

TENDER DOCUMENT

for

Conducting Computer Based Test (End to End)

for

RECRUITMENT OF VARIOUS POSTS IN FRI, DEHRADUN



TENDER ID. 2022_ICFRE_675997_1

**OFFICE OF PURCHASE OFFICER
FOREST RESEARCH INSTITUTE**

(Indian Council of Forestry Research & Education)

P.O. New Forest, Dehradun - 248006

Ph: 0135-2756085, 0135-222-4205, Fax: 0135-2756865

Web site: <https://fri.icfre.gov.in/> E-mail: po_fri@icfre.org

Disclaimer

This Tender is not an offer by the Forest Research Institute, Dehradun but an invitation to receive offer from vendors/bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the Forest Research Institute, Dehradun with the vendor/bidder.

Notice Inviting Tender(NIT) (E-Publishing mode)

Conducting Online Examination (Computer Based Test) for Recruitment of various posts of FRI, Dehradun

Ref. No. 01/9/2021/DPC, TENDER ID. 2022_ICFRE_675997_1,

Dated. 31-08-2022

Forest Research Institute (FRI), Dehradun invites bids under single stage two-part bidding system (**Physical Bids, Offline Mode**) from well-established/reputed firms from India for the conduct of Computer Based Test (CBT) in single shift for each category of post (Total 07 categories of posts in 07 shifts) and manage the recruitment process as per the Scope of Work in the tender document.

Item No./ Name	Bid Security Deposit (EMD) (In Rs.)	Tender Fee Non-refundable (In Rs.)
	1	2
1. Recruitment of MTS (CBT to END)	Rs. 1,00,000 /- (Rupees One Lakh) only to be submitted in shape of FDR	Rs. 500 + 18% GST
2. Recruitment of Various Posts (END to END)	Rs. 12, 00,000 /- (Rupees Twelve Lakh) only to be submitted in shape of FDR	Rs. 1,500 + 18% GST

Clarifications			
	1.	Sh. Rajesh Bhandari, Scientist,	Mobile No. 9837427994
	2.	S.K.Thomas, Registrar	Mobile No. 9531868898
	3.	Purchase Section,	Ph: 0135-222-4205, Email: po_fri@icfre.org

Events	Date	Time	Venue
Published Date	31.08.2022	04:00 PM	FRI Website: http://fri.icfre.gov.in/tender/ and CPP portal: https://www.eprocure.gov.in/epublish/app
Bid document download	31.08.2022	04:30 PM	At CPPP Portal and FRI website as above
Pre-Bid Conference	09.09.2022	11.00AM	At Purchase Section, FRI Dehradun
Bid Submission Start Date	15.09.2022	03:00 PM	At Purchase Section, FRI Dehradun
Bid Submission End Date	07.10.2022	03:00 PM	At Purchase Section, FRI Main Building
Opening date of technical bids	07.10.2022	03:30 PM	At Purchase Section, Main Building, FRI

Tender documents can also be downloaded from the official website of Forest Research Institute, Dehradun <https://fri.icfre.gov.in/tender/> or <https://www.eprocure.gov.in/epublish/app>.

The authority reserves the right to accept or reject any or all of the offers without assigning any reason thereof.

Note: Bidders are requested to regularly visit official website of Forest Research Institute, Dehradun <https://fri.icfre.gov.in/> for amendment /corrigendum (if any) / important notice etc. relating to this tender.

Sd-
Purchase Officer

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Section-1

PREFACE

Forest Research Institute (FRI), Dehradun was established in 1906 to organize and lead forestry research in the country. In 1988, FRI and its research centres were brought under the administrative umbrella of Indian Council of Forestry Research & Education (ICFRE) under the Ministry of Environment, Forests and Climate Change, Government of India.

FRI invites Physical Tender through single stage two-bid system for engagement of well-established/reputed firms from India for the conduct of Computer Based Test (CBT) for the recruitment of various posts as given below and manage the recruitment process as per the Scope of Work in the tender document

Item No. 01

S. No.	Name of Posts / Pay Level	No. of Posts	Nature of Recruitment
1.	MTS Level-1	40	CBT and Descriptive Test*

Note: It is the re-examination for MTS and eligible candidates are already registered online with FRI and data will be shared of such candidates with the firm/agency.

Item No. 02

S. No.	Name of Posts / Pay Level	No. of Posts	Nature of Recruitment
1.	Technical Assistant (Paramedical) Level-5	06	CBT, Descriptive Test and Skill Test*
2.	Technician (Field/Lab. Research) Level-3	04	CBT and Descriptive Test*
3.	Technician Level-2	03	CBT, Descriptive Test and Skill Test*
4.	Stenographer Level- 4	01	CBT, Descriptive Test and Skill Test*
5.	LDC Level-2	05	CBT, Descriptive Test and Skill Test*
6.	Forest Guard Level-2	02	CBT, Descriptive Test and Physical Test*

**Descriptive/Physical/Skill test will be conducted by FRI in consultation with the firm/agency.*

Section-2

BIDDING PROCESS

2.1 Invitation for Bids

Name of Work	Online Examination (Computer Based Test): Conduct and Processing of Recruitment Examination of various posts categories and re-examination of MTS for Forest Research Institute, Dehradun
NIT Issue Date	31st August 2022
Tender Fees	Rs. 500/- + 18% GST= Rs.590/- for Item No 1 Rs. 1,500/- + 18% GST= Rs.1770/- for Item No 2
Earnest Money Rs.	Item No.1. Rs.1,00,000/- (Rupees One Lakh Only) Item No.2. Rs.12,00,000/- (Rupees Twelve Lakh Only)
Pre-bid Meeting	09 September at 11:00 hrs
Sealed bids will be Received upto (Date and time)	07 October 2022 till 03:00 PM
Technical Bid will be opened On (Date and time)	07 October 2022 at 03:30PM
Place of bid submission And opening	Purchase Section, Forest Research Institute, Dehradun
Financial Bid will be opened on (Date and time)	Will be informed by FRI to only technically qualified bidders

2.2 General Information and Instruction to the Bidders

- For the Bidding / Tender Document Purposes, Forest Research Institute, Dehradun shall be referred to as 'FRI' and the Bidder/Successful Bidder shall be referred to 'Contractor' or 'Bidder' or 'Agency' interchangeably.
- The parties to the Bid shall be the Bidder and FRI.
- While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- The bidder shall submit a copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder if such need arises.
- All Bidders are explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount / any other requirements stipulated in the tender documents, are liable to be rejected.
- For all purposes of the contract including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address through separate letter(s) sent by Registered Post with Acknowledgement Due (AD) to the Registrar, Forest Research Institute, Dehradun (Uttarakhand), Pin -248006. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.
- The tender inviting authority may ask for original documents regarding fulfillment of the qualifying requirement and any other matters from the prospective bidders. In case the prospective bidders are unable to provide such documents in original, then the bids of such bidders shall not be considered as valid and the same are liable to be cancelled.
- **Cost of bidding:** The bidder shall bear all costs associated with the preparation and submission of his bid and

FRI, in no case, shall be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

- The near relatives of the employees of FRI are prohibited from participating in this bid. The near relatives for this purpose are defined as: (a) Members of a Hindu Undivided Family (b) Their husband or wife (c) The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law).

PRE BIDMEETING

- Pre-bid queries of the bidders may be uploaded in the stated website or forwarded through email at po_fri@icfre.org or may be submitted in hard copy format at the Office of the Purchase officer, Forest Research Institute, Dehradun (Uttarakhand), Pin -248006.
- The bidder or its authorized representative is invited to attend pre-bid meeting to be held on the date, time and location specified in schedule.
- Only the queries, raised on or before the specified time frame, will be eligible for discussion during the course of the Pre bid discussion.
- Any modification/amendment of the bidding documents shall be made by FRI exclusively through the issue of an amendment.
- Non-attendance at the pre-bid meeting will not be a cause for disqualification of bidders but at the same time shall not entitle them to raise any query at a later date.
- Any essential requirement not included in the Price Schedules but required for successful operation as per the Scope of Contract shall be indicated by the bidders and submitted before the pre-bid meeting by the date specified in the schedule. FRI shall make related modifications/ amendments as may be considered necessary based on this form in the bidding documents as per provisions mentioned in this clause.
- Bidders shall not be permitted to indicate any additional requirements in the bid for any reason whatsoever after FRI has considered such amendments.
- The purpose of the pre-bid meeting will be to clarify the scope of work, and any issues regarding the bidding documents and the Technical Specifications, if raised at that stage by the bidders. FRI shall not be under any obligation to entertain /respond to suggestions made or to incorporate modifications sought for by the bidders during the pre-bid meeting or thereafter.

AMENDMENT OF BIDDING DOCUMENTS

- At any time, but not later than 10 (ten) days prior to the deadline for submission of bids, FRI may, for any reason, modify the bidding documents by issue of an addendum/amendment.
- The addendum/amendment will be uploaded in the e-tendering portal and all such amendments/addendums will be binding upon the bidders. FRI shall assume that the information contained therein will have been taken into account by the bidder in its bid. FRI will bear no responsibility or liability arising out of non-compliance of the same in time or otherwise by the bidder.
- In order to afford prospective bidders' reasonable time to take the addendum/amendment into account in preparing their bids, FRI may, at its discretion, extend the deadline for the submission of bids.
- For the information of the bidders, the addendum/ amendments, if any, shall be uploaded in the official website of FRI. The bidders may visit the website of FRI from time to time in their own interest.

2.3 Submission of offers

The Vendors shall submit their proposal in two parts:

- (i) Technical Proposal
- (ii) Financial Proposal

- a) The tender is a 'Two Bid' document. The **Technical Proposal** should contain all the relevant information and

desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The **Financial Proposal** should contain only Price Bid Form - X. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.

- b) All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separated 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.

- c) The Tenders should be computer generated but there should not be any overwriting or cutting or interpolation. Correction, if any, shall be made by neatly crossing out, initializing, 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 along with forwarding letter on agency’s letter head.**
- d) 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, the offer would be subjected to the period being extended further, if required, by mutual agreement from time to time.
- e) 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 FRI may also independently seek information regarding the performance from the clients.
- f) The bidder is advised to attach any additional information, which he thinks is necessary in regard of his/her capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. It is however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the Institute calls for it.
- g) **Incorrect or misleading information: If the bidder deliberately gives incorrect or misleading information in the tender or wrongfully creates circumstances for the acceptance of the tender, FRI reserves the right to reject such a tender at any stage.**
- h) 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.
- i) Even though agency may satisfy the qualifying criteria, it is liable to disqualify if the as record of poor performance or not able to understand the scope of work etc.
- j) The tender document has to be downloaded from Institute’s website (<https://fri.icfre.gov.in/>). The bidders will have to submitted a tender fee as per tender document in form of **FDR** in favor of **Director, Forest Research Institute, Dehradun**. The technical and financial documents (HARDCOPY) should be kept separately in sealed envelopes and both the envelopes should be kept in one envelope super-scribing **“Tender for Online Examination (Computer Based Test): Conduct and Processing”** so as to reach **Purchase Officer, Forest Research Institute, Dehradun**. Late bids shall not be accepted. The technical bid shall be opened as per schedule in clause (2.1) in presence of bidders who may like to be present.
- k) Hardcopy of the Offers should be sent by Registered post with date/ Postmark so as to reach us before closing date. The sealed bid may also be dropped by hand in **Tender box** of the Purchase Section, FRI, Dehradun-248006.
- l) Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of FRI. Such offers will not be valid quotations. Offers sent through FAX, and offers not submitted in the standard formats given in the tender document will be summarily rejected.
- m) The payment shall be in Indian Rupees and shall be paid only after successful completion of work without errors and delays. No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc. In case the bidder fails to execute the contract, The FRI shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- n) 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.
- o) The Director, FRI reserves right to award the work/cancel the award without assigning any reason. In case of

differences, if any, the decision of the Director FRI shall be final.

2.4 Price Quotation

- a) The bidder shall indicate the prices/rates as specified in the quotation format FORM IX(A) and/or FORM IX(B).
- b) The bidders should quote their most competitive prices/rates and it should be noted that their quotations would not ordinarily be subject to further negotiations. Negotiations may however, be carried out as per rules and instructions on the subject at the discretion of the Director, FRI, Dehradun.
- c) All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the tender liable for rejection. Bidders should avoid alterations / corrections in the prices/rates submitted by them. However, if alterations / corrections in prices/rates are inescapable each alteration / correction should be indicated both in figures and words and duly attested under the full signature of the Bidder/Authorized Signatory.
- d) In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.
- e) The prices/rates quoted shall be firm throughout the period of the validity of the offer and subsequently during the currency of the contract and shall not be subject to any variation/revision.

2.5 Security Deposit/EMD

- a) The bidder shall be required to submit the Earnest Money Deposit (EMD) of an amount of Rs.1,00,000 (Rs One Lakh only) for Item No.1 and/or Rs.12,00,000/- (Rs. Twelve Lakh only) for Item No.2 by way of **FDR** only. The **FDRs** shall be drawn in favor of "Director, Forest Research Institute, Dehradun". The FDRs for earnest money deposit must be enclosed in the envelope containing the technical bid. The EMD of the successful bidder shall be returned after the successful submission of Bank Guarantee/Security Deposit and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without EMD will be rejected.
- b) The tenders without EMD (except those having exemption from depositing EMD) shall be summarily rejected.
- c) The successful bidder will be required to furnish performance bank guarantee Rs. 2 Lakhs for Item No. 1 and/or Rs 25 Lakhs for Item No. 2 before release of the EMD. The performance bank guarantee shall remain valid till ninety days of the completion of all contractual obligations. The performance bank guarantee shall be in the form of FDR/Pay Order/Bank Guarantee in favor of Director, FRI payable at Dehradun.
- d) Earnest money will be returned to unsuccessful bidders without interest after award of contractor setting aside the tender, as the case may be.
- e) Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impair so rescinds the offer within the period of its validity.

2.6 Acceptance of offer

FRI reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

2.7 Evaluation Process

During bid evaluation, FRI may, at its discretion and if so required, ask the bidder for any clarification on any other matter related to the bid. The request for clarification required from the bidder and the response thereto shall be in writing and shall be delivered by registered post/speed post/ courier/ hand delivery under acknowledgement/ email/ fax so as to reach FRI within the time specified in the request for clarification issued by FRI.

Any post-bid change in the price or substance of the bid shall not be sought, offered or accepted, if given by the bidder.

Technical Evaluation

1. Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is

one that conforms to all the eligibility and terms and condition of the tender without any material deviation.

2. The evaluation committee may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how his/her technology/process is best suited for FRI Dehradun. However, the committee shall have sole discretion to call for discussion/presentation.
3. The bidder should propose a solution for the optional items shown in the financial bid of the Tender Documents as per suitable process. The solution quality of the optional items would also be considered for evaluating the technical bid.
4. The substantial responsive bidder will be scored for a maximum 100 points as per Scoring Model illustrated below, before opening of price bid, the same will be intimated to the bidders.

Financial Evaluation

1. The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bid so find eligible bidders will not be opened.
2. The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. FRI, Dehradun shall inform the date, place and time for opening of the Financial Bid.
3. Absence of bidders or their authorized representatives shall not impair the legality of the bid opening process.
4. The financial bid price, as indicated in the financial bid submission form of each bidder, shall be read out on the spot. However, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error(s) in the financial bid, if any.

2.8 Evaluation and Comparison of Bids (QCBS methodology)

1. 70% weightage will be awarded for Technical Evaluation and 30% weightage will be awarded for Financial Evaluation
2. Technical Bid will be assigned a Technical score (TS) out of a maximum of 100 points, as per the Scoring Model provided given below.

Scoring Model

Sr. No.	Criteria	Score	
		Max.	Award
1.	Technical Capability	30	
1.1.	Legal Structure	5	
	Partnership/Proprietary		1
	Private Limited/Limited Company		3
	Public Sector Undertakings/Autonomous Bodies of Central/State Govt.		5
1.2	CMMi level (Organization)	10	
	CMMi level3 Development		5
	CMMi level5 Development		10
1.3	CMMi level (Organization)	10	
	CMMi level3 Service or ISO 20000 certification		5
	CMMi level5 Service or ISO 27001 certification		10
1.4	Overall IT staff strength (Project Management/Development/Quality Assurance/Implementation/Operations)	5	
	>=25 to <50		2
	>=50 to <100		3
	>=100		5
2.	Financial Capability	15	
2.1	Average annual turnover from examination service for the period 2019-20, 2020-2021,2021-2022 (Proof to be submitted)		
	More than 10 Crore and Less than 30Crore INR		5
	More than 30 Crore and Less than 50 Crore INR		10
	More than 50 Crore INR		15

3.	Bidder's Infrastructure Capability	45
3.1	Maximum no of candidates enrolled in computer based examination in single shift completed in India in last three year (as on date of bid submission) (Proof to be submitted)	10
	Less than and equal to 10,000 Candidates 10,001 –25,000 Candidates > 25,000 Candidates	2 5 10
3.2	Secure Nodes(available 24X7 with minimum 250 nodes in each center) Capability in Uttarakhand and Delhi (Proof to be submitted)	10
	<=50,000 50,001–100,000 >100,000	2 5 10
3.3	Primary Data Center with Secondary DC site to be managed by the bidder/group of companies for data Security	15
	'Tier III DC infrastructure with Secondary DC outsourced by the bidder/ sister concerns 'Tier III DC infrastructure with Secondary DC owned by the bidder/ sister concerns 'Tier III DC infrastructure with Secondary DC owned by the bidder/ sister concerns with Cert-in/STQC Certified infrastructure/ Government of India Empanelled infrastructure	5 10 15
3.4	Experience of conducting CBT (Computer Based test)	10
	1. Less than 03 years 2. 03 to 05 years 3. More than 05 years	02 05 10
4.	*Technical Presentation & Demonstration	10
4.1	The marks for Approach and Methodology will be given by the Committee based on the presentation made by the bidder on the same	10

***Technical Presentation:** Only shortlisted bidders, who scored atleast 60 marks out of 90 from Sl.1 to 3 of the above table, will have to make a presentation/demonstration citing that they possess the requisite documents of the items that they have stated in the Scoring model and to show their capabilities to conduct the online examination as per the conditions specified in this document. An expert committee will be constituted to evaluate the presentation process and to decide the technical qualified bidders.

The bidders has to score a minimum of 60 marks out of 100 (as per above table) to technically qualified.

2.9 Final Evaluation

The financial bid of only those bidders who have been found to be technically qualified will be opened. The financial bids of ineligible bidders will not be opened and will be returned to the bidders.

The financial bids shall be opened in the presence of representative of technically eligible bidders, who may like to be present.

Evaluation and Comparison of Bids- Quality and Cost based selection (QCBS)

The individual Bidder's commercial scores(CS) are normalized as per the formula below: $F_n = F_{min} / F_b * 100$ (rounded off to 2 decimal places) Where,

F_n = Normalized commercial score for the Bidder under consideration F_b = Absolute financial quote for the Bidder under consideration F_{min} = Minimum absolute financial quote

Composite Score(S)= $T_s * 0.70 + F_n * 0.30$

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

For composite score upto twodecimal points (with rounding off) will be considered. In case

of a tie, the bidder having higher financial case score will be considered and awarded the contract.

In case of tie of composite score, the bidder whose technical score is higher will be considered.

In case of tie in technical scores also, the bidder having higher turn-over will be considered.

Section - 3

SCOPE OF WORK

The successful bidder/service provider/agency has to conduct following recruitment(s) process/work:

Item No. 1: MTS Re-examination: CBT to END

Item No. 2: Other Six Type of Posts: END to END

The separate work contract order will be awarded to the successful bidder(s) for above items.

Scheme of Examination: (Although changes are unlikely, changes if any are subject to approval of the competent authorities)

i) Recruitment Examination:

- (a) Computer Based Test (CBT) using Intranet/(LAN) – in **major cities of Uttarakhand and in Delhi/NCR, if required.**
- (b) Duration of examination will be: two hours.
- (c) Medium of examination will be English and Hindi

ii) Schedule of Examination:

- (a) Tentative date of CBT in the month of October 2022 for MTS in a single session.
- (b) Tentative date of CBT in the month of Nov-Dec' 2022 for other SIX number of posts (as per Item No.2) in SIX different sessions.

The bidder/Service Provider will be responsible for setup and maintenance of command centre at IT-Cell, FRI and will install necessary server, storage, support, dashboard infrastructure & network equipment.

- The servers & storage will store the following data of examination not limited to:
 - Biometric data along with logs
 - Examination data, responses and other related data with time stamps
 - Uploaded scans of Commission Copy of Admission Certificates and Attendance Sheets, etc.
 - Retrieval of reports as and when required by FRI.
 - CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by FRI.
 - Necessary software for retrieval of above data in the form of queries, reports etc. shall be provided by the Service Provider to FRI.
- FRI will provide space & raw supply of electricity for setting up the infrastructure.
- Service provider will install requisite UPS for the IT Infrastructure. The complete IT Infrastructure installed at the IT-Cell, FRI along with necessary software will be fully handed over to SSC at the end of the contract.

The bidder/Service Provider will also provide adequate and technically qualified manpower to successfully execute and monitor the following main categories of deliverables as given below:

•	PREEXAMINATIONWORK
•	CONDUCTOFONLINEEXAMINATION
•	POSTEXAMINATION WORK

BRIEFSCOPEOFWORKOFTHIS ASSIGNMENT

The scope of work of the agency/ agency broadly covers:

- Assisting in designing the Recruitment Advertisement. (for Item No.2 only)
- Developing and customizing of Online Application Registration System. (for Item No2 only)
- Arrangement & maintenance of online server.
- Receiving applications from prospective candidates through online mode.

- Extend provision for downloading of filled application form / Registration Slip with computer generated registration number.
- Submission of consolidated application data/examination fee details.
- Preservation and submission of information and/or documents pertaining to receipts of applications whenever required.
- Roll number generation.
- Issue and dispatching of call letters for the Computer Based Test(CBT).
- Arrangement for downloading Call Letters for the CBT by the eligible candidates.
- Arrangement of venues for the CBT.
- Designing and setting of question papers for the CBT.
- Deputing officials and co-coordinators at the venues during the CBT.
- Conducting the CBT.
- Provide complete solution including manpower support for **AADHAR based biometric finger imprint capturing and authentication** of the candidates till their joining in FRI.
- If required, the agency will have to take appropriate protective measures against the COVID-19/ any other pandemic or health emergency in compliance to various government guidelines
- Evaluation of the candidates' performance in the test.
- Developing, finalization and publication of the result of the CBT.
- Issuance of Call Letters for Descriptive Test/Physical Test/Skill Test and Document Verification (DV)
- Validation and verification of Identity of candidates during the Descriptive Test/Physical Test/Skill Test and Document Verification (DV).
- Publication of Final List of selected candidates.
- Preservation and submission of information and/or documents pertaining to the above activities of the recruitment process when sought for.

The scope described above is indicative in nature. However, the agency has to provide the key deliverables and support services necessary for fulfilling the very objective of the assignment.

PRE EXAMINATION WORK

3.1. Developing and Customizing of Online Application Registration System (for Item No.2)

- 3.1.1. FRI will arrange for publication of advertisement on vacancy and other terms and conditions in news paper and the Agency shall assist in designing and arrange for uploading of details of vacancy and other terms and conditions in the website as per the contents to be supplied by FRI.
- 3.1.2. The Agency shall design, develop, customize, and host the website/database of online application as per the need of FRI from time to time. The same should be linked to FRI's website and maintenance & successful running of the same during the entire phase of recruitment will be the responsibility of the Agency.
- 3.1.3. Application Registration System is to be approved by FRI before the same is uploaded by the Agency in the website for online registration of application by the candidates.
- 3.1.4. The agency will prepare and submit a 'Time Schedule' and 'Detailed Plan of Work' with date mentioning commencement of Online Registration, end of registration, date of Computer Based Test, date for uploading of Admit Card for the Test and date of submission of the Merit List.
- 3.1.5. The agency must show and submit suitable emergency management plans during any crisis situations / redundancy of servers, switches, nodes additional center locations, candidates'

data.

- 3.1.6. The agency shall provide a facility to aspiring candidates for static mock link for mock test since the beginning of the receipt of Online Applications. The same facility should also be available online to be run through web server. The mock test should be a replica of the actual examination.

3.2. Receiving Applications from Candidates in Online Mode (for Item No.2)

- 3.2.1. The Agency will have to receive applications online in response to the press notification.
- 3.2.2. Candidate who is claiming Fee Concession/Age relaxation under certain reserve category like SC/ST/OBC/EWS/PwD etc. has to upload his/her related certificate during online registration. The same will have to be submitted and verified with the originals at the date/time and venue of Descriptive Test/Physical Test/Skill Test/Document Verification (DV). They may be allowed to take the Online Test based on the information and declaration furnished by them at the time of registration.
- 3.2.3. A website with URLs will be provided by the agency for online application. On clicking on the link, the page will open with proper links for downloading copy of the advertisement, general instructions to the candidates and to apply for the job.
- 3.2.4. The Application Registration System should be developed in such a way so that only those candidates who are meeting the notified eligibility criteria as mentioned in the Employment Notification can submit the online application. The system should have provisions to display the reasons as to why a particular candidate is not able to submit the application online viz. not meeting the age limit / minimum educational qualification criteria etc. Accordingly, necessary checks on age, qualification, percentage of marks etc. should be inbuilt in the system.
- 3.2.5. The application form must have the option for Aadhar Number and the same must be authenticated immediately through Aadhar linked mobile OTP.
- 3.2.6. After having filled all required fields and on giving an undertaking that he or she has gone through the complete text of the Advt. and that he or she agrees to all terms and conditions, a preview of the application is made visible to the candidate. After viewing the preview, the candidate will have option to go back and edit the format or to make the online submission.
- 3.2.7. On successful submission of online application by the candidate, a unique registration number and password of the candidate will be auto generated by the portal and the same will be delivered to the candidate to the registered email and mobile number. The registration number will be the key number of identification for candidates for any type of future correspondence/queries.
- 3.2.8. All Candidates, excepting those belonging to SC & ST Community, will be required to deposit requisite application fees as decided by FRI through Payment Gateway mode. The agency should extend all possible assistance in Site-to-Site Integration with the Application Fee collecting Bank / agency as per requirement. The Agency should prepare a list of candidates with their application fee details and should make sure that the mode of payment & payment gateway is regularly monitored. Any issues related to fee payment must be addressed by the agency.
- 3.2.9. Candidature of only such candidates, who have submitted online applications successfully and also uploaded all required documents like photographs, signature, thumb impression, reservation category certificate (if applicable) etc, will be considered for further processing.
- 3.2.10. The Agency should submit following details to FRI within 07 (seven) days from the last date of online submission.
 - List of candidates who have submitted applications successfully and also

uploaded all related documents as per the eligibility criteria within the stipulated time.

- List of all such candidates whose candidature has been rejected due to noncompliance to the specifications of the advertisement.

3.2.11. The Agency should open a separate email account to be used exclusively for execution of the recruitment job of FRI. The Agency should ensure that there is no mention of the Agency in any of their domain names/emails, etc. At least one Helpline No. & the Email Id, as stated above, is required to be made operational from the date of commencement of the Online Registration till submission of Final Merit List. It shall be the responsibility of the Agency to provide the above contact details for resolving the queries / difficulties occurring while applying online. The agency shall resolve all the queries on daily basis within 24 hours at maximum.

3.2.12. There should be no downtime of the site during the period of online registration of the candidates and no maintenance of the site will be allowed except between 12.00 midnight to 5.00 a.m. IST.

3.3. Preparation of Test Procedure-Cum-Manual & Event Manual

3.3.1. The Agency shall prepare Standard Test Procedure-Cum-Manual, in consultation with FRI, with a view to conduct the test uniformly in a fair and transparent manner at all venues. The procedure should be exhaustive covering standard procedure, standard formats for capturing information etc. and clearly indicate all possible activities keeping in mind different people and venues. The manual shall cover the roles and responsibilities of various team members of the bidder who will be involved in conducting test, their duty chart, disparity report, venue wise candidate count report, etc.

3.3.2. The Agency shall be responsible for preparation of Event Manual containing detailed guidelines for conducting the Online Test, certificates and other documents required to be completed pertaining to conduct of Online Test in consultation with FRI. The Agency shall send the details of the candidates, event manual & seating plans etc. to the Centre Superintendent of each test centre minimum 10 days prior to the date of Online Test. The Event Manual must cover at least following information / standard certificates & formats:-

- City-Venue details along with number of candidates appearing in each test venue.
- Batch timings in case the Tests are conducted in multiple batches.
- Schedule of Pre Event activities like Dry Run, Mock Test, etc.
- Role, Instruction, guidelines, Schedule, checklist, Ready reckoned etc for Centre Superintendents, invigilators and other team members.
- Procedure & guidelines for biometric registration/attendance of candidates.
- Formats for various certificates, reports to be maintained for the test like No Relation Declaration, Unfair Means Report, Candidates Attendance Account, Biometric Registration Failure Report, Exception Report, etc.

3.4. Designing & Development of Question Papers:

3.4.1. The selected agency will have to design and set the question papers for the Online Tests based on the syllabus and guidelines shared by FRI, Dehradun

3.4.2. The questions must be prepared by 'eminent scholars' of the concerned area/subject with sufficient expertise on the field and must be a serving or retired professor of premiere institute of national importance / premiere institute of state / professional institute / engineering faculty/medical/ pharma faculty..

3.4.3. The agency shall prepare multiple choice objective type questions for the Online Test for

- each post code. The number of questions in each segment, marking pattern and test duration will be as per the specified standards for the respective posts, which will be decided by FRI.
- 3.4.4. The agency should ensure that there is no error or any other shortcoming in the question papers.
- 3.4.5. The questions should be in English and Hindi Language (bilingual) if not otherwise specified. System should support Special characters to support Mathematical and other formulae/ notations. The process should be 100% accurate and it should not result in any wrong interpretation of the question.
- 3.4.6. For a given post at least 4 (four) or more sets of question series sets (A, B, C, D, ...) should be prepared with same questions but with changed sequence. **Randomization of questions** across all the sets should be ensured i.e. each question in each series should be distributed in a unique manner so that no commonality in position of any question is found across any series. Instructions shall appear on the screen for familiarizing the candidates. The instruction for candidates will be decided in consultation with and approval of FRI.
- 3.4.7. The candidates should have the flexibility to navigate among the questions. System should facilitate finding of unanswered questions on demand for quick answering.
- 3.4.8. Encryption should be done before uploading the sets of question paper. The question paper should be password protected with appropriate user credentials and pushed to the local server only 30 minutes before the start of the examination. The question paper is to be decrypted at the local server using the password only 20 minutes before the start of the examination.
- 3.4.9. The candidates can only login 15 minutes before the scheduled start of the Test using the registration and unique ID and password for instruction. But the actual set of question paper should open and close strictly at scheduled time only. The clock of the server installed at the Centre should be in-sync with the central server of the Agency. Digital clock and photograph of the candidates should be displayed at the right corner of the displayed unit. The time specified above may be altered as per the guidelines of FRI.
- 3.4.10. Other features of Online Test:
- A flexible and robust examination engine with Authentication process done by Test Administrator (TA) in the presence of FRI representative.
 - Provision for Mock Tests to get the candidates familiar with the Online Test.
 - Display of single question or max. of 4 questions in a page (Configurable)
 - Timer running on top right hand corner or bottom of the page. (Time remaining to be displayed)
 - Option to edit the answer submitted earlier within the duration of exam.
 - Auto save option of answers in the main server (configurable)
 - In case of any interruption/disconnection in the connectivity during the exam, the engine must ensure that the candidate can restart the exam from the last attempted and saved point. All necessary authentications are carried out prior to displaying the question paper. In such eventuality, time elapsed / time remaining shall not change.
- 3.4.11. The agency will have to carry out / demonstrate complete System Test Run (STR) /Dry Run / Mock Drill with test data in presence of FRI or any authorized agency deputed for the purpose on its behalf at least two days before the Computer Based Test. The agency should also be able to demonstrate click by click audit trail for any type of enquiry.

3.5. VENUE BOOKING

- 3.5.1. The Agency will have to arrange sufficient numbers of standard venues along with required infrastructural support in Dehradun, Roorkee and/or Delhi-NCT for conducting Online Test of the eligible registered candidates as a part of selection process. In case the number of candidates for a particular stream becomes too high, the Tests may be conducted in multiple batches and/or in multiple cities within Uttarakhand and/or Delhi-NCT, as per the decision of Authorities of FRI. In case the Tests for a particular post are done in multiple batches, standard Equi-percentile/normalization mode of evaluation may be adopted.
- 3.5.2. The agency should identify required secure Test Centres in various cities as per requirement of FRI after receiving intimation regarding city locations and approximate number of candidates and provide details in Form –IX along with details of the facilities offered at each of centre. **(Black listed Examination Centres should not be included. FRI may inquire with NTA, IIT-JEE, SSC, UPSC and other organizations for such centres and if any of the centre included in the list than the bid will be summarily rejected.)**
- 3.5.3. The Agency should also try to allot the same examination centre/city in case the candidate applies for multiple posts.
- 3.5.4. There should be provision for facilities like tables, chair, proper lighting, fans, drinking water, toilets, first aid box, etc. at all the venues. The distance from the railway station / bus stand, locality of the venue should be checked before short listing the venue.
- 3.5.5. The Agency will have to ensure availability of proper security, frisking at the examination centres.**
- 3.5.6. The agency will have to submit details of all venues in a format showing status of all amenities mentioned before and get the list approved by the competent authority of FRI before final booking. Subsequently but prior to issue of the Admit Cards, they will have to submit the bilateral contract / consent letter/ LoA/Order for hiring of the approved venues.
- 3.5.7. The Examination Centre must have facilities for **installing security and access control systems including signal silencers/jammers**, Video surveillance etc. It would be desirable to have facilities for keeping belongings of candidates in Examination Centre.
- 3.5.8. In case of non availability of the venue, which was booked, due to any exigencies prior to the conduct of the test and after the Admit Cards are uploaded, the agency shall book another venue in close proximity and arrange the transport facility for the candidates without any cost implication to FRI.
- 3.5.9. The seating arrangement of candidates in the examination hall should be done in such a way that there is enough space between the candidates from other adjacent candidates, taking the test. The seating arrangement for physically handicapped persons for the online exam should be done at ground floor only.
- 3.5.10. The Agency will have to arrange sufficient number of invigilators for supervision during the Online Tests and other support staff for providing various services to the candidates and Officials on-duty for examination. Each Exam Centre should have the minimum following personnel to be deployed by the agency:

Test Centre Administrator(TA)	1 (One for each centre)
IT Expert	2 for each 200candidates (1 in Hardware and 1 in software)
Invigilators	2 per 20 candidates
Support Staff	2 per 100 candidates
Security Guards	1 per 100 candidates
Electrician	1 (One for each centre)
Peons	2 per100 candidates

Above requirement should be increased proportionately on the basis of candidates to that

centre.

- 3.5.11. FRI will depute one or more representative(s) at each venue to observe the quality of the test implementation on the day(s) of the test(s) and facilitate in solving issues not covered under the prescribed guidelines. The list of representatives will be provided by FRI ahead of the test.

3.6. Issuance of Admit Cards for Online Test

- 3.6.1. Roll numbers will be auto generated for all successfully registered eligible candidates after dropping and eliminating duplicate / multiple / wrong entries. The agency shall exercise due check, care and caution to ensure successful registration of candidates, who fulfill the prescribed eligibility criteria. The generation of Roll No. will be in serial order with customized code suffixed to indicate post, category etc.
- 3.6.2. The Agency shall submit Draft Admit Card to FRI for its final approval before the same is uploaded in the website for downloading by the eligible candidates. The Agency shall make all necessary arrangements to hoist the admit cards in FRI website, so as to enable the applicants to download them by clicking a link provided for the purpose. Prior to taking print of the Admit card by the candidate, provision should be made in the system to enable the candidate to verify his uploaded photograph, signature and other information displayed in the Admit Card. Only after confirmation by the candidate that his photograph, signature and other information displayed in the admit card are correct, the candidates should be allowed to take print of the admit card.
- 3.6.3. The agency shall send an Email and SMS to all successfully registered eligible candidates informing them the address of Examination Centre, Date and time of test/examination and directing them to download the admit cards and information hand out from FRI website. Through the same email and information in the website, the Agency shall also inform the candidates the Email-ID created specifically for FRI recruitment for informing discrepancies if any in the Admit Card. Each and every email received on the matter has to be replied by the Agency directly to the candidates with a copy to FRI (viz. firecruitment2022@gmail.com). All such discrepancies, reported by the candidates, are to be sorted out by the Agency and necessary correction/updation in the database as well as in the Admit Card of the concerned candidates are to be made by the Agency on priority basis with intimation to the candidates.

CONDUCT OF ONLINE EXAMINATION

3.7. Conducting Online Test:

- 3.7.1. The agency will have to arrange frisking of candidates at examination centre, to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse (Except wallet), any ornaments etc. as per the guidelines of the FRI.
- 3.7.2. The agency will have to complete registration process of the candidates before start of examination (digital photo, AADHAR based bio-metric finger print etc) and after that allow candidates to appear for the test at Examination Centres.
- 3.7.3. To arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Online Examination Centres.
- 3.7.4. To maintain step by step complete log of all candidate activities during the course of examination, to enable complete audit ability of the assessment process.

3.7.5. Minimum Candidate System Pre-requisites

Screen Resolution	1024X768 or above
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Operating System	Windows 7 or equivalent with appropriate Service Pack or above
Browser settings	Internet Explorer 7.0 or above as supported by above Operating Systems, must be compatible with the software and should be the most secure one.

3.7.6. Minimum Exam Centre Server Prerequisites

Processor	CPU Speed: 1.5 GHz or above.
RAM	4 GB or higher
Screen resolution	1024 X 768 or above
Operating system	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	<p>Must support atleast 100 clients without any perceivable degradation in performance.</p> <p>All mouse/key clicks are to be recorded for each client with time stamp for audit purposes.</p> <p>Response time for question/page loading must be less than one second.</p> <p>All responses to be acted upon in real time.</p>

- 3.7.7. The Candidates' computer system, the Exam Centre Server and the Central Server must be protected with high quality antivirus.
- 3.7.8. The Candidates' System must be USB disabled, Keyboard disabled during exam after login.
- 3.7.9. While exam will be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes (or as specified by FRI) for monitoring purposes.
- 3.7.10. The agency should provide reports to FRI to view the test progress at all the centers during the examination.
- 3.7.11. The agency would arrange for the necessary servers to conduct the examination at each test center. One main server and one backup server will be available for every 200 or 250 candidates at a test center.
- 3.7.12. The agency shall have a contingency plan for candidate management/Shifting in case of any emergency. There should be at least 20% reserve pool of client systems of the total number of registered candidates in a session at each test center.
- 3.7.13. At the test center, main server, backup server and client systems would be provided with functional UPS or generator set. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.
- 3.7.14. The agency shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- 3.7.15. The agency shall obtain candidate's feedback through online Feed Back Form, after the examination is over. Skip option should also be there.
- 3.7.16. The agency shall provide blank paper sheet(s) to the candidates as per requirement.
- 3.7.17. The agency shall monitor and supervise Exam Centre activities on monitoring console to be installed by the agency in FRI. The data should be real time data generated from each Exam Centre during the examination.
- 3.7.18. At the end of the exam, transfer/export of candidate response and audit trails shall be done by the agency on secured channel from local server to Central server of the agency within 4 Hour from each exam center. Other data such as attendance sheet, photograph, seating plan etc. (if

any) should be sent to FRI within 7 days of conclusion of the examination.

- 3.7.19. **List of candidates:** The Agency will have to provide Alphabetical List, Roll Number Wise List and Room Wise List of candidates appearing at each venue. The Room Wise List of candidates shall have to be displayed prominently at the test venues. The agency should also submit post wise database of eligible candidates of reserved categories like SC / ST / OBC / Physically Challenged (PwD) / Exempted Category / Ex-Serviceman / Sportsman Candidates separately.
- 3.7.20. **Attendance Sheet:** The Agency will have to prepare classroom wise attendance sheet with colour photographs of the candidates for all venues. The Attendance sheet should clearly indicate the name of the post and name, roll number, caste category and question booklet series of the candidates.
- 3.7.21. Candidates will be required to bring a photo identity card (Aadhar Card/Voter Identity Card / Driving License / Passport / PAN card) in original as a proof of his identification at the time of Online Test. The Agency will ensure correct identification of the candidates appearing for the examination by comparing with one of the above documents.
- 3.7.22. **AADHAR based Biometric Finger Print Capture & Authentication:** The record of attendance of the candidates must be obtained during the online test manually on the Attendance Sheet with photo, thumb impression and signature as well as by capturing AADHAR based Bio-metric data and images of the candidates. The agency will have to provide complete solution comprising of application software and portable biometric finger imprint capturing devices, which can manage candidate database import/export and synchronize data. This data will be utilized to authenticate the candidate at the time of verification during Descriptive Test/ Skill Test/ Physical Test, Document Verification (DV) and joining. The agency will have to provide complete solution including manpower support for biometric finger imprint capturing and authentication till the joining of the finally selected candidates in FRI.
- 3.7.23. Candidates' Biometric Finger Print impression will be taken after he/she has taken seat in the Test room at the Examination Centre and the impression data across all Examination Centers would be consolidated into a central database by the agency.
- 3.7.24. There should be provision for use of appropriate detection devices to find out any illegal possession of mobile phones or any other communication device during the time of the test.
- 3.7.25. The agency should be able to hand over the raw responses/data to FRI 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 data also need to be uploaded to a server at the IT-Cell FRI's Master Control Facility of service provider. After confirmation of proper transfer of data to the server, the TAs of service provider in presence of Representatives from FRI should demonstrate complete automatic deletion of the responses and audit trails in hard disc of the main and backup server.
- 3.7.26. The agency should arrange to send to each of the candidates his/her (the Candidate's) own response in the Online Test after the examination is over.
- 3.7.27. The Agency shall submit detailed Answer Keys of the Online Tests to the Company's authorized representatives within three working days after completion of the Computer Based Test for uploading in FRI's website for information of the Candidates who have appeared in the Online Test.
- 3.7.28. 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.

3.8. Assessment Platform Level

- 3.8.1. The bidder should have infrastructure in Dehradun and/or Delhi-NCT - validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
- 3.8.2. The bidder should have all relevant facilities and logistics available to execute the work.
- 3.8.3. Contingency plan for Student management/Shifting in case of any emergency.
- 3.8.4. The bidder must have primary data center with Disaster Recovery 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.
- 3.8.5. The proposed examination and question paper generation software should 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 examination. They must have the copyright of the source code and all its components.
- 3.8.6. The agency 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 configuration changes in software requested by FRI must be met immediately.
- 3.8.7. The agency 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.
- 3.8.8. The bidder should design a highly secure system.
- 3.8.9. The Agency should have in-house quality assurance group and a strong quality management system to do quality check of the software.
- 3.8.10. Proper security provision for source codes shall be maintained.
- 3.8.11. The Agency's software should have a facility to create question securely.
- 3.8.12. The Agency must use 256 bit encryption for Question paper storage and transfer.
- 3.8.13. The system should support question randomization with option shuffling ensuring that no two question papers are alike.

POST EXAMINATION WORK

3.9. Support during Descriptive Test / Skill Test / Physical Test / Document Verification of Shortlisted Candidates

- 3.9.1. The Agency shall calculate marks obtained by each candidate as per their performance in the Online Test for each post and hand over a signed Merit List to Chairman, FRI Recruitment Committee in closed sealed envelope keeping absolute confidentiality along with a soft copy to In-charge IT-Cell, FRI for further processing and to provide various information time to time.
- 3.9.2. A standalone software application will also be provided by firm to IT-Cell, FRI for processing the supplied soft data.
- 3.9.3. FRI will prepare and handover the lists of shortlisted candidates for the Descriptive

Test / Skill Test / Physical Test / Document Verification as per merit in each category against the notified vacancy prior to publication of the result. The agency will arrange for publication of the results in the website of FRI.

- 3.9.4. The agency shall take necessary steps for issuance of Call Letter for Descriptive Test / Skill Test / Physical Test / Document Verification via SPEED POST followed by information through SMS, through the recorded/registered mobile no. & E-mail attaching PDF copy of the Call Letters of various stages. Provision for downloading Call Letters for Descriptive Test / Skill Test / Physical Test / Document Verification by all the eligible Candidates, who will qualify in the Online/Offline Tests, shall also be provided in the website of FRI. The draft Call Letter(s) must be approved by the competent authority of FRI.
- 3.9.5. The shortlisted candidates should be asked to bring with them the original testimonials along with one set of self attested copies for verification at the time of Document Verification (DV).
- 3.9.6. The Agency will ensure correct identification of the candidates appearing for the Descriptive Test / Skill Test / Physical Test / Document Verification by comparing with any one of the photo identity cards –Aadhar Card, Voter Identity Card / Driving License / Passport / PAN card etc. which they must be advised to bring in original. Besides recording of attendance of the candidates manually on the Attendance Sheet with photo, facial impression and signature, there should be provision for capturing of the facial impression at the registration desk and matching of the biometric data with those captured during the Online Test.

3.10. Post Descriptive Test/Skill Test/Physical Test/Document Verification Phase

- 3.10.1. The agency must submit detailed particulars of all appearing candidates in Online Test and Descriptive Test / Skill Test / Physical Test / Document Verification along with their address, caste, sub-caste, physically handicapped details, break-up of marks obtained, email id and contact number.
- 3.10.2. The agency shall provide the data of facial impression of all the candidates captured during examination, in the desired format, for verification purposes during subsequent stages of the recruitment process.
- 3.10.3. The agency is required to provide all the available information, duly certified by its authorized representative, as and when asked for by the Director or the Registrar in case of any requisition by any applicant even after recruitment process has been completed or in case of any proceeding within the scope of the RTI Act, and/or in a court of law or otherwise.
- 3.10.4. The agency must preserve the examination related documents on behalf of FRI for at least 3 years from the publication of the Final Results.
- 3.10.5. **Test Data Archiving:** The agency shall archive the result and other examination data for future references after specified time, as per requirement of FRI.

To carry out other works related to post processing of responses & other confidential data and providing data as required by the FRI.

- Press interaction
- RTI queries
- Court Cases

Note:The agency shall have to carry/demonstrate complete System Test Run (STR) with test data to the FRI before implementation. The agency should also be able to demonstrate click by click audit trail for any type of enquiry.

4. Deliverables:

The deliverable of the project is the successful conduct and processing of various stages of recruitment process for various posts of the Institute.

A tentative schedule of the activities is given below. However, there may be variations in the schedule.

Sl. No.	Activity	Time Line	Responsibility
1.	Initiation of the process and 1st meeting	Within One week of Acceptance of Work Order	Agency & FRI
2.	Demo of the Application Software	Within one week of First Meeting	Agency
3.	Demo of the Final Software	Within One Week of 1st Demo	Agency
4.	Finalization of Designing the Recruitment Advertisement	Within Five days of the draft Advertisement submitted by FRI	Agency & FRI
5.	Issue of Advertisement	After Approval of the Authority	FRI
6.	Call Centre Support advertisement	From the date of Issue of	Agency
7.	Activation of Software for On line Submission of Application	Within 3 days of issue of Advertisement	Agency
8.	Tentative list of Centres with no of nodes	Within One week of issue of Advertisement	Agency
9.	Auditing and Vetting of test centers	Within 15 days from the date of Advertisement	Agency & FRI
10.	Finalization of Test Centres	Within 20 days from Advertisement	Agency & FRI
11.	Submission of Standard Operating Manual (SOM) to FRI	Within 15 days of Advertisement	Agency
12.	Vetting and finalization of SOM	Within 20 days of Advertisement	Agency & FRI
13.	Testing of vetted test centers as per SOM (e.g. testing of examination software, server capability, network security)	Within 10 days of finalization of SOM	Agency
14.	Completion of Designing & Development of Question Papers	Before 15 days of the Test	Agency
15.	Tentative list of Invigilators, TAs etc to FRI	Within 5days of closing of Online Application	Agency
16.	Final list of Investigators, TAs etc to FRI	Within 5days of closing of Online Application	Agency
17.	Final List of Candidates to FRI	Within 10 days of Closing of On Line Application	Agency
18.	Issue of On Line Admit Card	Within 15 days of Closing of On Line Application	Agency
19.	On Line Mock Test facility for candidates	Within 5 days of Issue of Admit Card	Agency
20.	Handing over of Observer List to Agency	Before 5 days of the Exam	FRI
21.	Custody of exam centers and security arrangements	Before 2 days of the On Line Exam	Agency
22.	Review Meeting	Before 5 days of the On Line Exam	Agency & FRI
23.	Online Examinations	Within One Month of Closing of the Application	Agency &
24.	Handing over of raw data to FRI	After the end of every Exam	Agency
25.	Preparation of Select List	Within 5 days of the Test	Agency
26.	Handing over of final data and other examination related document	Within 5 days of the On Line Exam	Agency
27.	Publication of CBT Result		Agency
28.	Short listing of candidates for Descriptive test/ Physical Test/ Skill Test		FRI
29.	Issue/Publication of Call letters for Descriptive test/ Physical Test/ Skill Test		Agency
30.	Conduct of Descriptive test/ Physical Test/ Skill Test & Evaluation		Agency & FRI
31.	Preparation of Select List		Agency & FRI
32.	Issue/Publication of Call letters for Document Verification		Agency & FRI
33.	Document Verification		Agency & FRI
34.	Preparation of Final Select List		FRI
35.	Publication of Final Result & Issue of Call letters for Joining		Agency & FRI

SECTION – 4

ELIGIBILITY CRITERIA/PREREQUISITE

- 4.1. The bidder should be a Company/ Firm/ PSUs/ Autonomous Body registered (minimum 5 years old) in India and the registered agency should be operating in India for a minimum of three years with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender.
- 4.2. The bidder shall be single point of contract with FRI and shall be solely responsible for the execution and delivery of the work. No Consortium of companies is allowed. The Service Provider will provide examination delivery software.
- 4.3. 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 15,000 or more candidates in single shift. 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)
- 4.4. The Service Provider shall ensure the maximum security of processes, infrastructure, servers, networks etc. as per the plan drawn in consultation with IT-Cell, FRI.
- 4.5. The bidder should have valid ISO 9001, ISO 27001, ISO 20000 and CMMi level 3 or above certifications.
- 4.6. The bidder should have provisions of 256 bits encryption for data transfer and the system to decrypt the data at examination centre.
- 4.7. The bidder must have own source code or copyright/license of application software for deployment and commercial use for other organizations.
- 4.8. The bidder firm would be summarily rejected in case of any conditional bid offering.
- 4.9. The Bidder should have a minimum annual turnover of at least Rs. 10 Crores in each year for last three years or 30 crores in last three years operation from conduct of competitive examinations and education related services. The balance sheet/audited report for the last three financial years should be submitted (2019-20,2020-21,2021-22). The bidder should be a profit making entity after all tax paid, for preceding three financial years. The turn over should be of the bidder and not of the group companies or consortium or composite turnover of its subsidiaries/sister concerns etc. for F.Y.2019-20,2020-21,2021-22.
- 4.10. There should be a primary Data Centre with Secondary Data Centre site for data security. Both the Data centres should be located in India in different seismic zones. The data centre must be tier III and ISO certified Data Centre should be as per the Government of India guidelines. Extra weightage will be given to the bidders having Cert-in-/STQC certified infrastructure.
- 4.11. The Organization must be CMMi-3 services or ISO certification for Services.
- 4.12. Self-certification mentioning that the system is full proof and there has been no infiltration in the system in last one year.
- 4.13. The Bidder should be registered with appropriate tax authorities such as Income Tax, GST etc. and should submit valid certificates of registration with these authorities.
- 4.14. The Technical Bid must be accomplished with copy of Income Tax Returns for the last three Financial Years (not applicable in case of Govt. undertakings).
- 4.15. The Technical Bid must be accomplished with copy of EPF&ESIC Registrations of the bidder (not applicable in case of Govt. undertakings).

- 4.16. The bidder must be able to conduct computer based examination in multi disciplinary/multiple subjects as well.
- 4.17. The proposed software should 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. They must have the copyright of the source code and all its components.
 - 4.17.1. 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 bidder should have at least regular 20 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.
 - 4.17.2. Different versions of Software code should be managed appropriately in a standard version control system within the organization.
 - 4.17.3. Software code should have multiple backup systems in place so that any time source code can be recovered in case of any disaster.
 - 4.17.4. 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.
 - 4.17.5. 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.
 - 4.17.6. The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
 - 4.17.7. Proper security provision for source codes shall be maintained.
- 4.18. The bidder should have sufficient number of Technical and Administrative employees on its pay roll for the proper execution of the contract. The bidder should submit list of the employees stating clearly how these would be involved in this work.
- 4.19. The Bidder should have infrastructure in all the major cities with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
- 4.20. The contract shall be on “CBT to END outsource basis” for Item No. 1 and “END to END” for Item No.2 and the bidder should have all relevant facilities and logistics available to execute the work.
- 4.21. The agency should not have been blacklisted by central / state government departments /undertakings.
- 4.22. The bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis with a maximum response time of one hour.
- 4.23. At any time before the submission of bids, FRI may amend the tender by issuing an addendum in writing or by standard electronic means.
- 4.24. The bidder should not be providing same services of Conduct and Processing of Online (CBT) Examination to any Central Govt. / State Govt. /PSU etc. at lower rates as quoted in Financial Bid. Bidder has to submit an affidavit for the same.

4.25. Even though bidders may satisfy the above requirements, they may be disqualified if they have:

- 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.
- If confidential inquiry reveals facts contrary to the information provided by the bidder.
- If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
- If bidder is engaged in any activity such as conducting of coaching classes etc which can influence conduct of professional exam.

4.26. The technical bid shall consist of -

- **Technical** information as desired in prescribed format under **Form – I to Form IX**.
- The **Price/Financial** bid as per **Form – X(A) and/or Form X(B)** shall be sealed separately in an envelope as shall be in accordance with terms in tender document.
- Details of Physical Infrastructure such as availability of test centres, technology, hardware, software etc.
- Duly signed copies of Quality and Security certifications.
- EMD/Security deposit.
- A copy of bid document with all pages signed and stamped at the bottom by the bidders' authorized signatory.
- Envelopes must be sealed and super-scribed as required.

Note: Must see Form-I Checklist.

Section – 5

GENERAL CLAUSES

5.1 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 FRI. The Bidder shall always support and safeguard the legitimate interests of the FRI, 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 FRI.

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

The vender/bidders shall be liable to pay to the FRI for any financial losses by way of some of system and process failure.

5.2 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.

5.3 Applicable Law

The contract shall be interpreted in accordance with the laws of the Union of India and the Uttarakhand Government.

Governing Law and Choice of Forum:

- The laws of India shall govern this project. Any suit, action or proceeding shall be confined to the exclusive jurisdiction of Courts at Dehradun.
- Any suit/legal action filed by any third party on account of the supply made by the vendor against any item related/pertaining to this project shall be settled by the vendor at his own cost. FRI will NOT be a party to the same.

5.4 Performance Bank Guarantee/ Security

Within 10 days of the Bidder's receipt of notification, the Bidder shall furnish performance security of Rs. 2.0 lakhs for item no. 01(for MTS Re-examination) and Rs. 25.0 lakhs for item no. 02 (for other posts) to FRI Dehradun, valid up to 90 days (15 month validity) after the date of

completion of the contract.

The proceeds of the performance security shall be payable to the FRI 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 FRI for failure.

The Bidder has to deposit this security in the form of Bank Guarantee of a Nationalised Bank, which is valid for the entire period in favor of the FRI.

The Performance Security will be discharged by the FRI and returned to the Bidder not later than 90 days following the date of completion of the Bidder's performance obligations.

In the event of any contract amendment, the Bidder shall, within 7 days of receipt of such an amendment furnish the amendment to performance security, rendering the same valid for duration of the contract as amended for further period of 90 days thereafter.

5.5 Governing Language

The bid & contract shall be written in English language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English language.

5.6 Consortium

No consortium will be entertained by FRI. The bidder shall hold the full responsibility of the contract. Any consortium formed by the bidder at his end which was formed either to gain entry into the agreement with FRI or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or termination of contract with penalty.

5.7 Terms of Payment:

- No ADVANCES shall be paid
- Payment of 25% of the Contract Value as per quoted rate will be released after successful completion of all stages upto issue and dispatch of Admit Cards by e-mail (after providing documentary evidence to FRI).
- Payment of another 50% of the Contract Value will be released after publication and submission of Final Result of CBT.
- Payment of another 20% of the Contract Value will be released after successful document verification of the shortlisted candidates.
- Payment of remaining 5% of the Contract Value will be released after successful verification and completion of the joining process.

In case of any recoveries are due to be made with regard to statutory levies, taxes, penalties and liquidated damages, etc., FRI reserves the right to effect the recoveries from the subsequent payments due to the Service provider.

All payments, net of applicable taxes deductible at source, be released by FRI within 30 days of receiving the correct invoice in triplicate from the Agency.

The agency will have to submit the Invoice / Bill in triplicate (Original plus two copies) to the Registrar, FRI and the same will be paid after processing.

Income Tax as per Income Tax Act, 1961 and rules in force shall be deducted from the Agency on account of R.A. / Final Bill unless exempted by the Income Tax Authority.

All payments for this contract shall be made in Indian Rupees through RTGS/NEFT only. The agency will have to follow applicable procedure of the Company and bear all transaction of the Bank.

Note:

- a) Service Tax shall be reimbursed against submission of documentary evidence. TDS as applicable shall be deducted from the invoice while releasing the payment. Liquidated damage as applicable shall also be levied as per the clause. In case of any shortcoming in deliverables/ services the payment shall be made proportionately.

- b) FRI will not pay any license fee during the contract period for the usage of developed/ deployed application software, data base software, system software and such other software that may be needed for deployment for smooth conductance of CBTs.

5.8 Risk and Mitigation

In case of any onto situation the following measures may be taken. The risk and mitigation plan is given below:

Risk	Existing Measures	Mitigation Plan
Question paper leakage or accessed by Un-authorized Person / entity.	Encrypted Question paper with two Decryption Keys (one with Chief Invigilators and another with Client).	Multiple sets of Question paper will be made available prior to each exam. No payment for the retest will be made by FRI to the bidder/agency
Examination System Stops Functioning during examination after 30 minutes.	Mock test run of the examination system shall be conducted prior to day of examination.	We will reschedule the examinations with new question paper with the approval of FRI. No payment for the retest will be made by FRI to the bidder/agency
If the main system stops functioning during the conduct of examination leading to halt of the entire examination for duration longer than half the duration of examination paper.	Mock test run of the examination system shall be conducted prior to day of examination.	We will reschedule / resume the examinations with new question paper with the Approval of FRI. No payment for the retest will be made by FRI to the bidder/agency.
If the examination at centre could not be conducted and the total examination is Cancelled for reasons.	Mock test run of the examination system shall be conducted prior to day of examination.	Provision of backup or spare centre will be made available. No payment for the backup or spare centre will be made by FRI. The date of the examination will be decided by FRI.

5.9 Penalty Clause / Liquidated Damage

If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the bidder and not in any way attributable to the delay on the part of FRI, a penalty @ 1.0% of the bid value of the delayed stage of the item, per day (subjected to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the FRI, to account for the delay.

If the delay adversely affects conduct of examination the security deposit and performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract. The FRI

may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder.

If the service providing agency does not provide the Air Conditioning facilities and required numbers of invigilators in labs as well as other facilities mentioned in the tender document at Centre/s, the penalty will be imposed to it on the basis of feedback received from the Faculty of FRI deployed at Centre and it may up to 10% of quoting rates (per candidate rate) for each deficiency.

5.10 Prices

The prices quoted for the items/services shall under no condition change during the period of agreement.

5.11 Subcontracts/ SUBLETTING OF THE CONTRACT IS PROHIBITED

Subletting/Subcontracts or Outsourcing of the whole or any portion of the job at any stage of recruitment by the agency is strictly prohibited.

5.12 Delays in the Bidder's Performance

Conduct of the examination as per timeline is the main aspect of the work and performance of the Services shall be made by Bidder in accordance with the approved time schedule as notified from time to time by the Examination Section, FRI to the bidder and will become the forming part of the Contract Agreement.

The activities involved are time bound and it is expected that no extension of time for performance of any activity/activities will either be sought or given in this project. However, if at any time during the course of the contract, the Bidder encounters conditions impeding the timely delivery of the items and the performance of the service, the Bidder shall promptly notify to the FRI in writing the fact of the delay, its likely duration and its cause(s). The FRI will evaluate the situation and in the exceptional circumstances and in the interest of work may extend the Bidder's time for execution of said item of work, But in no case extension shall be granted having adverse effect on scheduled conduct of examination. The dates declared for examinations are absolute unless changed by the FRI on its own.

Delay on part of the Bidder in the performance of its delivery obligations shall render the bidder liable to the imposition of penalty unless an extension of time is agreed upon.

5.13 Termination for Default

Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 60 days to the other party, 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.
- The quality of the delivery of various tasks is not upto the satisfaction of the FRI.
- The defaulting party fails to perform any other obligation under the agreement.

In the event of the FRI terminating the contract in whole or in part, the FRI 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 the FRI 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 handover all the documents, data, equipment etc. to FRI 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 Bank Drafts/ FDRs furnished by the Bidder by way of Bid

Security/Performance 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.

5.14 Termination for convenience

The FRI, by written notice of at least 90 days sent to the Bidder, may terminate the contract, in whole or in part there of, at any time for its convenience. The notice of termination shall specify that termination is for the FRI'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 FRI 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 FRI 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.

5.15 Termination for Insolvency

The FRI 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 FRI.

5.16 Suspension

The FRI may, after giving a written notice of suspension to the Bidder, and considering the representation, if any, submitted to him within a period of 15 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 FRI may engage some other agency for the completion of suspended work, which will be carried out at the risk, and cost of the Bidder.

5.17 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 FRI's business or operations without the prior consent of the FRI.

FRI 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 FRI 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.(subject to provisions of the law of the land).

5.18 Force Majeure

Not with standing anything contained in the Bid Document, the Bidder shall not be liable for forfeiture

of security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

For purposes of this clause "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, earth quakes, epidemics. The preventive majors for fire breakdown must be followed otherwise will not be applicable here. The decision of the FRI, regarding Force Majeure shall be final and binding on the Bidder.

If a Force Majeure situation arises, the Bidder shall promptly notify to the FRI in writing, of such conditions and the cause thereof. Unless otherwise directed by the FRI in writing, the Bidder shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The FRI may, terminate this agreement by giving a written notice of a minimum 15 days to the Bidder, if as a result of Force Majeure; the Bidder is unable to perform a material portion of the services for a period of more than 30 days.

5.19 Resolution of Disputes

The FRI and the Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the Contract.

If, after 20 days from the commencement of such informal negotiations, the FRI and the Bidder are unable to resolve, amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism. In all matters and disputes arising there under, the sole arbitrator shall be mutually agreed upon by the parties in writing, who shall decide the claim and its decision shall be final and binding on both the parties. However, during the period of doubt, disagreement or dispute, both the Bidder and the FRI shall ensure that the Project works in a normal way. Such doubts, disputes and disagreement shall not give any reason or freedom to either the FRI or the Bidder to interfere in or prevent normal functioning of the Project.

5.20 Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Dehradun, Uttarakhand (India) only.

5.21 Local Conditions

The Bidder shall inspect the cities/sites of operation and shall satisfy himself of the cities/site conditions and availability of required resources and shall apprise himself of the procedure for engagement of agencies and shall collect any other information that may be required before submitting the bid. Claims and objections due to ignorance about site conditions shall not be considered after the submission of bid.

5.22 Responsibilities of the Bidder

The bidder shall be responsible for the successful conduct and processing of online examination (Computer Based Test) as per the terms and specification and direction of FRI.

5.23 Interpretation

In these Terms & Conditions:

- References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa
- References to a particular article, paragraph, sub-paragraph or schedule shall, except where the context otherwise requires, be a reference to that article, paragraph, sub-paragraph or schedule in or to this tender.

- The headings are inserted for convenience and are to be ignored for the purposes of construction.
- Whenever provision is made for the giving of notice, approval or consent by any Party, unless otherwise specified such notice, approval or consent shall be in writing and the words 'notify', 'approve', and 'consent' shall be construed accordingly.



Section-6

QUOTATION FORMATS

The following forms are required to be used for submission of bid –

- Form I : Checklist
- Form II : Technical Bid
- Form III : Particulars and qualifications of the bidders.
- Form IV : Duly authenticated list of full time Technical and Administrative Personnel to be employed for the work.
- Form V : Details of Similar completed works during last 3 years.
- Form VI : Details of work under execution or awarded.
- Form VII : List of Satisfactory Performance report from clients
- Form VIII : Undertaking (on Rs.100 Non Judicial stamp duly notarized)
- Form IX : Details of Examination centre for CBT
- Form X : Financial Bid (in separate sealed envelope)

Form I: Checklist

Please ensure that your offer contains the following documents:

- EMD : Rs. 1.0 Lakh for item no. 01 and/or Rs. 12.0 Lakh for item no. 02
- Form I : Checklist
- Form II : Technical Bid
- Form III : Particulars and qualifications of the bidders.
- Form IV : Duly authenticated list of full time Technical and Administrative Personnel to be employed for the work.
- Form V : Details of Similar completed works during last 3 years.
- Form VI : Details of work under execution or awarded.
- Form VII : List of Satisfactory Performance report from clients
- Form VIII : Undertaking (on Rs.100 Non Judicial stamp duly notarized)
- Form IX : Details of Examination centre for CBT
- Form X : Price Bid (in separate sealed envelope)

A copy of the bid document with all pages signed and stamped at the bottom by the bidder's authorized representative

Covering envelope sealed with superscription in prescribed format.

Memorandum and article of association and copy of latest resolution in case of company, and partnership deed and power of attorney in case of firm, if required. All such documents should be duly attested by notary public.

Brief resume of proposed team members in the following format:

- Name :
- Designation :
- Proposed role :
- Experience in years :
- Areas of expertise :
- Previous projects worked on, and role there in :
- Qualification :
- Date of Birth :

Form II: Technical Bid
(To be printed on Bidder's Letterhead)

Ref. No.

Date :

To

The Purchase Officer
Forest Research
Institute
Dehradun (Uttarakhand) Pin-248006

Ref. No. 01/9/2021/DPC, TENDER ID. 2022_ICFRE_675997_1,

Dated. 31-08-2022

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents with Instructions to Bidders.

The Bid Documents have been downloaded from **<https://fri.icfre.gov.in/tender>** or **<https://www.eprocure.gov.in/epublish/app>**. and no content thereof has been altered /modified by us. In case of detection of any change in the contents of the Bid Documents at any stage, the bid will be liable to be rejected and the EMD will be forfeited.

2. The entries made in the tender appendix/schedules annexure attached with the Technical Bid are true and also that we shall be bound by the act of our duty.
3. We also accept all the terms and conditions of this bidding document including the condition that you are not bound to accept highest ranked bid /lowest bid or any other bid that you may receive.
4. If our bid is accepted, we commit to submit a performance security deposit in accordance with the Bidding Documents.
5. We shall bind ourselves to FRI for executing the job at the price quoted by us and as per the terms and conditions, stated in the tender document.
6. We shall be bound by the communication of acceptance of the offer dispatched within specified time and we also agree that if the date up to which the offer would remain open be declared a holiday for FRI, the offer will remain open for acceptance till the next working day.
7. We shall take appropriate action for getting proper license / permission from the concerned authorities, wherever applicable.
8. The Government of India/State Government or any other Government body or Autonomous body of any state/central government has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure /lapses of serious nature.
9. We shall be solely responsible for all the service matters of our employees regarding payment of wages, EPF, ESI (if applicable) and leave etc.
10. We shall be responsible for all statutory liabilities under the Contract Labour (R & A) Act, the Payment of Wage Act, the Minimum Wage Act, the Employees Provident Fund and MP Act , the Employees' State Insurance Act, the Payment

of Bonus Act, the Workmen's Compensation Act, etc.

11. We undertake that the decision of Competent Authority of FRI with reference to the Labour Welfare or Labour dispute shall be binding upon us and shall ensure the compliance of such decision in letter & spirit.
12. We shall also ensure the safety of the properties of FRI. In case of damage to any equipment/property due to delinquency/negligence of our employees, the cost of such damages will be borne by our agency. The decision of FRI in this regard shall be final. In case of any lapse on our part or on the part of our staff, FRI authorities may cancel the contract and award the work to another agency and in such a case, the costs difference may be recovered from us and FRI may forfeit the Performance Guarantee (PG).
13. If any information or document submitted by us is found to be false / incorrect at any time, FRI may cancel our tender and action as deem fit may be taken against us like termination of the contract, forfeiture of all our dues including EMD or PG, etc.

Yours sincerely,

Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding company)
Full Name and Designation

Form III: Particulars and Qualifications of the bidders.

1. Organization:-

Name :
 Year of Incorporation/Registration in India:
 Year of Start of Operation in India :
 GSTNo. :
 PANNo. :
 Total No. Technical Manpower :
 Total No. Administrative Manpower :

2. Registered Office Address :

Telephone No.(S) :
 Mobile Nos. :
 Fax No.(S) :
 Email :

3. Legal status of firm Company / Firm / Proprietorship/ PSU Others(.....)

(Attach proof MOA, AOA/Partnership Deed alongwith registration of partnership detail/Affidavit by proprietor with registration detail as the case may be)

4. Ownership

S. No.	Name of persons owning stake in the organization (In case of company Incorporated in India List of Director shall be provided)	Nationality of the stake holders	Details of restrictions, if any on transfer of stake

In case the organization is a public sector undertaking
 Indicate the percentage share of Govt. holding. :

5. Annual Turnover for the last 3 years (2019-20, 2020-21 & 2021-22)

S. No.	Financial Year	Total Annual Turnover	Sector wise Annual Turnover		
			Online Examination	Software Development & Other IT related services	Other areas of Operation (specify)

Please attach Balance-Sheet or Income-Expenditure and Assets-liabilities status position during these 3 years, duly audited by Chartered Accountant/Statutory Auditors.

6. Particulars of the Center/unit associated with this project

Name & Address of the Center/Unit:

Associated with this project:

7. Address of the important offices

Address1	Address2	Address3
.....
Tel No(s) : Fax No (O) : No. Technical Employee:	Tel No(s): Fax No (O): No. Technical Employee:	Tel No(s): Fax No (O): No. Technical Employee:
Total No. Administrative Employee:	Total No. Administrative Employee:	Total No. Administrative Employee:

8. Examination Detail as per criteria in point (Attach proof)

S. No.	Particular	Description/Nos.
1	Name of Examination	
2	Maximum No. Of Candidates handled in Single Shift in a Day.	
3	No. of cities covered in said Examination	
4	No. of States covered in said Examination	

Note: For more than one entries create multiple rows in similar format in continuation.

9. 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.)

.....
.....

10. Quality & Security Certification Detail (ISO 27001) (attach proof).

.....

11. Have your organization occurred loss during last three year: YES/NO

12. Are you able to support entire solution 24x7 across India: YES/NO

13. Names, Designations, Addresses, Telephone & Fax No. of offices, as well as residences of important persons dealing with the project

S. No.	Name, Designation and Address	Telephone & Fax No.		Extent of Involvement in this Project
		Office	Residence	

14. Last 3 years' Annual Turnover of the Center/unit associated with the Project

Sr. No.	Financial Year	Annual Turnover	Financial value of the largest project handled during the year

15. Particulars of EMD

- a) Name of the Bank :
 - b) Address of Bank branch, issuing the draft :
 - c) Code No. of Bank Branch :
 - d) Amount of Draft :
 - e) Bank Draft No. & Date :
- Valid up to (Give Date)

16. Particulars of Software capabilities of organization and the center/unit dealing with this project.

S. No.	Names & Addresses of Centers/Units, independently engaged in Software Development work	Level of Certification of Software Capability Maturity Model (SW-CMM level)	Level of Certification of other equivalent systems of assessing software capabilities	
			Name of Certifying organizations	Level to which certified.

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

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

Name, Designation & Address of the authorized person.

Name, Designation & Address of the person authorizing for signing the document.

Type/form of the issued authority (whether power of attorney/Authorization letter etc.)

(Please refer to the enclosed original authorization document)

(Signature).....
(in the capacity of):.....
Duly authorized to sign Bid for and on
behalf of

.....



Form IV:

Duly authenticated list of full time Technical and Administrative Personnel to be employed for the work.

Duly authenticated list of Full time Technical and Administrative Professionals with the Bidder

(Detailed Curriculum Vitae of key personnel along with their key role in the company, who will be associated with this project, is to be attached with the bid.)

List of fulltime Professionals of the organization who will be associated with the project (at least 25 professional) to be given in the table below-

Sr. No.	Name	Designation	Educational Qualification	Date of Joining
1.				
2.				
3.				
4.				
5.				
6.				
7.				

Date.....
Place

(Signature).....
(in the capacity of):.....

Duly authorized to sign Bid for
and on behalf of

Form V: Details of Similar completed works during last 3 years.

Performa for Performance Statement

(Summary profiles of projects completed during last three years related to online examination (CBT) conduct & processing)

S. No	Name, address, Tele no. and fax no. of organization for which Online Examination (CBT) work has been executed (also mention Name, Designation and Contact No. of contact Person of The organization)	Description & Name of the of Examination	Value of Contract (in lakhs)	Period of Execution	Delay if any from scheduled time (give reasons)	Penalty/Litigation/Arbitration Pending in progress With complete details	Remarks

The bidder will have to attach full details of similar projects of value more than Rs.25 Lakhs each, involving application software development work, conduct and processing of Online (CBT) Examination in India or abroad, as Annexure to this list.

Date.....
Place

(Signature).....
(in the capacity of):.....

Duly authorized to sign Bid for
and on behalf of

Form VI: Details of work under execution or awarded

Performa for performance statement

(Summary profiles of project under execution / awarded related to Online Examination (CBT) conduct & processing)

Sr. No .	Name , address, Tele no. and fax no. of organization for which Online Examination(CBT) work has been executed (also mention Name, Designation and Contact No.of contact Person Of the organization)	Description& Name of the of Examination	Value of Contract (in lakhs)	Period of Execution	Slow progress if any and reasons thereof)	Litigation /Arbitration Pending in progress With detail	Remarks

The bidder will have to attach full details of similar projects of value more than Rs.25 Lakhs each, involving application software development work, conduct and processing of Online (CBT) Examination in India or abroad, as Annexure to this list.

Date.....
Place

(Signature).....
(in the capacity of):.....

Duly authorized to sign Bid for
and on behalf of

Form VII: List of Satisfactory Performance report from clients

Performa for Performance Statement

(List of Satisfactory Performance Certificate from Clients related to Online Examination (CBT) conduct & processing)

Sr. No.	Name, address, Tele no. and fax no. of organization for which Online Examination(CBT) work has been executed and satisfactory Service certificate has been enclosed	Description & Name of the of Examination	Value of Contract (in lakhs)	Period of Execution	Remarks

*Note: Attach the **Satisfactory Service Certificate** from the organizations for whom similar projects executed successfully as Annexure to this list.*

Form VIII: Undertaking (on Rs.100 Non Judicial stamp duly notarized)

Undertaking

I/We hereby undertake that:-

I/ We hereby submitted our tender for Online Examination (Computer Based Test) Conduct and Processing for Recruitment of MTS (CBT to END) and/or Recruitment of various other Posts (END to END) of the Forest Research Institute, Dehradun

I / We have enclosed the EMD in the shape of FDR of **Rs** (**Refundable**) in the name of the Director, FRI, Dehradun, payable at Dehradun, FDR. No..... dated issued from Bank..... dated

I / We hereby agree to all the terms and conditions, stipulated by the FRI, in this connection including delivery, penalty etc. quotations for each group are being submitted under separate covers and sheets and shall be considered on their face value.

I/ We have noted that overwritten entries shall be deleted unless duly out & re-written and initialed. Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract / agreement if required within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my security money deposited may be forfeited and our / my name may be removed from the list of suppliers at the FRI, Dehradun.

I / We agree to abide by this bid for a period of 120 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We have gone through all terms & conditions of the tender documents before submitting the same and accept the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES ETC. HAS BEEN INDICATED IN THE QUOTATION FAILING WHICH IT WILL BE PRESUMED THAT THE PRICES/RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS & CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully.

Signature of the Authorised

Signatory of Bidder Full Address

WITNESS

WITNESS

Form IX

Details of Examination centre for CBT

1. Dehradun

S.No	Name and Address of centre	Type of Centre (School/college/ University)	Sector (Govt. OR Pvt.)	Capacity of Centre (in no. of nodes)	Name and Contact no. of Centre in charge	Facilities

2. Roorkee

S.No	Name and Address of centre	Type of Centre (School/college/ University)	Sector (Govt. OR Pvt.)	Capacity of Centre (in no. of nodes)	Name and Contact no. of Centre in charge	Facilities

3. Delhi

S.No	Name and Address of centre	Type of Centre (School/college/ University)	Sector (Govt. OR Pvt.)	Capacity of Centre (in no. of nodes)	Name and Contact no. of Centre in charge	Facilities

Form X (A): Financial Bid

[On the Letter head of Bidder and should be separately sealed as per instruction]

Ref. No. 01/9/2021/DPC

TENDER ID. 2022_ICFRE_675997_1,

Dated. 31-08-2022

The Director,
Forest Research Institute, Dehradun

Sir,

I/We hereby submit our financial/price bid for conduct of **Online Computer Based Test and Processing for Recruitment Examination of FRI, Dehradun as per the tender document.**

Description	Maximum 4234 candidates for MTS Re-Examination
Rates per Candidate/exam in INR for complete (CBT-TO-END) Conducting / Managing Recruitment Process in FRI inclusive of all charges, overheads, all taxes (except GST) , duties & levies [As per scope of work (item No.1) and different stage activities as described in Tender Document]	Rs..... (Rs in words only)
GST (if any) INR	
Total including GST INR	

Note :

1. The price quoted by the bidder shall be the total cost per candidate per exam. Total six exams will be conducted for six type of posts.
2. Group rate will be applicable for all candidates in which the count falls.
3. Price should be written both in figures and words.
4. It is mandatory for the bidders to quote for all the above four groups, failing which the bids shall be liable to be rejected
5. The relative position of bidders for award of contract shall be determined based on the quoted minimum/L1 rates in each group.
6. Rates shall be quoted based on “per candidate per exam” and shall include all levies in respect of things mentioned in the paras related to the scope of work including any incidentals thereof.

Date:

Place:

Authorized Signatory with Stamp

Form X (B): Financial Bid

[On the Letter head of Bidder and should be separately sealed as per instruction]

Ref. No. 01/9/2021/DPC

TENDER ID. 2022_ICFRE_675997_1,

Dated. 31-08-2022

The Director,
Forest Research Institute, Dehradun

Sir,

I/We hereby submit our financial/price bid for conduct of **Online Computer Based Test and Processing for Recruitment Examination of FRI, Dehradun as per the tender document.**

Description	Group 1	Group 2	Group 3	Group 4
	1 to 1,000 candidates/exam	1,001 to 5,000 candidates/exam	5,001 to 15,000 candidates/exam	15,000& above candidates/exam
Weightage	20%	20%	50%	10%
Rates per Candidate/exam in INR for complete (END-TO-END) Conducting / Managing Recruitment Process in FRI inclusive of all charges, overheads, all taxes (except GST) , duties & levies [As per scope of work (item No.2) and different stage activities as described in Tender Document]	Rs..... (Rs in words only)	Rs..... (Rs in words only)	Rs..... (Rs in words only)	Rs..... (Rs in words only)
GST (if any) INR				
Total including GST INR				

Note :

1. The price quoted by the bidder shall be the total cost per candidate per exam. Total six exams will be conducted for six types of posts.
2. Group rate will be applicable for all candidates in which the count falls.
3. Price should be written both in figures and words.
4. It is mandatory for the bidders to quote for all the above four groups, failing which the bids shall be liable to be rejected
5. The relative position of bidders for award of contract shall be determined based on the quoted minimum/L1 rates in each group.
6. Rates shall be quoted based on “per candidate per exam” and shall include all levies in respect of things mentioned in the paras related to the scope of work including any incidentals thereof.

Date:

Place:

Authorized Signatory with Stamp

8. Definitions & Interpretations

The following bold/capitalized terms used in terms & conditions shall have the meanings set forth here under for the convenience of reference for this contract:

'**Agreement**' means this agreement, together with the schedules attached here to and binding in nature to the firm/ agency/vendor;

'**FRI**' means the Forest Research Institute located at Dehradun, Uttarakhand, acting through the Director.

'**Bid**' means the Technical, Commercial and Financial bids.

'**CBT**' means Computer Based Test.

'**EMD**' means Earnest Money Deposit.

'**Institute**' means the Forest Research Institute located at Dehradun, Uttarakhand, acting through the Director.

'**MCQ**' means Multiple Choice Question

'**Online Examination**' means the technological term for conducting exams on computers instead of the traditional paper and pen based exam, It can be conducted either offline (without internet) or online(with internet).

'**Tender**' means the Tender floated by FRI, inviting bids from various companies for the Online Examination (Computer Based Test) Conduct and Processing for various examination of the Institute.

'**Centre/ Venue**' means examination center in a City in which examination is to be conducted.