Final and Final round).

B - Technical Requirements

- i. It shall ensure complete security and secrecy at all phases for the conduct of CBE.
- ii. It shall be responsible for Server/Network Monitoring during the conduct of Test.
- iii. It shall be responsible to set right the system in case of any IT failures.
- iv. It shall be responsible for preserving Server Data, Pre/Post Test data.
- v. It shall host and manage the Test process through intranet-based solution.
- vi. It shall maintain complete log of audit trails for all activities of candidate during the course of TEST to enable complete audit of the Test process.
- vii. It shall ensure that for all activities, the candidates shall be updated through E-Mail and SMS by the vendor. Matter of such updates shall be approved by the institute.
- viii. It shall make provision for downloading question bank and uploading the answer data file of the candidates in encrypted form into a web based central server secured in all respects in terms of maintaining the data integrity and confidentiality then and there after the Test.
- ix. It shall have one reserve day after one/two days of conduct of test, for retest, in case the test is not successful due to technical glitches / power failure or any unforeseen reason(s).

3.3 Post Test Phase

A - Administrative Requirements

- i. It shall provide the Institute with the post Test marks obtained by each candidate in the desired/mutually agreed reporting format.
- ii. It shall provide documented inputs and support for handling: -
 - a) Candidates' queries
 - b) Inspection of answers given by candidates for Verification of marks (as per process to be defined by the Institute)
 - c) RTI queries or Court Cases
- iii. It shall provide required data for providing input for request for verification/inspection of marks/answer by candidates.
- iv. It shall provide the result of the Test to the Institute to enable such candidates to register for ICSI Quizzes and Assessment as per the requirements of the Institute.
- v. It shall arrange for calculating the marks obtained by each candidate as per the requirement and marking scheme to be provided by the Institute.
- vi. It shall develop a detailed process manual and handed over to the ICSI for approval.
- vii. It shall extend any other support/reports as deemed necessary of the smooth conduct of the Test.

B - Technical Requirements

- i. It shall provide all the required reports and data in soft copy with retrieval facility to the Institute after the whole process has been completed.
- ii. It shall ensure that the candidate's responses, biometric, photograph, audit trails are uploaded automatically from the local server to its data centre in a secured manner.
- iii. It shall hand over the raw responses/data to ICSI immediately (same day) after the candidate's response upload from local test server. The software should have capability to take the answer key post Test. The data also need to be uploaded to a server at the Master Control Facility of service provider. After confirmation of proper transfer of data to the server, the Test Administrators of service provider in presence ICSI Representatives should demonstrate complete automatic deletion of the responses and audit trails in hard disc of the main and backup server.
- iv. It shall arrange for archiving the result and other Test data for future references after specified time, as per requirement of ICSI.
- v. It shall ensure that all candidates passing the test should be given e-Mark Sheet with Security features clearly indicating the Result and its validity as per format to be approved by the Institute with security features and unique number which will be automatically sent to such candidates on passing the test.

4. TEST ENGINE TECHNICAL PRE-REQUISITES

A) The essential Test Engine prerequisites are as follows:

- i. The Test Engine Software must be owned by the bidder and the bidder has the copy right.
- ii. The Software must be tested for Performance, Security, Usability, High-Availability, Business Continuity, Concurrency, Load and Disaster-Recovery.
- iii. The Test Engine Software may provide to deliver Test through de-centralized (Computer Based Test) delivery model.
- iv. Test Engine Software should support different types of Multiple-Choice Questions (MCQs) in English language.
- v. The software should have the Content Authoring Engine, supporting the development, review and approval of MCQS developed through the platform itself. The bidder should extend the facility of its software to Institute's Subject Experts for developing the Question Bank in a secured/encrypted manner.
- vi. Software should provide randomized test items and response.
- vii. Software should provide System ID control and session binding.
- viii. Software should provide summary of every question providing information on; Questions attempted, Questions yet to be attempted, Bookmarked Questions, etc.
- ix. Software should provide Auto-Save functionality – up to the last click.
- x. Software should provide Auto Submit if Test duration is over.
- xi. Software should provide Candidate Photo and signature display on screen.

B) Test Engine - Software requirement

Sr. No.	Features of Remote Proctoring System	Description
A	Remote Proctoring	
1	Live Human Remote Proctoring	The system should be capable of providing live remote proctoring feature to enable proctors to view candidates and submit remarks/ report for each candidate through Audio& Video and view of both the movement of candidate and that of on screen
2	Proctor View	The proctor screen should enable simultaneous display of 8-12 candidates on a single screen
3	Chat Feature	The proctor should be able to initiate a Chat with the candidate and vice versa
4	Warnings	The proctor should be able to issue Warning to the candidates remotely
5	Remotely Terminate Examination	The proctor should have facility to terminate candidate's examination remotely as per direction of ICSI.
6	Browsing Tolerance & Auto-submission	The system should have a configurable feature to define number of warnings, screen shots and clips with time stamp for future reference,
7	Authentication	The proctor should be able to first authenticate the candidate before starting the examination
8	Photo-capture	The system should be able to capture the photo of the candidate before and at reasonable intervals during the examination
9	ID Card capture	The system should have provision to capture a photo of the candidate's identity proof
10	AI based proctoring and reporting	The system should make use of Artificial Intelligence to detect unfair means during the examination using webcam and microphone
11	Face Detection	The Algorithm should be able to Detect whether the same candidate is Taking the examination throughout the session
12	Missing Face	Detect cases when candidate is not Present on camera
13	Mobile phone	Detect cases when candidate is using Mobile phone/ Head Phone/Earphone.
14	Books	Detect cases when candidate is using a Book, Note book, Pen, Pencil, Paper etc.
15	Third Person	Detect cases when a third person is Visible on screen
16	Sound	Detect human voice during the Examination
17	Recording of candidate snapshots	System should take continuous snapshots using candidate's webcam and store them against the candidate's record with time stamp
18	Recording of Audio & Video	System should continuously record the video feed of camera and screen movement as per test engine microphone feed from the candidate's end and store it against the candidate's record with time stamp

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19	Recording of browser/screen snapshots	System should take continuous snapshots of all the activity on user's computer screen including actions like browser, other applications, if any
20.	Playback	Playback of video, Audio and recording of browser/Screen simultaneously with time stamp
21	Proctor Score	The system should provide an AI based proctoring score after completion of the test, based on the candidate's webcam, microphone and screen feeds
B	Examination Engine Features	
22	Roles and Permissions Management	The system should have different segregated roles to separate examination creation / question bank related activities from the other operational activities
23	Bulk User Creation	The examination engine should allow bulk upload of users using '.xls' or '.csv' files or other format approved by the ICSI prior to conduct of test.
24	User fields	The upload candidate feature should have facility to add custom fields such as Enrollment no., PAN, etc.
25	Bulk Assign Candidates (Enrolment)	System should have facility to assign the candidates to an examination in bulk.
26	Email and SMS notification	System should trigger emails and SMS notifications to candidates at various stages such as enrolment, examination completion, violations, pre-examination checks, etc.
27	Upload Question Bank	The examination engine should have facility to bulk upload the question bank using excel or other format as approved by ICSI. Facility to "View", "Modify" and "Delete/Invalidate" the uploaded questions is required. Question upload success / rejection report showing the list of questions that could NOT upload and the reasons for such rejection. Questions to be encrypted and logs to be maintained about the users who accessed/uploaded/downloaded the questions from the system.
28	Various Question Types	System should facilitate MCQs question types or other types as approved by ICSI
29	Define marks, difficulty levels, question types, topic-wise questions, etc.	Ability to define examination patterns. Ability to enforce sectional cut-off is <i>preferred</i> .
30	Question Analysis, Statistics and Reports	System should record and provide different reports on question performance for analysis purpose and ability to extract a particular candidate's answer sheet for re-evaluation purpose.
31	Multi-lingual Questions	The system should handle questions in English
32	Auto-assessment	System should perform assessments automatically, by applying the negative marking and sectional cut-offs, if any,
33	Pre-examination checks	Facility to send emails to candidates to complete pre-examination checks such as downloading safe exam browser, sanity check

C	Examination Screen	
34	Safe Exam Browser	The examination should be delivered using a safe exam browser having adequate security features and inter-alia including the same shall disable navigation to other windows, blocks unwanted ports, keyboard controls like print screen, copy, paste, etc.
35	Candidate name and photo on screen	Candidate's name, examination name, photo should be visible on screen at all Times as per norms
36	Questions one-at-a-time	Questions should be asked one at a time to avoid exposure to entire question paper/part.
37	Question Numbers Grid	Question Navigation Grid to help navigate through questions with color coding is required
38	Auto-saving of answers	All answers should be saved automatically on progressing to next question.
39	Randomization of Questions and Answers	Configurable parameter to randomize Questions and Answers
40	On-screen scientific calculator	Shortcut on screen should be provided
41	Timer on Screen	Count down examination timer should be available on screen
42	Login/Logout/Random Passwords	Candidate should be provided login feature using random system generated password which should be shared in Advance
D Other Features		
43	Proctoring Data Archival	The webcam, microphone and browser screen snapshots for different test should be stored/ archived for 2 years with easy retrieval option and 3 years in case result cancelled and withheld cases
44	Data Backup and Recovery System	A suitable Data backup and recovery system for both Examination Data as well as proctoring data ensuring zero data loss
45	Audit Log	Detailed audit logs such as IP address, navigation, internet speed, login attempts, etc. should be made available
46	Human Proctor Pool	A scalable well-trained pool of human proctors who can perform live proctoring
47	Helpdesk	Phone and email-based help desk to assist candidates facing difficulty accessing the exams
48	Data Purging Policy	The entire examination data such as candidates answer sheets, results, etc. should be available and must not be purged from the system within one year from the date of the end of the contract and without obtaining written approval of ICSI.
E Reporting		
49	Customizable Examination Report	Consisting of login time, logout time, time utilized, IP address, email, mobile, PAN and other custom fields, scores, result, etc.
50	Advanced Proctor Report	Replay of webcam and microphone feed, browser screen at different speed levels, e.g., 2x,4x,6x, etc.
51	Color Coding	Color coding of suspicious activities using e.g., red and green bars on the timeline

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52	Easy flexible reports builder	Feature to customize reports on the fly depending on what fields are needed
53	Export	Reports should be exportable to excel format or other formats as approved by ICSI.
54	API Integration	The system should have facility to GET and POST candidate profile, enrolment details, candidate examination results, proctor remarks, etc. through API/Web Service.
F	Additional Features	
55	White labeling of Examination Screen, Scorecard, Certificate, Emails sender, SMS sender with ICSI Logo and URL	White labeling of Examination Screen, Scorecard, Certificate, Emails sender, SMS sender with ICSI Logo and URL
56	AI / Proctor based authorization	Matching candidate's photograph on Admit Card with webcam photo and/ or photo on ID Card
57	Operable on Windows as well as MacOS	It is desired that the examination should work on Windows as well as MacOS
58	Support for Physically Challenged Candidates	System may have features to enable scribe-based examination or additional technical features to assist PWD / Divyangjan Candidates as per the guidelines of the Institute.
59	Disable access from smart phones or tablets	Exams should be disabled from smart phones or tablets or other browser windows. Examination should only work from Safe Exam Browser.
60	Access to MS Excel or Open Office Calculator	It is desirable if specific access to excel or open office is allowed exclusively without compromising examination Sanctity as per the requirement of the Institute.
61	Sample examination paper/part	Facility to provide sample examination paper/part before the examination to make candidate familiar with the Examination screen and process
62	Scalability upto 20,000 Concurrent exams	System should be scalable to handle up to 20,000 simultaneous exams.
63	Date and Time Restrictions	The examination should be configurable to start at desired time slot on the specific date.
64	Re-schedule Examination	It would desirable to reschedule examination in case candidates could not access the examination during the date and time slot for any reason
65	Visually appealing Design	The system should be elegant in design with modern technologies and have a rich look and feel
66	Low bandwidth Mode	The remote proctoring should support low band width so that candidates with slow speed can also take the exams seamlessly and record the same.

- (a) If for any reason if any candidate cannot appear and / or complete the ICSI QUIZZES AND ASSESSMENT, vendor will also be required to conduct repeat test for those candidates, separately as per instructions of ICSI In case of repeat test, billing will be done on the basis of total number of candidates scheduled to appear in the repeat test.
- (b) Vendor will be required to conduct several online competitions for CS Students, Members and Other time to time [viz. Assessment for Courses, GK Quiz, Company Law Quiz, Constitution Day Quiz etc.]. In such cases, no proctoring required. In some quizzes, only one round will be conducted, but in some other quizzes, there may be Preliminary Round, Semi Final Round &

Final Round etc. also as decided by the Institute from time to time. For such competitions, vendor will also be required to register students or other interested to appear in such competitions.

II. TERMS AND CONDITIONS

1. **Contract Period:** The contract shall be initially for a period of 3 years subject to the yearly assessment / appraisal of the performance of bidder by the ICSI and if its performance is not found satisfactory, the ICSI may terminate the agreement / contract. Decision of the ICSI in this regard shall be final. On expiry of three years, the ICSI reserves the right to extend the contract further on the mutually agreed terms and conditions in writing if the service of the vendor found satisfactory. The vendor shall have no right or claim for the extension of the contract in any circumstances and decision of the ICSI shall be final and absolute.
2. **Security deposit / Performance guarantee:** The vendor has to submit the security deposit / performance guarantee in form of a Demand Draft (in favour of ICSI) or in form of a Bank Guarantee from any nationalised bank to cover any loss or damage caused to or suffered by the Institute due to acts of commission and omission by the vendor or any failure on the part of the vendor in fulfilment of terms and conditions of the contract and conditions contained in the contract. The value of the Security Deposit/Bank Guarantee has to be of equivalent amount of 5% of the Total Contract Value. The performance security/guarantee has to be submitted within 10 days of issue of order but before execution of the contract. The performance security/guarantee shall have to remain valid for the entire duration of the Contract plus three months beyond the completion of contract period. The vendor shall not be entitled to any claim or receive any interest on the amount of performance security/guarantee. The EMD of the vendor will be refunded after submission of the performance security/guarantee. *The vendor having valid registration with NSIC/MSME on the date of submission of tender, are also required to submit requisite performance security/guarantee.*
3. **Liquidated Damages:** In case any obstruction comes while conducting computer-based examination, which the Service Provider fails to rectify in given period and it ultimately causes harm / damage to the Institute or its reputation, the Institute shall reserve its right to held Service Provider liable to pay liquidated damages of Rs. 1,00,000/- (Rupees One lakhs only).
4. **Penalty:**

S. No.	Nature of Penalty	Amount of Penalty
1.	Delay in Execution	20 % of value of total amount of billing for a particular exam
2.	System Failure During Quiz/ Examination	30 % of value of total amount of billing for a particular exam
3.	Data Breach / Confidentiality Violation	Rs. 2,00,000/-
4.	Incorrect Evaluation / Result Errors	20 % of value of total amount of billing for a particular exam
5.	Non-compliance with Specifications	30 % of value of total amount of billing for a particular exam
6.	Maximum Penalty	Rs. 5,00,000/-

- (a) Liquidated damage for late delivery and installation would be levied at the rate of:-
 - i. ½ per cent of total value of contract, for each day of delay, in case of services are delivered either in full or partly within 7 days after the due date;

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- ii. 1 per cent of total value of contract subject to maximum 10%, for each day of delay, in case of services are delivered either in full or partly beyond 7 days but up to 14 days after the due date;
 - iii. Even after two (02) weeks of delay, if the vendor fails to provide services, ICSI may reject or accept the services at its sole discretion after imposing applicable penalty and decide accordingly on approval of the competent authority.
 - (b) In case of delay beyond fifteen (15) days from the stipulated period, Institute may at its discretion cancel the order and arrange to procure the same from the next bidder on the panel/open market at the sole risk, cost and responsibility of the bidder.
 - (c) In case of failure to supply the services as per the time schedule and at the agreed rates in, the Institute shall have right to purchase the same from any other source at the prevalent rate and the difference between the agreed price and purchase price would be recovered from the vendor. Further, if the supplied service is not in accordance with the contract/order, then the Institute reserves the right to reject the whole contract/order, or in part. Any loss to the Institute on this account shall be adjusted from the EMD / Performance Security.
 - (d) In case any work for which there is no specification in the tender but required to be carried out for successful implementation, commissioning, and delivery of the contracted work to its entirety, as per scope of work mentioned in the tender/ work order, such work shall be carried out by the vendor in accordance with the directions of the ICSI without any extra cost to the Institute.
 - (e) In case of dereliction of assigned duty and responsibilities e.g. not arranging test on scheduled date, error in result, delay in processing and declaration of result, a penalty of **20 % of value of total amount of billing for a particular exam** will be imposed on the vendor.
 - (f) In case the vendor, breaches the terms and conditions of the contract, or commits any major breach like helping the students with unfair means, leaking the student data before and after the test, a penalty of Rs. 2,00,000/- per instance will be imposed on the vendor.
5. **Site for services is:** *The Institute of Company Secretaries of India, C-36, Sector-62, Noida-201309. Or any other location as instructed by the Secretary of ICSI.*
6. **Copyright, Intellectual Property Rights and other incidental rights:** Copyright and any other intellectual property right shall vest with ICSI only. Data rights are also vested with the Institute. The vendor shall maintain the confidentiality of the same and in the event of any violation either by sharing or by transmitting or by any means including theft either in full or in part of the content / data then the vendor is liable for civil and criminal actions and liable to pay damages as determined by the Institute. The vendor shall not edit, copy, reproduce re-print, assign, transfer to any third party, and / or use the data and or content material for itself or for any purpose, from the date of execution of the contract and after the completion of the contract. ICSI has intellectual property rights over its trade names, corporate signs, logos, software, proprietary information and know-how which the vendor may come across through this Contract. The vendor shall recognize ICSI's intellectual property rights for all purposes. Nothing in this Agreement shall confer on vendor any right or title in the intellectual property of ICSI.
7. **Protection of Confidentiality and Privacy of Data:** The vendor will ensure, that the candidates' data or any other data of ICSI which it may come across during execution of the contract or otherwise, not shared with any third party as well as it will not leaked to any other party in any manner. It will also be the responsibility of the vendor, that the vendor/its employees/agents etc, as engaged by the vendor for execution of the contract, will not use the candidate's data for any other purpose except for the purpose as required in the contract. In any case, the vendor will be solely responsible for the protection of privacy and confidentiality of the data of the candidates as well as ICSI.
8. **Payment Terms:** Payment terms would be 60 days from the date of receipt of the final and complete bill in the Institute.

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9. **Payment of Taxes:** The vendor shall be responsible for and shall pay all taxes, duties, assessments or other charges of any kind or nature whatsoever levied by any government or governmental body on or in connection with the Services including without limitation all statutory levies, taxes, fee, duties, rate, charges, surcharges etc. and any other tax ("taxes") levied on service provided by the Service Provider. ICSI may withhold from payments due to the Service Provider any amounts required with respect to the aforementioned taxes and to remit the same with the relevant authorities, in case of failure on the part of the Service Provider
10. In case of contravention of the any of the terms and conditions as stated in the tender documents / Work Order / Service Level Agreement (SLA) or if the Bidder withdraws or amends, impairs or derogates from the tender / Work Order / Service Level Agreement (SLA) in any respect within the period of validity of the tender / Service Level Agreement (SLA) or bidder fails to execute the work as per the Tender/Work Order or fails to deliver the satisfactory performance during the period of contract, or fails to execute agreed Service Level Agreement (SLA), ICSI shall have the right to invoke the said Bank Guarantee and to forfeit the security deposit/ earnest money deposit and such decision of the ICSI shall be final.
11. All infrastructure including, hardware, software, manpower etc. are to be arranged by the vendor.
12. The vendor will be accountable for the trouble-free implementation / working (including hardware, system software, application software and networking) of online Computer Based Test through remote proctored mode and creation of roadmap ahead.
13. The ICSI reserves its right to award work in part or in full at its discretion and the vendor will be bound to execute the awarded part of the work to its entirety to the full satisfaction of the Institute, thus by incurring no liability to the vendor or compensate the vendor.
14. The ICSI may enter into any other contract for similar service with any other vendor without incurring any liability to the vendor or compensate the vendor.
15. The Institute without prejudice to any other remedy, reserves the right to cancel / terminate the Tender / work / order / Contract in whole or in part and also to blacklist a Tenderer / Bidder for a suitable period in case he fails to honour his bid / contract without sufficient grounds or found guilty for breach of condition /s of the tender / contract, negligence, carelessness, inefficiency, fraud, mischief, misappropriation or any other type of misconduct by such Tenderer / Bidder or by its staff. In such case of termination, the ICSI will have the right to put in place any other agency for carrying out the remaining work. Any extra expenditure in carrying out remaining work by the new agency shall be recovered from the agency/bidder/tenderer.
16. The vendor hereby covenants and agrees to indemnify and shall at all times keep indemnified the ICSI against any loss or damage that the ICSI may sustain as a result of the failure or neglect of the vendor to faithfully carry out its obligations under this tender / work order / agreement or negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct of the Agency or its employees, agents, representatives and further to pay for all loses, damages, costs, charges and expenses which the ICSI may reasonably incur or suffer, and to indemnify and keep indemnified the ICSI in all respects. Selected bidder must ensure that every deputed personnel are covered by adequate insurance coverage to address any contingencies. Selected bidder shall be liable for accident, injury, losses due to any accident or negligence of their workers and shall also be liable to incur all the expenses in consequence thereof and Institute is in no way responsible for any damages arising out of this tender/work contract.

III. GENERAL:

- (a) **Modification/variation in Terms of Contract:** ICSI reserves the right to modify or may bring some variation in the terms and conditions of the contract on mutually agreed terms, if it is found necessary due to any operational difficulty or any other genuine reasons.
- (b) **Recovery:** Whenever under this tender / contract / work order any sum of money is recoverable from and payable by the Tenderer / Bidder, the Institute shall be entitled to

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recover such sum by appropriating in part or in whole from the security deposit / bank guarantee / earnest money deposit of the Tenderer / Bidder. In the event of the security deposit / bank guarantee / earnest money deposit being insufficient, the balance or the total sum recoverable, as may be, shall be deducted from any sum due to the Tenderer / Bidder or which at any time thereafter may become due to the Tenderer / Bidder under this or any other tender / contract with the Institute. If this sum is not sufficient to cover the full amount recoverable, the Tenderer / Bidder shall pay the Institute on demand the remaining balance, along with penalty failing which Institute reserve it's right to proceed under law for recovery of the said balance amount.

(c) Dispute Resolution: Any dispute, difference, controversy or claim ("Dispute") arising between the successful bidder and ICSI hereinafter jointly to be called "parties" and singularly as "party" out of or in relation to or in connection with the agreement/contract, or the breach, termination, effect, validity, interpretation or application of this agreement/contract or as to their rights, duties or liabilities hereunder, shall be addressed for mutual resolution by the authorized official of the parties.

(d) Arbitration: If, for any reason, such dispute cannot be resolved amicably by the Parties, the same shall be referred to the Arbitration process. In the event of any dispute arising between ICSI and the vendor in any matter covered/ touched by this contract or arising directly or indirectly there from or connected or concerned with the said contract, the matter shall be referred to the sole arbitrator appointed by the mutual consent of both the parties. The decision / award of the Arbitrator shall be final and binding on the parties. Cost of Arbitration will be shared equally by the parties.

- i. The place of the arbitration shall be at the ICSI, 22, Institutional Area, Lodi Road, New Delhi / or ICSI, C-36, Sector 62, Noida
- ii. The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time.
- iii. The proceedings of arbitration shall be in English language.
- iv. The parties are not entitled to approach any court of law without resorting to arbitration approach.
- v. The decision / award of the arbitrator shall be final and binding on parties to the arbitration proceedings.

(e) Jurisdiction: In respect of any dispute arising between ICSI and the vendor in any matter covered / touched this tender / contract or arising directly or indirectly there from or connected or concerned with the said contract, the courts at Delhi shall only have the jurisdiction.

(f) Right to Blacklist: ICSI reserves the right to blacklist a party / bidder for a suitable period in case such party / bidder

- fail to honour his bid without sufficient grounds or found guilty for breach of condition /s of the contract or guilty of fraud and mischief and misappropriation or any other type of misconduct on the part of party(s) / bidder(s).
- Giving false, misleading or fake information/ document in the bid;
- Withdrawing the bid after opening of the Financial bids;
- Refusal to accept Work Order at the quoted prices;
- Failure to provide services of the ordered quality/ specifications at the agreed rates within the time schedule;
- Adoption of any unethical or illegal practices;
- Any indiscipline behaviour or hooliganism by the bidder or any of its employee(s)
- Any other justified reason.

EMD of black-listed Bidder shall be forfeited after giving him an opportunity of being heard. The decision of the ICSI shall be the final and binding.

(g) Confidentiality, protection of data and privacy:

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- i. The bidder(s) should note that Test related activities as specified in this Tender document are utmost confidential. It shall be the responsibility of the bidder to take all necessary precautions and measures to maintain utmost confidentiality with regard to each and every stage of work. In case of breach of confidentiality at any stage of work, the Institute may impose any financial penalty or may take any other course of action, as deemed fit and the same will be binding on the bidder. Bidder has to submit an undertaking in this regard as per Institute requirement.
- ii. The bidder(s)/ vendor shall not use or disclose any Confidential Information of the Institute except as specifically contemplated herein. For purposes of this tender / contract "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.
- iii. The successful bidder acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to ICSI will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The successful bidder agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to ICSI in divulging the information by the employees of the successful bidder, the ICSI shall be indemnified. The successful bidder agrees to maintain the confidentiality of the ICSI's information after the termination of the contract also. The successful bidder will treat as confidential all data and information about the ICSI /Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.

(h) Blacklisting: Notwithstanding any other remedy, The ICSI may by notice in writing blacklist the Service Provider for suitable period in case Service Provider fails to discharge its obligation under this agreement without sufficient grounds or found guilty for breach of condition(s) of the agreement, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by Service Provider or by its staff or agent or in case there are more than three (3) penalties on the Service Provider in any month.

(i) Sub-Contracting: The successful bidder will not assign or transfer and sub-contract its interest / obligations under this contract to any other concern / individual without the prior written consent of the ICSI.

(j) Statutory Compliance: The successful bidder will be required to comply with all statutory obligations from time to time applicable to this contract.

(k) Force Majeure:

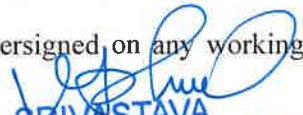
- i. For the purpose of this Article, Force "Majeure" means any cause, which is beyond the successful bidder control or that of the Institute, as the case may be, which both could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the order, such as:-
 - War / hostilities
 - Riot or civil commotion
 - Earthquake, Flood, Fire, Tempest, Epidemics, Pandemic, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes

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- Restrictions imposed by the Government or other statutory bodies, which is beyond the control of successful bidder or of the Institute, which prevent or delay the execution of the order either by the successful bidder or by the Institute.
- ii. If a Force Majeure situation arises, the successful bidder are required to promptly notify ICSI in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by the ICSI in writing, the successful bidder will continue to perform its obligations under this order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order.
- (l) **Indemnity Clause:** The Service Provider will indemnify ICSI against all statutory liabilities present and future arising out of this contract. In the event of violation of any contractual or statutory obligations, the successful bidder will be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against ICSI by any individual, law enforcement agency or government authority due to acts and omissions, the successful bidder will be liable to make good/compensate such claims or damages to the ICSI. As a result of the successful bidder action, inaction or any omissions, if ICSI is required to pay any damages to any individual, law enforcement agency or government authority, the successful bidder would be required to reimburse to ICSI such amount with other expenses incurred by ICSI or ICSI reserves the right to recover but not limited to such amount from the payment(s) due to the successful bidder while settling its bills or from the amount of security deposit lying with ICSI. However, ICSI reserves its right to take legal recourse as permitted under law of the land. In case of any damage caused to the institution due to negligence, carelessness or inefficiency of staff of the vendor, the vendor shall be responsible to make good the loss. The ICSI shall have right to adjust the damage / loss suffered by it from the security deposit or / and to charge penalty as decided by the Institute. Decision of the ICSI in this respect shall be final & binding on the vendor.
- (m) **Compensation:** In case of any damage or loss caused to the Institute due to breach of term or condition of the tender / contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct or deficiency of Service Provider or its staff, the bidder(s)/vendor shall be liable to compensate the loss cause to ICSI and to pay damages. The Institute shall have right to adjust the damage / loss suffered by it from the security deposit / earnest money deposit / bank guarantee and / or to charge penalty as decided by the Institute. Decision of the Institute in this respect shall be final & binding.
- (n) **Termination:** Either party may terminate this Agreement by giving a six (6) months' notice in writing to the other party for termination of agreement. The ICSI without prejudice to any other remedy, reserves the right to terminate the agreement in whole or in part by giving three (03) months' notice in writing in case Service Provider fails to discharge its obligation under this agreement without sufficient grounds or found guilty for breach of condition(s) of the agreement, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by Service Provider or by its staff or agent or in case there are more than 3 penalties on the Service Provider in any month. Any pending or unresolved operational issues, performance, unpaid fees and any other remedies shall be continued by the empanelled vendor(s) during the period of the termination notice and the same must be satisfied/completed before this agreement/contract is terminated. The ICSI may also put in place any other agency for carrying out the remaining work and expenditure incurred on same shall be recovered from the empanelled vendor(s). The Service Provider shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have been derived from the performance of this agreement in full, but which he did not derive in consequences of the full performance of this agreement not having been carried out, nor shall he have any claim for compensation / damage for the loss suffered by him by reason

of termination of agreement by the ICSI. No claim for interest will be entertained by ICSI with respect to any moneys or balances, which may be in its hands owing to a dispute between the ICSI and the Service Provider.

In case of any further information/clarification, you may contact undersigned on any working day during office hours.


A. K. SRIVASTAVA
Joint Secretary
(Purchase & Store and Printing) 01/7/26
The Institute of Company Secretaries of India
C-36, Sector-62, Noida (U.P.) - 201309

Date: 01 July, 2026

(A K. Srivastava)

Joint Secretary (Purchase & Stores)
The Institute of Company Secretaries of India

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01/7/26







**THE INSTITUTE OF
Company Secretaries of India**
भारतीय कम्पनी सचिव संस्थान
IN PURSUIT OF PROFESSIONAL EXCELLENCE
Statutory body under an Act of Parliament
(Under the jurisdiction of Ministry of Corporate Affairs)

Annexure A

ICSI HQ: ICSI HOUSE, 22, INSTITUTIONAL AREA, LODI ROAD, NEW DELHI-110003
ICSI NOIDA OFFICE: ICSI House, C-36, SECTOR-62, NOIDA-201309 (UP)

Tender No. ICSI/Purchase/SS/PMQ/2026-27/131(RE)

Date: 01 July, 2026

SUB: Tender for Empanelment of Agencies for Conducting ICSI Online Examination for Quizzes, Online Competition, Online Courses etc. and Assessment thereof on Turnkey basis.

PART 'B' TECHNICAL BID

Form I: PARTICULARS OF BIDDER

(ALL COLUMNS ARE TO BE FILLED IN BLOCK LETTERS)

S. No.	Particulars.	Response	Supporting Document Reference with page No.
1	Name of Organization/company		
2	Type of Organization/ Company		
3	Address of the Organization/company		
4	Tele/Fax/E-mail.id /Mobile No. of the company submitting the tender		
5	Name and Designation of the Contact Person(s) responsible for execution of the ICSI project with Mobile nos. (minimum five officials in the order of preference)		
6	Complete Address and Telephone Nos. of Vendor's Office(s)/contact person (s) in NCR/ Delhi (if any)		
7	Escalation matrix up to the level of CEO with phone no. and email ids. Please provide details on business letter head, duly signed and stamped by the authorised signatory.		
8	Description of Core Business / Activities & No. of Years in the business.		

B. Statutory Registrations of the Bidder:

Sl. No	Particulars	Registration Nos. and Date (Copy enclosed)
1	TAN	
2	Bankers Name and Address	
3	Bank Account No. (Savings Bank/ Current Account) IFSC Code	

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C. Statutory Compliance by the Bidder:

Sl. No	Particulars	Challan Nos. and Date of submission (Copy enclosed)
1	Income-tax Return of immediately preceding 3 Assessment Years.	
2	GST Return for last 3 Quarters just preceding the quarter in which the tender is submitted.	
3	PF, ESI Challan for the immediately preceding month in which the tender is submitted.	

D. Financial Position of Bidder (for the last three years): (Please attach the audited reports and solvency certificate)

Sl. No.	Years	Turnover (Rs. In lakhs)	Net Worth (Rs. In lakhs)	Operating Profit (Rs. In lakhs)
1	2022-23			
2	2023-24			
3	2024-25			

E. Division wise Annual Turnover (for the last three years)

Sl. No.	Years	Turnover (Rs. In lakhs)	Division wise Turnover (Rs. in lakhs) (Certified by CA)			
			Computer Based Test And result processing	Software Development /Services	Other IT related Services	Other Areas of Operation
1	2022-23					
2	2023-24					
3	2024-25					

F. Experience of Bidder in conducting Computer Based Test and Result Processing Activities.

S. No.	Particulars	Response	Supporting Document Reference with Page No.
1.	Number of ongoing projects and their scope of work		



2.	<p>No. of years' experience exclusively in conducting Computer Based Test and Result processing as core area of activity.</p> <p>i) Max. number of candidates handled in a year (in last 2year) ii) Max. number of candidates handled in one shift (in last 2 years.) iii) No. of Clientele for conduct of All-India Exam (a) Assignment in CBT mode (b) Assignment in Remote Proctored CBT mode iv) Conduct of CBT on All-India.</p> <table border="1" data-bbox="320 640 919 837"> <thead> <tr> <th data-bbox="320 640 469 779">Client/Examining body</th> <th data-bbox="469 640 617 779"></th> <th data-bbox="617 640 766 779">No. of Candidates in each exam</th> <th data-bbox="766 640 919 779">No. of Years</th> </tr> </thead> <tbody> <tr> <td data-bbox="320 779 469 837"></td> <td data-bbox="469 779 617 837"></td> <td data-bbox="617 779 766 837"></td> <td data-bbox="766 779 919 837"></td> </tr> </tbody> </table>	Client/Examining body		No. of Candidates in each exam	No. of Years					Attach supporting copy of work order and Completion / Appreciation Letter.	
Client/Examining body		No. of Candidates in each exam	No. of Years								
3.	List of existing clients to whom services were provided during the last 2 years in conducting end-to-end computer-based test process in the Education /Government sector to cover activities like, application processing, payment gateway, admit card upload, computer-based test delivery and administration and result processing (Please attach full details as per Appendix A and supporting documents)										
4.	Self-attested copies of performance certificates from at least three clients for whom All India Computer Based Tests and Remote Proctored CBT have been conducted										

G. Quality Certification

S. No.	Particulars	Response	Supporting Document Reference with Page No.
1.	Quality Certifications CMMi L3 onwards, ITSM 20000, ISO 9001:2015 and ISO 27001:2013		

H. Technical Competencies

S. No.	Particulars	Response	Supporting Document Reference with Page No.
1.	Description of software for conducting of Computer based Test to be used for ICSI project		

2.	What is the Test Software owned by the Bidder including copyright of the software source code		
3.	Is the bidder's system/software capable of dealing with Question bank prepared in English language?		
4.	Number of Software developers, technical employees and Test Administrators for the Smooth conduct of Computer Based Test		List of resource persons with designation signed by the Company Chief Executive / authorised signatory
5.	Data privacy policy and process as per global standards		Self-Declaration from the Company Chief Executive / authorised signatory

I. Professional Staff and Competence for the Assignment

S. No	Particulars	Response		Supporting Document Reference with page No
		Vendor's Organisation	Out of which available for ICSI assignment under this tender	
1.	No. of employees to be provided by the bidder for the project of ICSI (i) Software Developers, Technical & Functional Team (ii) Test Delivery & Operations Team (iii) Test Administration, Quality, Audit & Training Team (iv) Others			
2.	No. of Full-time employees of the bidder available for the project of ICSI along with their designation, qualification, experience and role in ICSI project. (i) Software Developers, Technical and Functional Team (ii) Test Delivery & Operations Team (iii) Test Administrators (iv) Qualify, Audit & Training Team (v) Others (please attach full details)			
3.	Name of the Project Officer of the bidder to be deputed for the conduct of ICSI Project and his qualification and experience			

J. Technical Approach and methodology for Conducting Computer Based Test through remote proctoring mode

S. No.	Particulars	Response/Supporting Document Reference with page No.
1.	Describe the process of collection, storage and retrieval of data and to prevent, detect and act on impersonation, unfair means/malpractice, and fraud during test and theft of intellectual property.	

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2.	Procedure to report to ICSI regarding incidence of fraud, use of unfair means, status of action taken and resolutions?	
3.	How the bidder would ensure quality Customer service, test quality, security, and procedures relating to deterring, detecting and handling Untoward incidences?	
4.	How the bidder would provide access to candidates' information, their scores and test volume data to the ICSI	
5.	In case of breakdown of the system due to any reasons including technical problem, how to deal, compensate and complete the test process.	
6.	Describe The comprehensive business continuity plan/disaster recovery plan	
7.	Justification why the bidder is to be considered itself as the best and competent agency to undertake the ICSI – Computer Based test project.	
8.	Any additional information which the bidder wants to submit	

**Past Experience of the Bidder
(Summary of Project Completed during last two Years)**

A. In Conducting Computer Based Test and Result Processing

Sr. No.	Name, Address of the organization for which CBE has been executed	Name and designation of the contact Person	Mobile no.	Period of Execution	Value of the contract/project (Rs. in lakhs)	No. of candidates appeared for the Test

B. In Conducting Remote Proctored and Result Processing

S. No.	Name, Address of the organization for which remote proctored test has been executed	Name and designation of the contact Person (with Mobile no.)	Level / Purpose of remote proctored test	Period of execution	Value of assignment (in Rs.)	No. of candidates appeared for the remote proctored Test	No. of proctors engage for the students

Place:-----

Date:-----

Signature _____

Name _____

Designation _____

Seal of the Company

Handwritten signature

Appendix - B

List of Software Developers, Technical, Functional, Test Delivery and Operations Team to be employed for the project of ICSI by the Bidder

(Detailed Curriculum Vitae of key personnel along with their role in the company, who will be associated with this project is to be attached with the Bid document)

Sl. No	Name	Designation	Educational Qualification	Involvement in similar projects	Role in ICSI Project

Place:-----

Date:-----

Signature _____

Name _____

Designation _____

Seal of the Company

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**THE INSTITUTE OF
Company Secretaries of India**
भारतीय कम्पनी सचिव संस्थान
IN PURSUIT OF PROFESSIONAL EXCELLENCE
Statutory body under an Act of Parliament
(Under the jurisdiction of Ministry of Corporate Affairs)

Annexure B

ICSI HQ: ICSI HOUSE, 22, INSTITUTIONAL AREA, LODI ROAD, NEW DELHI-110003
ICSI NOIDA OFFICE: ICSI House, C-36, SECTOR-62, NOIDA-201309 (UP)

Tender No. ICSI/Purchase/SS/PMQ/2026-27/131(RE)

Date: 01 July, 2026

SUB: Tender for Empanelment of Agencies for Conducting ICSI Online Examination for Quizzes, Online Competition, Online Courses etc. and Assessment thereof on Turnkey basis.

Form II: Eligibility Criteria Details

Essential Requirements		
S. No.	Minimum Eligibility Criteria	Documents to be submitted
1.	Bidder must be a Government Undertaking or a company incorporated in India under the Companies Act, 2013 or Companies incorporated under erstwhile Company Act or LLPs.	Copy of Certificate of Incorporation issued by Registrar of Companies and MOA and AOA duly certified by authorised signatory.
2.	Power of Attorney / Authorization letter is to be submitted in favour of the person, who is signing and submitting the tender on behalf of the bidder.	Certificate from authorised signatory by Board or CEO/MD/Company Secretary.
3.	The average of annual turnover of the bidder for the last 3 years (<i>FY 2022-23, 2023-24 and 2024-25</i>) should be above Rs.10 crore of which the average turnover from Computer Based Test business (Group turnover will not be accepted) should be at least Rs. 2 crores.	Copy of the audited Annual Reports and Certificate issued by Chartered Accountant.
4.	Bidder should have experience of conducting Computer Based Test for the last 2 years with experience of handling a minimum of 20,000 candidates per year at all India level for last 2 years with a minimum of 10,000 candidates in one sitting at least in one case. Bidder experience should cover activities like development of question bank, enrolment of examinees, application processing, payment gateway, admit card uploading, computer-based Test delivery & administration, result processing and its declaration in last 2 years.	Copy of Order and/or certificate of completion of the work.
5.	Bidder must be making operating profit in the last 2 years of operations	Copy of the audited Annual Reports
6.	IPR of the Computer Based Test Software must be owned by the Bidder	Certificate from the CEO/MD/ authorised signatory.
7.	Bidder should have in-house software Certificate from the development division and an in-house quality Company Chief Assurance and product testing team	Certificate from the CEO/MD/ authorised signatory.

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	with a robust quality management process that are followed to test and certify the system used in conduct of Test.	
8.	Bidder should have sufficient number of Software developers, technical employees and Test Administrators for the Smooth conduct of Computer Based Test	Certificate from the CEO/MD/ authorised signatory covering the list of resource persons with designation as available with the bidder and as would be available for the Institute's assignment under this Tender document.
9.	The Bidder should have necessary arrangements to conduct ICSI Online Quizzes, and Assessment for the Online Courses etc. for Divyangjan candidates.	Certificate from the CEO/MD/ authorised signatory.
10.	Submission of Tender Fee	Please attach receipt / DD of the tender fee or valid NSIC / MSME certificate/document.
11.	Submission of EMD or valid NSIC / MSME certificate/document.	Please attach copy of EMD receipt/DD or valid NSIC / MSME certificate/document.
12.	Bidder should provide a minimum of 3 client references where similar Test services have been rendered and to arrange for Clientele/Site visit for whom similar work is in progress or successfully executed in the recent past (not older than five years).	Reference letter from head of the concerned examining bodies.
13.	The bidder should have data privacy policy and process as per global standards	Self-Declaration from the CEO/MD/ authorised signatory.
14.	The bidder should have comprehensive Business Continuity Plan/ Disaster Recovery Plan in practice	Self-Declaration from CEO/MD/ authorised signatory.
15.	The Bidder should possess the necessary certification on (i) information security systems/standard; and (ii) service delivery	Copy of the valid certificates
16.	Bidder should not have been blacklisted by any Firm/Organization/School/ Board/ University / Institution or any Government organization and no litigation is pending in the court of law against the bidder. Bidder also should not be under any legal action or not declared ineligible to participate for unsatisfactory past performance by the Government of India for indulging in corrupt, fraudulent, coercive, undesirable, or restrictive practices or any other unlawful or unethical business practices with any Central/ State Government Ministry/Department/ PSU/ Statutory Body / Government Company in last 5 years. The Bidder also must not have been declared bankrupt/insolvent or should not have filed for bankruptcy/insolvency in the past five years or in the process of being declared bankrupt / insolvent before any designated authority. Please enclose declaration from Authorized Signatory on the Bidder's Business Letter Head.	Certificate from the CEO/MD/ authorised signatory.

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17.	The Bidder who was awarded any contract in the past by the Institute but terminated during the contract period due to unsatisfactory performance will not be eligible /considered to participate in this tender. Also, a bidder who was awarded any contract earlier but refused to continue the contract/refused to sign the agreement as given by the Institute will not be eligible to participate in this tender.	Please enclose declaration from Authorized Signatory on the Bidder's Business Letter Head.
18.	Arrange for technical presentation before the appropriate committee as to how the cycle of remote proctored CBT should be completed, result is declared and made available for admission to ICSI Quizzes and Assessment.	Advance submission of copy of Technical Presentation duly certified by CEO/MD/ authorised signatory.
19.	Bidder's Banker's certification for satisfactory banking	Please enclose letter from Authorized Signatory of the Bidder's Bank

Place: -----

Date: -----

Signature _____

Name _____

Designation _____

Seal of the Company



Other Details to be furnished along with the bid as part of ELIGIBILITY CRITERIA

S. No.	Particulars	Documents to be submitted
1	<p>Solution document: Solution document provided by the bidder as part of response should include the following parameters:</p> <p>i. Design details and parameters based on which bidder proposes to undertake the project of conducting the Computer Based Test.</p> <p>ii. Complete scope of work and list of the activities to be executed as part of the project</p> <p>iii. Security principles: The procedures, best practices which are followed and adopted.</p>	Solution document as part of bid response document
2	The bidder shall commit that the key personnel to be employed for the project have been sufficiently involved in similar implementations and that once assigned to the project will not be moved out of it, except for reasons beyond the control of the bidder or with the prior consent of the ICSI official concerned. In such case an equally competent employee shall be provided as replacement.	CV's of personnel to be assigned Self-certification from the Company Chief Executive / authorised signatory
3	Bidders with Support Centre and project office based in Delhi/NCR would be preferred	Copy of the address proof
4	Bidders should provide a detailed time cycle for the total implementation of the test in each session	Copy of detailed time schedule with implementation plan
5	The bidder should provide address details of their project office(s) and support centre(s)/ clients for personal visit by the ICSI officials	Copy of address details should be provided

Place:-----

Date:-----

Signature _____

Name _____

Designation _____

Seal of the Company

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Form III: Tender acceptance letter to be printed on business letterhead of the bidder and to be submitted with the Technical Bid

To
The Secretary
Institute of Company Secretaries of India (ICSI)
ICSI House, C – 36, Sector 62,
Noida-201309

SUB: Tender for Empanelment of Agencies for Conducting ICSI Online Examination for Quizzes, Online Competition, Online Courses etc. and Assessment thereof on Turnkey basis.

Sir,

This is with reference to the Tender No. ICSI/Purchase/SS/PMQ/2026-27/131(RE) dated **01 July, 2026**, due on **13 July, 2026**. I am/ We are interested to participate in the 'Tender for Empanelment of Agencies for Conducting ICSI Online Quizzes, and Assessment for the Online Courses etc' dated 2024.

We declare that:

- i) We have read and understood the terms and conditions given in the tender Document;
- ii) We are eligible for award of the contract as per the qualification criteria mentioned in the tender Document;
- iii) We accept and agree to all the terms and conditions of the tender;
- iv) We shall comply with all the terms and conditions of the tender;
- v) All the information / documents provided in this bid are true to the best of our knowledge and belief. If at any stage, the information / documents are found to be false, misleading or incorrect then this Bid / Purchase Order shall be cancelled at our cost and risk and we shall indemnify the Institute (ICSI) for the loss caused due to the cancellation and we shall be liable for penal / legal action including black listing by ICSI.
- vi) We understand that ICSI reserves the right to cancel the tender at any stage or cancel / reject any one or more bid without incurring any liability.
- vii) The duly signed copies of all the tender pages are attached herewith.

(Signature of the Bidder)
Printed Name, Designation, Official seal/ stamp
Date:



ICSI HQ: ICSI HOUSE, 22, INSTITUTIONAL AREA, LODI ROAD, NEW DELHI-110003
ICSI NOIDA OFFICE: ICSI House, C-36, SECTOR-62, NOIDA-201309 (UP)

Tender No. ICSI/Purchase/SS/PMQ/2026-27/131(RE)

Date: 01 July, 2026

SUB: Tender for Empanelment of Agencies for Conducting ICSI Online Examination for Quizzes, Online Competition, Online Courses etc. and Assessment thereof on Turnkey basis.

PART 'C' (FINANCIAL BID)

[On the Letter head of Bidder and should be separately sealed as per instruction]

Secretary
The Institute of Company Secretaries of India
ICSI House,
22, Institutional Area, Lodi Road
New Delhi-110 003

Dear Sir,

I/We hereby submit our Price/Financial Bid for **Conducting ICSI Online Quizzes/Online Competition, and Assessment for the Online Courses etc.**, uploading of admit cards, conducting of Computer Based Test (CBT) through remote proctoring mode and processing of results **ICSI Online Quizzes, and Assessment for the Online Courses etc.** on all India basis as per the terms and conditions and scope of work specified in the tender document:

Sl. No.	Description of activity	Rate Per Candidate for Examination or Part thereof (Rs.)		
		For Test Centre Based Exam (Rs.)	For Remote Proctored Exam with AI and Live Humanly Proctored (Rs.)	For Remote AI Proctored Exam with No Human Proctoring (Rs.)
1.	Conduct of Computer Based Test (CBT) Rate per Candidate, examination as per scope of work excluding question bank preparation. The rate will be applicable for end-to-end all examination activities of - (i) PMQ Course Examination (ii) Certificate Courses (iii) any other similar type of examination			
	Description of activity	AI-Proctored Quiz (Rs.)	Non-Proctored online test environments for ICSI Quizzes (Rs.)	
2.	Conduct of Computer Based Test (CBT) Rate per Candidate from registration to final round for ICSI quiz test as per scope of work excluding question bank preparation. The rate will be applicable to - (i) ICSI QUIZ Examination (ii) G K QUIZ (iii) Constitution Quiz (iv) any other Quiz as per the requirement			

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Rate per Question-and-Answer Key in English Language (Rs.)	
3.	Developing of Question for Quizzes and Certificate Courses Examination - Rate per Question (MCQ type with 04 options) in English Language with Answer Key as approved by ICSI [This is Optional item and if ICSI avails this service, the charges shall ONLY be payable on actual basis]
Rate per Question-and-answer key Translated from English to Any Language (Rs.)	
4.	Translation of Question Bank from English to Any language - Rate per Question Paper, examination as approved by ICSI [This is Optional item and if ICSI avails this service, the charges shall ONLY be payable on actual basis]

** The rates quoted under these heads will also be included in evaluation of Commercial bid. If the ICSI avails the service from the successful bidder, only then payment will be made.*

Notes:

- (a) The rates to be quoted by the bidder shall be Rate inclusive of all Charges, levies, duties (in Rs.) per Candidate (except GST, which will be paid separately based on the prevailing rates subject to submission of Tax invoice) and the same shall be paid as per statutory requirements of the Institute. The rates quoted shall remain valid till three years from the date of commencement of the contract and no request for increase or enhancement in the rates for whatsoever reason shall be entertained by the Institute
- (b) #Vendor is required to submit quote for such competitions @ rate per student per competition for all the rounds together (all services inclusive).

Place: -----

Date: -----

Signature _____

Name _____

Designation _____

Seal of the Company

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