EXPRESSION OF INTEREST (EOI)

Implementation of Exam Process Automation System (EPAS) in MP Professional Examination Board

MP Professional Examination Board
"Chayan Bhawan", Main Road No.1, Chinar Park (East), Bhopal
Phone No.: 0755-2578801-04, Fax : 0755-2550498, 0755-2554826
Madhya Pradesh Professional Examination Board invites Expression of Interest (EOI) from qualified and experienced agencies for providing quickly deployable COTS/ERP based solutions for "Exam Process Automation System (EPAS)" in MP Professional Examination Board. Proposed EPAS system includes end to end process automation of examination cycle, provision of conducting online test and counselling facility.

Interested Bidders who qualify as per the criteria mentioned in the document may submit their response latest by **3:00 PM on 10th January 2014**. The detailed EOI document can be downloaded from our websites [www.vyapam.nic.in](http://www.vyapam.nic.in) and [www.mapit.gov.in](http://www.mapit.gov.in) on 20th December 2013 after 3:00 PM.

**Director**

MP Professional Examination Board.
"Chayan Bhawan", Chinar Park (East), Bhopal
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# Acronyms

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<tr>
<td>EPAS</td>
<td>Exam Process Automation System</td>
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<td>MPPEB</td>
<td>MP Professional Examination Board</td>
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<td>MAP_IT</td>
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<td>Information and Communication Technology</td>
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<td>Optical Mark Reader</td>
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<td>Request for Proposal</td>
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<td>CMS</td>
<td>Content Management System</td>
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Disclaimer

Subject to any law of the country, and to the maximum extent permitted by law, MPPEB and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of MPPEB or any of its officers, employees, contractors, agents, or advisers.

All costs and expenses incurred by Recipients/Respondents in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by MPPEB, will be borne entirely and exclusively by the Recipient/Respondent.
1 Background
The Madhya Pradesh Professional Examination Board (MPPEB) is a self-financed, autonomous incorporated body of State Govt to conduct entrance tests for admission to various colleges in the state. Mainly, the MPPEB organizes the following entrance tests:

- **MET**: For entrance to MBA courses
- **Pre MCA**: For entrance to Master of Computer Applications
- **Pre B.Ed.**: For entrance to Bachelor Degree in Education courses
- **PPT**: For entrance to Polytechnic diploma courses
- **PEPT & PAT**: For entrance to Bachelor of Engineering, Pharmacy, Dairy, Agriculture, Forestry degree/diploma courses
- **PMT**: For entrance to MBBS / BDS / BVSc Degree Courses
- **GNTST**: For entrance to General Nursing Training (Only for girls)
- **PAHUNST**: For entrance to Ayurvedic, Homeopathic, Unani and Natureopathy degree courses.
- **PNST**: For entrance to B.Sc. Nursing Training (Only for girls)
- **SOE/SOM**: For entrance to Schools of Excellence/Model School
- **Recruitment Test**

Apart from above entrance tests, MPPEB also conducts recruitment examinations for different state level posts, which are not being filled through the Public Service Commission. To name a few, Sub Inspectors of Police (Home Department), Assistant grade III/Steno typists in General Administration Department, Rural Extension Officers in the Department of Agriculture, Training Officers in the Directorate of Employment and Training, Samvida Shikshak, MPLUN, Jail Head Quarter, Mahila Evam Bal Vikas, Controller Food & Drugs, Pollution Control and a large number of other examinations to fill up the backlog of posts in various Government departments. Thus the MPPEB conducts around 35 exams yearly and over 35 lakh students/candidates participate in these exams.

MPPEB wants to implement a secure and robust solution for end to end automation of entire examination process cycle. The solution may be based on a good ERP/COTS based system and necessary customization as well as bespoke development may be done to meet requirements of MPPEB. Services of an expert agency will be hired for product customization, implementation and operational management for atleast 3 to 5 years.

In order to evaluate "ready to deploy" products available in the market, finalize technology options and freeze solution framework, the MPPEB has floated this EOI. All the eligible agencies interested to present their solution may express their interest by submitting a brief description of the project and implementation methodology. Shortlisted agencies will be called to make a detailed presentation in the Office of MPPEB.
2 Objectives

1. Evaluate various "ready to deploy" products/solutions for MPPEB Exam Process Automation System.

2. Identification of suitable technology options.

3. Finalization of requirements and solutions framework for the project.

3 Existing System for Conducting Exams in MPEBB

The admission rules for the conduct of the entrance/recruitment tests are provided by the departments concerned. This includes detailed information regarding the eligibility of the applicant, minimum educational qualifications, age limit, reservation of seats, information regarding institutions, counseling schedule, selection process for entrance to various courses and fees etc. The rules for conducting the examinations are prepared by the Board including the procedure for filling the application forms, issue of test admit cards, list of coordinating institutions etc. Complete information regarding the examination centres and syllabus for the relevant test in a composite form is made available to applicants through a printed Rule Book.

Board arranges the sale of rulebooks along with the application forms through various Colleges / Schools etc. of the state and even outside the state. The medium of examination for which the applicants are of 10+2 level both Hindi and English. The medium of examination leading to admission in a Post Graduate level course is English only e.g. MET, MCA, Pre-PG.

The Board has examination centres in all the big cities of the state and a few outside the state. To add to the transparency of the examinations, observers are appointed for each centre to watch the proceedings of the examination and submit their reports to the Board. Keeping in mind the sensitive nature of the examinations, Board conducts them with complete impartiality and transparency, maintaining a very high standard of confidentiality.

Question papers for all examinations are objective type in which the examinee is required to choose the right answer out of the four possible given alternatives and mark his/her choice on the OMR Answer Sheets. The Answer Sheets are valued with the help of OMR scanners. The entire valuation work is executed under the supervision of Supervisors appointed from outside the Board.

Board is fully aware of its responsibility of declaring zero error results and also making them available within the shortest possible time so that new educational sessions get started every year in time. The results are prepared maintaining extreme security and secrecy. After the results are declared and uploaded on the net, Board makes available related data and other relevant information to the concerned departments.
At present, there is no automated system and dedicated application software to perform examination processing work. All the recordkeeping and process work is done on a Database Management System by executing short custom patches and programmes written in FoxPro. The Computer section of the MPPEB, prepares the application form and receive applications online through MPOnline (a JV of MP Govt and TCS). After receiving application form records from MPOnline, Computer section issues Test Admit Cards online for examination and process OMR Answer sheets for result preparation.

4 Requirement Specifications
MPPEB want to implement end to end solution for the entire exam processing cycle right from registering exams in the system to publication of result from the system with minimum human intervention and high security measures. Following are the functional requirements categorized in 6 separate modules:

4.1 Integrated Web Portal
- MPPEB requires a CMS based dynamic web portal to publish exam notification, rules & procedures, online submission of application, online issuance of test admit cards, online selection of exam center, publication of results, counseling etc.

- The portal should closely be integrated with the backend application system for automated publication test admit cards, result publishing, etc.

- Content creation and administration should be done by users of specific roles having adequate privileges.

- The portal should maintain profile of all the students/candidates in comprehensive manner.

- The portal should also be integrated with payment gateway services for online payment of examination fee.

4.2 Student / Candidate Profiling
- The system should have provision for maintaining students/candidate profile with photo, biometric details and credentials. This will enable students to upload their detail and credentials only once apply for more than one exam.

- The system should also maintain records of document verification with provision of digital signature, so that the students can refer their profile on various occasions like counseling, admission, joining any position, etc. in the government institutions. This will also enable employers or institution to verify student/candidate identity from the biometrics available in profile.
• The student profile should also be linked with the eligibility criteria requirements of all the examinations conducted by MPPEB. This will allow students to see their eligibility status for different exams and apply on single click.

• Student/candidate profile may also be used Employment Exchange Agency for providing job opportunities to the unsuccessful candidates in the examination.

4.3 Examination Management Operations

4.3.1 Exam Registration

• System should have provision for registering exams as a task unit. The annual calendar of exams prepared by MPPEB will be registered in the system and system will schedule all the sub-activities of each such exam on the basis of working days, holidays, examination method and other exams scheduled previously on those dates. Essential parameters for exam registration may be-

  – Name/title of the Exam
  – Eligibility Criteria
  – Test Methodology
  – Exam Schedule
  – Fee Structure, etc.

4.3.2 Online Application Submission

• The system should have provision for designing online application submission form by adding or removing form fields along with necessary validations.

• The system should have provision for defining fields sets for various kind of exams. The system should also have predefined web form templates that can be applied on web forms.

• Once the form fields are defined and web form template selected, the system should render web based application form for testing.

• The system should have provision for automated publication of web form on the MPPEB Web Portal after successful testing.

• Web form designing process should be menu driven, so that MPPEB employees can design it on the basis of rules sets defined for the exam.

• In case of some specific requirement that cannot be configured through menus and field properties, the system should also have provision for bespoke development.
• Online Application form fields should be linked with student/candidate profiles, so that the fields can be auto-filled for registered students.

• Once, the online application form filled and submitted by the candidate, the system should generate a PDF document of the form. Candidates may be required to print this form and submit at nearest registered office.

• Candidates may also be required to undergo biometric scanning in registered offices. Hence the system should also have provision for same in remote location.

• Information submitted through online web form, may require screening and validation through human intervention. In such case, the system should provide a dedicated interface for screening and validation from physically submitted documents.

• At each level of application submission, the system should automatically create hash value of application form content and store it in secured repository with time stamping. The system should also maintain logs for each alteration after first submission of application.

4.3.3 Test Center Planning
• The system should register all the Test Centers with their location and seating capacity for various exams as per requirement.

• The system should have provision for manually selecting Test Centers for each exam.

• The system should automatically publish the name of the cities where selected test centers are located and allow students/candidates to select these cities as their preferred location for taking exam.

• The system should automatically allocate test centers to the students as per their city preference and seating capacity of each such center selected for the exam.

• The system should allocate test centers in a city on random basis or some predefined rule sets.

4.3.4 Test Admit Card Generation
• Once the test centers are allocated, the system should generate roll numbers on random basis and following predefined rule sets.
- The system should publish Test Admit Cards along with photo on the MPPEB web portal, where candidates can download and print same.
- The system should also send alerts through email and SMS to all the concerned students/candidates for obtained that Test Admit Cards.

4.4 OMR Based Written Test

4.4.1 Question Paper Management
- The system may be required to obtain question sets from various confidential sources and store them in secured question repository after encryption through a set of public key of at least 2 officials identified by MPPEB. In due course of time, the system will be maintaining master question bank having thousands of questions.
- The system may be required to set one question paper by selecting individual questions from different question sets on random basis. After setting question paper, the MPPEB officials will decrypt the question paper using their private keys 3-4 days before the examination for printing of question paper.

4.4.2 Test Management
- The system should record detail of Exam Coordinator, Observers, Invigilators, etc. for each city.
- The system should automatically assign duties of observers and invigilators in different test centers on random basis and pre-defined rule sets.
- The system should record information of OMR Answer Sheets along with their serial numbers in each test center.

4.4.3 OMR Sheet Scanning
- At the time of OMR Scanning, the system should first match the serial number of each OMR with the name of test center for which it was allocated.
- The system should encrypt the scanned values of each OMR sheet immediately after scanning using public keys of at least 2 or more officials identified by MPPEB. There must be zero possibility of human exposure of un-encrypted scanned values at any level.
- Apart from encryption, hashing of scanned values of each OMR sheet should also be done and stored in secured repository.
- The system should also have provision for recording Answer Key values in encrypted manner.
4.4.4 Result Preparation & Publication

- At time result preparation and publication, the system will allow decrypting OMR Scanned Values and Answer Key Values using private key of MPPEB officials. Immediately after decryption, the system will match OMR Scanned values with Answer key to prepare result.

- Immediately after preparation of result, the system will create a hash value of result and store same in secured repository.

- After hashing, the system will automatically publish result on MPPEB Web Portal and send auto generated emails to respective students/candidates.

- The system will also generate result data sets in predefined parameters for mark sheet preparation.

- System should have provision for printing tamperproof marksheets with candidate photograph.

4.5 Online/Computer Adaptive Test (CAT)

- The system should comprise of a robust application for conducting online test. The online/computer adaptive test application should have a robust question bank categorized by question type, subject area and complexity levels, so that it can be used for different exams.

- The system should also have provision for conducting online mock test. This will enable candidates to get informed about CAT system and have a few practice sessions before exam.

4.6 Online Counseling and Selection

- The system should have provision for online counseling to allot seat in various institutions after entrance test. The system should record information of institutions, courses, available seats, reservation rules, etc. for providing various options to the students on the basis of their eligibility, position in merit list, vacancy and reservation rules.

4.7 Grievance Redressal System

- Successful implementation of new system would require adequate support from candidates. Hence, the system should also include a comprehensive grievance redressal system integrated with a call center and Issue tracker system.

4.8 Security

Since MPPEB deals with highly confidential datasets, a strong and comprehensive information security system based on leading standards such as ISO 27001 and guidelines
from Department of Information Technology (DIT) would need to be implemented. Information within the system should be classified as Public, Confidential and Restricted.

Access to the information should be provided based on the classification of the information. Data owners should nominate appropriate information classification on their data and should review information classification periodically to determine if current classification levels are valid.

- The system should have provision for preventing unauthorized access and damage to information resources.
- The system should be accessible only after approval from application owner and the competent authorities.
- The access should be on a role basis rather than designation.
- The access control system should cover:
  - Identification
  - Authentication
  - Authorization and Access Control
  - Administration
  - Audit
- The system should be compliant with PKI and at all the level, confidential data should be encrypted using composite public keys of at least 2 MPPEB authorities.
- The system should maintain a highly secured data repository for storing hash values of datasets generated at various levels as well as archiving permanent examination records after completion of examination process.
- The system should be able to maintain access control mechanisms, data security and audit trails to ensure that databases are not tampered or modified by unauthorized users. The following measures should be complied for security:
  - Build a complete audit trail of all transactions (add, update and delete) using transaction log reports, so that errors in data, intentional or otherwise, can be traced and reversed.
  - The most appropriate level of security commensurate with the value to that function for which it is deployed must be chosen
  - Access Controls must be provided to ensure that the databases are not tampered or modified by the system operators.
Implement data security to allow for changes in technology and business needs.

5 Eligibility Criteria
1. The EOI submission agency should be an IT company registered under the Indian Companies Act, 1956 since last 5 (five) years. Incorporation certificate should be furnished as documentary proof.

2. The agency should be a profit making company having earned profits, for last 3 years, with a minimum turnover of Rs. 10 Cr. in each of the last 3 years (10-11, 11-12, 12-13). The bidder should have positive net worth of Rs. 10 Cr. for the last 3 years. As documentary proof, Audited Balance Sheet & Profit & Loss A/c is to be submitted.

3. The agency should have experience in providing solution for Online/Computer Adaptive Test/OMR based written exam in least 1 entity like Govt. department, public/private institution, etc.

6 General
1. This is not a Request for proposal (RFP) and commercial bids SHOULD NOT be submitted with EOI.

2. MPPEB reserves the right to examine / verify the supportive documents / reports furnished by the agency.

3. MPPEB would constitute an evaluation committee that will evaluate the responses in detail in order to determine whether they are substantially responsive to the requirements set forth in the EOI. The decision taken by the committee in this regard is final and binding on all the bidders of EOI.

4. MPPEB shall shortlist the vendors based on the requirements and the responses submitted. MPPEB reserves the right to call only short listed vendors for a technical presentation / demo of their proposed solution on the date and time decided by MPPEB. The decision taken by the committee in this regard would be final and binding on all the agencies submitting EOI.

5. The Technical presentation should have following contents:
   a. Demonstration of software application
   b. Previous experiences of the project implemented
   c. Requirement of the department/client for which the project was executed
d. Methodology adopted for implementing the solution.

e. Manpower deployed for the project

f. Size and demographic coverage of the project

g. Outcome of the project

h. Challenges faced during project implementation

6. Presentation / demonstration of the product shall be held at in the office MPPEB.

7. MPPEB may reject any or all the responses received / cancel the entire process at any stage without assigning any reason whatsoever.

8. The agencies who wish to submit responses to this EOI should note that they should abide by all the terms and conditions contained in the EOI.

9. The information exchanged between the bidders and MPPEB as part of this EOI shall be confidential and shall not be disclosed without the prior written consent of the MPPEB or concerned agency submitting EOI.

10. Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this EOI, the parties shall be subject to the jurisdiction of courts at Bhopal, Madhya Pradesh State, India only.

7 Submission of Proposal

Agencies qualifying as per the criteria mentioned above and who are interested in providing the services detailed above may submit their response to this EOI as per formats given in annexure along with relevant documentary evidence latest by **3:00PM on 10 January 2014**. Any response not containing information for all the parts of Annexure may be rejected.

The proposal must accompany a non-refundable DD of **Rs. 1,000/-** (Rupees One Thousand only) as EOI Document Fees at the time of submission of the proposal. The fees should be in the form of DD in favor of **MP Professional Examination Board** payable at **Bhopal**.

The response should be submitted in a sealed cover duly superscripted “**Expression of Interest – Implementation of Exam Process Automation System**” at the following address:

Director,
MP Professional Examination Board,
"Chayan Bhawan", Main Road No.1, Chinar Park (East),
Bhopal - 462011
Annexure-1 : Format of Application Form

(On Applicant Organization's Letterhead)

To,

Director,
MP Professional Examination Board,
"Chayan Bhawan", Main Road No.1, Chinar Park (East),
Bhopal - 462011

Subject: Expression of Interest for providing solution for Exam Process Automation System in MPPEB

Dear Sir,

This has reference to the advertisement published in <give the name of the Newspaper, Edition and the date> pertaining to the above captioned subject.

We are interested in submitting our Expression of Interest for the same. We are enclosing demand draft No. <______> dated <______> drawn on <Name of Bank> for Rs.1,000/- (Rupees One Thousand Only) drawn in favour of MP Professional Examination Board as application fee for participating in this EOI.

We would like to clearly state that we qualify for this work as our organisation meets all the pre-qualifying criteria indicated by you and our organisation is not under a declaration of ineligibility for corrupt or fraudulent practices.

We understand that this EOI is being submitted for the purpose of presenting our product/solution for the intended objectives as mentioned in this EOI only.

Yours sincerely

Signature

<<Name, designation, contact address, telephone number, email & seal of authorized signatory >>

# Annexure – 2 : Bidder Profile

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<th>Particulars</th>
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<td>Company Name</td>
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<td>2</td>
<td>Date of incorporation</td>
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<td>3</td>
<td>Company Head Office Address</td>
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<td>4</td>
<td>Registered office address</td>
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<td>5</td>
<td>Contact person Name</td>
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<td>6</td>
<td>Address</td>
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<td>7</td>
<td>Telephone no.</td>
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<td>10</td>
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<td>11</td>
<td>Number of year experience in Providing IT solutions</td>
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<td>12</td>
<td>Whether company has been blacklisted for service deficiency in last 3 years. If yes, details thereof.</td>
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<td>Turnover for Financial Years 2010-11</td>
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<td>Turnover for Financial Years 2012-13</td>
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<td>Net Profit (after Tax / Depreciation) for 2011-12</td>
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<td>18</td>
<td>Net Profit (after Tax / Depreciation) for 2012-13</td>
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<td>19</td>
<td>Any Quality Certifications obtained (ISO/CMM etc.). Submit details.</td>
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<td>20</td>
<td>Name of the agencies where solution for Exam Process Automation, Online Examination, Online Counselling, etc. provided</td>
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<tr>
<td>21</td>
<td>Whether ready to bid as primary bidder and undertake to provide the products and services indicated in the scope of EOI.</td>
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Annexure -3 Experience

Submit following details separately for each of the implementation site (one duly filled format for each client).

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<th>S/N</th>
<th>Particulars</th>
<th>Response</th>
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<tbody>
<tr>
<td>1</td>
<td>Organization in India where the proposed solution is already implemented by the bidder &amp; running successfully</td>
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<td>Address of a contact person at above Organization</td>
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<td>7</td>
<td>Contract date</td>
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<tr>
<td>8</td>
<td>Number of users</td>
<td></td>
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<tr>
<td>9</td>
<td>Time taken for implementation of the solution from the date of Purchase Order / signing of contract</td>
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<tr>
<td>10</td>
<td>Whether the scope for this engagement covered all the modules indicated in Scope of this EOI. If not, list the modules implemented.</td>
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<tr>
<td>11</td>
<td>Hardware / COTS/ERP plateform on which Solution is implemented.</td>
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<tr>
<td>12</td>
<td>Whether supply and installation of hardware was also included in the scope of the work.</td>
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