

Notice Inviting Tenders
(National Competitive Bidding)
(Indian Council of Forestry Research & Education)
Post- New Forest, Dehra Dun – 248006, Uttarakhand, India

Website: [http:// icfre.gov.in](http://icfre.gov.in)

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TENDER NO: No. 15/PO/Recruitment/Admin/ICFRE/2020-21

1. **Online bids are invited on single stage two bid systems for the development of portal for recruitment of Scientist 'B' in ICFRE inviting application online and conducting Computer Based Test across the country.**


The details of the above items and other Terms and Conditions, etc. are available in the Tender Document. The tender forms and specifications are available at web site <http://icfre.gov.in> and CPPP site <https://eprocure.gov.in/eprocure/app>

2. Tender documents may be downloaded from ICFRE website [https:// icfre.gov.in](https://icfre.gov.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in tender critical date sheet as under:-

Events	Important date/time	Venue
Date of Publishing	16.04.2021 at 01:00 PM	CPP portal/ icfre.gov.in
Bid document download/Start date	16.04.2021 at 01:30 PM	Central Public Procurement Portal (CPPP)
Pre Bid meeting	23.04.2021 at 11:30 AM	At ICFRE
Bid submission start date	16.04.2021 at 03:00 PM	CPP portal
Bid submission End date	07.05.2021 at 12:30 PM	CPP portal
Opening date of technical bids	08.05.2021 at 1:00 PM	Procurement Section, ICFRE
Opening date for financial bids	It will be decided after	Procurement Section, ICFRE

The Tender may be either modified or cancelled in part or full, at the discretion of the Assistant Director General (Admin.), ICFRE, without assigning any reason therefore.

The bidder shall submit all the documents required as per tender document at the time of submitting bid. No document shall be accepted thereafter.


15.04.2021
Assistant Director General (Admin.), ICFRE
Asstt. Director General (Admin.)
Indian Council of Forestry
Research & Education
P.O. New Forest, Dehradun

EXPRESSION OF INTEREST

FOR

Online bids are invited on single stage two bid systems for the development of portal for recruitment of Scientist 'B' in ICFRE inviting application online and conducting Computer Based Test across the country.

April, 2021

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ABOUT ICFRE

The journey of ICFRE was initiated way back towards the end of the nineteenth century with the advent of scientific forestry in India and the establishment of the Forest School in Dehradun in 1878. It was on 5th June 1906 subsequently that the Imperial Forest Research Institute was founded by Government of India for taking forward forestry research in the country. In 1986 the Indian Council of Forestry Research and Education or ICFRE was formed as an umbrella organisation for taking care of forestry research, education and extension needs of the country. Finally on 1st June 1991, the ICFRE was declared an autonomous Council under the then Ministry of Environment and Forests and registered as a Society under the Societies Registration Act, 1860.

Presently, ICFRE with its Headquarters at Dehradun is an apex body in the national forestry research system that promotes and undertakes need based forestry research extension.

The Council has a pan India presence with its 9 Regional Research Institutes and 5 Centers in different bio-geographical regions of the country. Each Institute has a history of its own and under the umbrella of ICFRE are directing and managing research, extension and education in forestry sector in the states under their jurisdiction. The regional research Institutes are located at Jodhpur, Dehradun, Shimla, Hyderabad, Coimbatore, Ranchi, Bengaluru, Jorhat and Jabalpur, and the centres are at Agartala, Aizawl, Allahabad, Chhindwara and Visakhapatnam.

1. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for the development, implementation and maintenance of online application for invitation of online application for recruitment examination of Scientist-B in ICFRE, Dehradun and conduct of Computer Based Test as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

2.1. Background Information

Basic Information

- a) ICFRE invites responses ("Proposals") to this Request for Proposals ("RFP") from Companies / Agencies ("Bidders") for selection of "Service Provider".
- b) Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline will not be considered in this procurement process.
- c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

2.2. Project Background

ICFRE intends to implement a system that will manage the Recruitment process of Scientist 'B'. The system shall mainly comprise of the following activities:

- Application Management
 - Online application designing and hosting
 - Setting-up of online Help desk (s)
 - Lists generation for screening of online applications
 - Preparation of lists of screened-in/screened-out candidates for each discipline on the basis of different criteria.
 - Generation / Download of Admit cards for eligible candidates.
- Secured Question paper/s creation
- Conduct of Computer Based Examination
- Preparation/compilation of Result
- Generation of Merit List

- Total number of candidate to be assessed in CBT will be approximately 4,000 to 5,000
- Tentative date of the examination – May/June, 2021
- Exam will be conducted in approx. 10 cities across India (Annexure-IV)
- Preparation of list candidates who made online payment of exam fees.



Asstt. Director General (Admin.)
Indian Council of Forestry
Research & Education
P.O. Forest Research Centre, Dehra Dun

Scope of Work and Role & Responsibilities of the outsourcing agency

This Scope of Work has been divided into following three broad phases

- Pre- Examination Work
- Examination Work
- Post Examination Work

Note – Following shall be made available by Recruitment Board, ICFRE:

- Question Paper/s for the conduct of examination.
- Relevant Rules for merit list generation
- List of eligible candidates for written examination/Interview.

3.1. Pre Examination Work

- The Bidder should design the web application for candidates to register themselves for the Computer Based Examination by filling the details and make online payment of exam fees.
- Checking of the Eligibility of the candidates will be done as per the details submitted by the candidate during the application submission. However, ICFRE will scrutinize the applications for finalizing the eligible candidates, as per lists with details to be provided by the Bidder. Uploading of scanned certificates to check eligibility will also be ensured.
- The Bidder should make provisions for admit card download. The candidate should be able to download and take a printout of the successfully filled applications.
- The Bidder is expected to draw the examination plan and design the examination processes as follows:
 - Complete Security management processes
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - Candidate handling process
 - Mapping of candidates details with Exam Centers
 - Validation and verification of identity
 - Frisking of candidates using hand held metal detectors (HHMD) or body pat frisking
 - Attendance and biometric (photograph and thumb impression) handling
 - Machine/seat allocation and handling of security parameters
 - Bulk/individualized SMS
 - Bulk/individualized emails
 - Customer care number for responding to queries

- Mandatory for Aadhar Number (to be secured)-as per GOI guidelines. (Aadhar Number to be verified for the shortlisted candidates by the vendor at the time of interview.
- The reports module will generate different type of reports in spread sheet (Excel) format as per the requirement of ICFRE offering searching applicant /candidate by name, mobile, geographical location, ARN details, fathers name, date of birth etc.
- The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- The Bidder shall provide specifications for Hardware and Software required at all stages of the examination.
 - Application management and generation of Admit cards
 - Exam Centers in the cities as per Annexure-IV.
 - Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- The Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- Provide secured software for Question paper creation.
- The Bidder shall securely transmit, download, install and implement Question Papers to the examination centers.
- The Bidder shall identify required Exam Centers in all the 10 cities decided by ICFRE ensuring that 20% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have 120 systems available per shift. Bidder's having owned infrastructure will be given preference.
- The Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.
- The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.
- The Bidder shall carry periodic audit at Exam Centers for
 - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - Working condition of UPS and Generator.
- The Bidder shall ensure suitable drinking water and separate toilet facilities for both Boys and Girls at each examination center.
- The Bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.
- Backup internal facility at exam centre.

- The Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9x6 basis.
- The Bidder shall host and manage the examination process through intranet based solution at Exam Centers.
- The Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate.
- The Bidder shall ensure availability of proper security/ frisking at the examination centers. Separate frisking facilities for female candidates. Only female staff will frisk the female candidates. Frisking must be done by hand held metal detectors (HHMD) or body pat frisking.
- The selected bidder shall ensure complete biometric registration process of the candidates (digital photo, finger print etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stage shall be used later for authentication purposes during interview or joining of selected/shortlisted candidates.
- Individual password shall be given to each candidate by the Bidder at the examination center after the biometric registration process.
- The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheet and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card.
- The Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- All pre-examination phase processes shall be carried out by the Bidder in consultation with Recruitment Board, ICFRE.
- Online receipt of Fee through Payment gateway (at Bidder's cost) and remittances to ICFRE within 5 working days of receipt of fee (daily remittances have to be sent on per-Day basis). All issues relating to online receipts have to be resolved by Vendor.
- Payment gateway should be integrated with bank account of ICFRE.

3.2. Examination Work

- The Bidder has to liaison with bank for the successful implementation of payment gateway with application.
- The Bidder shall provide adequately trained manpower as per the ratio mentioned below:
Each Exam Centre of capacity of 100 + 20 buffer should have the minimum following personnel's to be deployed by the agency

Test Centre Administrator	1 (One for each center)
IT Manager	1 for each 200 candidates
Invigilators	2 per 25 systems or per lab
Support Staff	2 per 100 candidate
Security Guards	2 per 100 candidates
Peons/Multi-Purpose Worker	2 per 100 candidates

The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam.

- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 10 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam shall be bilingual (English and Hindi) and the software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- The Examination Centre must have facilities for installing security and access control systems including signal silencers/jammers.
 - i. To ensure the sufficient no. of Jammers are supplied to block inward and outward communication from Mobile Phone/Spy Camera/Wi-Fi & Bluetooth devices etc. in the examination centre i.e. CDMA/GSM/2G/3G/4G/Spy Camera/Wi-Fi/Bluetooth etc.

Isolated Signal bandwidth to jammed:

1. 851-894 Mhz
 2. 925-965 Mhz
 3. 1800-1990 Mhz
 4. 3G:2100-2170 Mhz
 5. Wi-Fi/Bluetooth: 2345-2400 Mhz
 6. 4G: 725-770 Mhz
- ii. The installation of jammers should be made at least one day in advance from the scheduled date of examination and or in such a way that the Jammers are required to be functional for 1½ hours before the schedule time of commencement of the examination and ½ hour after the completion of the examination.
 - iii. To obtain permission from local authorities including Police, if necessary.
 - iv. To organize and provide required manpower to install and manage the Jamming Devices at the Centers.
 - v. To provide uninterrupted service of Jammers along with back-up solution/buffer stock and ensure proper working of Jammers during the conduct of examination at each examination centre.
 - vi. During the period of examination, Jammer facility shall not be interrupted due to any technical fault/power failure etc. and the Agency shall take due care of proper functioning of Jammers with adequate power backup during the conduct of online examination.
 - vii. To install industry standard Mobile/Cell Phone (including spy- Camera) Jammers at the Examination Centre.

- viii. To ensure up-gradation of jammer service to include additional spectrum or technologies during contract period at no extra cost.
 - ix. To block the required bank widths/signals without fail.
- It would be desirable to have facilities for keeping belongings of candidates in Examination Centre.

Minimum Candidate System Requirements: -

Screen Resolution	1024 X 768
Processor	CPU Speed: 2.0 Ghz or above
RAM	2 GB. The configuration should cater to the response twice of less than 01 second
Operating System	Windows XP Professional Service Pack 3 or higher or any other OS for conducting computer based examination.
Browser	Internet Explorer 7.0 or above as supported by above Operating Systems
Browser settings	Java Script enabled Pop-up blocker disabled Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) USB disabled, Keyboard disabled during exam after login

Minimum Exam Centre Server Requirements: -

Screen Resolution	1024 X 768
Processor	CPU Speed: 2.0 Ghz or above
RAM	8 GB. The configuration should cater to the response twice of less than 01 second
Operating System	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second. All responses to be acted upon in real time.

- The system offered should conform to the uniqueness of the institute in conduct of all aspects of the examination including applications.
- The above requirements are indicative. The decision of the technical committee shall be final.

Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup will need to be provided by the Bidder.

- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 5 minutes for monitoring purposes. Bidder should provide reports to ICFRE to view the test progress.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The Bidder shall provide stationary such as blank paper sheet/s and pens to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- Bidder should have capabilities of CCTV surveillance system to monitor and capture the activity of candidates /centres. All the exam halls should have CCTV surveillance cameras installed in a way that activities each candidate is captured. CCTV camera feeds should be stored locally.
- CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera feeds after its proper sealing to ICFRE for all the Computer Based Exam within 20 days after the examination.
- The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in ICFRE, Dehradun. The data should be real time data generated from each Exam Centre during the examination.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server at Data Centre of the Bidder within 4 Hour from each exam center. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to ICFRE within 5 days of conclusion of each exam shift.

3.3. Post Examination Work

- The Bidder shall calculate marks obtained by each candidate as per rules of the ICFRE.
- The candidate's responses, biometric, audit rails should be uploaded automatically from the local server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- The Bidder should be able to hand over the raw responses/data to ICFRE immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.

- The Bidder shall ensure Generation of Merit list based on the rules/validation shared by ICFRE.
- Issue e-call letters for interview.
- ICFRE will conduct interviews and the bidder's role will be to collate the interview marks.
- The Bidder shall provide documented inputs and support for handling
 - Candidates queries
 - RTI queries
 - Court Cases
- The bidder should support biometric verification of shortlisted/selected candidates during joining formalities. The bidder should be able to utilize the candidate biometric data captured at test center before exam for biometric verification purpose for joining formalities of selected/shortlisted candidates.
- The bidder should make the examination portal running as long as it is required by ICFRE.

Note:

1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to ICFRE before implementation the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
- **Test Data Archiving :** The Bidder shall archive the examination data (excluding CCTV footage) for future references after specified time, as per requirement of ICFRE. CCTV footage will be handed over to the client within 20 days once assessment is over and this need not be retained by the Bidder. Remaining examination related data like answers, results, logs etc. will be retained by Bidder as long as contract is valid.
 - **MIS generation/ customized reports:** The Bidder shall provide adequate information to the Recruitment Board as per the requirement of ICFRE.



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Essential Technical Pre-requisite

4.1. Organizational Level

- 1) The bidder should be a company/ firm registered (minimum 10 years old) in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Examination Services that are the subject matter of this tender.
- 2) The bidder should participate as a single entity, no consortium or group companies will be allowed.
- 3) The bidder shall be single point of contact with ICFRE and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.
- 4) The average turnover of the bidder from Examination services should be minimum 50 crores with after tax in each of during last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2017-18, 2018-19 and 2019-20.
- 5) The bidder's Average Annual Turnover from Examination services during last three financial years should be Rs. 50 crores or more in India (Attach documentary evidence such as audited Balance Sheet etc.).
- 6) The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2020. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.
- 7) The Bidder should be registered with appropriate tax authorities such as Income Tax, GST and should submit valid certificates of registration with these authorities.
- 8) The bidder must have successfully executed 5 similar projects (conduct of CBT) in all India basis, out of which at least one project should be Conduct of Computer based Examination with capability of 40,000 or more candidates appeared in single shift on more than 10 locations. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation)
- 9) Any experience as a consortium partner will not be considered.
- 10) The bidder/ group companies must have primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be Cert – in certified as per Govt. of India guidelines.
- 11) The bidder must be able to conduct computer based examination in multidisciplinary / multiple subjects as well.
- 12) The bidder must have authorized and globally accepted certifications i.e. ISO-27001, ISO 9001 and minimum CMMi Level 3 for the last 3 years.
- 13) The Bidder should have infrastructure in all the cities decided by ICFRE for Examination Centres with validated nodes/computers, appropriate technology, hardware and software,

dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.

- 14) The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work.
- 15) The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students' data.
- 16) The bidder should not have been blacklisted by central / state government departments / undertakings.

4.2. Assessment Platform Level

- 1) The proposed software must be in-house developed by the bidder and the bidder must own the complete source code of the software being used for conducting the Computer based exam.
 - a) The bidder should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor changes in software requested by ICFRE must be met immediately. The bidder should have at least regular 500 or more technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration or self-declaration shall be submitted.
 - b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.
 - c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
 - d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
 - e) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
 - f) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
 - g) Proper security provision for source codes shall be maintained.
- 2) The proposed software should be Govt. of India compliant CERT-IN certified for IT security.
- 3) The bidder must use 256 bit encryption for Question paper transfer.

- 4) The software solution for the conduct of examination should be hosted in Data Centre residing in India having ISO:27001 and cyber security certification and solution should be well protected in the Data Centre through firewalls/UTM/Web application firewalls. The security audit of the software by certificate in empanelled agency must be in place before use. The bidder should submit the certificate of the security audit before go-live. Certificate of penetration testing before go-live.
- 5) The bidder should be able to support the entire solution (across INDIA) and response in a reasonable timeframe.
- 6) The system should support question randomization with option shuffling ensuring that no two question papers are alike.
- 7) At any time before the submission of bids, ICFRE may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required by The Recruitment Board, ICFRE has right to cancel or modify the tender.
- 8) Even though bidders may satisfy the above requirements, they may be disqualified if they have:
 - a) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - b) If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.

5. Details of Pre-Bid meeting

Pre-Bid meeting shall be held at ICFRE (HQ).

Bidder has to submit any query related to tender documents through email two days before the closing date of tender.

A. INSTRUCTIONS TO THE BIDDERS

1. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderers/Bidders are advised to follow the instructions provided in the "Instructions to the Tenderer/Bidder for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>.
2. Not more than one tender shall be submitted by one tenderer/bidder. Under no circumstances, the father and his sons(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. **A breach of this condition will render the tenders of both parties liable to rejection.**
3. Tenderer/bidder who has downloaded the tender from the <http://icfre.gov.in> and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, **shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case, if the same is found to be tampered/modified in any manner, tender will be summarily rejected and EMD would be forfeited and tenderer/bidder will be liable to be banned from doing business with ICFRE.
4. The documents (Certificate/License etc.) should be uploaded in CPPP Website <http://eprocure.gov.in/eprocure/app> by the Tenderer/Bidder, as qualifying bid, as signed alongwith the seal/stamp and scanned copy of original documents in pdf format and without these documents, bidding shall not be considered.
5. Intending tenderers/bidders are advised to visit again the ICFRE website <http://icfre.gov.in> and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to the closing date of submission of tender for any corrigendum / addendum / amendment etc.
6. Bids will be opened as per date/time as mentioned in the **Tender Documents.**
7. **The tender shall be submitted online in two parts viz. technical bid and price bid.** The EoI is a "Two Bid" document. The **Technical Bid** should contain all the relevant information and desired enclosures in the prescribed format along with **Tender Document Fee & Earnest Money Deposit (EMD)** as mentioned in the **Annexure-II along with Annexure-I.** The **Financial Bid** should contain only price Bid Form as mentioned in the **Annexure- III.** In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily. The offers submitted by Telegram/Fax/email or any other mode shall not be considered. No correspondence will be entertained in this matter.
8. The **hard copy** of original instruments Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One lakh only) in the form of a Bank Guarantee/Fixed Deposit Receipt payable to the DDO, ICFRE Revenue Account A/c No. 496902010084490 must be uploaded at the portal and the same in original should reach the ADG (Admin), ICFRE Dehradun on or before last date.
9. The EMD should remain valid for a period of forty-five days beyond the final bid validity period.

10. The tender form may be downloaded from CPP portal and scanned copy of crossed Demand Draft for Rs. 1000/- + 18% GST (Total Rs.1,180/-) in the form of a Demand Draft in favour of DDO, ICFRE Revenue Account A/c No. 496902010084490 payable at Dehradun as tender fee must be uploaded at the portal and demand draft in original should reach the ADG (Admin), ICFRE Dehradun on or before last date.
11. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "**Not Applicable**". However the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.
12. The Tenders should be typewritten or handwritten but there should not be any overwriting or cutting or interpolation. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should be recorded on each page of the application. All pages of the tender document shall be numbered and submitted as a package alongwith forwarding letter on agency's letter head.
13. Bidders must keep their offer open for a minimum period of 120 days from the date of opening of the tender, within which the bidders cannot withdraw their offer. However, subject to the period being extended further, if required, by mutual agreement from time to time.
14. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. The ICFRE may also independently seek information regarding the performance from the clients.
15. All explanatory remarks and clarifications, which the Bidder may desire to make, must be incorporated in the offer form, failing which the remarks / clarifications shall be ignored and the tender dealt with as it stands.
16. Even though agency may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.
17. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of such, their bid(s) is/are liable to be rejected. Bidding through consortium is not allowed.
18. The Director General, ICFRE reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the Director General, ICFRE shall be final. The work can be awarded to one or more agencies if need arises. Initially the contract will be for one year extendable up to 2 years at the discretion of competent authority.

B. OTHER TERMS & CONDITIONS

1. Signed scanned copy of certificate from Chartered Accountant (CA) regarding the annual turnover of the firm for each of the last three financial years.
2. The agency should be a Company Registered under Indian Laws, operating in the field of Computer Based examination and providing recruitment services to Govt. Departments/PSU/Autonomous Bodies for past 5 years. Certificate of incorporation has to be attached with the technical bid.
3. The agency will have to facilitate the candidate for mock test in the ICFRE recruitment webportal.
4. Certificate by the authorized signatory regarding (a) acceptance of all the terms & conditions of the tender, (b) non-penalization for concealment or income/wealth, (c) understanding and strict compliance of bid.
5. Photo and signature image will be displayed on screen of each candidate at the terminal during the exam period.
6. Agency should furnish mechanism/features in the System being offered (within their quoted rates) for preventing malpractices/cheating during the examination. This may be elaborated in their technical bid.
7. The bidder shall submit a certificate stating that all the terms and conditions of the tender are acceptable to them.
8. Hypothetical and conditional bids will not be entertained.
9. Rates shall be quoted "per candidate basis who will be issued admit cards" and shall include all charges related to transportation & installation of the systems at Centres and other Centres indicated in the tender.
10. The number of candidates/test centres in each CBT/Examination are indicative only and may vary depending on the requirements and the decision of the ICFRE as described in the opening para of this NIT.
11. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder or prescribed herein. Withdrawal of a bid during the interval may result in forfeiture of EMD of such bidder.
12. Ensuring complete and comprehensive mock drill to be carried out one day before the exam in the presence of ICFRE's representative(s) and providing successful test certificate to the effect that complete hardware and software including LAN connectivity is working without any technical glitches and bugs and all the backup facilities including ACs, Power backups, etc are in place.
13. Ensuring that the keyboard and other hardware available to the candidate during the test

such as Ports, CD/DVD etc have been disabled except for the hardware required for marking the responses.

14. Ensuring that all the terminals and the Servers including backups would be Virus free/properly secured and certificate to this effect to be provided before start of the Test.
15. The terminal No. at which the candidate is to take the Test/test would be allotted at random at the time of Registration only.
16. The agency shall have to carry/demonstrate complete system test run with test data to the ICFRE before implementation.
17. The agency should also be able to demonstrate Application / server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
18. The bidder shall be single point of contract with ICFRE and shall be solely responsible for the execution and delivery of the work.
19. The bidder must have successfully executed similar project(s) on all India basis. The proof in form of work/contract/satisfactory client report shall be enclosed. (Bidder's past achievement in this regard shall be considered for technical evaluation)
Note: Similar nature of work means conduct & processing of CBT online examination.
20. The agency should own the source code of the software being used for conducting the exam. The organization should be able to make changes as required in any of the components of the software.
21. The organization should comply with the defined software development cycle processes in the development and maintenance of the system used for conducting the exam.
22. The agency should follow defined software change management processes to manage changes in the software. Such a process would include change request management, impact analysis, change approval, change implementation, version control, version labeling, testing, QA certification and deployment into production.
23. The agency must employ multiple backup systems including offline backups to securely maintain the software, its corresponding source code and the data.
24. To ensure that Uninterrupted Power Supply (UPS) facility are available at each Test Centre to IT infrastructure and To ensure that Generator facility are available at each Test Centre and to ensure adequate Air-conditioning in labs for test.
25. The agency should have an in-house quality assurance and product testing professionals with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The organization should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.

26. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for performance, security, Usability, High availability, Business Continuity and disaster recovery.
27. The agency should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long stress duration required of the system used to conduct the exam.
28. The agency should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
29. Suitable emergency management plan toward any crisis situations for server management, node management, additional locations, candidate/applicant data. In case of failure of the system leading to failure of the examination, the whole examination will be conducted again with cost of the second examination to be borne by the agency concerned.
30. At any time before the submission of bids, ICFRE may amend the bid document by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.
31. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by ICFRE.
32. **Liquidated Damages/Penalty:** In case the firm fails to fulfill the obligations as per the terms and conditions of the contract, ICFRE may impose penalty to the extent of 100% of the total payment due for that RT/Exam besides forfeiting Performance Security.
33. The above are broad conditions of the contract. The vendor will have to sign an Agreement with ICFRE if the contract is awarded to the firm.
34. **Arbitration:** Any dispute or difference whatsoever arising between ICFRE & the firm out of or relating to the conclusion, meaning and operation or effect of this contract or the breach thereof shall be settled by the Arbitrator to be appointed by ICFRE in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on ICFRE & the firm. The venue of Arbitration shall be at Dehradun.
35. **Jurisdiction:** Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto this agreement shall be instituted in and tried only by the courts in Dehradun and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.
36. **Termination Clause:** The ICFRE reserves the right to discontinue the agreement/ contract with the agency at any point of time during the contract period without assigning any reason after giving one month's notice to the agency. The decision of the

Director General, ICFRE would be final and binding.

37. **Extension Clause:** In case, if it is decided by the ICFRE, the contract may be extended for a period up to two years on existing terms & conditions.

A handwritten signature in blue ink, consisting of a series of loops and curves, positioned above the typed name of the Assistant Director General.

Guidelines for Coordinating Supervisors/Vendors/Invigilators and other Exam Functionaries for Conduct of ICFRE CBT Examinations in wake of COVID-19 Pandemic

A. Sanitization of Premises

1. All the areas in the premises including the following shall be sanitized completely using user-friendly disinfectant mediums on the day of arrangement i.e. one day before the day of Examination itself:

- Entrance Gate
- Examination rooms, tables, chairs etc.
- Washrooms/toilets, wash basins, water points etc.
- Equipment and lifts, if any.

B. Entry of the Candidates

2. Candidates have been advised to come to venue well before the commencement of the examination.

3. Entry gate of the venue shall be opened at least three hours thirty minutes before the commencement of the examination for Centre Head and technical team and one hour thirty minutes before the commencement of the examination for candidates.

4. After entry into the venue, candidates will directly go to their respective Examination Rooms/Halls and occupy their allotted seats without waiting /loitering in the premises. They shall not gather at any place in the premises.

5. Police personnel/staff may ensure candidates follow social distancing norm while entering the venue and going to their allotted Examination Rooms/Halls.

6. One of the invigilators assigned to the room shall be available in their respective room at least one hour before the commencement of examination and see that candidates occupy their allotted seat and do not loiter in the room.

7. Entry into the Examination venue shall be closed 45 minutes before the scheduled commencement of the Computer Based Examination/RT. There is no change in the existing provision in this regard.

8. Seating plans should be displayed in adequate number but not less than five at prominent places for the whole Venue on the day of examination to avoid gathering of candidates.

9. Proper crowd management inside as well as outside the premises duly following social distancing norms be ensured during the examination.

C. Frisking of the Candidates

10. To avoid physical contact, frisking of the candidates is done away with. However, during the entry of the candidates at the gate, an Assistant Supervisor should make an announcement, which is to be repeated from time to time till the gates are closed, over the public address system, informing that:

“Bags, Mobile phones, I.T. Gadgets, any other electronic equipment or any other equipment capable of being used as Communication devices, Lighters/match boxes and valuables or costly items are not allowed to be taken inside the premises where the examination is being conducted. Any infringement of these instructions will entail disciplinary action including ban from future examinations and lodging of FIR with police. Safekeeping of such articles cannot be assured and the ICFRE will not be held responsible for any loss in this regard.”

D. Seating Arrangements

11. The Vendor will ensure that seating arrangement in the computer room shall be in conformity with the social distancing norm of the Government. Candidates need to be able to maintain a space of at least 6 feet (2 Gaj) from each other.

In case, if any candidate is not satisfied with the seating arrangement owing to the social distancing factor and request for change of his/her seat, the following guidelines should be kept in mind:

- The candidate can make request for change of seat owing to the social distancing factor to the Invigilator in the Room/Hall till five minutes before commencement of the examination in each session.
 - In this regard, an undertaking as per format (enclosed) will be obtained from the Candidate.
 - On receipt of such request, the Invigilator(s) in the Room/Hall will adjust the candidates at another computer node maintaining the social distancing norm.
 - Extra vigilance in invigilation should be taken in all such instances.
 - A report by Vendor in the matter along with all undertakings obtained from all such candidates should be sent to ADG (RB), ICFRE, Dehradun. A copy of the report may also be sent to Recruitment Board, ICFRE on the day of Examination itself.
12. If any candidate is observed that a candidate is sneezing or coughing frequently or having difficulty in breathing, the matter will be brought to the notice of Vendor. Vendor will make arrangement of seating of such candidates separately. A report by Vendor in the matter along with all undertakings obtained from all such candidates should be sent to ADG (RB), ICFRE, Dehradun. Recruitment Board, ICFRE may be kept informed of all instances on the day of Examination itself.

E. Wearing of Masks

13. Wearing of mask/face cover is mandatory for all examination functionaries as well as candidates.
14. Candidates may be asked to remove their masks to check and confirm their identity at the time of entry in the premises and also at the time of verifying details of candidates or whenever considered essential by the Examination functionaries.

F. Attendance of Candidates

15. Vendor will make arrangement to sanitize bio-metric machine each time after registration of a candidate at the Registration Desk.

G. Provision of Hand Sanitizer, Face Mask and Gloves

16. Vendor will make provision of 50 ml bottle of Hand sanitizer, Face Mask (3 ply mask) and Gloves of standard quality in adequate quantity for each exam functionary for use.
17. Vendor will ensure provision of sanitizers in adequate quantity at the entrance of the Gate to enable the candidates to sanitize their hands before entering into the examination venue in each session. Staff may be deployed for this purpose.
18. Vendor will also ensure provision of face masks (3 ply masks) to the tune of 10% of the allocated candidates so that the same can be provided to candidates who do not have face masks or cloth to cover the face.
19. Candidates will also be allowed to bring their own hand sanitizer (small size) in transparent bottles for their use during the conduct of the examination.

Note: Guidelines/Instructions mentioned in the Handbook or issued to Vendor/Invigilator/other Exam Functionaries separately are modified to the extent mentioned above.

Undertaking

(Maintenance of Social Distancing)

I (Roll No.....)
Son/Daughter of Shri have an objection to the allotted seat. On my demand the allotted seat has been changed at different location in the same lab/another lab in respect of the (CBT, 20).
Now I am fully satisfied with my seating arrangement.

Signature of Candidate

Name

Roll No

Signature of Invigilator

Signature of Supervisor

Name & Designation

With Rubber Seal

The committee will evaluate and award the marks as detailed below. The committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/presentation

Criteria for Technical Bid evaluation

S.No.	Criteria	Score
1.1	Bidder's profile	10
1.1.1	Legal Structure	5
	Partnership/Proprietary	1
	Private Limited	3
	Limited Company	5
1.1.2	Overall regular staff strength (Project Management/Development/Quality Assurance/Implementation/Operations)	5
	=500 – 1000	1
	>1000-1500	3
	>1500	5
1.2	Audit and Security	10
	ISO 9001:2015 & ISO 27001:2013 for Data Centre	05
	Cyber Security Certification for Data Centre (uninterrupted for atleast in last 3 years)	05
1.2.1	CMMi level Service	05
	CMMi level 3 Service	02
	CMMi level 4 Service	03
	CMMi level 5 Service	05
1.3	Bidder's Financial Capability	10
	Average annual turnover from Exam. services for last three years:	
	More than 50 Crore and less than 100 Crore INR	03
	More than 100 Crore and less than 150 Core INR	05
	More than 150 Crore INR	10
1.4	Work Experience – Past Experience of similar nature in terms of no. of assignments (conducting online examination-LAN based CBT mode, in Exam centres all over India)	10
	Single Shift capacity-Conduct upto 40,000 candidates	05
	Single shift capacity-Conduct upto 80,000 candidates or more	10
1.5	Test Capacity	15
	Infrastructure capacity-15,000-30,000 nodes	05
	30,000 – 50,000 nodes	10
	Above 50,000 nodes	15
1.6	Software Solution	15
	The organization has in-house technical personnel to develop, host and maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software.	10
	The organization has in-house capability to upload question paper after the encryption is done at the client location.	05
1.7	Bidder's Presentation and Demonstration	15
1.7.1	Cert-in-Certified Solution	05
1.7.2	Presentation and Demonstration	10

1.8	Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security	10
	Tier III DC infrastructure with Secondary DC outsourced by the bidder/ group of companies	02
	Tier III DC infrastructure with Secondary DC owned by the bidder/ group of companies	05
	Tier III DC infrastructure with Secondary DC owned by the bidder/ group of companies with Cert-in Certified infrastructure	10

CRITERIA FOR OPENING OF FINANCIAL BID:-

The financial bid shall be opened of only those bidders who have been found to be technically eligible i.e Bidders with **Technical Bid score of 60** and above will be qualified. The Institute shall inform the date, place and time for opening of financial bid.

All other Financial bids will not be opened. Earnest money Deposit submitted by the disqualified agency shall be released after opening of the financial Bid.

Evaluation and Comparison of Bids:-

There will be 80 % weightage for Technical Bid and 20 % for Financial Bid

Financial Bid Evaluation:

The Financial bid of those bidders, who qualify in the technical bid evaluation, will only be opened. The financial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

Quality and Cost based selection (QCBS)

The individual bidder's financial bid scores will be normalized as per the formula below:

$$Fn = Fmin/Fb * 100\% \text{ (rounded off to 2 decimal places)}$$

Where,

Fn= Normalized commercial score for the bidder under consideration

Fb= Absolute financial quote for the bidder under consideration

Fmin= Minimum absolute financial quote

$$\text{Composite Score (S)} = Ts * 0.8 + Fn * 0.2$$

The Bidder with the highest Composite Score(S) would be awarded the contract.

RIGHTS TO ACCEPT OR REJECT EoIs:

A. The EoI is liable to be rejected inter-alia:

- a) If it is not in conformity with the instructions mentioned in the EoI document.
- b) If it is not properly signed and uploaded by the Agency.
- c) If it is received after the expiry of the due date and time.
- d) If the D.D towards the cost of the EoI Document fee & EMD is not enclosed.
- e) If it is not accompanied with proper documents.
- h) If the notarized affidavit accepting the terms and condition of the EoI is not submitted along with the EoI.

B. This office reserves the right to:

- a) Accept / Reject any of the EoIs in full or part thereof.
- b) Revise the requirement at any time or at the time of placing the order.
- c) Add, modify, relax or waive any or all of the conditions stipulated in the EoI specifications wherever deemed necessary.
- d) Reject any or all the EoI in s part or full without assigning any reasons thereof

STANDARD OF PERFORMANCE

The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. The Bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to the ICFRE. The Bidder shall always support and safeguard the legitimate interests of the ICFRE, in any dealings with the third party.

The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in this country.

The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the Scope of Work and Technical Specifications and requirements. The Online Examination Application Software before installation will be subjected to 'Quality Assurance Test' prescribed by the ICFRE.

The security of the system should be foolproof and shall be treated as "not foolproof", where unauthorized persons being able to access/infiltrate in to the system. The system may be the application software or a process adopted by vendor/bidder.

INTELLECTUAL PROPERTY RIGHTS

No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien.

The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

PERIOD OF CONTRACT

The tendered rates and the validity of bids shall be for a minimum period of one year from the date, as the tender is finalized /awarded and extended upto two years with escalation of 5-10% above the lowest accepted rate with negotiation between the parties of the Contract., or till the finalization of next tender by ICFRE, whichever is earlier. The extension of the Contract will be based on the satisfactory completion of the service of 1st and 2nd year as the case may be.

CONFIDENTIALITY

The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the ICFRE's business or operations without the prior consent of the ICFRE.

ICFRE also reciprocally agrees with the Bidder that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures, employees and business opportunities, its customers either present or prospective and services rendered by the Bidder to such of its customers along with the information pertaining to its businesses and the proprietary information of the Bidder described herein as "confidential information", belonging to the Bidder and which may come into the possession or custody of ICFRE in the course of providing services by the Bidder hereunder shall not be disclosed or divulged to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly.

SUSPENSION

The ICFRE may, after giving a written notice of suspension to the Bidder, and considering the representation, if any, submitted to him within a period of 30 days from receipt of such notice, suspend all payments to the Bidder, if the Bidder fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:

- Shall specify the nature of the failure and
- Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.

The ICFRE may engage some other agency for the completion of suspended work, The Institute has the right to forfeit the caution deposit of the bidder for the default.

PERFORMANCE SECURITY

Bidders shall furnish performance Bank Guarantee of Nationalized Bank within 30 days of issue of Letter of Intent.

The Successful Bidder shall furnish performance security of 10% of the total order value as demanded by the ICFRE, Dehradun valid up to 180 days after the date of completion of the contract.

The proceeds of the performance security shall be payable to the ICFRE, Dehradun as compensation for any loss (es) resulting from the failure of the Bidder to meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken by ICFRE, Dehradun for failure.

ICFRE may forfeit the Performance Security fully / partially against any kind of recoveries to be made from the firm for non performance / mandatory repairs during and at the end of the contract.

Non-fulfilment of SLAs may further invite forfeiture of Performance Security amount partially or in full.

No interest shall be payable on the Performance Security amount by ICFRE.

The Bidder has to deposit this security in the form of Bank Guarantee of a Nationalized Bank, in favour of ICFRE Security money/EMD Account A/c No. 496902010089917 payable at Dehradun, which is valid for the entire period. The Performance Security will be discharged by the ICFRE and returned to the Bidder not later than 90 days following the date of completion of the Bidder's performance obligations.

RISK CLAUSE

1. The contractor shall at all times have standby arrangements for carrying out the work under the contract in case of any failure of the existing arrangement. ICFRE has reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected contractor.
2. All necessary reports and other information will be supplied on mutually agreed basis and regular meetings will be held with the ADG (RB), ICFRE, Dehradun.
3. The contractor or its representatives shall meet Institute representatives regularly to take feedback regarding the Security Services.
4. The contractor will also maintain a suggestion book for comments on the services rendered by it.
5. Except for Jammers, the contractor shall not assign or sublet this Agreement or any part thereof to any third party.

PENALTY CLAUSE

1. In case the Agency fails to execute / perform the assigned work or a part thereof, ICFRE shall be authorized to deduct an amount as deemed fit by ICFRE authorities from the bills of the Agency and damages will be charged to the extent of loss. In case of any unsatisfactory service, deduction upto 20% of the contract amount of exam will be imposed on the Agency.
2. If confidentiality is not maintained double the contract amount will be imposed as penalty besides criminal action will be taken as per laws of the land.
3. The Agency must continue to attend to the assigned work of ICFRE after the expiry of contract period and will continue to work till alternative arrangement is made; otherwise the E.M.D. will be forfeited and the contract will be terminated.
4. The penalty is only for the default of work. The assigned work has to be under taken by the contractor even after the penalty being charged.
5. Any other penalty imposed by the Director General, ICFRE as deemed fit.
6. If there is delay in development of recruitment portal, there would be penalty.

TERMINATION FOR DEFAULT

Either Party may, without prejudice to any other course of action for material breach of contract, by written notice immediately. If the breach is not curable and by a written notice of 60 days to the other party, if the breach is curable and is not cured within the said notice period, terminate the agreement in whole or in part if:

- The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by the other party.

In the event of the ICFRE terminating the contract in whole or in part, the ICFRE may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the Bidder shall be liable to ICFRE for any excess costs for such similar items or services. However, the Bidder shall continue with the performance of the contract to the extent not terminated.

The Bidder shall stop the performance of the contract from the effective date of termination and hand over all the documents, data, equipment etc. to ICFRE for which payment has been made. The Bidder may withdraw items, for which payment has not been made. No consequential damages shall be payable to the Bidder in the event of termination.

In case of termination of contract, all FDR/Performance security furnished by the Bidder by way of Bid Security shall stand forfeited.

In case of suspension/termination, the Bidder shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency.

TERMINATION FOR CONVENIENCE

The ICFRE, by written notice of at least 90 days sent to the Bidder, may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the ICFRE's convenience and also the extent to which performance of the Bidder under the contract is terminated, and the date on which such termination becomes effective.

The ICFRE shall accept the items/services, which are completed and ready for delivery within 30 days after the Bidder's receipt of notice of termination, at the contract terms and prices.

For the remaining items/services, the ICFRE may elect:

- To have any portion completed and delivered at the contract terms and prices; and/or
- To cancel the remainder and pay to the bidder an agreed amount for partially completed items/services and for services previously accomplished by the Bidder.

TERMINATION FOR INSOLVENCY

The ICFRE may at any time terminate the contract by giving notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy,

which has accrued or will accrue thereafter to the ICFRE.

ACCOUNTABILITY

1. The vendor has to get satisfactory certification from ICFRE Representatives who will be nominated to each center as per the directions received from the Competent Authority
2. The vendor is liable for the fullest execution of the contract both work-wise as well as manpower-wise.

DISPUTE SETTLEMENT

It is mutually agreed that all differences and disputes arising out of or in connection with this agreements shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator/ Arbitrators as per Conciliation and Arbitration Act 1996, appointed by the Competent Authority/ Director General, ICFRE, whose decision shall be final and binding on both the parties.

RESIDUAL WORKS

Any works/duties that are not specifically defined in this document and entrusted by the Competent Authority to the personnel engaged by the Agency, the Agency is liable to get all such works done as directed by the Competent Authority. The right to define and interpret the nature of work lies with the Competent Authority of ICFRE and the Agency will have no right to question the authenticity of these rights and shall have to complete the works as specified without delay failing which he will be liable to pay the penalty which will be decided by the concerned authority of ICFRE. These works will be carried out by the workman engaged by the Agency.

CONFLICT OF INTEREST

The Agency shall not have conflict of interest. The selected agency shall not engage in activities that conflict with the interest of the Council under the Contract and shall be excluded from the continuation of the services under the contract.

DISCLAIMER

ICFRE shall not be responsible for late receipt of application for any reason whatsoever. The applications received late will not be considered.

CERTIFICATE

We _____ (Name & Address of the Firm) have in response to your Tender Document date _____ submitted a Technical & financial bid for conduct of an online recruitment tests to be conducted by ICFRE, we hereby certify asunder: -

1. That all the terms and conditions of the tender are acceptable to us.
2. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
3. That we fully understand the Scope of Work specified in the Tender Document and on bid is strictly in accordance with the Scope of Work.

(Authorized Signatory)
Name & Address of the Firm/Bidder

PROFORMA FOR SUBMITTING TECHNICAL BID

S.N.	Particulars	To be filled in by the Agency
1	Name of the Agency	
2	Date of establishment of the agency	
3	Detailed office address of the Agency with Office Telephone Number,	
4	Contact Person/s with Mobile no.	
5	Valid E-mail ID	
6	Whether registered with and holding license from all concerned Government Authorities including registration under Contract Labour (Regulation & Abolition) act 1970. (Copies of all certificates of registration to be enclosed.)	
6	PAN/TAN Number(copy to be uploaded)	
7	Labour License Number (copy to be uploaded)	
8	Service Tax Registration Number (copy to be uploaded)	
9	EPF Registration Number (copy to be uploaded)	
10	ESI Registration Number (copy to be uploaded)	
11	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India. (If no, a certificate is to be attached in this regard.)	
12	Do you own the complete source code of Application software used for complete online examination process (including test delivery system) (If yes, provide the language/platform used and No. of releases and latest release no.)	Form-A Enclosed/Not Enclosed
13	Quality & Security Certification Details (ISO. & SEI-CMMi Level etc.)	

14	Financial capability information	Form-B Enclosed/Not Enclosed
13	Details of similar projects completed works during last three years	Form-C Enclosed/Not Enclosed
14	Details of work under execution or completed	Form-D Enclosed/Not Enclosed
15	Performance/Client Report of work referred in Annexure C & D	Form -E Enclosed/Not Enclosed
16	Details of technical and Administration manpower to be employed for this project work	
17	Infrastructural availability for the work	Details to be enclosed
18	Conduct of at least one Indian Professional Competitive Examination on CBT mode in Multiple cities as well as capacity of minimum 40,000 candidates in a single shift.	Related work order to be enclosed
19	List of test centers in prominent cities where the Agency has conducted similar tests with validated nodes/computers, requisite hardware/software, appropriate technology, un-bridled connectivity, trained	Related work order to be enclosed
20	Approach & Methodology of this Project	Details to be enclosed
21	Tender document Fee (DD No, date & Name of the Bank)	
22	Earnest Money Deposit/Security Deposit (DD No, date & Name of the Bank)	

Place:
Date:

Signature of Agency with date
Seal of Establishment

SOFTWARE CAPABILITIES OF ORGANIZATION

S.No	Names & Addresses of Centers/Units, independently engaged in Software Development work	Level of Certification of Software Capability Maturity Model (SW-CMMi level)	Level of Certification of other equivalent systems of assessing software capabilities	
			Name of Certifying organizations	Level of certification (No. of employee engaged in software development – Qualification experience details)

Note: Please attach duly authenticated copies of certification claimed regarding the center/unit dealing with this project.

Particulars of Authorization of person signing these documents on behalf of the bidder.

Name, Designation & Address of the authorized person:

Name, Designation & Address of the person authorizing him/her for signing the document:

Type/form of the issued authority (whether power of attorney/Authorization letter etc.):
(Please enclose the original authorization document.)

ANNUAL TURN OVER STATEMENT

The Annual Turnover of M/s _____ for the past three years from Examination services and concurrent commitment for the current financial years are given below and certified that the statement is true and correct (A copy of Income –Tax report/Audit report for each year to be enclosed)

Sl. No.	Year	Turnover in Crores (Rs.)
1.	2017-2018	
2.	2018-2019	
3.	2019-2020	

Total -Rs. _____ Crores.

.....
Average Turn Over per annum

Rs. _____ Crores.

Dated:
Seal:

**Signature of Auditor / Chartered
Accountant**

DETAILS OF SIMILAR PROJECTS EXECUTED DURING LAST 3 YEARS.

Sl. No.	Name of Project & Location	Cost of Project	Name, Designation and Address/ telephone number of officer to whom reference may be made.	i. Description of project comprising details of developed software for recruitment of manpower of Govt. organization. ii. Description of project comprising details of developed software for conduction the computer based examination
1	2	3	4	5

Place:
Date:

Signature of Agency with date
Seal of Establishment


Asstt. Director General (Admin.)
Indian Council of Forestry
Research & Education
P.O. New Forest, Dehradun

PROJECT UNDER EXECUTION OR COMPLETED

Sl No	Name of Project & Location	Cost of Project	Name, Designation and Address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5

Place:
Date:

Signature of Agency with date
Seal of Establishment



PERFORMANCE REPORT OF PROJECT REFERRED IN FORM - C & D

(Furnish this information for each individual project from the Employer for whom the work was executed)

1. Name of Project And Location
2. Agreement No:
3. Estimated Cost:
4. Tendered Cost:
5. Performance Reports/ assessment by clients
 - a) Quality of Work: Excellent/ Very Good/ Good /Fair
 - b) Resourcefulness: Excellent/ Very Good/ Good/Fair

Place:
Date:

Signature of Agency with date
Seal of Establishment

**DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE
EMPLOYED FOR THE PROJECT**

Sl. No	Designation	Total number of Employees in that Category	Name	Qualification	Professional Experience and details of projects carried out	In what capacity these would be involve in this work	Remark
1	2	3	4	5	6	7	8

Place:
Date:

Signature of Agency with date
Seal of Establishment


CHECKLIST OF DOCUMENTS TO BE SUBMITTED

Sl.No	Documents to be submitted	Submitted	Not submitted	Remarks
1	Copy of Registration of the Firm			
2	Copy of Registration Certificate of EPF			
3	Copy of Registration Certificate of ESI			
4	Copy of Labour License			
5	Copy of Service Tax Registration, GSTIN			
6	Copy of PAN/TAN Card			
7	Certificate Regarding the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India.			
8	Approach & Methodology of this Project			
9	Quality & Security Certification Details (ISO,, Cyber security, Cert-IN security audit certificate of software developed earlier (Computer based Test) & SEI-CMMi Level etc.)			
10	Financial capability information			
11	Details of similar projects completed works during last three years			
12	Copies of work order under execution or completed			
13	Copy of Performance/Client Report			
14	Copy of Details regarding technical and Administration manpower to be employed for this project work (software developed for invitation of online application and computer based test.			
15	Infrastructural availability for the work			
16	Conduct of at least one Indian Professional Competitive Examination on CBT mode in Multiple cities as well as capacity of minimum 40000 candidates in a single shift.			
17	List of test centers in prominent cities where the Agency has conducted similar tests with validated nodes/computers, requisite hardware/software, appropriate technology, unbridled connectivity, trained proctoring staff etc.			
18	Tender document Fee (DD No, date & Name of the Bank)			
19	Earnest Money Deposit (FDR date & Name of the Bank)			

20	Development of portal for online invitation of application for the recruitment of manpower for Govt. organization.			
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Place:
Date:

Signature of Agency with date
Seal of Establishment



Asstt. Director General (Admin.)
Indian Council of Forestry
Research & Education
P.O. New Forest, Dehradun

PRICE BID FORMAT

(The rate quoted in this page will be taken into account for evaluation of Financial Bid)

Name of the Work: Online Examination (Computer Based Test) Conduct and Processing for the post of Scientist-B in ICFRE, Dehradun.

SINGLE SHIFT

Sl. No.	Item Description	Rate Per Candidate without tax (A)	Agency Charges per candidate (if any) (B)	Service Charges/Other Taxes per candidate @ ____% (C) As and If applicable (C)	Tax	Total Cost per Candidate (A)+(B)+(C)
1.	Conduct of CBT					
2.	Implementation of Covid-19 Guidelines of the ICFRE**					

Rupces (In Words):

**Copy of Covid-19 Guidelines of ICFRE. The Covid- 19 rates will come into operation only when the ICFRE raises this requirement.

1. Rates shall be quoted only in Indian Rupees.
2. Rates shall be quoted "per candidate basis, who will be issued e-Admit cards" and shall include all charges related to transportation & installation of the system at all the Centers indicated in the Tender Documents.
3. Taxes shall be quoted separately along with rates per candidate basis who will be issued admit cards.
4. Bidder shall mandatorily quote base rates for conduct of CBT (S. No. 1 of Price Schedule) excluding the cost of implementation of Covid-19 Guidelines of ICFRE. The rates for implementation of Covid-19 Guidelines of ICFRE shall be quoted separately in S. No. 2 of the Price Schedule. The L-1 will be determined on the basis of base rates for conduct of CBT (S. No. 1 of Price Schedule).

Dated:

Signature

Name of firm:

Company Seal:

EXAM CITIES FOR COMPUTER BASED WRITTEN EXAMINATION

Sl.No.	Exam City	Sl.No.	Exam City
1.	BENGALURU	6.	JABALPUR
2.	COIMBATORE	7.	JODHPUR
3.	DEHRADUN	8.	NEW DELHI
4.	GUWAHATI	9.	RANCHI
5.	HYDERABAD	10.	SHIMLA

The system shall mainly comprises of the following activities:

1. Application Management (Recruitment Portal)

- a) Design, Development, Implementation, Hosting and Maintenance of Online Application for Recruitment of Scientists.
- b) Implementation of provision of Help Desk (s)
- c) Updation of portal as per the requirement of ICFRE as and when required.
- d) Implementation of provision of generation of report (s) on basis of different criteria's. Some are listed in Annexure-VII
- e) Implementation of provision of generation of Admit cards for eligible candidates. In this regard, candidates are to be informed through SMS/E-mails, to generate their Admit cards.

2. Written Examination Management

- a. Adoption of process for the preparation of list of Eligible candidates for written examination.
- b. Hosting of question paper on computers in secured manner.
- c. Conduct of Computer Based Test (CBT) in secured environment.
- d. Preparation and Compilation of Result.
- e. Generation of Merit List.

3. Total number of candidates to be assessed in CBT will be approximately 4,000 to 5,000.
4. Tentative date of the examination - May / June 2021
5. Examination will be conducted in approximate 10 cities across India (Annexure-IV)

1. The Bidder has to accomplish the Designing, Development, Testing, Implementation/Hosting of portal for the receipt of online applications against the advertisement for the recruitment of Scientist.
 - a. The application shall be designed and developed as per annexed documents or any changes as per requirement.
 - b. A complete User as well as Admin dashboard should be developed by Bidder as per requirements of ICFRE.
 - c. Confirmation of Registration/Successful submission of online applications to be conveyed to the candidates through SMS/E-mails.
 - d. Necessary reports should be developed and generated in pdf/excel formats as and when required. The anticipated types of reports are mentioned in **Annexure-VII**.
 - e. The work must be carried out as per consultations/discussions/suggestions given by Recruitment Board, ICFRE.
 - f. User manual for operating application must be provided in pdf as well as doc file.
 - g. Application must be compatible with all the latest browsers like IE, chrome, firefox etc. The application must be compatible with Linux and Window OS.
 - h. Portal shall made Go-Live after the penetration testing from the form empanelled on CERT-IN GoI.
 - i. Hosting of recruitment portal should be made at server of Data Centre of selected bidder.
2. The Bidder has to check the eligibility criteria(s) for all the received online application before last date, laid down in issued advertisement. However, ICFRE will scrutinize the applications for finalizing the eligible candidates, as per lists with details to be provided by the Bidder through the specific URL of the portal, by which access of the corresponding uploaded scanned documents could be ensured.
3. The candidates should be able to download and take a printout of the successfully filled applications.
4. The vendor has to make sure that recruitment portal should remain 100% up till the last date of receipt of application after Go-Live. If candidate face any issues related to recruitment portal while uploading the applications, the vendor has to resolve it and ICFRE will not be

responsible for any lapse regarding the delay in submission of candidate application/acceptance of incomplete applications.

5. Issues received at Help Desk regarding payment gateway, IT related shall be handled by the vendor within a time frame of resolution of issues.

Following reports but not limited to these, are to be designed and implemented by the Bidder.

Report Name	Description of Report	Report Handles (Filters)
Selected/Declined Candidates	Showing the details of candidates for a particular post and category whose applications have been either selected or rejected (selection criteria)	Post, Category, Application Status (Accepted/Rejected)
Roll No. Wise Selected/Declined Candidates	Showing roll no wise list of candidates	Roll no range
Post Wise Report Along with Categories	Showing list of candidates based on mentioned filters i.e. post, category, sub-category etc.	Post, Category, Date range, Gender, Sub-category, Payment Status
Revised - Post Wise Report Along with Categories	Showing revised list of candidates based on filters as mentioned	Post, Category, Date range, Gender, Sub-category, Payment Status
Application Form	Showing the application forms filled by the candidates during a selected date-range for a particular post on the basis of payment status	Post, Date-range, payment status
Application Form with Certificate	Showing the application forms filled by the candidates along with corresponding uploaded certificates during a selected date-range for a particular post on the basis of payment status	Post, Date-range, payment status
Application No & Email ID	Finds and shows the details of a candidate on the basis of either his/her application no. or email id	Application No or Email id
All In One	Shows Merchant	Date range

	parameter details of candidates as per selected date-range	
Roll No. Wise Report	Shows list of candidates within selected roll number range	Roll number range
Center Wise Report	Retrieves the list of candidates who have applied for a particular post by selecting their Examination Center Preferences and application status	Post, Center Preference 1, Center Preference 2, Application status
Download Admit Card	Generates the admit card for a candidate on the basis of either his/her application no. or roll no.	Application number or Roll number
Attendance Sheet	Shows the attendance sheet of candidates at a selected examination center for a given post	Post, Center Preference 1
Answer Key Grievance	Shows details of grievances raised by the candidates for a particular question in a Question Paper booklet for the examination held for a given post	Post, Select Question Paper Booklet Code, Question No

Any other report as per the requirement of ICFRE.