



# Institute of Actuaries of India

Unit no. F-206, 2nd Floor, "F" Wing in Tower 2, Seawoods Grand Central, Plot no R-1,  
Sector 40, Seawoods, Near Seawoods Railway Station, Navi Mumbai – 400706

+ 91 22 39686060 + 91 22 39686050

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## REQUEST FOR PROPOSAL (RFP)

### ACET – TEST CENTRES



# Institute of Actuaries of India

Unit no. F-206, 2nd Floor, "F" Wing in Tower 2, Seawoods Grand Central, Plot no R-1,  
Sector 40, Seawoods, Near Seawoods Railway Station, Navi Mumbai – 400706

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# Institute of Actuaries of India

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## 1. INTRODUCTION

**Institute of Actuaries of India (IAI)** is a statutory body established under The Actuaries Act 2006 (35 of 2006) for regulation of Actuarial profession in India. The provisions of the said Act have come into force from 10<sup>th</sup> day of November 2006, in terms of the notification dated 8<sup>th</sup> November 2006, issued by the Government of India in the Ministry of Finance, Department of Economic Affairs. As a consequence of this, the erstwhile [Actuarial Society of India](#) was dissolved and all the Assets and Liabilities of the Actuarial Society of India were transferred to, and vested in, the Institute of Actuaries of India constituted under Section 3 of the Actuaries Act, 2006.

The erstwhile Actuarial Society of India (ASI) was established in September 1944. Since 1979 the ASI has been a Full Member of International Actuarial Association (an umbrella organizations to all actuarial bodies across the world) and is actively involved in its affairs. In 1982, the ASI was registered under Registration of Literary, Scientific and Charitable Societies Act XXI of 1860 and also under Bombay Public Charitable Trust Act, 1950. In 1989, the ASI started examinations up to Associate level, and in 1991, started conducting Fellowship level examination leading to professional qualification of an actuary, till then the accreditation was based on Institute of Actuaries, London examinations (now Institute and Faculty of Actuaries.)

**Objects of the IAI: The main objects of the Institute are (section 5 of the Actuaries Act, 2006);**

- To promote, uphold and develop the standards of professional education, training, knowledge, practice and conduct amongst Actuaries;
- To promote the status of the Actuarial profession;
- To regulate the practice by the Members of the profession of Actuary;
- To promote, in the public interest, knowledge and research in all the matters relevant to Actuarial Science and its application; and
- To do all such things as may be incidental or conducive to the above objects or any of them.

## 2. SCOPE OF WORK

### 2.1 BACKGROUND, AIM AND OBJECTIVE

1. ACET (Actuarial Common Entrance Test) is the Entrance Exam which the Institute conducts for students who wish to take up this professional Course. IAI conducts online Examination every June and December as of now.



2. To appear for ACET, the examinee must have passed 10+2 examination or an equivalent examination at 10 + 2 level. Nevertheless, it is expected that many of those who are already in education at higher levels and also those working and having qualifications in mathematical subjects would take up the examinations. For example engineering students or professionals - chartered and cost accountants, company secretaries, management graduates or degree holders in mathematical and statistical sciences etc are expected to take this Examination.
3. ACET is a 3 hour, 100 marks online exam which has 70 multiple choice questions with one correct answer for each question.
4. The distribution of questions would be:
  1. 45 questions – 1 mark each
  2. 20 questions – 2 marks each
  3. 05 questions – 3 marks each
5. ACET has negative marking (50% of mark of the wrongly answered question).

## 2.2 GEOGRAPHIC REGION/CHANNEL

1. The Computer Based Test (CBT) services to be provided hereunder shall be available to IAI within the geographic coverage of India or/and as decided and mutually agreed by parties in writing from time to time.
2. Services will be provided only in the Authorized Testing Centre channel.

## 2.3 ADMINISTRATION SERVICES

1. Standard Operating Procedure (SOP) as mutually agreed for conduct of the examination will be followed. The same will be shared with IAI well in advance and approved by IAI.
2. The ACET examination will be conducted in the format as given by IAI from time to time.
3. The organization will arrange to provide for each centre the following;
4. Centre – in – Charge - 1
5. Invigilator - 1: 30 candidates
6. Peon and other support staff in the ratio of 1: 50 or as may be appropriate for a given centre. Adequate arrangements for drinking water in the computer labs at a convenient central place will be made.
7. The organization will arrange for experienced and trained test centre supervisors for each test site. Invigilator/proctor to Candidate ratio will be 1 to 30 respectively. To protect the integrity of the ACET Online examination, the Service Provider will not knowingly contract with supervisors/proctors who present potential conflicts of interest. Service Provider will provide IAI the information on all the invigilators after the Examination start date. The qualification of the invigilators should be at least Graduate, preferably teacher/faculty member, with strong communication and Computer skills and at least one year of experience. Service Provider will take the declaration from the invigilators that there is no conflict of interest with the students who will be present for the examination.
8. The organization will comply with testing accommodation requests for Candidate testing provided that requests for such arrangements are made by the IAI at least three



(3) weeks prior to the applicable administration date and in accordance with the terms agreed upon of this SERVICE AGREEMENT.

9. The organization will provide primary support to the IAI for test supervisor/proctor issues.
10. The organization will provide a test centre supervisor contact number who will be available to answer telephone calls during the time period of the ACET Examination. Telephone coverage will be provided during normal business hours (8:30 AM IST through 6:30 PM IST on the ACET Examination day.
11. The organization will review all test centre supervisor reports regarding the administration of the Examination as well as reported Candidate problems and submit extraordinary findings or other irregularities to IAI.
12. Once all post-administration materials are returned from the test centres to IAI, the organization will submit a completion certificate.
13. The organization will not complete, alter, or assume intent of a Candidate's response in the online ACET Examination.
14. The organization will produce an electronic attendance/no shows report ("No Show File") and forward to IAI after test administration in excel file, thumb impression data and photographs captured.

## 2.4 CCTV SURVEILLANCE

1. All the Examination halls will have CCTV surveillance cameras installed in a way that every activity of the candidates is captured and allow for unobstructed view of each candidate.
2. All CCTV Cameras should be of at least HD1080 video having up to 30 m IR Range with at least 2 megapixel high resolution. CCTV camera should display date and time of recording. The output should be of Mp4 format. Standard CCTV installations available at the test centres can be used by the organization for capturing the footage and ensure sufficient clarity for any audit requirements.
3. It will ensure at least 2 cameras per room and that the CCTV installed will amply cover the lab to give auditable and verifiable footage of the examination.
4. CCTV cameras will record Examination Centre activities from 15 minute before start of examination time to 15 minutes after the examination end time. The recording will be provided in a DVD on an as is basis within 7 days of completion of the Examination.
5. CCTV Camera feed data will also be sent to IAI within a week's time from the last date of examination. Each CCTV recording should have Centre Name, Subject Name, Date and Time.
6. It will ensure that there is proper backup of CCTV footage for at least three months from the date of recording.

## 2.5 SECURITY

The IAI designated testing locations will comply with the testing room requirements identified as follows:

## 2.6 CANDIDATE IDENTITY VERIFICATION

The check-in procedures will include Candidate identification verification through one unexpired Government issued photo ID (E.g. Passport, Pan card, Driving license and Aadhaar card) containing a candidate's signature and the presentation of the Candidate specific Hall Ticket. Both articles should be checked against the name and photograph of Candidates received from IAI.

If in case the candidate does not have an unexpired Government issued photo ID, the organization must immediately contact IAI designated person for further course of action.

## 2.7 ENVIRONMENT

1. The organization with prior approval of IAI, provide centrally located test centre for all the locations (currently 24) as per the requirement of IAI. Test Venue should be finalized before the issuance of hall ticket.
2. Dedicated, smoke-free, quiet and professional testing room that is free from distractions such as printers, copiers, conversation and outside noise.
3. The Testing Room has good light, is adequately ventilated and pleasantly and comfortably furnished.
4. The ergonomically designed Tables and chairs provide for candidate comfort during testing.
5. Secure storage space is provided for the candidates to keep their personal belongings (e.g. purses, briefcases, cell phones, bags, palm pilots, PDAs, etc).
6. The Test Centre should have facilities like Telephone, internet/email.
7. The Test Centre should be equipped with CCTV cameras
8. Ensure there are no events scheduled on test day that will disrupt the examination.
9. Ensure that the organization has proper agreement/Service Level Agreement with Examination centres where the entire requirements mentioned by IAI are fulfilled and there is no cancellation of Examination centre/s or rescheduling of examination. Copy of the agreement to be submitted to IAI for information.
10. Ensure the rooms are Air Conditioned and in proper working condition.
11. Ensure that the computer screen timer displays the time left to complete the examination at all times. If this is not possible, post the remaining testing time at regular intervals.
12. Ensure that there is generator backup in case of electricity failure.
13. Put away Centre maps, Sitting Arrangement Charts, Instruction Board, posters direction map or any other materials related to the subject of the test.
14. Ensure that each test centre has adequate parking facility and/or access to public transportation.

## 2.8 TESTING ROOMS

1. Use testing rooms that accommodate at least 20 test-takers adequately spaced (minimum of 2 feet), measured from centre of desk to centre of desk.
2. To accommodate at least 30 test-takers in each room, while adhering to the space rule.
3. Use large rooms if the layout will permit secure testing of large groups.
4. Provide separate rooms for differently abled candidates.



## 2.9 SEATING ARRANGEMENT

The organization will instruct supervisors and/or proctors to develop a seating plan ahead of time or assign Candidates randomly to specific seats as they enter the testing room.

Below are seating guidelines:

1. Use chairs with backs only.
2. Add a similarly measured adequate (minimum of 2 feet) separation in front and in back of students seated on an inclined floor such as an auditorium. Ensure unimpeded access to every student by staff.
3. Provide a large, smooth writing surface, preferably desks or tables measuring at least two feet.
4. The furniture/desk provided to candidates must be comfortable and befitting the standards of professional examination.
5. Each candidate's desk must be separated by privacy dividers and the computer stations should be placed in such a manner that visibility of other computer screens is restricted. The distance between two candidates should be at least 2 feet.
6. The seating plan once the seats have been allocated will be shared with IAI after the examination.

## 2.10 SIGNBOARD/BANNER/LIGHTING/DISPLAY OF SEATING PLAN ETC.

1. Supervisors and Chief Invigilator(s) must be on duty throughout the examination as per the guidelines of the Institute.
2. The signboard/banner near main entrance of the school/college must be displayed.
3. Arrow marks guiding the students to their respective room/hall for easy access must be displayed.
4. Quality of lighting in the halls must be adequate and the tube lights/fans/air conditioners in the halls/rooms must be in working condition.
5. Lighting must be adequate in corridors/staircases leading to the halls/rooms where examinations are being held.

## 2.11 HYGIENE AND GENERAL ENVIRONMENT

1. Premises where the examination is held must be maintained in a neat and clean manner.
2. The toilets must be regularly cleaned and there must be provision for separate toilets for ladies and gents.
3. The toilet/wash room must be regularly checked for books/materials left by candidates for resorting to any kind of unfair means.

## 2.12 SERVICES

### Salient features of examinations

1. Examination will be conducted in Computer Based Mode in a single session on a single day at the organization's Authorized Test Centres.

2. If the Institute so desires, the organization will arrange and carry out more than two implementations in a year.
3. Examination will be of three hour duration in a single slot on a single day at all the test centres across India. There will be 70 questions in examination with distribution of questions on different topics as under:

Topic	Question Paper	Marks
Topic 1	45 Questions	1 mark Each
Topic 2	20 Questions	2 marks Each
Topic 3	5 Questions	3 marks Each
Total	Total 70 Questions	Total 100 marks

4. Question Bank will be generated by the Institute.
5. Authoring and Quality Check of Question Bank will be carried out by the organization.
6. All Questions and options will be randomized for each student.
7. All questions will be of objective type with Multiple Choice. Wrong answers will attract negative marking.
8. All Examinations will be conducted in English language only.

## 2.13 PERFORMANCE STANDARDS AND OBLIGATIONS

1. The organization will conduct the examination through the computer based mode. It will ensure the functioning of computer based Test Delivery System by conducting one mock drill of actual test delivery system at all examination centres before a day of examination on all centres simulating the examination day. It will provide a completion report for all testing sites that will be submitted to the Institute / authorized representative of the Institute.
2. Shall provide the testing services through the infrastructure installed at its Authorized Test Centres (ATCs) for conduct of the Computer Based Examination at the Examination Centres.

The IAI will communicate at least 20 days in advance about the choice of final locations. It will ensure that Test centre has the required suitable Hardware, Software, Internet and LAN connectivity for conducting the examination. Further, it will also ensure that Uninterrupted Power Supply (UPS) facility and Generator facility wherever UPS facility is not possible will be made available at each test centre.

3. It shall ensure that each test centre should have at least 10% buffer Computer Machines. All hardware backups should be available in case of any technical failure.
4. It will further ensure that all desktops are sanitized and have Anti-virus.
5. The desktop used for online examination will have following minimum configuration;
  - Core 2 Duo/ Intel Core i-3
  - 4GB Ram
  - 200 GB SATA HDD
  - USB Keyboard & Mouse
  - 15" or 17" TFT





6. The organization will ensure that necessary security controls and measures in respect of the equipment's/ infrastructure provided to the candidates are properly maintained. Its responsibility will be to maintain integrity and sanctity of the test environment at all centres.
7. Authoring (secure conversion of soft copy of Question Data Bank into its Test Engine readable format) will be carried out by the organization based on Question Data Bank provided by the Institute. It will host the test and manage the test delivery process through intranet based solution at examination centres. The computer systems and servers shall be of latest configuration and LAN (Local Area Network) must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
8. It will provide the results to the Institute for each examination within 01 (one) working day from the conclusion of the examination. The results will reflect candidate-wise, topic-wise and question – wise score.
9. It will provide the result file to IAI in the required format.
10. Data containing order in which questions and options are displayed to the candidates and options selected by each candidate (Coaching report) will be provided after the Examination.
11. It will maintain complete log of all activities of candidates which includes attendance list of the students during the course of examination to enable complete audit ability of assessment process. The log of all activities shall be provided within 2 (two) days.
12. IAI may depute personnel for doing Compliance Audit of the infrastructure and Examination centres.
13. Students should not have access to Internet facility during the entire duration of the Examination.

## 2.14 EXAMINATION SECURITY:

1. Security of examination questions, candidate information and test results is vital to maintaining the integrity of the ACET Online Examination. The organization needs to ensure it employs proven methods and procedures to transfer candidate tests and records securely, maintain computer system hubs and monitor candidates in test centres to make sure the examination maintains high market value with an unparalleled level of security at its testing centres from both the technological and test event perspectives, including workstation drivers that restrict unauthorized data transfer.
2. It will use a "Secure Browser" for Examination; this secure browser disables all the special function of the computer, during the Test candidate cannot copy/ paste/ print/ access devices / switch to any other application of the computer.
3. The scheduled mock test a day before the actual Examination test, will help to identify if the software is working properly or not, machines are connected to the server or not.
4. It will provide an online mock test which will be hosted for 3 – 4 weeks, the look and feel of the test will be similar to real test, any candidate can attempt this test any number of times, this will allow the candidates to get familiarized with the look and feel and navigation of the real test well before the test. Candidates should have the option to mark items for review and go back to look at previous questions at any time during the examination (time permitting). Testing session information should be made



available to the candidate throughout the online Examination to include the total time remaining to complete the Examination, current question number etc.

5. Its systems should be designed such to prevent data loss, as responses to individual items are captured and stored on the file server, not the workstation. Information about the testing event/online Examination should be automatically saved throughout the Examination, so that in the case of a restart on the same workstation, or on another workstation in the same examination centre, then the testing session picks up exactly where it left off.
6. In the event of a candidate/candidates Examination not submitted successfully, then it should immediately inform IAI and in consultation take the corrective measures.

## 2.15 ELECTRONIC DATA PROTECTION IN SECURE SERVERS:

It needs to strictly secure all their systems and protect their integrity through a strong combination of electronic and physical security. Electronic security will restrict access to their systems at multiple levels.

Examination data should be protected with multiple layers of security from encryption to restriction. After the test is completed, all results' information should be securely transmitted electronically the same day once the Examination sessions are over from the testing centres to the organization's corporate offices via a private network. To protect the Institute's privacy, it should completely isolate our data systems from those accessed by its test centre staff and the public (i.e., testing candidates). All data communications should be transmitted through its central systems, so there is no direct data communication between the individual test centres and the client.

## 3. QUALIFICATION CRITERIA

3.1 Organizations should have prior experience in Conduction of high stake examinations.

### 3.2 Financial Capability

Organizations should have financial capacity to carry out the services provided as supported by their Balance Sheets, etc. The bidder's Average Annual Turnover during last three years should preferably be Rs 3 crores and above. This turnover/income should be from the revenue of similar work (software development) and not from other associate activity of the bidder. (Attach documentary evidence such as Balance Sheet, IT Return etc.)

3.3 Organizations 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 Organizations should have ISO 9001/ CMMi Level 3/Equivalent/Higher certification

3.5 Organizations should be registered with appropriate statutory authorities as required under law. A copy of all such registrations such as PAN, GST etc. must be enclosed.

3.6 The bidder preferably should have worked with Examination/Educational Bodies on similar projects.

3.7 Organizations should enclose Earnest Money Deposit (EMD) of Rs 1, 00,000/- (Rupees One Lakh only). The EMD will be in the form of a Demand Draft drawn in favor of Institute of Actuaries of India, payable at Mumbai. The same shall be refunded to unsuccessful bidders.

## 4. EVALUATION AND SELECTION CRITERIA

### 4.1 Evaluation of 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
Details of the Organization	Annexure 2
Completion of Authorization Letter	Annexure 3
Self-certification	Annexure 4
Declaration of Financial and Administrative details	Annexure 5
The Bidder should ensure registration with appropriate statutory authorities and should enclose a copy of their registration with Income Tax etc. as applicable.	
The Bidder should have furnished the Earnest Money Deposit (EMD)	
Details of similar completed works during last 3 years. Performance/Client Report of such work.	
The Bidder should have submitted the proof of financial capability as required under 3.1 and 3.2	
ISO 9001/ CMMi Level 3/Equivalent/Higher certification	
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 bidder should be a company/consortium. The company/lead partner of consortium must be having its operation for more than 5 years (i.e. since 2012/09 and before).	

The IAI 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 80 points by the IAI based on the parameter given in the table below. The bidders are required to submit documents to establish their capability.

### 4.2 Bids would be evaluated based on the following criteria

Sr. No.	Parameters	Scores
1.	Turnover (supported by Audited Financials) in last 3 financial years where Online Conduction and Examination Centres is integral part	Above 10 crore - 10 marks 4 – 10 crores - 6 marks Less than 4 crores - 4 mark
2.	ISO 9001/ CMMi Level 3/Equivalent/Higher certification from	Above 7 Years – 10 Marks 5 - 7 years – 7 marks 3 - 5 years – 5 Marks



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		3 Years or less – 3 Mark
3.	Number of educational institutes/ clients for whom Online Examination has been conducted in last 5 years	Above 10 clients - 10 marks 7- 10 clients – 7 marks 4 -7 clients - 5 marks 2 -4 clients - 2 marks 2 or less – 1 marks
4.	Number of candidates examined for Professional Online Notes conducted for various clients in last 5 years.	Above 50000 - 10 marks 30000 – 50000– 7 marks 10000 – 30000 - 5 marks 10000 or less - 1 marks
5.	Number of years of experience in conducting online examinations in various domains for clients	Above 10 years - 10 marks 7- 10 years – 7 marks 4-7 Years - 5 marks 2- 4 years - 2 marks 2 or less – 1 marks
6.	Bidder should explain their process of Online examinations conducted. Bidder should have proper Examination centres which render quality services and provide security assurance	30 marks

1. Technical bids would be evaluated based on the aforesaid eligibility criteria.
2. The bidder to be technically qualified must achieve minimum 50 marks in above criteria. Those achieving less than 50 marks will not qualify for financial bid and summarily rejected from the bidding.

## 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.

1. Tenders (non-transferable) would be considered in the prescribed RFP format in paragraph 4.1. Proposals duly filled-in and accompanying all supporting documents should be submitted on or before the given time after which no RFPs will be accepted.
2. The bids will be opened at the given address in the presence of representatives of the participating bidders, if any as per the bid schedule mentioned below. The Technical Bids of only those bidders who have submitted the EMD will be considered.

### Schedule of Bidding Process



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- Last date for receiving queries, if any by IAI 30.09.2017
  - Institute's response to queries latest by 10.10.2017
  - Pre-Bid meeting, if any 11.10.2017
  - Last Date of receipt of Bid at IAI Office - 14.10.2017
  - Opening of Technical Bids 17.10.2017 at 2.30 pm
  - Validity of Bids 90 days from Date of Opening of Technical Bids
1. Financial and Technical Bids can be revised and resubmitted before the last date of receipt of Bid i.e. 14.10.2017 at 2.30 pm. In case of revised bid, the revised bid will only be considered.
  2. The bids will be opened on the scheduled date and time irrespective of presence/absence of representatives of the bidders. 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 bids will be rejected. Telegraphic bids will not be accepted and no correspondence will be made in this regard.
  3. 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.
  4. The price and conditions of the offer should be valid for at least a period of 90 days from the date of RFP opening. RFP with validity of less than 90 days will be rejected.
  5. 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 IAI, Mumbai and obtain clarification by email at **022-39686078** and e-mail (**HOD@actuariesindia.org**). This however does not entitle the bidder to ask for time beyond the due date fixed for receipt of RFPs.
  6. 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 any 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 whole 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 of the wrong entries. Clerical and arithmetical mistakes may result in rejection of the RFP.
  7. 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



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The Bidder shall submit both the Bids in the format specified in the RFP and seal it in an envelope addressed to **Head - Operations, Institute of Actuaries of India**, Unit no. F-206, 2nd Floor, 'F' Wing, Tower 2, Seawoods Grand Central, Plot no R-1, Sector 40, Seawoods, Near Seawoods Railway Station, **Navi Mumbai** - 400 706 and mark the envelope as **“Technical and Financial Bid for Examination Centres for IAI Entrance Examination (ACET)”**

1. 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 (Earnest Money);
  - b) Supporting documents; and
2. The financial bid, technical bid and Bid Security plus Supporting documents should be placed in three different envelopes and all the three envelopes shall be placed in an outer envelope, which shall be sealed. Each of the three envelopes shall clearly bear the following identification: “Financial Bid”, “Technical Bid” and “Bid Security and Supporting Documents” 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.
3. Envelopes shall be addressed to so as to reach IAI latest by 14.10.2017 at 2.30 pm:  
**Mr Gururaj Nayak,**  
**Head - Operations,**  
Institute of Actuaries of India,  
Unit no. F-206, 2nd Floor, 'F' Wing, Tower 2,  
Seawoods Grand Central, Plot no R-1,  
Sector 40, Seawoods  
Near Seawoods Railway Station  
Navi Mumbai - 400 706
4. If the envelopes are not sealed and marked as instructed above, the Institute assumes no responsibility for the misplacement of the contents of the Bid submitted.
5. While RFPs are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means IAI personnel or representatives, on matters relating to the RFPs under study. IAI, Mumbai 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 14.10.2017. 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 IAI, Mumbai RFPs in future for a period of two years. IAI, Mumbai reserves all rights to cancel the RFP without assigning any reason thereof and no correspondence will be entertained in this regard.
6. Govt. Levies like GST shall be paid at actual rates applicable on the date of delivery. Rates should be quoted accordingly giving the basic price, GST etc.
7. The proposal should be submitted in English Language and prices quoted in INR.



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8. Bidder shall sign all pages of RFP.
9. In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
10. Any attempt to influence direct or indirect on the part of the RFP 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

1. 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 IAI.
2. 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 Meeting

1. Pre-Bid meeting of the Bidders may be convened at the designated date. The time and place shall be notified on the Institute's website. A maximum of two representatives of each Bidder shall be allowed to participate in the meeting.
2. During the course of Pre-Bid meeting, the Bidders will be free to seek clarifications and make suggestions for consideration of IAI. The Institute 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 the Institute will in no case be responsible or liable for these costs, whether or not the Bid is finally accepted.

## 5.3 PROPOSAL VALIDITY

Technical and Financial Proposals shall remain valid for a period of 90 days from the date specified for opening of Technical Bid. IAI 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, IAI 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 EARNEST MONEY DEPOSIT (EMD)





# Institute of Actuaries of India

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The bidder shall furnish, as part of its general bid, an EMD of amount Rs1, 00,000/- (Rupees One Lakh only). The EMD shall be in the form of Demand Draft from any Scheduled Commercial Bank located in India, drawn in favour of Institute of Actuaries of India, payable at Mumbai and will not be liable for any interest. Any bid, not containing the EMD will be rejected as invalid. Unsuccessful bidder's EMD will be discharged / returned as promptly as possible without interest.

## 5.5 BID OPENING

Bids will be opened as per schedule specified above. Bidders may send their authorised representative/s to attend the opening of the bids. In case bidder sends his/her representative/s, it should be accompanied by authority letter as specified in Annexure 3. Only those persons will be allowed to attend who have authority letters. The Technical Bid shall be opened on 17.10.2017 at 2.30 pm at Institute of Actuaries of India, Unit no. F-206, 2nd Floor, 'F' Wing, Tower 2, Seawoods Grand Central, Plot no R-1, Sector 40, Seawoods Near Seawoods Railway Station Navi Mumbai - 400 706 in the presence of those tenderer(s) who wish to be present. No separate communication will be sent in this regard. In the event of due date being a closed holiday or declared Holiday for Central Government offices, the due date for opening of the bids will be the following working day at the appointed date, time & venue. IAI will open the financial bids of only those bidders, who have been found to be eligible and technically qualified. Technical evaluation will be done by IAI and will include the compliance of eligibility criteria as per the terms and conditions of the RFP. No discussion / interaction will be held with the bidders or their representatives whose bids have been rejected / disqualified. IAI reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. IAI constituted for the purpose shall evaluate the Technical Bids and Financial bids. The decisions of the IAI in the evaluation of the bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the IAI.

At the date, time and location of the bid opening as specified in the RFP, IAI constituted for the purpose 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 IAI may consider appropriate, will be announced by the IAI at Sector 40, Seawoods, Navi Mumbai - 400 706 on the day of the bid opening. IAI 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 & IAI 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

IAI for the purpose 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 IAI 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 IAI deems necessary or prudent to take into consideration.

## 5.9 DISQUALIFICATION OR REJECTION OF RFP

The RFP may be liable to be rejected or the bidder be disqualified at any stage on account of the following and the decision of the IAI in this regard will be final. If the bid or its submission is not in conformity with the instruction mentioned herein if.

- ✓ The bid is not accompanied by the requisite EMD.
- ✓ It is not signed with seal, on all the pages of the bid document.
- ✓ It is received after the expiry of due date and time.
- ✓ It is incomplete and required documents are not furnished.
- ✓ It is misleading or false statements/ representations are made as part of requirements found to have a record of poor performance such as having abandoned work, having been inordinately delayed completion and having faced commercial failures etc.
- ✓ In case of over writings/cuttings in the bid, if the same is not authenticated with signatures not accompanied by audited financials.
- ✓ Any other item not complied in the RFP document

## 5.10 FORFEITURE OF EMD (BID SECURITY)

- ✓ EMD submitted by the bidder may be forfeited under the following conditions if:
- ✓ The bid or its submission is not in conformity with the instruction mentioned herein.
- ✓ The bidder withdraws the RFP before the expiry of the validity period.
- ✓ The bidder violates any of the provisions of the terms and conditions of the RFP.

In the case if a successful bidder fails to accept award of work, sign the Contract Agreement with IAI, 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 IAI.

The decision of IAI 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 IAI.

## 5.11 FINANCIAL BID FORMAT



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Sl. No.	Particulars	Rates (In figures and in words)
1	Rates per candidate (inclusive all)	Rs..... .....

Note:-

The above said rates should be inclusive of all type of expenses of Writing, Development of Item, DTP, Composing, Editing, Paper cost, Hard Copy, Soft Copy etc. The rate should be inclusive of all taxes also.

## 8. AWARD OF WORK

The IAI reserves the right to accept or reject any or all bids-

Notwithstanding anything else contained to contrary in this RFP Document, IAI reserves the right to accept or reject any Bid or to annul the bidding process fully or partially, or modifying the same and 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, Head - Operations, 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 IAI. 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 Council 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 IAI 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 IAI 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 there from, 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 IAI, 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 IAI 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 IAI 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 IAI in the preparation of any documents, design or technical specifications of the proposal. The IAI 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 IAI, 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. (vi) The firm bidding should not be involved in activities in the last 5 years or should be involved post 5 years from the effective date of this agreement that arise conflict of interest situations such as coaching students for actuarial Examinations.

## 6.4 TERMINATION FOR DEFAULT

IAI, may without prejudice to any other remedy for breach up 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: 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 in Appendix 2. If the bidder fails to perform any other obligations under the terms and conditions.



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## 6.5 PROGRESS OF THE PROJECT

Progress of the Project may be intimated in writing to Head – Operations, IAI, on at least monthly basis. IAI shall review the progress and further extension of contract shall be subject to satisfactory performance in previous work.

## 6.6 PENALTY

- a) If the work is not completed with the project timelines (subject to extension mutually agreed), IAI reserve the rights to charge penalty @1% per week or part thereof provided always that the total amount of compensation for delay to be paid under this condition shall not exceed 5% of the tendered value of work.
- b) However, in any other case, the maximum amount of penalty shall not exceed 10% of the tendered value of work.

## 6.7 CONFIDENTIALITY

Any information pertaining to IAI or any other agency involved in the project, matters concerning IAI 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.

## 6.8 FORCE MAJEURE

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

1. Riot or civil commotion
2. Earth Quake, Flood, Tempest, Lightning or other natural physical disaster
3. 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
4. The Agency shall inform Head – Operations, IAI, 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, IAI, 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.

## 6.9 ARBITRATION

1. All disputes, differences, claims and demands arising under the contract shall be referred to the President, IAI, for final decision and the same shall be binding on all parties.



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2. Any other terms and conditions mutually agreed prior to finalization of the order / agreement shall be binding on the bidder.
3. President, IAI 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 Mumbai.

## 6.10 LEGAL JURISDICTION

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

## 6.11 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 / Proforma in the RFP are not fully furnished.



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## PROFORMA AND ANNEXURES

### ANNEXURE 1

#### ACCEPTANCE OF TERMS AND CONDITIONS CONTAINED IN THE RFP DOCUMENTS

To,  
Head - Operations,  
Institute of Actuaries of India,  
Unit no. F-206, 2nd Floor, 'F' Wing, Tower 2,  
Seawoods Grand Central, Plot no R-1,  
Sector 40, Seawoods  
Near Seawoods Railway Station  
Navi Mumbai - 400 706

Dear Sir,

I have gone through the terms and conditions contained in the RFP Document.

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

Signature of witness

Signature of Bidder

Date:

Date:

Place:

Place:

**Company Seal**



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## ANNEXURE 2

### DETAILS OF THE ORGANIZATION

- a) Name of the firms/Institutions/Agencies/Trusts/Consortium
- b) Registered Address
- c) Year of Establishment
- d) Details of Registration/Incorporation
- e) Details of Technical Specialist employed with the Organization

Sl No.	Speciality/Skill-set	No. Of people	Average length service with the Organization
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f) List of Project Handled:

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

PLACE:

DATE:

SIGNATURE OF AUTHORESED PERSON WITH SEAL



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## ANNEXURE 3

### REPRESENTATIVE AUTHORIZATION LETTER

Date: \_\_\_\_\_

Ref: \_\_\_\_\_

To,  
Head- Operations,  
Institute of Actuaries of India,  
Unit no. F-206, 2nd Floor, 'F' Wing, Tower 2,  
Seawoods Grand Central, Plot no R-1,  
Sector 40, Seawoods  
Near Seawoods Railway Station  
Navi Mumbai - 400 706

Ms./Mr. \_\_\_\_\_ is hereby authorised to sign relevant documents on behalf of the agency for the RFP\_\_\_\_\_. She/He is authorised to attend meetings and submit technical and financial information as may be required by you in the course of processing above said RFP.

Thanking You,

Authorised Signatory,

Representative Signature

Company Seal

Company Seal





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## ANNEXURE 4

### SELF – DECLARATION

Date: \_\_\_\_\_

Ref: \_\_\_\_\_

To,

Head - Operations,  
Institute of Actuaries of India,  
Unit no. F-206, 2nd Floor, 'F' Wing, Tower 2,  
Seawoods Grand Central, Plot no R-1,  
Sector 40, Seawoods  
Near Seawoods Railway Station  
Navi Mumbai - 400 706

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 and fraudulent  
practices either indefinitely or for a particular period of time.

Signature of witness

Signature of Bidder

Date:

Date:

Place:

Place:

Company Seal



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**ANNEXURE – 5**

## **DECLARATION OF FINANCIAL AND ADMINISTRATIVE DETAILS**

Company Name and Address:

Name:

Address:

City:

District:

State:

Pin:

Telephone:

Cell:

Fax:

E-mail:

Copies of Audited Balance Sheets for the financial year 2014-15, 2015-16 and 2016-17 are attached

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

Signature of witness

Signature of Bidder

Date:

Date:

Place:

Place:

Company Seal



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## APPENDIX 1

### STATEMENT OF REQUIREMENTS

#### PHASE I

The detailed requirements (functional and non-functional) are mentioned under;

a)	An expert team will prepare a blueprint of the complete details of the process of ensuring proper and secure conduction of ACET Online Examination at various examination Centres.
b)	<b>Security:</b> High security standards should be maintained in the conduction of ACET Online Examination.

#### Project Management

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

- Close and ongoing consultation between Bidder staff and IAI staff on all aspects of Examination Centres.
- The management of timelines and deliverables on the component of the ACET – Entrance Examination Centres.

The Bidder may be required to participate in regular face-to-face or teleconference/ videoconference meetings (if appropriate)

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



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## APPENDIX 2

### Project Timeline:

Award of Contract	: by 20 <sup>th</sup> October 2017
Project Planning Phase	: by 30 <sup>th</sup> October 2017
Interim 1 <sup>st</sup> Review of Test centres	: by 10 <sup>th</sup> November 2017
Interim 2 <sup>nd</sup> Review of Test centres	: by 20 <sup>th</sup> November 2017
Finalization of Test centres	: by 24 <sup>th</sup> November 2017



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## APPENDIX 3

### ACET LIST OF CENTRES

Sr. No.	Examination Centre
1	Ahmedabad
2	Bangalore
3	Indore
4	Bhubaneswar
5	Chandigarh
6	Chennai
7	Coimbatore
8	Dehradun
9	Delhi
10	Gurgaon
11	Guwahati
12	Hyderabad
13	Jaipur
14	Kochi
15	Kolkata
16	Lucknow
17	Mumbai
18	Nagpur
19	Patna
20	Pune
21	Raipur
22	Ranchi
23	Surat
24	Vizag