

REQUEST FOR PROPOSAL (RFP)

The Item and Test Development; Project Management; Psychometric and Data Analysis; and Reporting of Results for the Problem Solving Assessments for Classes IX and XI for 2012 to 2016

**CENTRAL BOARD OF SECONDARY EDUCATION
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1. INTRODUCTION

1.1 CBSE ORGANISATION AND OBJECTIVES

The Central Board of Secondary Education (CBSE), a registered society and an autonomous organization under Ministry of Human Resource Development, Government of India, is one of the important National Board of the country. The main objectives of the Board are to serve the educational Institutions effectively and to be responsive to the educational needs of the students.

1.2 DETAILS OF NUMBER OF CBSE REGIONS AND AFFILIATED SCHOOLS

The Board has approx. 12,300 schools affiliated with it including 150 schools in twenty one countries. The prime focus of the Board is on (a) prescription of suitable curriculum for its various schemes of examination in both academic and vocational streams (b) regularly updating the pedagogical skills of the teachers and administrators by conducting in-service training programme and workshops, c) setting norms for affiliation of institutions for the purpose of public examination and; d) prescribing as well as updating the course of instructions to raise the academic standards in the country.

1.3 CCE IN CBSE

The Board's policies are based on national policies of education and it has primarily adopted and adapted the National Curriculum Framework (NCF) 2005. The NCF 2005 operates on five guiding principles that envisage a learner centred curriculum, founded on the learner's ability to construct his or her own knowledge (constructivism) thus giving primacy to the learner. It advocates teaching to facilitate knowledge construction, diagnostic evaluation to remediation, refining and improving learning processes. As learner's readiness to take an examination has become paramount, thus, the examination reforms were a logical consequence. Assessment for learning was to be a major shift in the extant paradigms of examination oriented learning. A major step of reform in this direction was making the board examination in class X optional especially when the certificate is not very important for further continuance of studies. To realize the above objectives, the Board has strengthened several of its academic initiatives trading beyond its direct mandate as an examination body such as periodic guidelines and training programs to encourage innovation in teaching-learning methodologies; advocated joyous learning without burden in primary and upper primary; and implemented the process of CCE in primary encouraging for extension in upper primary. It had extended it to the secondary classes by including a component of internal assessment in the external examination of class X for the last decade and more.

Notwithstanding all these efforts to streamline pedagogic practices, the one- time board examination still reigned supreme and remained the focus of pedagogy instead of being learner

centric. Hence, the MHRD/CABE endorsed the NCF recommendation of making board exam optional in class X as appropriate for implementation. This, inter alia, also included making the evaluation more comprehensive and continuous to assess both scholastic and co scholastic abilities of the students i.e. Continuous and Comprehensive Evaluation (CCE). This further required empowerment of schools to decide the selection of appropriate evaluation tools for facilitating individualized instruction and enhancing the quality of learning in respect of each child placed in the custody of the teacher. The philosophy of CCE takes cognizance of two important factors, namely the various components of human growth and potential that govern the process of learning and continuous assessment of all these to facilitate perpetual refinement of construction of knowledge and enhancement of Life skills. In operational terms, it would mean designing effective evaluation tools that would serve for formative and summative stages of learning. The Board has taken various thoughtful initiatives to prepare a comprehensive road map to operationalize and implement the examination reforms of the government in a time bound and effective manner with public interest at focus. One such initiative is implementation of the scheme Continuous and Comprehensive Evaluation (CCE) in its strengthened form October 2009 in Class IX onwards. The Board in the year 2010 conducted Master Trainer programs at 95 venues across the country covering more than 7,000 affiliated schools and teachers in excess of 20,000 from September 2009 to January 2010. The objective was to cover maximum number of schools and at least three teachers (including principal of the school) of each school so as to make them understand and assimilate the contents and nuances of CCE and they in turn could train and sensitize other teachers in their schools. The Board also prepared and published Teachers' Manual and training modules on CCE. In year 2011, the Board conducted training programmes.

2 SCOPE OF WORK

The CBSE is planning to initiate a Problem Solving Assessment (CBSE-PSA) for students in Classes IX and XI.

The content for the CBSE-PSA will test Life Skills such as:

- Creative Thinking/Decision Making;
- Critical Thinking/Problem Solving; and
- Language Conventions (an aspect of Communication).

The Life Skills will be assessed within the following domains:

- Quantitative, which includes the kinds of reasoning found in mathematics, science, and technology;
- Qualitative, which includes the reasoning seen in the humanities, arts, and social sciences; and,
- Language Conventions.

Note that the quantitative domain of the CBSE-PSA should make comparatively modest demands on mathematical knowledge, but rather, should emphasize logical and numerical reasoning and use of basic mathematical knowledge.

The CBSE wishes to engage a single organisation or to manage the item development; project management; psychometric and data analysis; and, reporting of results for the Problem

Solving Assessments (CBSE-PSA) for Classes IX and XI for the five year period from 2012 to 2016. Two equivalent forms of each of the Assessments will be developed. One form will be administered in January and a second form will be administered to selected students in June/July of the same academic year.

It is anticipated that approximately 1,200,000 Class IX and 800,000 Class XI will undertake the CBSE-PSA in January 2013 and each subsequent year until the 2016 administration. Fewer students will sit the administration of the second form of the PSA.

More specifically, the CBSE is inviting bidders to tender to provide the following core services for the provision of the Problem Solving Assessments (CBSE-PSA) for Classes IX and XI for 2012 to 2016:

1. item development;
2. project management;
3. psychometric and data analysis; and,
4. reporting of results.

All of the above services are required to be delivered to high standards of security, quality and accuracy. Services to be provided and the specific requirements are further outlined in the Statement of Requirements (*See Appendix 1*).

3 QUALIFICATION CRITERIA

- 3.1 The organisations should have prior experience in the providing all of the above core services for large stake assessment (5,00,000) each year during last two years (Supported by evidences, award letter etc.).
- 3.2 Financial Capability
 - 3.2.1 The turnover of the bidder should be INR 30 million or above during last two financial years (2011-2012, 2010-2011) (Copy of Financial Statement, Balance Sheet).
 - 3.2.2 The organisation should have demonstrable financial capability to carry out assessment services for such large number twice a year (supported by Balance Sheet, Cash Flow Statement etc.)
- 3.3 Organisations should have adequate numbers of experienced professional staff to support the program of work either on their permanent rolls or available on a contractual basis. A list of the professional members of the team should be attached.
- 3.4 Organisations should have Standard Operating Procedures (SOP) in place for managing the services.
- 3.5 The organisation will have to comply with all the existing rules prevalent in CBSE and Government of India for the purpose.

3.6 Organisations should enclose Earnest Money Deposit (EMD) of Rs 5,00,000/- (Rupees Five lakh only) along with the technical document. The EMD will be in the form of a Demand Draft drawn in favour of the Secretary, CBSE and payable at Delhi.

3.7 The organization must have office with sufficient permanent professional and administrative staff located in India for day-to-day liaison.

4 EVALUATION AND SELECTION CRITERIA

4.1.1 Evaluation of the Technical Bid

The following criteria are prescribed as pre-qualifications for bidders interested in undertaking the project.

ELIGIBILITY CRITERIA	
Acceptance of Terms and Conditions of the RFP	Annexure 1
Completion of Bidder Profile	Annexure 2
Completion of Authorization Letter	Annexure 3
Self-certification	Annexure 4
The Bidder should have submitted Rs. 5,000/- towards the cost of the RFP document	
The Bidder should ensure registration with appropriate statutory authorities and should enclose a copy of their registration as applicable.	
The Bidder should have furnished the Earnest Money Deposit (EMD)	
The Bidder should have submitted evidence with regards to the provision of the professional services (item and test development; project management; psychometric and data analysis; and, reporting of results) for 5,00,000 candidates on each occasion during last two years.	
The Bidder should have submitted the proof of financial capability as required under 3.2.1 and 3.2.2.	
The Bidder should have submitted evidence that they have well-established and proven methodology Standard Operating Procedures (SOP) for managing the services required.	
The Bidder should have well qualified staff for providing the services required (documentary evidence is required)	
The Bidder should have submitted the entire design and methodology for providing the services. The design and methodology will be the main focus in the evaluation of the technical bids.	

The Technical Evaluation Committee will examine all of the technical pre-requisites for the conduct of the services. Each Bidder will be awarded a Technical Score (TS) out of 100 points by the Committee based on the parameter given in paragraph 4.1.3 of the RFP.

4.1.2 Evaluation of Financial Proposal

- Financial Proposals of the bidders should be as per Appendix 3 of the RFP and will be awarded Commercial Scores (CS) out of a maximum of 100 points by the Committee.
- Financial Proposals of those bidders will be opened for those organisations who pass the TS arrived at from the technical evaluation process described above.

The CS would be normalized on a scale of 100, with the lowest score being normalized to 100 and the rest being awarded on a pro-rata basis i.e. the proposal with the lowest total cost will be awarded the highest CS of 100 points. The CBSE would constitute a panel of agencies.

The Bidders CS is normalized as follows:

$$F_n = F_{\min}/F_b * 100\% \text{ (rounded to 2 decimal places)}$$

where

- F_n is the normalized CS for the bidder under consideration;
 F_b is the absolute financial quote for the bidder under consideration; and,
 F_{\min} is the minimum absolute financial quote.

4.1.3 Final Evaluation

The final evaluation will be based on a **Quality and Cost Basis (QCBS)**. There will be 70% weighting for the Technical Evaluation and 30% weight for the Financial Evaluation.

The following table shows the criteria and points for the final evaluation.

CRITERIA	POINTS
The Bidder should have demonstrated how their tender meets the services outlined in the Scope of Work and delineated in Appendix 1 entitled STATEMENT OF REQUIREMENTS .	50
The Bidder should submit the proof of Financial Capability as required in 3.2.1 and 3.2.2 of this RFP	20
The Bidder should have an experienced and well-qualified workforce that is available to work on the project.	30

Method of calculating of the Final Score (FS)

$$\text{Final Score (FS)} = \text{TS} * 0.7 + \text{CS} * 0.3$$

The bidder with the highest FS will be awarded the final contract.

4.1.4 Implementation Schedule

For a smooth roll out of the solution the successful bidder will meet with the CBSE to develop a commonly agreed Implementation Schedule that will comprise a detailed plan showing deliverables and schedules through each phase of the project.

4.2 CBSE Responsibility

4.2.1 The Central Board of Secondary Education (CBSE) will be responsible for the logistical components of the CBSE-PSA. This will require working very closely with the successful bidder in planning and implementing the total project.

4.2.2 The CBSE will appoint one or more officers to enable the smooth conduct of the CBSE-PSA.

4.2.3 The implementation plan will be finalized between the successful Bidder and the CBSE.

4.2.4 The CBSE will inform all schools through Circulars regarding the CBSE-PSA.

5 INSTRUCTION TO THE BIDDERS

5.1 General information

This document should be read in consonance with any Addendum that may be issued with the RFP. The bidder is required to read the RFP document and the Addendum(s) and would be deemed to be in knowledge of the provisions of both the document and the Addendum(s). No claim of any nature whatsoever shall be entertained in this regard. In case of any conflict between the addendum(s) and the RFP document, the provisions of the RFP document shall prevail for all intents and purposes.

- Tenders (non-transferable) would be considered in the prescribed RFP format in paragraph 4.1.1. Proposals duly filled-in and supported by all essential documents should be submitted on or before the given time after which no RFPs will be accepted.
- The bids will be opened at the given address in the presence of representatives of the participating bidders as per the bid schedule mentioned below. The Prequalification Bids of only those bidders who have submitted the RFP document fees and EMD will be opened. The Technical Bids of only the bidders short-listed from the Prequalification bids will be opened.

Schedule of Bidding Process

The Board shall endeavour to adhere to the following schedule:

Event Description Date

1. Last date for receiving queries **30.06.2012**
2. Board's response to queries latest by **02.07.2012**
3. Pre-Bid meeting **07.07.2012**
4. Bid Due Date 21.07.2012 up to 2:00pm
5. Opening of Bids 21.07.2012 at 2.30 pm
6. Validity of Bids 120 days of Bid Due Date

- Similarly, the Financial Bids of only the bidder's short-listed from the Technical bids will be opened.
- The bids will be opened on the scheduled date and time even in case of absence of the bidder. RFPs shall be submitted fully in accordance with the requirements of the General Terms and Conditions. Appropriate format prescribed with this document shall be used for filling quotations. Incomplete, illegible and unsealed RFPs will be rejected. Telegraphic RFPs will not be accepted and no correspondence will be made in this regard.
- All offers should be made in English. Conditional offers and offers qualified by vague and indefinite expressions such as "**Subject to immediate acceptance**" etc. will not be considered.
- The price and conditions of the offer should be valid for at least a period of 120 days from the date of RFP opening. RFP with validity of less than 120 days will be rejected.
- The bidder shall carefully examine the RFP documents and the technical specifications and fully acquaint themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. Should a RFP find discrepancies in or omissions from the specifications or other documents, or should there be any doubt as to their meaning, he should at once notify CBSE, New Delhi and obtain clarification by fax at **011- 23234324** and e-mail (**sadhanap.cbse@nic.in**). This however does not entitle the bidder to ask for time beyond the due date fixed for receipt of RFPs.
- Submitted RFP forms, with overwritten or erased or illegible rate or rates not shown in figures and words in English, will be liable for rejection. In case of discrepancy between words and figures noted against each item of the RFP and between unit rates and the total amount, the decision of the competent authority will be final and binding on the bidders. Total of each item and grand total of the entire RFP should be clearly written. Corrections in the RFP, if unavoidable, should be made by rewriting with dated initial of the bidder after scoring out the incorrect entries. Clerical and arithmetical mistakes may result in rejection of the RFP.

- Request from the bidder in respect of additions, alterations, modifications, corrections etc. of either terms or conditions or rates after opening of the RFP will not be considered.

Sealing and Marking of Bids

1. The Bidder shall submit the Bid in the format specified in the RFP and seal it in an envelope and mark the envelope as “TECHNICAL BID FOR THE ITEM AND TEST DEVELOPMENT; PROJECT MANAGEMENT; PSYCHOMETRIC AND DATA ANALYSIS AND REPORTING OF RESULTS FOR THE PROBLEM SOLVING ASSESSMENTS FOR CLASSES IX AND XI FOR 2012 TO 2016”
2. The documents accompanying the Bid shall be placed in a separate envelope and marked as “Enclosures of the Bid”. The documents shall include:
 - a) Bid Security;
 - b) Supporting documents; and
3. The Bidder shall submit the financial Bid in the format specified at Appendix 3 and seal it in an envelope and mark the envelope as “FINANCIAL BID FOR THE ITEM DEVELOPMENT FOR PROBLEM SOLVING ASSESSMENT; PSYCHOMETRIC AND DATA ANALYSIS AND REPORTING OF RESULTS FOR THE PROBLEM SOLVING ASSESSMENTS FOR CLASSES IX AND XI FOR 2012 TO 2016”
4. The envelope specified at S.No.1 & 2 above (both placed in one envelope) and another envelope for S.No.3 shall be placed in an outer envelope, which shall be sealed. Each of the three envelopes shall clearly bear the following identification: “RFP FOR CBSE-PROBLEM SOLVING ASSESSMENT” and shall clearly indicate the name and address of the Bidder. In addition, the Bid Due Date should be indicated on the right hand top corner of each of the envelopes.
5. Each of the envelopes shall be addressed to so as to reach latest by 21.07.2012 by 2.00 pm:

Mr Ajay Mishra
Deputy Secretary (A&F)
Central Board of Secondary Education
Shiksha Sadan 17 Rouse Avenue Delhi 110002

- If the envelopes are not sealed and marked as instructed above, the Board assumes no responsibility for the misplacement or premature opening of the contents of the Bid submitted.
- While RFPs are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means bidders' personnel or representatives, on matters relating to the RFPs under study. CBSE, New Delhi if necessary will obtain clarification on RFPs by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. The bidder will not be permitted to change the substance of his offer after the RFPs have been received in CBSE, New Delhi. Any

attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present RFP and the bidder may be liable to be debarred from bidding for CBSE, New Delhi RFPs in future for a period of two years. CBSE, New Delhi reserves all rights to cancel the RFP without assigning any reason thereof.

- Govt. Levies like service tax shall be paid at actual rates applicable on the date of delivery. Rates should be quoted accordingly giving the basic price, Service Tax etc.
- The proposal should be submitted in English Language and prices quoted in INR.
- Bidder shall sign all pages of RFP.
- In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
- Any attempt to influence directly or indirectly on the part of the prospective bidder with the authority to whom he has submitted the RFP or authority who is competent finally to accept it after he has submitted his RFP or any endeavour to secure any interest for an actual or prospective bidder or to influence by any means the acceptance of a particular RFP will render the RFP liable to be excluded from consideration.

Amendments to RFP

- At any time prior to the deadline for submission of Bids, the Board may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of Addenda.
- Any Addendum thus issued will be notified only on the website for information to all the Bidders and no other means of communications will be used by CBSE.
- In order to afford the Bidders a reasonable time for taking an Addendum into account, or for any other reason, the Board may, at its own discretion, extend the Bid Due Date.

Pre Bid Conference

- Pre-Bid conferences of the Bidders shall be convened at the designated date. The time and place shall be notified on the Board's website. A maximum of two representatives of each Bidder shall be allowed to participate in the conference.
- During the course of Pre-Bid conferences, the Bidders will be free to seek clarifications and make suggestions for consideration of the Board. The Board shall endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.

5.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and Board will in no case be responsible or liable for these costs, whether or not the Bid is finally accepted.

Non-transferable RFP:

The RFP Document could be obtained from Section Officer (Adm & A/C) or downloaded from Board's website (www.cbse.nic.in & www.cbseacademic.in) on payment of Rs 5,000/- as the cost of the document, to be remitted, in the form of a Cash/DD in favour of Secretary, CBSE payable at Delhi is not transferable. Only the party which has purchased this RFP form shall be entitled to quote.

5.3 Proposal Validity

Technical and Financial Proposals shall remain valid for a period of 120 days from the date specified for opening of Technical Bid. CBSE, New Delhi shall reject the Proposal as being non-responsive if it is valid for a shorter period. In exceptional circumstances, prior to expiry of the original Proposal validity period, CBSE, New Delhi may extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing to or by facsimile on the listed contact information of the Bidders. In such cases, the Bidders shall not be required or permitted to modify the Proposal, but shall be required to extend the validity of the Proposal for the extension period.

5.4 EMD

The bidder shall furnish, as part of its general bid, an EMD of amount Rs. 5, 00,000/- (Rupees Five lakh only). The EMD shall be in the form of Demand Draft from any Scheduled Commercial Bank located in India, drawn in favour of Secretary, CBSE, New Delhi , payable at Delhi and will not be liable for any interest. Any bid, not containing the EMD will be rejected as non-responsive. Unsuccessful bidder's EMD will be discharged / returned as promptly as possible without interest.

5.5 Bid Opening

Bids will be opened in the presence of the representatives of the bidders who wish to attend the opening of the bids. Technically qualified bids will be taken up for further processing. Financial Bids of technically qualified bidders will be opened in the presence of the bidders / representatives on a separate date and time which will be notified separately. No discussion / interaction will be held with the bidders whose bids have been rejected / disqualified. CBSE, New Delhi reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. The RFP Evaluation Committee(s) shall evaluate the Prequalification Bids, Technical Bids and Financial bids. The decisions of the Evaluation Committee(s) in the evaluation of the bids shall be final. No

correspondence will be entertained outside the process of negotiation / discussion with the Committee(s).

At the date, time and location of the bid opening as specified in the RFP, the Evaluation Committee(s) shall open the Proposals, in the presence of Bidders' designated representatives who choose to attend. The Bidders' representatives who are present shall sign a register evidencing their attendance. The Bidders' names, and any such other details as the Evaluation Committee(s) may consider appropriate, will be announced by the Evaluation Committee(s) at the opening. The Evaluation Committee(s) reserves the right at any time to postpone or cancel a scheduled bid opening. The bids will be opened at the address specified in RFP.

5.6 Language of Bid and Correspondence

The Bid will be prepared by the Bidder in English language only. All the documents relating to the Bid (including brochures) supplied by the Bidder should also be in English, and the correspondence between the Bidder & CBSE, New Delhi will be in English language only.

5.7 Bid Currencies

Prices shall be quoted in INDIAN RUPEES, inclusive of all prevailing taxes.

5.8 Evaluation and Selection Criteria

The Evaluation Committee will carry out a detailed evaluation of the Proposals as per section 4 of RFP in order to determine whether the technical aspects are in accordance with the requirements set forth in the Document. In order to reach such a determination, the Evaluation Committee will examine and compare the technical aspects and thoroughness of the proposals on the basis of information provided by the bidder, taking into account the following factors:-

- Overall completeness and compliance with the requirement.
- Proposed work-plan and methodology shall demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents.
- Any other relevant factors, listed in RFP document, or which the CBSE, New Delhi deems necessary or prudent to take into consideration.

All bidders who meet pre-qualification criteria may be asked to develop and present Prototype for the PSA.

5.9 Disqualification or Rejection of RFP

The RFP is liable to be rejected or the bidder be disqualified at any stage on account of the following. If the bid or its submission is not in conformity with the instruction mentioned herein.

- If the bid is not accompanied by the requisite RFP document cost

- If the bid is not accompanied by the requisite EMD.
- If it is not signed with seal, on all the pages of the bid document.
- If it is received after the expiry of due date and time.
- If it is incomplete and required documents are not furnished.
- If it is misleading or false statements/ representations are made as part of pre-qualification requirements
- If found to have a record of poor performance such as having abandoned work, having been inordinately delayed completion and having faced commercial failures etc.

5.10 Forfeiture of EMD (Bid Security)

EMD submitted by the bidder may be forfeited under the following conditions:

- a. If the bid or its submission is not in conformity with the instructions mentioned herein.
- b. If the bidder withdraws the RFP before the expiry of the validity period.
- c. If the bidder violates any of the provisions of the terms and conditions of the RFP.

In the case of a successful bidder, EMD may be forfeited if he fails to:

- accept award of work,
- sign the Contract Agreement with CBSE, New Delhi, after acceptance of communication on placement of award,
- furnish performance security, or the bidder violates any of such important conditions of this RFP document or indulges in any such activities as would jeopardize the interest of CBSE, New Delhi. The decision of Chairman CBSE, regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances.

A default in such a case may involve black-listing of the bidder by CBSE, New Delhi

5.11 Compensation for Termination of Contract

If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by CBSE, New Delhi, without any valid reasons acceptable to it, it may terminate the contract after giving one month notice, and the decision of Chairman CBSE, in the matter shall be final and binding on the bidder. Upon termination of the contract, CBSE, New Delhi shall be at liberty to get the work done at the risk and cost of the bidder through any other agency, and to recover from the bidder compensation or damages.

6 AWARD OF WORK

The Chairman, CBSE reserves the right to accept or reject any or all bids-

- Notwithstanding anything else contained to contrary in this RFP Document, Chairman, CBSE reserves the right to accept or reject any Bid or to annul the bidding process fully or partially, or modify the same and/or to reject all Bids at any time prior to the award of work, without incurring any liabilities in this regard.

6.1 Notification of Award

Prior to the expiry of the period of Bid validity, **D.S.(F&A), CBSE** will notify the successful Bidder in writing by speed post or Fax or email that its Bid has been accepted. The liability of the bidder to perform the services will commence from the date of notification of Award. The Completion Period shall be counted from the date of 'Notification of Award of Work'.

6.2 Signing of Contract

Within 10 (Ten) days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to the CBSE. Any incidental expenses on execution of agreement shall be borne by the successful Bidder. A Service Level Agreement (SLA) will be signed with the bidder at the time of awarding the contract.

6.3 Corrupt or Fraudulent Practices or Conflict of Interest

The Board requires that the bidders under this RFP observe the highest standards of ethics during the bidding and execution of the contract. In pursuance of this policy, the CBSE defines the terms set forth as follows:-

- (a) **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Board who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Award of Work or has dealt with matters concerning the Service Level Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Board, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Award of Work or after the execution of the Service Level Agreement, as the case may be, any person in respect of any matter relating to the work or the Award of Work or the Service Level Agreement, who at any time has been or is a legal, financial or technical adviser of the Board in relation to any matter concerning the work; (b)

“fraudulent practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process ; (c) **“coercive practice”** means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process; (d) **“undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Board with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and (e) **“restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process. (f) **“Conflict of Interest”** means without limiting the generality of the word, a Bidder shall be considered to have a Conflict of Interest that affects the Bidding Process, if: (i) such Bidder (or any constituent thereof) have common controlling shareholders or other ownership interest, or (ii) a constituent of such Bidder is also a constituent of another Bidder; or (iii) such Bidder receives or has received any direct or indirect subsidy from any other Bidder, or has provided any such subsidy to any other Bidder; or (iv) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or (v) such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other’s’ information about, or to influence the Bid of either or each of the other Bidder; or (vi) such Bidder has participated as a consultant to the Board in the preparation of any documents, design or technical specifications of the proposal.

The Chairman CBSE will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices or conflict of interest in competing for the contract in question. The Chairman CBSE, will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is determined that the Bidder has engaged in corrupt and fraudulent practices in competing for or in execution of the contract.

6.4 Termination for Default

- Chairman, CBSE, may without prejudice to any other remedy for breach of terms and conditions (including forfeiture of Performance Security) by written notice of default sent to the bidder, terminate the work / task in whole or in part, after sending a notice to the bidder in this regard: o If the bidder fails to deliver or complete the job assigned in the terms and conditions within the time period (s) specified in the RFP Document.
- If the bidder fails to perform any other obligations under the terms and conditions.

6.5 Progress of the Project

- Progress of the Project may be intimated in writing to Chairman, CBSE, on at least a monthly basis. The Board shall review the progress on quarterly basis and further extension of contract shall be subject to satisfactory performance in previous quarter.

6.6 Confidentiality

Any information pertaining to the CBSE or any other agency involved in the project, matters concerning CBSE that comes to the knowledge of the bidder in connection with this contract, will be deemed to be confidential and the contractor will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The bidder shall ensure due secrecy of information and data not intended for public distribution. The affidavit to this effect should be submitted along with security deposit.

6.7 Force Majeure

This clause shall mean and be limited to the following in the execution of the contract of War / hostilities

- Riot or civil commotion
- Earth Quake, Flood, Tempest, Lightning or other natural physical disaster
- Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the consultant, which prevent or delay the execution of the order by the consultant
- The Agency shall inform **D.S.(F&A), CBSE** in writing the beginning and the end of the above clauses of delay, within 7 days of occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, **Chairman, CBSE**, reserves the right to cancel the contract without any obligation to compensate the bidder in any manner for whatsoever reason, subject to the provision of clause mentioned.

6.8 Arbitration

- All disputes, differences, claims and demands arising under the contract shall be referred to the **Chairman, CBSE, New Delhi** for final decision and the same shall be binding on all parties.
- Any other terms and conditions mutually agreed prior to finalization of the order / agreement shall be binding on the bidder.

- **Chairman**, CBSE and the selected agency shall make every effort to resolve amicably through direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute arises between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matter the decision of which is specially provided for by the general conditions, such disputes shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering into the reference and the award of the arbitration or umpire, as the case may be shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment thereof the arbitration proceeding shall be held in Delhi.

6.9 **Legal Jurisdiction**

- All legal disputes are subject to the jurisdiction of Delhi courts only.

6.10 **Completeness of RFP Offer**

- The Bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the RFP Documents. Failure to furnish all information required by the RFP documents or submission of a RFP offer not substantially responsive in every respect to the RFP documents will be at the Bidder 's risk and may result in rejection of its RFP offer. The RFP offer is liable to be rejected outright without any intimation to the Bidder if complete information as called for in the RFP document is not given therein, or if particulars asked for in the Forms / Performa in the RFP are not fully furnished.

PERFORMA AND ANNEXURES

ANNEXURE-1

ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE RFP DOCUMENTS

To

The Deputy Secretary (F&A)

Central Board of Secondary Education

17 Rouse Avenue

Delhi

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document regarding **'The Item and Test Development; Project Management; Psychometric and Data Analysis; and Reporting of Results for the Problem Solving Assessments for Classes IX and XI for 2012 to 2016'**

I declare that all the provisions of this RFP Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness

Signature of the bidder

Date:

Date:

Place:

Place:

Company Seal

DETAILS OF THE ORGANISATION

a) Name of the Organisation:

b) Registered Address:

c) Year of Establishment:

d) Details of Registration / Incorporation

e) Details of the Technical Specialist employed with the Organization:

Sl. No.	Specialty / Skill-set	No. of People	Average length of service with the Organization
---------	-----------------------	---------------	---

f) List of Project Handled:

- 1.
- 2.
- 3.
- 4.

PLACE :

DATE :

SIGNATURE OF AUTHORISED PERSON WITH SEAL

REPRESENTATIVE AUTHORIZATION LETTER

Date : _____

Ref : _____

To

The Director (Training)

Central Board of Secondary Education

17 Rouse Avenue

Delhi

Ms. /Mr. _____ is hereby authorised to sign relevant documents on behalf of the agency for the RFP '**The Item and Test Development; Project Management; Psychometric and Data Analysis; and Reporting of Results for the Problem Solving Assessments for Classes IX and XI for 2012 to 2016**' She/He is also authorised to attend meetings & submit technical & financial information as may be required by you in the course of processing above said RFP.

Thanking you,

Authorised Signatory

Representative Signature

Company Seal

SELF-DECLARATION

ANNEXURE - 4

Date : _____

Ref : _____

To

The Deputy Secretary (F&A)

Central Board of Secondary Education

17 Rouse Avenue

Delhi

In response to the RFP dated _____, Ms. / Mr. _____, as a _____ . I / We hereby declare that our agency _____ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Signature of witness

Signature of the bidder

Date:

Date:

Place:

Place:

Company Seal

DECLARATION OF FINANCIAL & ADMINISTRATIVE DETAILS

Company Name & Address

Name :

Address :

City :

District :

State :

Pin :

Telephone :

Cell :

Fax :

E-mail :

Copies of Audited Balance sheets for the financial year are attached

Copies of experience and client's report in the similar work as desired in the RFP document-

Signature of witness

Signature of the bidder

Date:

Date:

Place:

Place:

Company Seal

APPENDIX 1
STATEMENT OF REQUIREMENTS

1. Item and Test Development

The organisation will be responsible for item and test development for CBSE-PSA for Classes IX and XI (2 forms of each test) which will be ready for administration in January 2013 and the second form in June/July of 2013. This will include:

- a. providing personnel with appropriate skills and qualifications available for the contract;
- b. consulting with CBSE;
- c. developing and editing for the CBSE-PSA for Class IX and Class XI. Secure items already developed can be considered for the CBSE-PSA but will require the approval of CBSE¹;
- d. obtaining copyright and permission details;
- e. producing test maps and answer keys to allow for marking of the CBSE-PSA;
- f. producing Test Administrator Manuals in print-ready electronic copy;
- g. preparing the final CBSE-PSA forms and answer sheets in print-ready electronic copy.

The following tables show the development targets that will be needed for the CBSE-PSA at Classes IX and XI respectively:

¹ In the first year of the PSA (for administration in January 2013) there will be no field testing of items because of the late start to the program. This first administration will effectively be a "census trial". However, in subsequent years the items prepared for the PSA will be trial tested on samples of students with similar characteristics to the Class IX and XI CBSE populations.

TABLE 1
Class IX Development Numbers for Items and Passages for the 2 forms of the CBSE-PSA

Test Context Domain/ Item Type	Target No. per Test Form			To Be Developed ²		
	No. of Items	No. of Passages	Total No. of Items	No. of Items	No. of Passages	Total No. of Items
Qualitative						
• Stand-alone MCQs	6		6	12		12
• Passage-based MCQs	6	2	12	6	4	24
<i>SUB TOTAL</i>			18			36
Quantitative						
• Stand-alone MCQs	10		10	20		20
• Passage-based MCQs	4	2	8	4	4	16
<i>SUB TOTAL</i>			18			36
Language Conventions						
• Grammar & Usage MCQs	8		8	16		16
• Vocabulary in Context MCQs	8		8	16		16
• Passage-completion MCQs	8		8	16		16
<i>SUB TOTAL</i>			24			48
TOTAL			60			120

TABLE 2
Class XI Development Numbers for Items and Passages for the 2 forms of the CBSE-PSA

Test Context Domain/ Item Type	Target No. per Test Form			To Be Developed		
	No. of Items	No. of Passages	Total No. of Items	No. of Items	No. of Passages	Total No. of Items
Qualitative						
• Stand-alone MCQs	6		6	12		12
• Passage-based MCQs	6	2	12	6	4	24
<i>SUB TOTAL</i>			18			36
Quantitative						
• Stand-alone MCQs	10		10	20		20
• Passage-based MCQs	4	2	8	4	4	16
<i>SUB TOTAL</i>			18			36
Language Conventions						
• Grammar & Usage MCQs	8		8	16		16
• Vocabulary in Context MCQs	8		8	16		16
• Passage-completion MCQs	8		8	16		16
<i>SUB TOTAL</i>			24			48
TOTAL			60			120

² The target total number of items for each CBSE-PSA test form is 60 items. As there are 2 forms for each test the total number of items to be produced is 120 for Class IX and 120 for Class XI. If items are rejected at review by the CBSE, the successful bidder will have to replace them for the final tests.

Item Design Features

The structure and design of individual items is the responsibility of the Bidder. However, these designs should take into account the focus on the Life Skills clusters described earlier. The Bidder will be required to produce tables that describe the relation of each CBSE-PSA item to both the Life Skills clusters and the context domains.

As the focus of these tests is the assessment of Life Skills such as Problem Solving and Critical Thinking, they should be constructed so that they include the following:

- *The Qualitative domain of the CBSE-PSA* should have texts taken from a variety of genre, enable critical evaluations and comprise a variety of stimulus materials.
- *The Quantitative portion of the CBSE-PSA* should focus on reasoning and deductive logic in a mathematics and science context, as well as problem solving and investigation.

‘Real-life’ contexts for assessment tasks should be the natural world and phenomena as well as issues arising in the social and political world. Inclusion of contexts outside the students’ immediate experience should be considered.

Item developers should ensure that CBSE-PSA materials are inclusive of gender and the diverse range of social and cultural groups within India. The language should be accessible to all students, and the use of unfamiliar and difficult vocabulary should be avoided, except where such use is necessary for the assessment of outcomes.

The CBSE-PSA questions will be prepared and presented in English. Multiple choice questions (MCQs) should consist of 4 options with a single correct answer.

The test questions should target a range of difficulty, i.e., low, low-medium, medium-high, and high. There should be approximately equal numbers of questions at each target level of difficulty. The Bidder should specify and record the target level of difficulty for each question that is developed.

The tests will be constructed so that

- the Class IX test will be used to provide information related to Upper Secondary School readiness and to predict performance on the Class XI test.
- the Class XI test will be used to provide an early indication of readiness on other examinations at the end of Class XII and potential success in future postgraduate studies.

Test Length

The final test lengths should be approximately 25–30 minutes each for the Qualitative and Quantitative portions and no more than 30 minutes for the Language Conventions domain of the CBSE-PSA.

Test Passages and Copyright

Before proceeding to test administration, the Bidder must ensure that copyright will be available in the event that the passages are taken through to final form. Details of the copyright must be transmitted to CBSE prior to test administration.

As an alternative to using passages that require copyright permissions, the Bidder will be allowed to commission passages for the CBSE-PSA. Commissioned passages and items that are selected for the final forms will be the property of CBSE.

Final Forms production

The Bidder will be responsible for the production design and editing to print-ready stage of all materials including the CBSE-PSA test booklets, answer sheets, and Test Administrator Manuals. The Bidder will ensure the editorial quality of all test materials is of the highest standard.

All three domains (Qualitative, Quantitative, and Language Conventions) of the CBSE-PSA will appear in a single booklet. General student instructions are to appear on the cover of the booklet. Any specific instructions for a test domain will appear preceding that domain. The test domains should appear in the order of Qualitative, Quantitative, and Language Conventions.

2. Project Management

The Bidder will be required to have a project manager to direct their operations for the CBSE-PSA and to consult and liaise with CBSE to ensure the best outcomes for the total program. The Bidder's project manager will be responsible for:

- close and on-going consultation between Bidder staff and CBSE staff on all aspects of test development, including item development, production of final forms, psychometrics, data analysis, and reporting;
- any necessary consultation with other bidders responsible (if any) for aspects of the CBSE-PSA program relating to item development, production of final forms, psychometrics, data analysis, and reporting; and,
- the management of timelines and deliverables on that component of the CBSE-PSA program relating to item development, production of final forms, psychometrics, data analysis, and reporting.

The Bidder may be required to participate in up to five (5) days of face-to-face or teleconference/videoconference meetings (if appropriate).

Item development will commence after an initial consultation meeting between CBSE staff and the Bidder.

Regular contact between the CBSE and the bidder will be maintained by phone, fax and e-mail, in addition to the above mentioned preliminary meetings.

3. Psychometric and Data Analysis

CBSE will send the Bidder data files containing the necessary school- and student-level information required to perform psychometric and data analysis. The format of these files will be jointly agreed upon by the CBSE and the Bidder.

The Bidder will be required to create and justify a reporting scale for the CBSE-PSA. While this scale may consist of percent correct scores during the first (i.e. census pilot) year of the program, the Contractor will consult with CBSE on

- the creation of a final reporting scale for the CBSE-PSA;
- the feasibility of linking scores for a given class level across years; and
- the feasibility of creating a common scale between the Class IX and Class XI tests.

The Bidder will provide psychometric and data analyses that

- assess the reliability of the overall and context domain scores on the CBSE-PSA;
- report the difficulties (facilities) and item-total correlations for each item of the CBSE-PSA;
- report a distractor analysis for each item of the CBSE-PSA;
- examine (where possible) the test questions for the presence of differential item functioning (DIF) or bias;
- examine the internal structure of each CBSE-PSA test using principle components analysis, factor analysis, or other related techniques.

These results will be contained in a report to the CBSE that will be due in the April immediately following the CBSE-PSA test administration.

In 2013, 2014, 2015 and 2016 the Bidder will negotiate with the CBSE a research agenda with studies that examine

- the correlation of the CBSE-PSA with other achievement tests or outcome measures;
- the power of the Class IX test to predict scores on the Class XI test; and,
- the power of the Class XI test to predict final marks at the end of Class XII.

4. Reporting of Results

The CBSE will send the Bidder data files containing the necessary school- and student-level information required to perform psychometric and data analyses, and to prepare a report of the CBSE-PSA results. The format of these files will be jointly agreed upon by CBSE and the Bidder.

The Bidder will provide to CBSE a file containing the results for each CBSE student taking the CBSE-PSA ordered by the school he or she attended. This file will allow the CBSE to produce a simple roster of student results that can be sent to each CBSE school. The format of this file will be jointly agreed upon by CBSE and the Bidder.

**APPENDIX 2
PROJECT TIMELINE**

The detail of the project timeline will be negotiated with the Contractor during the first consultation meeting, within the following dates for the CBSE-PSA.

CBSE-PSA Program Year 1: 2012 – Administration in January 2013 and the second form in June/July 2013	
Activity	Date
Award CBSE-PSA program to Contractor	
Initial consultation meeting between CBSE and Contractor	
Commencement of item development	
Item review by CBSE staff	
Selection of final forms subject to CBSE approval	
Test materials sent to CBSE from Contractor	
Production of final materials by CBSE	
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	January 2013
Scan and capture multiple choice responses	Late January 2013
Analyse the data and produce reports for schools	Mid February 2013
Issue results to schools	Mid to Late February 2013
Provide report on item and test performance to CBSE	April 2013
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	June 2013
Scan and capture multiple choice responses	Late June 2013
Analyse the data and produce reports for schools	Mid July 2013
Issue results to schools	Mid to Late July 2013
Provide report on item and test performance to CBSE	September 2013

CBSE-PSA Program Year 2: 2013 – Administration in January 2014 and the second form in June/July 2014	
Activity	Date
Commencement of item development	
Item review by CBSE staff	
Selection of “Trial Forms”	
Trial Forms sent to CBSE	
Production of Trial Forms by CBSE	
Deliver, administer (under CBSE invigilated conditions), and “Trial Forms” from the sample of trial schools	
Scan and capture multiple choice responses	
Analyse the data and produce item analysis reports for review panels	
Item review based on statistics obtained from the trial	
Selection of final forms subject to CBSE approval	
Test materials sent to CBSE from Contractor	
Production of final materials by CBSE	
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	January 2014
Scan and capture multiple choice responses	Late January 2014
Analyse the data and produce reports for schools	Mid February 2014
Issue results to schools	Mid to Late February 2014
Provide report on item and test performance to CBSE	April 2014
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	June 2014
Scan and capture multiple choice responses	Late June 2014
Analyse the data and produce reports for schools	Mid July 2014
Issue results to schools	Mid to Late July 2014
Provide report on item and test performance to CBSE	September 2014

CBSE-PSA Program Year 3: 2014 – Administration in January 2015 and the second form in June/July 2015	
Activity	Date
Commencement of item development	
Item review by CBSE staff	
Selection of “Trial Forms”	
Trial Forms sent to CBSE	
Production of Trial Forms by CBSE	
Deliver, administer (under CBSE invigilated conditions), and “Trial Forms” from the sample of trial schools	
Scan and capture multiple choice responses	
Analyse the data and produce item analysis reports for review panels	
Item review based on statistics obtained from the trial	
Selection of final forms subject to CBSE approval	
Test materials sent to CBSE from Contractor	
Production of final materials by CBSE	
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	January 2015
Scan and capture multiple choice responses	Late January 2015
Analyse the data and produce reports for schools	Mid February 2015
Issue results to schools	Mid to Late February 2015
Provide report on item and test performance to CBSE	April 2015
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	June 2015
Scan and capture multiple choice responses	Late June 2015
Analyse the data and produce reports for schools	Mid July 2015
Issue results to schools	Mid to Late July 2015
Provide report on item and test performance to CBSE	September 2015

CBSE-PSA Program Year 4: 2015 – Administration in January 2016 and the second form in June/July 2016	
Activity	Date
Commencement of item development	
Item review by CBSE staff	
Selection of “Trial Forms”	
Trial Forms sent to CBSE	
Production of Trial Forms by CBSE	
Deliver, administer (under CBSE invigilated conditions), and “Trial Forms” from the sample of trial schools	
Scan and capture multiple choice responses	
Analyse the data and produce item analysis reports for review panels	
Item review based on statistics obtained from the trial	
Selection of final forms subject to CBSE approval	
Test materials sent to CBSE from Contractor	
Production of final materials by CBSE	
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	January 2016
Scan and capture multiple choice responses	Late January 2016
Analyse the data and produce reports for schools	Mid February 2016
Issue results to schools	Mid to Late February 2016
Provide report on item and test performance to CBSE	April 2016
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	June 2016
Scan and capture multiple choice responses	Late June 2016
Analyse the data and produce reports for schools	Mid July 2016
Issue results to schools	Mid to Late July 2016
Provide report on item and test performance to CBSE	September 2016

CBSE-PSA Program Year 5: 2016 – Administration in January 2017 and the second form in June/July 2013	
Activity	Date
Commencement of item development	
Item review by CBSE staff	
Selection of “Trial Forms”	
Trial Forms sent to CBSE	
Production of Trial Forms by CBSE	
Deliver, administer (under CBSE invigilated conditions), and “Trial Forms” from the sample of trial schools	
Scan and capture multiple choice responses	
Analyse the data and produce item analysis reports for review panels	
Item review based on statistics obtained from the trial	
Selection of final forms subject to CBSE approval	
Test materials sent to CBSE from Contractor	
Production of final materials by CBSE	
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	January 2017
Scan and capture multiple choice responses	Late January 2017
Analyse the data and produce reports for schools	Mid February 2017
Issue results to schools	Mid to Late February 2017
Provide report on item and test performance to CBSE	April 2017
Deliver, administer (under CBSE invigilated conditions), and collect tests from all CBSE schools	June 2017
Scan and capture multiple choice responses	Late June 2017
Analyse the data and produce reports for schools	Mid July 2017
Issue results to schools	Mid to Late July2017
Provide report on item and test performance to CBSE	September 2017

**APPENDIX 3
THE QUOTATION PRICE**

The Invitation to Quote requires a price as described in the following parts of the following Schedules.

Price Schedule for Class IX CBSE-PSA							
Ref No.	Description	2012 Price Rs.	2013 Price Rs.	2014 Price Rs.	2015 Price Rs.	2016 Price Rs.	5 Year Total Rs.
1	Item Development and PSA						
2	Program Management						
3	Psychometrics and Data Analysis						
4	Score Reporting						
	Contract Price Total						

Price Schedule for Class XI CBSE-PSA							
Ref. No.	Description	2012 Price Rs.	2013 Price Rs.	2014 Price Rs.	2015 Price Rs.	2016 Price Rs.	5 Year Total Rs.
1	Item Development and PSA						
2	Program Management						
3	Psychometrics and Data Analysis						
4	Score Reporting						
	Contract Price Total						

**APPENDIX 4
REFEREES**

Please provide details of referees that the CBSE could contact with regard to the services provided.

Client:

Client Contact: _____
Contact: Telephone No. _____
Contact: Facsimile No.: _____
Contact: E-mail address: _____
Description of goods, works or service provided to this client: _____

Period of contract: FROM TO

Client:

Client Contact: _____
Contact: Telephone No. _____
Contact: Facsimile No.: _____
Contact: E-mail address: _____
Description of goods, works or service provided to this client: _____

Period of contract: FROM TO

Client:

Client Contact: _____
Contact: Telephone No. _____
Contact: Facsimile No.: _____
Contact: E-mail address: _____
Description of goods, works or service provided to this client: _____

Period of contract: FROM TO
