

# THE TANZANIA INSTITUTE OF BANKERS



## Invitation to Bid: Computer-Based Online Examination System

### 1. Background

The Tanzania Institute of Bankers (TIOB) is the professional body for banking education and certification in Tanzania. To strengthen its examination processes, TIOB seeks to procure a secure, scalable, and user-friendly computer-based online examination system that ensures integrity, accessibility, and efficiency in candidate assessment.

### 2. Objectives

The objective of this tender is to invite technical and financial bids from reputable and qualified IT firms to provide a ready-made platform for conducting online examinations.

### 3. Scope of Work

The successful bidder will deliver a solution covering:

- **System Deployment**
  - Cloud-based or on premise hosting.
  - User-friendly interface for candidates, examiners, and administrators.
- **Proctoring Services**
  - AI-enabled remote proctoring with audio, video, screen monitoring, and image capturing.
  - Real-time candidate behavior analysis and flagging of suspicious activities.
  - Human-assisted proctoring as backup.
- **Security & Compliance**
  - Candidate identity verification using government-issued photo ID
  - Secure browser lockdown to prevent unauthorized access.
  - End-to-end encryption of exam data.
  - Audit trail and activity logs for transparency.
  - Compliance with Tanzanian data protection laws.

- **Scalability & Performance**
  - Capacity to support **at least 5,000 concurrent candidates** across multiple shifts.
  - Load balancing and redundancy for uninterrupted service.
  - Disaster recovery and backup mechanisms.
  
- **Examination Management**
  - Question bank creation and management with multiple formats.
  - Randomization of questions and options.
  - Time-bound exams with automated submission.
  
- **Post-Examination Services**
  - Automated evaluation and instant result generation.
  - Analytics dashboard for performance tracking and reporting.
  - Error-free result compilation and secure dissemination to candidates.
  
- **Support & Training**
  - Technical support and maintenance for at least 24 months.
  - Training for administrators, examiners, and IT staff.
  - Documentation including user manuals, system architecture, and security protocols.

## 4. Deliverables

The successful bidder will provide:

1. Fully functional online examination platform.
2. Technical documentation (system architecture, security protocols, user manuals).
3. Training sessions for TIOB staff.
4. Maintenance and support plan for at least 24 months.
5. Reports on system performance, security audits, and candidate analytics.

## 5. Eligibility Criteria

Bidders must demonstrate:

- At least **five (5) years of experience** in large-scale online examination systems.
- Evidence of **three similar projects** successfully delivered.
- Qualified technical staff with relevant certifications.
- Financial capacity to deliver and sustain the project.
- Compliance with data protection regulations.

## 6. Proposal Requirements

Bidders must submit:

- **Technical Proposal:**
  - Company profile and experience.
  - Detailed methodology and work plan.
  - System architecture and security features.
  - Implementation timeline.
  - Team composition and CVs of key staff.
  
- **Financial Proposal:**
  - Detailed cost breakdown (software licensing, deployment, training, support, maintenance).
  - Payment schedule.

## 7. Evaluation Criteria

Proposals will be evaluated based on:

- Technical compliance with scope of work.
- Demonstrated experience and references.
- Security, scalability, and innovation of the solution.
- Cost-effectiveness and value for money.
- After-sales support and warranty provisions.

## 8. Submission Details

- **Deadline:** March 26, 2026, at 16:00 hours EAT.
- **Mode of Submission:**
  - Electronic copies via email to: [info@tiob.or.tz](mailto:info@tiob.or.tz) and [training@tiob.or.tz](mailto:training@tiob.or.tz)