



Federal Public Service Commission
Aga Khan Road, Sector F-5/1, Islamabad

**REQUEST FOR PROPOSAL (RFP) FOR HIRING THE SERVICES OF CONSULTANCY FIRM FOR
DEVELOPMENT OF FPSC'S COMPUTER BASED TESTING (CBT) INFRASTRUCTURE**

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1. Introduction:

FPSC is the apex constitutional entity responsible for selecting civil servants to run public offices of Pakistan. The workload of the Commission has increased manifold over the last few years resulting in prolonged recruitment cycle. In order to address the issues FPSC intends to ascertain computer based testing (CBT) backed with digitized question data bank for speedy disposal of work without compromising quality, security, secrecy and integrity.

Currently, there are two streams for induction/selection of candidates for various posts i.e. (i) General Recruitment (GR) and (ii) Competitive Examinations (CE). Appearance of candidates in examinations/tests conducted for both the streams is mandatory. In GR both descriptive MCQ based papers are administered and Competitive examination CSS comprises of subjective questions along with Multiple Choice Questions (MCQs). The proposed CBT will cater the MCQs as well as the descriptive test/examination being conducted by the Commission. Nevertheless any futuristic schema suiting the rules and requirements can take the place of hitherto practiced processes.

The project comprises of following two components;

- I. Development of Question Data Bank (based on prometric testing paradigm)
- II. Computer Based Testing by establishing computer labs at ten locations across the country (futuristic iBT based testing)

2. Objectives:

The services of consultancy firm is aimed at playing a pivotal role in successful execution of the CBT project. The objective is to re-engineer business processes for shifting from paper based examination system to computer based testing. The firm will complement the vision of FPSC regarding efficiency enhancement and transparency through use of latest IT tools and technologies in order to ensure the availability, security, scalability and integrity of FPSC examination system. The consultancy firm is expected to lead in all encompassing manner project development right from the concept to final acceptance and commissioning. In order for the project to become a landmark all possible avenues and state of the art technologies are expected to be made at play. Major objectives are as below;

- i. To propose, after study and evaluation of the existing system, transformation of traditional practices into modern Computer Based Testing (CBT) Systems with futuristic outlook and automations while minimizing human interventions and ensuring transparency.
- ii. To propose and strategize multiple appropriate solutions/models in line with the requirements, identified standards and implementation methodology for final selection of one by the Technical Committee of FPSC. Technology transfer and indigenisation of the proposed solution shall be the factors considered towards selection.
- iii. To develop architecture design and project plan of finalized CBT System with their functional/non-functional requirements comprising of hardware, software components with their licensing (if required).
- iv. To Monitor and Evaluate (M&E) all phases of project development in accordance with the international established standards and best practices.

- v. To identify potential risks and suggest mitigation strategies (Project Risk Management).
- vi. To certify attainment of all milestones as per project plan and defined standards.

3. Receipt of Bids:

The scope and terms of reference of Consultancy firm would be further clarified in a pre-bid meeting scheduled to be held on **20th April, 2020 at 11:00 AM** at FPSC HQRs Islamabad. Sealed Bids (Technical and Financial) (Both in separate sealed envelope duly marked as such) in duplicate should reach in the office of Project Director (CBT) FPSC, Islamabad on or before **28th April, 2020 at 11:00 AM**, the technical bids will be open on the same day at **11:30 AM** in presence of bidders or their representatives, whereas financial bids of qualified firms will be opened on a date to be announced later.

i) Technical Bid

The technical bids shall consist of all the documents as per required scope of work defined in Section-4. The firm should meet eligibility requirements as set out in the section-5. Documentary proof of qualification and experience would be required.

ii) Financial Bid

The financial bids may be furnished in Pak Rupees only.

iii) Technical and Financial Evaluation

The technical bids of the firms will be evaluated first on the basis of evaluation criteria defined in section-6. Then firms declared qualified in technical bids will be invited to participate in opening of their financial bids and the financial bids of the non-qualified firms will be returned unopened.

iv) Award of Contract

Subject to fulfilment of Rule 35 of the Public Procurement Rules, 2004, the lowest evaluated bidder (both in terms of technical and financial) shall be awarded the contract.

4. Scope of Work:

A) Fundamentals

Under the supervision of FPSC's management, the consultant would be required,

- i. To study the existing examination system of FPSC and objectives of Computer Based Testing (CBT) project for preparation of roadmap regarding transformation from paper based examination system to Computer Based Examination System.
- ii. To Recommend the viable solution i.e. (turnkey or component wise) keeping in view the functional and non-functional requirements of the CBT System.

- iii. Devise methodology for achievement of project milestone as well as monitoring and evaluation criteria for the project.
- iv. To ensure setting up of an integrated Computer Based testing System as per international best practices. This will also involve operational integration of business processes of relevant wings of FPSC. Also extend technical assistance for the project on all aspects right from initiation till commissioning of the CBT system.
- v. Develop system architecture and design, for smooth functioning of CBT system including data confidentiality, integrity and availability.
- vi. Prepare business, functional, technical specifications/standards for CBT system (General, system software, computing hardware, network, security, data centre architecture, hardware and system software requirements, licenses, intellectual property, implementation plan, etc) with strategies for minimizing human interaction and errors.
- vii. Evaluation of bids/technical specifications for procurement of proposed hardware/software/system in line with the stipulated requirements and other regulatory requirements including PPRA.
- viii. Certification to the fact that the procured software/hardware/system is fully compliant of recommended specifications.
- ix. To monitor and evaluate the activities of software and hardware components during the implementation period of the project w.e.f award of work to the vendor and to suggest corrective actions as per defined standards/requirements.
- x. To furnish periodic implementation reports to FPSC indicating bottlenecks, if any, related to the project with concrete recommendations for resolution of issues.
- xi. To issue certificate at the time of completion of each milestone of the project based on already defined standards/specifications.
- xii. To assist FPSC in preparation of consolidated project completion report at the time of closing.
- xiii. To assist FPSC on any other matter related to the overall project.

B) Envisaged Functionalities of CBT System

The CBT system is aimed to cater for the following essential functionalities:

- i. A functional autonomous testing system in line with the modern day systems available across the globe focused at recruitment testing.*
- ii. Utilization of Question Data Bank and generation of computerized MCQ/subjective question papers with defined difficulty levels.*
- iii. Security/encryption mechanisms of the data Centre.*
- iv. Transmission of electronic question papers to outstation computer labs established at 10 stations across the country in encrypted form using cloud based or any other advanced technology including transmission through physical media to labs across the country with scalability provided for.*

- v. *Conduct of computer based examination at designated locations of FPSC.*
- vi. *100% availability and functioning of the system at the same time across the country.*
- vii. *Transmission of compiled result in encrypted form to centralized database of FPSC Headquarter.*
- viii. *Instant scoring and automated generation of merit list.*

5. Eligibility Requirements

An ideal firm should have at least 05 years of full time experience of development/design/implementation/ of computer based examination systems. The consultancy firm will be selected through competitive selection process. Necessary documents may be furnished with technical proposal to ascertain the following are requirements;

- i. Firm is General Sales Tax Registered
- ii. Firm is National Tax Number Registered.
- iii. Certificate of Company/Firm Registration / Incorporation under the laws of Pakistan i.e. SECP/PEC/PSEB etc.
- iv. Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of Pakistan.
- v. Affidavit on stamp paper (original and latest) of Rs. 100/- showing that bidder is not black listed from any government department and no suit is pending in any court of law against them.
- vi. Proven track record/proof of working experience relating to assessment and evaluation of IT System or similar projects.
- vii. Must have experience in business process re-engineering, change management, related to IT solutions, implemented in the largescale organizations functioning at geographically distinct locations across the country.
- viii. Proven experience in the implementation of computer based testing system in the large organization preferably in the public sector.
- ix. Strong financial position.
- x. Must have adequate qualified staff with minimum of 5years' experience in all relevant areas; IT, project management and running of computer based examination system.
- xi. List of staff, the consultancy will engage in the project particularly team leader with their CVs.

6. Evaluation Criteria:

- i) Technical bid would carry 70% weightage whereas financial bids will have 30% weightage.
- ii) Qualifying marks in technical bid would be 50% (i.e. 35 marks out of 70).

- iii) Bids shall be evaluated as per Rule 36(b) "Single Stage Two Envelope Procedure" of Public Procurement Rules, 2004.

iv) Technical Evaluation Criteria

Sr. #	Parameters To Be Assessed On The Basis Of Documents Furnished By The Firm.	Marks
1	Experience in design/development/consultancy relating to Computer Based Testing (CBT) or similar system for a sizeable organization. Details of completed projects of similar nature and size with requisite information i.e. project description, cost of the project, client, duration, completion period etc.	25
2	Experience in providing consultancy services for IT related projects (other than CBT) to national or international organizations. Details of completed projects with requisite information i.e. project description, cost of the project, client, duration etc.	10
3	Requisite technical competence to carry out the intended services in terms of HR and other resources.	10
4	Experience of working with public sector organization for large scale IT projects.	10
5	Presentation	15
	Total Marks	70

7. Duration for Completion:

The time period for provision of services is **21months** relating to the scope of work defined in section 4. Time line of major deliverables are as follows;

Sr #	Major Deliverable	Timeline
1	Business Process Re-engineering	one month after award of contract
2	Development of proposed CBT Model	two months after award of contract
3	Software requirements specifications for tendering process	one month after award of contract
4	Hardware requirements specifications for tendering process	two months after award of contract
5	Methodology for achievement of various milestones as well as monitoring and evaluation criteria for the project	three months after award of contract
6	Monitoring and Evaluation reports on the project Implementation and resolution of disputes.	uous monthly report till end of the project contract

7	To identify technical trainings for the operational team of FPSC for smooth functioning of the CBT system.	three months after award of contract
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8. Taxes:

All the applicable Federal/ Provincial taxes must be considered while preparing the Financial Bids. All these taxes are required to be built in the quoted rates and not be mentioned separately.

9. Blacklisting:

- a. The procuring agency may blacklist a firm found under obligation of the aforementioned wrongdoings who consistently fails to perform satisfactorily.
- b. Before blacklisting of the firm, show cause notice will be issued to the bidder followed by personal hearing, in case of non-resolution of issue. The nature of blacklisting of firm, whether temporary or permanent, will depend upon the gravity of offense.

10. Address / Location:

Office of the Director (IT)/Project Director, Federal Public Service Commission, Aga Khan Road, Sector F-5/1, Islamabad, Tel # 051-9212421

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