

# **Expression of Interest (EOI)**

**Kerala Public Enterprises (Selection and Recruitment) Board invites Expression of Interest (EOI) for the installation of Question Bank Software for the Board**

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## **Introduction**

### **I. About KPESRB**

Kerala Public Enterprises Selection and Recruitment Board (KPESRB) is an independent and autonomous statutory body under Government of Kerala constituted under the provisions of Kerala Public Enterprises (Selection and Recruitment) Board Act 2022. The KPESRB Board is statutorily mandated for making recruitments/selections to various posts/categories of public enterprises under the administrative control of Government of Kerala.

### **II. Expression of Interest (EOI)**

As part of the recruitment process carried out by KPESRB, written tests are to be conducted frequently for various categories/posts of which vacancies are reported to this Board by State PSUs/Public Enterprises from time to time. In order to streamline the process, the KPESRB requires an advanced Question Bank Software.

Through this EOI, the KPESRB Board intends to shortlist firms/agencies/organisation with proven experience and expertise in installing and maintaining Question Bank Software in tune with the requirement of KPESRB. The firm/agency/organisation offering the Question Bank Software must have experience for the supply, customisation, implementation and rolling out the software in at least 5 institutions of repute in Kerala. The software will be hosted in the **Kerala State Data Centre (KSDC)**, ensuring data security and compliance with state regulations.

### III. Key Objectives

- Install a secure and multi-functional question bank software after necessary customisation in accordance with the requirements of KPESRB for making public recruitments to various public enterprises of the state.
- Enable seamless question paper generation and management.
- Provide a user-friendly, multilingual interface for stakeholders.
- Ensure the system is hosted in a **secure and state-of-the-art facility (KSDC)**.
- To assist the Board in implementing the software and defining best practices in security and usage.
- To provide adequate training to the stakeholders to use the software application.
- To provide infrastructure for hosting the application or to manage services for similar requirement.

### IV. Key Features of the Software

#### 1. Advanced Question Bank Features

- **Question Categorization:** By **subject**, **difficulty level** (easy, moderate, difficult), and **educational level** (7th, 10th, Plus Two, ITI, Diploma, Degree, Engineering, Post Graduate, Professional courses, etc.).
- **Multi-Format Questions:** Support for theoretical, numerical, diagram-based, formula-integrated and multiple choice questions.

#### 2. Question Paper Generation

- Automated selection of question papers based on instructions relating to category, difficulty levels and topic coverage.

#### 3. Multi-Language Support

- User interface and questions in **English** and **Malayalam**.

#### 4. High Security and Encryption

- End-to-end encryption for data storage and transmission.
- Comprehensive audit logs to ensure transparency and accountability.

## 5. Other Software requirements.

- There should be provisions to ensure confidentiality and security of questions in the Question Bank.
- There should be provision for the vetting (scrutiny) of questions in the Question Bank by the assigned Expert for each subject/topic.
- There should be enabling provisions to generate question papers from multiple subject areas.
- There should be provisions to add the answer keys to the Question Bank and to export answer keys of generated Question Papers.
- There should be provisions to control topical repetitions within the same question paper
- Repetition of questions of previous question papers should be avoided for a specific period as determined from line to line.

## V. Hosting and Security in KSDC

### Hosting in Kerala State Data Centre

KPESRB intends to host the software in the **Kerala State Data Centre (KSDC)** to leverage:

- **Data Sovereignty:** Ensures data resides within Kerala's jurisdiction.
- **High Availability:** Reliable infrastructure for uninterrupted service.
- **Security Compliance:** State-of-the-art firewalls and intrusion prevention systems.
- **Disaster Recovery:** Automatic backups and rapid recovery mechanisms.
- **Virtual Machines** with scalable compute and storage resources.
- **Public IP Allocation** for external access.
- **Secure Network Configuration** with VPNs and firewalls.

### Security Audits and Compliance

- Regular vulnerability assessments and penetration testing.
- Compliance with **GDPR (General Data Protection Regulation)**, **Indian IT Act**, and other data protection regulations.

## **VI. Vendor Eligibility and Advanced Features**

### **Vendor Eligibility Criteria**

1. **Location:** Vendor must have office support in Kerala for maintenance of Question Bank
2. **Experience:** Proven track record in installing question bank or examination management software in at least 5 reputed institutions in Kerala such as Kerala Government Departments, Agencies, Universities, Colleges and autonomous bodies of the State etc.
3. **Technical Expertise:** Capable of installation and maintenance of Question Bank softwares.
4. **Support:** Ability to provide 24/7 technical assistance and training.
  - The bidder should have a minimum of 5 years' experience in Question Bank software, installation and maintenance.
  - The bidder must have valid service tax registrations
  - The bidder must have audited balance sheets for the last 3 years
  - The bidder should be able to provide onsite support, if required.
  - The bidder should have domain experts in the team implementing the software application.
  - Bidders should be able to provide customer references/clientele information.

### **VII. Scope of Services**

- Provide a presentation about Question Bank maintenance and Question Paper generation.
- Implement the software application based on the final requirements.
- Provide training to stakeholders covering professional expertise to implement the software.
- Maintain all the formalities for developing and implementing software applications for a statutory Government Recruitment body.
- To provide usage best practices and maintain security best practices.
- To ensure confidentiality in the matters of communication and data.

## **VIII. Selection Method**

### **8.1 Stage I : Expression of Interest (EOI)**

1. The Expression of Interest is intended to solicit interest from experienced firms/agencies/organisations with expertise in supply, customization, implementation and rolling out Question Bank software for implementation at Kerala Public Enterprises (Selection and Recruitment) Board.
2. KPESRB shall shortlist the firms/agencies/organisations based on the specifications being offered, the time period required for implementation, the solution offered and the other pre-qualification criteria.
3. The applicant firms who meet eligibility criteria will be invited for presentation before the Board. Date and time of Presentation will be intimated separately. The firms will be shortlisted based on the presentation.

### **8.2 Stage II : Request for Proposal (RFP)**

1. Shortlisted firms will be asked to submit detailed proposals including financial bid. Final selection will be based on the criteria specified for such selection while inviting detailed proposals.
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