



NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY

(Autonomous Body under the Ministry of Tourism, Government of India)

A-34, Sector-62, Noida-201 309

SHORT NOTICE FOR CALLING BIDS

National Council for Hotel Management and Catering Technology, Noida intends to call for Bid through a short-tender notice from the reputed firms for conducting NHTET Exam through CBT Mode at 16 cities all over India in the CBT Test Centers to be arranged by the Firm. The exam is to be held in two shifts of two hours each and the date of exam has been scheduled for 26.02.2023.

2. A detailed Bid Document inclusive of Scope of Work, minimum technical qualification of the firm and the 16 cities, where the exams to be conducted is attached. The Bid document is also attached with two forms to submit Technical Bid as well as Financial Bid by the participating firm.

3. The duly filled both the documents (Technical Bid as well as Financial Bid) should reach to this Council by 9th January 2023 by 5.00 p.m. positively. Any Bid received after the due date and time will not be accepted and opened. The Bids so submitted till the specified date and time will be opened by the designated Committee of the Council on 10th January, 2023 at 3:00 p.m. Any participating bidder wants to be present during the Bid opening, may do so.

4. The Technical Bids will be opened first. Thereafter the Financial Bids will be opened for those who qualify the parameters given in the Technical Bid.

(L.K. GANGULI)
Director (Admin & Finance)

To
The Bidders
For CBT Examination

CONDUCT OF WRITTEN (MCQ) TEST on CBT MODE AT CBT CENTRES

1. It is proposed to conduct MCQ Test for NHTET on CBT mode in 16 cities for approximately 1200 - 1250 candidates in each shift for the Session February 2023 for the candidates want to become Teaching Faculty. The exam is scheduled to be held on 26th Feb 2023 from 10.00 am to 12.00 hours and 14.00 hours to 16.00 hours (Two Shifts).
2. The centre wise approximate average strength of candidates is attached as Appendix 'A'. The number of candidates may increase or decrease. The management committee reserves the right to deactivate any centre due to smaller number of candidates. The decision of management committee in this regard will be final.
3. **Scope of Work.** The tentative scope of work includes generation and uploading of admit cards, conduct of online Written Admission Test, sharing of response sheets with candidates, followed by evaluation and preparation of results. Details are as under:

Conduct of Examination through CBT mode;

- a) Arrangement of CVT exam venue at the 16 designated cities for the number of candidates opted for the centre.
- b) Complete Security Management Process (Physical and Technical for all CBT centres, servers, desktops, LAN etc.
- c) Candidate handling and identification process at the CBT centres.
- d) Providing access to the exam software to insert all the MCQ questions (four answer options) and getting it tested at the satisfaction of the NCHMCT at least one day before the exam. The exam will be on one language-English only.
- e) Exam will be on two shifts – First shift is for combined paper of I & II and Second shift will be of Paper III. First shift i.e. Paper I & II is common for all candidates. Paper III will be of 2 types, since it is specialised subject wise. According to the roll number access should be given to the candidates to their Paper III.
- f) Smooth conduct of examination and manage the test delivery process through CBT mode at the CBT centres. The Computer systems and server shall be of the latest configuration and LAN must be scaled enough to handle the traffic in real time basis with proper backup and redundancy level. Uninterrupted power supply should also be ensured.
- g) Post examination – on-line access to the response sheet and the answer key be given to the individual candidate within one day of the examination.
- h) Post examination work of result processing after the challenged questions are solved by the Council's experts (After one day of exam online access be given to the candidates, which will open for 3 days. Challenge time 4 days thereafter and solving the challenges by next 5 days by NCHMCT. Supply of revised Answer Key by next 1 day to the agency and processing and declaration of the result by next 2 days).

- i) Handover the complete data (Paper wise marks of each candidate) of result at every stage.
4. **Terms of Reference.** Attached as Appendix 'B'. The bid document without requisite documents / incomplete documents will not be considered/entertained.
5. You are requested to submit sealed bid for the above work inclusive of all expenses including taxes (GST etc) in the Tender Box held in this Council by 9th January 2023 by 5.00 p.m.
6. Sealed Bids containing two separate sealed financial and technical bids, complete in all respect superscribed as along with Earnest Money Deposit of Rs.20,000 through DD drawn in favour of NCHMCT payable at Noida/New Delhi .
7. The envelope containing the bid must subscribe " **BID FOR CONDUCT OF WRITTEN NHTET TEST THROUGH CBT MODE AT THE CBT CENTRES**". The bid received after due date and time will not be accepted.
8. A penalty @ 1% per day subject maximum of 10% on the delayed service will be imposed in case of service is not made in accordance with the time schedule given by the NCHMCT in the work order. Schedule fixed as under:
- | | |
|--|--------------------------------------|
| Download of admit card | From 16.02.2023
To 25.02.2023 |
| Date of NHTET Examination through CBT Mode in all 16 cities
1st Shift (Paper I and Paper II) – from 10.00 a.m. to 12.00 hours
2nd Shift (Paper III) – from 2.00 p.m. to 4.00 p.m. | 26.02.2023
(Sunday) |
| Downloading of individual response sheet and answer key by the appeared candidates | From 01.03.2023
To 03.03.2023 |
| Challenge of Answer key by the appeared candidate with proper evidence by email to diraf-nchm@nic.in | Up to 06.03.2023 |
| Uploading of revised Answer Key, if any changes made after challenge | 13.03.2023 |
| Declaration of final result of NHTET Feb 2023 exam | 17.03.2023 |
9. Taxes shall be deducted as per rules.
10. The revision of rates will not be allowed at later stage.
11. No advance payment shall be made. However, full payment shall be released upon satisfactory completion of whole service as per the work order and after completion of formalities such as verification of result.
12. In case of any dispute, the legal jurisdiction shall be within the Union Territory of Delhi/New Delhi.
13. The agency should read eligibility criteria carefully and fulfill all the conditions.
14. For details of complete work please go through the Scope of Work.

Appendix 'A'

APPROXIMATE STRENGTH OF CANDIDATES FOR CONDUCT OF ONLINE (CBT MODE) WRITTEN TEST FOR NHTET FEB. 2023

S. No	Test Centers	Approx strength of candidates
1	Delhi NCR	300
2	Mumbai	70
3	Chennai	60
4	Kolkata	115
5	Chandigarh	120
6	Gurdaspur	35
7	Lucknow (Uttar Pradesh)	75
8	Hajipur or Patna	65
9	Jaipur	75
10	Gandhinagar	25
11	Bhopal	55
12	Guwahati (Assam)	30
13	Bhubaneswar	35
14	Hyderabad	55
15	Bengaluru	55
16	Thiruvananthapuram	85
	Total	1245

Appendix 'B'

TERMS OF REFERENCE FOR CONDUCT OF ONLINE (CBT MODE) WRITTEN TEST FOR NHTET FEB. 2023

1. The firm should have a turnover of Rs. 100 Crores or more in each year from assessment and education related services in the last 3 financial years (2019-2020, 2020-2021, 2021-2022). Copy of Chartered Accountant Certificate along with duly certified audit report, Balance Sheet and Profit & Loss Account for the last three years viz. 2019-2020, 2020-2021, 2021-2022 is to be attached with the Technical Bid. The bidder should not have incurred any loss during last three years ending 31 March 2022.
2. The firm must have executed at least Three (03) (including admit card generation, conduct of exam, result and merit list) computer based online (CBT) examinations with minimum of 20,000 registered candidates in an examination cycle for any Government Department/PSU/Autonomous body under Central or State government in the last 3 financial years (2019-2020, 2020-2021, 2021-2022). (Completion Certificate /performance report/work order copy should be attached).
3. The bidder should have conducted computer-based examinations for a minimum of 10 lakhs candidates in total in last five years and must have conducted One examination for more than 5 lakhs candidates under one single advertisement /work order.

Mandatory requirements

4. The firm must have minimum Maturity Level 3 on Capability Maturity Model Integration (CMMI) - SVC V 1.3 certification.
5. The firm must own the complete source code of the software being used for conducting the exam. The Software must be CERT-IN and/or STQC certified.
6. The firm must have TIER IV data center
7. The firm must have ISO 9001:2015 & ISO 27001:2013 certificate for examination services.
8. The Firm should be registered at least for a period of 10 years as of 31st March 2022 under the Indian Companies Act 1956.
9. The bidder should have at least 150 nos. of manpower on its payroll (on permanent basis) as on 01.12.2022. An undertaking is to be submitted in this regard.

National Council for Hotel Management and Catering Technology

A 34, Sector 62, Noida- 201309

Technical Bid document

	Particular	Actual in position
1	Name of the Firm	
2	Registered office	
3	Office at Delhi NCR area	
4	Date of incorporation of the Firm	
5	Registration No. of the Firm	
6	Number of manpower on its payroll (on permanent basis) as on 31.12.2022.	
7	Date from when the firm is conducting CBT examinations in the CBT Centres	
8	PAN No.	
9	GST No.	
10	Turn over during last three financial years as per audited balance sheet	FY 2019-20 – FY 2020-21 – FY 2021-22 –
11	Details of projects executed at least Three (03) (including admit card generation, conduct of exam, result and merit list) computer based online (CBT) examinations with minimum of 20,000 registered candidates in an examination cycle for any Government Department/PSU/Autonomous body under Central or State government in the last 3 financial years (2019-2020, 2020-2021, 2021-2022). (Completion Certificate /performance report/work order copy should be attached).	
12	Details of Examinations the Firm have conducted computer-based examinations for a minimum of 10 lakhs candidates in total in last five years and must have conducted One examination for more than 5 lakhs candidates under one single advertisement /work order.	
13	Whether the Firm have minimum Maturity Level 3 on Capability Maturity Model Integration (CMMI) - SVC V 1.3 certification. (attach a document in support of claim)	
14	Whether the firm own the complete source code of the software being used for conducting the exam. The Software must be CERT-IN and/or STQC certified. (attach a document in support of claim)	
15	Whether the firm have TIER IV data center? (attach a document in support of claim)	
16	Whether the firm have ISO 9001:2015 & ISO 27001:2013 certificate for examination services. (attach a document in support of claim)	

Signature with stamp

National Council for Hotel Management and Catering Technology
A 34, Sector 62, Noida- 201309

Financial Bid document

	Particular	Details
1	Name of the Firm	
2	Registered office	
3	Office at Delhi NCR area	
4	<p>Rate for Conduct of Examination through CBT mode with undermentioned terms;</p> <p>a) Arrangement of CVT exam venue at the 16 designated cities for the number of candidates opted for the centre.</p> <p>b) Complete Security Management Process (Physical and Technical for all CBT centres, servers, desktops, LAN etc.</p> <p>c) Candidate handling and identification process at the CBT centres.</p> <p>d) Providing access to the exam software to insert all the MCQ questions (four answer options) and getting it tested at the satisfaction of the NCHMCT at least one day before the exam. The exam will be on one language-English only.</p> <p>e) Exam will be on two shifts – First shift is for combined paper of I & II and Second shift will be of Paper III. First shift i.e. Paper I & II is common for all candidates. Paper III will be of 2 types, since it is specialised subject wise. According to the roll number access should be given to the candidates to their Paper III.</p> <p>f) Smooth conduct of examination and manage the test delivery process through CBT mode at the CBT centres. The Computer systems and server shall be of the latest configuration and LAN must be scaled enough to handle the traffic in real time basis with proper backup and redundancy level. Unerupted power supply should also be ensured.</p> <p>g) Post examination – on-line access to the response sheet and the answer key be given to the individual candidate within one day of the examination.</p> <p>h) Post examination work of result processing after the challenged questions are solved by the Council's experts (After one day of exam online access be given to the candidates, which will open for 3 days. Challenge time 4 days thereafter and solving the challenges by next 5 days by NCHMCT. Supply of revised Answer Key by next 1 day to the agency and processing and declaration of the result by next 2 days).</p> <p>i) Handover the complete data (Paper wise marks of each candidate) of result at every stage.</p>	Rate to be quoted per candidate basis:
5	GST to be charged	

Signature with stamp