

TENDER DOCUMENT

**Hiring of Agency/Vendor for Conducting Computer Based Test
(End to End)**

for

**RECRUITMENT OF VARIOUS POSTS IN ICFRE-TFRI,
JABALPUR**



Director

ICFRE- TROPICAL FOREST RESEARCH INSTITUTE

P.O.: R.F.R.C., Mandla Road, Jabalpur (M.P.), 482 021

Ph: +91-0761- 2840483,

Web site: <https://tfri.icfre.gov.in/>

E-mail: dir_tfri@icfre.org

Disclaimer:

This Tender is not an offer by the ICFRE-Tropical Forest Research Institute, Jabalpur 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 ICFRE-Tropical Forest Research Institute, Jabalpur with the vendor/bidder.

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

GeM Bid No.: GEM/2025/B/6171433 dt 25.04.2025

Hiring of Agency/Vendor for Conducting Computer Based Test (End to End) for recruitment of various posts in ICFRE-TFRI, JABALPUR.

Ref. No. 1-6-19/25/Estt-DR/Tender

INDIAN COUNCIL OF FORESTRY RESEARCH AND EDUCATION –TROPICAL FOREST RESEARCH INSTITUTE (ICFRE-TFRI), Jabalpur invites bids under single stage two-part bidding system from well-established/reputed firms from India for the conduct of Computer Based Test (CBT) for each category of post (Total 03 categories of posts) and manage the Recruitment process as per the Scope of Work in the tender document.

Work Name	Bid Security Deposit (EMD) (In INR.)
Recruitment of Group-C posts (End to End)	INR 25,000 /- (INR Twenty five thousand only) only to be submitted in form of FDR

Clarifications			
	1.	Sh. Darshan Gattani, IFS	Ph. No. 0761- 2997373, 0761- 2840483
	2.	Smt. Manju Gupta, Purchase Section,	Ph. No. 0761-2840483, Email: dir_tfri@icfre.org

Events	Date	Time	Venue
Published Date	25/04/2025	04:00 PM	ICFRE-TFRI Website: http://tfri.icfre.gov.in/tender/ and GeM portal
Bid document download start	25/04/2025	04:30 PM	ICFRE-TFRI website as above
Pre-Bid Meeting	02/05/2025	11:00 AM	ICFRE-TFRI Jabalpur
Bid end date	16/05/2025	05:00 PM	ICFRE-TFRI Jabalpur
Technical Bid will be opened on (Date and time)	16/05/2025	05:30 PM	ICFRE-TFRI Jabalpur
Date of Technical Presentation	19/05/2025	11:00 AM	ICFRE-TFRI, Jabalpur
Opening date of Financial Bid			Will be opened after Technical Evaluation
Contract Duration	From: 01/06/2025 to 30/11/2025 -----(180 Days)		

Tender documents can also be downloaded from the official website of ICFRE-Tropical Forest Research Institute, Jabalpur <http://tfri.icfre.gov.in/tender/> for information purpose only.

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 ICFRE-Tropical Forest Research Institute, Jabalpur <https://tfri.icfre.gov.in/> for amendment /corrigendum (if any) / important notice etc. relating to this tender.

Sd-
Dy.C.F. (Admin.)
ICFRE-TFRI, Jabalpur

Table of Contents

1. Preface	4
2. Bidding Process	5
3. Scope of work	11
4. Eligibility Criteria / Prerequisite.....	22
5. General clauses	25
6. Quotation Formats	31
Form I: Checklist	32
Form II: Technical Bid.....	33
Form III: Particulars and qualifications of the bidders	35
Form IV: Duly authenticated list of full time Technical and Administrative Personnel to be employed for the work.....	39
Form V: Details of Similar completed works during last 3 years.....	40
Form VI: Details of work under execution or awarded	41
Form VII: List of Satisfactory Performance report from clients.....	42
Form VIII: Undertaking (on INR100/- non-judicial stamp duly notarized)	43
Form IX: Details of Examination centre for CBT	44
7. Definitions & Interpretations	45

Section-1

PREFACE

ICFRE - Tropical Forest Research Institute (ICFRE-TFRI), Jabalpur is a constituent unit of the Indian Council of Forestry Research and Education (ICFRE), which came into existence in April 1988. However, its origins date back to 1973, when a regional centre was established in Jabalpur to provide research support for forest management issues in central India. ICFRE-TFRI and its research centres were later brought under the administrative umbrella of the Indian Council of Forestry Research and Education (ICFRE), which comes under the Ministry of Environment, Forest and Climate Change, Government of India.

ICFRE-TFRI invites bids on **GeM Ref. GEM/2025/B/6171433 dt 25.04.2025** 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

S. No.	Name of Posts / Pay Level	No. of Posts	Nature of Recruitment
1.	Technical Assistant Level-5	09**	CBT
2.	Forest Guard Level-2	03**	CBT and Physical Test*
3.	Driver (Ordinary Grade) Level-2	01**	CBT and Trade Test*
TOTAL		13**	

* *Physical/Trade test will be conducted by ICFRE-TFRI post written examination.*

** *The number of posts are variable and may also become zero in any level.*

Section-2

BIDDING PROCESS

2.1 Invitation for Bids:

Name of Work	Online Examination (Computer Based Test): Conduct Recruitment Examination of various Group-C posts for ICFRE-Tropical Forest Research Institute, Jabalpur
Earnest Money Deposit	INR 25,000/- (INR Twenty Five Thousand Only)
Pre-bid Meeting	02/05/2025, at 11:00 AM
Bid end date	16/05/2025, at 05:00 PM
Technical Bid will be opened on (Date and time)	16/05/2025, at 05:30 PM
Date of presentation for technically qualified bidders	Will be informed by ICFRE-TFRI to only technically qualified bidders
Financial Bid will be opened On (Date and time)	Will be informed by ICFRE-TFRI to only technically qualified bidders
Contract Duration	From: 01/06/2025 to 30/11/2025 -----(180 Days)

2.2 General Information and Instruction to the Bidders:

- For the Bidding / Tender Document Purposes, ICFRE-Tropical Forest Research Institute, Jabalpur shall be referred to as 'ICFRE-TFRI' 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 ICFRE-TFRI.
- While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidders are 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 **Director, ICFRE-Tropical Forest Research Institute, Jabalpur (Madhya Pradesh), Pin -482 021**. 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 within prescribed time limit 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 ICFRE-TFRI, 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 ICFRE-TFRI 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 BID MEETING

- The bidder or its authorized representative is invited to attend pre-bid meeting in offline mode 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 ICFRE-TFRI 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. ICFRE-TFRI 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 ICFRE-TFRI 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. ICFRE-TFRI 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 5 (five) days prior to the deadline for submission of bids, ICFRE-TFRI may, for any reason, modify the bidding documents by issue of an addendum/amendment.**
- The addendum/amendment will be uploaded in the GeM portal and all such amendments/addendums will be binding upon the bidders. ICFRE-TFRI shall assume that the information contained therein will have been taken into account by the bidder in its bid. ICFRE-TFRI 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, ICFRE-TFRI 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 ICFRE-TFRI. The bidders may visit the website of ICFRE-TFRI (<https://tfri.icfre.gov.in>) 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. 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 bid being summarily disqualified.
 - c) Bidders must keep their offer open for a minimum period of **180 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.
 - d) Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact number so fall such clients should be mentioned.

The ICFRE-TFRI may also independently seek information regarding the performance from the clients.

- e) 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.
- f) **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, ICFRE-TFRI reserves the right to reject such a tender at any stage.**
- g) 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.
- h) Even though agency may satisfy the qualifying criteria, it is liable to be disqualified on grounds of past record of poor performance or not able to understand the scope of work etc.
- i) The tender document can also be downloaded from Institute's website (<https://tfri.icfre.gov.in/>). The technical and financial documents (SOFT COPY) should be uploaded on GeM Portal as per portal's requirement.
- j) Apart from the online bid on GeM portal quotation to be submitted in the manner detailed above, no hard copies should be sent to any other office of ICFRE-TFRI through Post/E-mail etc., and offers not submitted in the standard formats given in the tender document will be summarily rejected.
- k) **The payment shall be in INR (Indian National 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 ICFRE-TFRI shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.**
- l) 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.
- m) **The Director, ICFRE-TFRI reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the Director ICFRE-TFRI shall be final.**

2.4 Price Quotation:

- a) **The bidder shall indicate a final cumulative bid amount for conducting all the three exams irrespective of no. of candidates for financial evaluation.**
- 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, ICFRE-TFRI, Jabalpur.
- 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. In case of a discrepancy between the prices/rates in figures and words, the prices/rates in words will be considered correct.
- d) 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.
- e) **Further to a financial bid submitted to ICFRE-TFRI, the bidder is free to charge processing fees from all candidates (no exemptions) from which they may recover expenses related to the conduct of CBT exam (including pre and post examination works) subject to the limit of maximum INR 700 & GST (as applicable) per candidate per exam without exception.**

- f) The bidder shall also collect Exam Fees as described below only from male candidate of General/OBC Category (including EWS) which they shall remit to ICFRE-TFRI. (*Women, SC, ST, PwBD and Ex-servicemen candidates are exempted from paying exam fees.*)

Sl. No.	Post applied for	Exam Fee (to be remitted to ICFRE-TFRI)	Processing Fee	Total Fee
1.	Driver	INR 150/-	As decided by the agency (subject to a maximum of INR 700/- Per candidate per exam) To be collected from all candidates without exception	Processing Fee + Exam Fee (if applicable) + GST
2.	Forest Guard	INR 150/-		
3.	Technical Assistant	INR 350/-		

The above criteria for processing and exam fees are fixed and shall not be utilized for evaluation of financial bid.

- g) **The bidder shall evaluate all costs for conducting the CBT and shall quote a single amount for overall conduct of all three exams as per scope of work defined which is exclusive of Exam and Processing fees as mentioned above.**

2.5 Security Deposit/EMD:

- The bidder shall be required to submit the Earnest Money Deposit (EMD) of an amount of INR 25,000/- (INR Twenty-five thousand only) by way of FDR only. The FDRs shall be drawn in favor of "Director, ICFRE-Tropical Forest Research Institute, Jabalpur". Physical copy of EMD must reach to the office of Director, ICFRE-Tropical Forest Research Institute, Jabalpur on or before closing date of tender. 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.
- The tenders without EMD (except those having exemption from depositing EMD) shall be summarily rejected.
- The successful bidder will be required to furnish performance bank guarantee 1,00,000/- (One lakhs only) INR (Indian National Rupees) 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 Bank Draft/FDR/Pay Order/Bank Guarantee in favor of Director, ICFRE-TFRI payable at Jabalpur.
- Earnest money will be returned to unsuccessful bidders without interest after award of contract or setting aside the tender, as the case may be.
- Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impair or rescinds the offer within the period of its validity.

2.6 Acceptance of offer:

ICFRE-TFRI 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, ICFRE-TFRI 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 clarified appropriately in GeM within the time specified in the request for clarification issued by ICFRE-TFRI.

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

- 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.
- 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 ICFRE-TFRI Jabalpur. However, the committee shall have sole discretion to call for discussion/presentation.
- 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

The Financial Bid of those Bidders who have been found to be technically eligible will be opened.

2.8 Evaluation and Comparison of Bids (QCBS methodology)

- 70% weightage will be awarded for Technical Evaluation and 30% weightage will be awarded for Financial Evaluation.
- 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	Max. Score
1.	Technical Capability	30
1.1.	Legal Structure	10
	Partnership / Proprietary	2
	Private Limited / Limited Company	5
	Public Sector Undertakings/ Autonomous Bodies of Central / State Govt.	10
1.2	CMMi level (Organization - Development)	5
	CMMi level 3 Development	3
	CMMi level 4 Development	4
	CMMi level 5 and above Development	5
1.3	CMMi level (Organization - Service)	5
	CMMi level 3 Service	3
	CMMi level 4 Service	4
	CMMi level 5 Service and above	5
1.4	ISO Certification	10
	ISO 20000 certification	5
	ISO 27001 certification	5
2.	Financial Capability	15
2.1	Average annual turnover from examination service for the period, 2021–2022, 2022-2023, 2023-2024 (Proof to be submitted)	
	More than 10 Crore and Less than 50 Crore INR	5
	More than 50 Crore and Less than 100 Crore INR	10
	More than 100 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)	15
	Less than and equal to 10,000 Candidates	5
	10,001 –25,000 Candidates	10
	> 25,000 Candidates	15
3.2	Secure Nodes (available 24X7 with minimum 250 nodes in each center) Capability in Jabalpur, Madhya Pradesh (Proof to be submitted)	10
	<=50,000	2
	50,001–100,000	5
	>100,000	10
3.3	Primary Data Center with Secondary DC site to be managed by the bidder/group of companies for data Security	10
	Tier III DC infrastructure with Secondary DC outsourced by the bidder/ sister concerns	5
	Tier III DC infrastructure with Secondary DC owned by the bidder/ sister concerns	7
	Tier III DC infrastructure with Secondary DC owned by the bidder/ sister concerns with Cert-in/STQC Certified infrastructure/ Government of India Empaneled infrastructure	10
3.4	Experience of conducting CBT (Computer Based test)	10
	1. 03 to 05 years	05
	2. More than 05 years	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

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

The firms which have been blacklisted in the past 5 years shall not be eligible to participate.

2.9 Final Evaluation:

The financial bid of only those bidders who have been found to be technically qualified will be opened.

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 up to two decimal 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:

Three Type of Posts: END to END

The work contract order will be awarded to the successful bidder for above exam

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

i) Recruitment Examination:

- (a) Computer Based Test (CBT) using Intranet/(LAN) – in **all India (Various cities)- Ahmedabad, Bengaluru, Bhopal, Bhubaneshwar, Chandigarh, Coimbatore, Dehradun, Guwahati, Hyderabad, Jabalpur, Jaipur, Kolkata, Mumbai, New Delhi (NCR), Patna, Prayagraj, Raipur and Ranchi. (18 Cities).**

The bidder shall provide choice of 03 exam centres to all candidates at the time of filling of application form, may later withdraw some centres if sufficient number of candidates do not appear.

- (b) Duration of examination will be two hours/ three hours as the case may be.
(c) Medium of examination will be English and Hindi

ii) Schedule of Examination:

Tentative date of CBT in the month of July 2025 for 03 categories of posts in different sessions.

The bidder/Service Provider will be responsible for setup and will install necessary server, storage, support, dashboard infrastructure & network equipment at the exam centre.

- The servers & storage will store the following data of examination not limited to:
 - 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 ICFRE-TFRI.
 - CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by ICFRE-TFRI.
 - Necessary software for retrieval of above data in the form of queries, reports etc. shall be provided by the Service Provider to ICFRE-TFRI.
- **Service provider shall be entirely responsible for complete IT Infrastructure at exam centre for successful conduction of Computer Based Test (CBT) including monitoring, supervision and further result preparation and declaration.**
- **The examination data including candidate's response with timestamp will be handed over to ICFRE-TFRI immediately after the exam.**

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:

•	PRE EXAMINATION WORK
•	CONDUCT OF ONLINE EXAMINATION
•	POST EXAMINATION WORK

BRIEF SCOPE OF WORK OF THIS ASSIGNMENT

The scope of work of the agency broadly covers:

- Developing and customizing of Online Application Registration System.
- 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.
- If required, the agency will have to take appropriate protective measures against any 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.
- **Validation and verification of Identity of candidates during the CBT shall be the responsibility of bidder.**
- 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

- 3.1.1. ICFRE-TFRI will arrange for publication of advertisement on vacancy and other terms and conditions in newspaper 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 ICFRE-TFRI.
- 3.1.2. The Agency shall design, develop, customize, and host the website/database of online application as per the need of ICFRE-TFRI from time to time. The same should be linked to ICFRE-TFRI'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 ICFRE-TFRI 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:

- 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 reserved category like SC/ST/OBC/PwBD 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 Physical 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 filling Aadhar Number, which shall be used to verify identity later.**
- 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, PwBD, Ex-servicemen and women, will be required to deposit requisite Exam fees as decided by ICFRE-TFRI 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. The provision for refunding of application fee in case of any administrative issues with prior approval of ICFRE-TFRI, Jabalpur shall be made by the service provider.
- 3.2.9. The agency will provide a **live dashboard** for monitoring the application progress.
- 3.2.10. Candidature of only such candidates, who have submitted online applications successfully and also uploaded all required documents like photographs, signature, thumb impression, education certificate, experience certificate (if applicable), reservation category certificate (if applicable) etc, will be considered for further processing.
- 3.2.11. The Agency should submit following details to ICFRE-TFRI 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.
- 3.2.12. The Agency should open a separate email account to be used exclusively for execution of the recruitment job of ICFRE-TFRI. 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.

- 3.2.13. 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 ICFRE-TFRI, 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 ICFRE-TFRI. The Agency shall send the details of the candidates, event manual & seating plans etc. to the Centre Superintendent of each test centre / Director, ICFRE-TFRI minimum 10 days prior to the date of Online Test. The Event Manual must cover at least following information / standard certificates & formats:-

- 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 reckoner 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 ICFRE-TFRI, Jabalpur

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 ICFRE-TFRI.

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. In case of any dispute the interpretation of question in English shall be final.

- 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 ICFRE-TFRI.
- 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 ICFRE-TFRI.
- 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 ICFRE-TFRI 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 ICFRE-TFRI 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 ICFRE-TFRI designated centres/cities, for conducting Online CBT 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 as per the decision of Competent Authority of ICFRE-TFRI. 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 (18 cities) as per requirement of ICFRE-TFRI 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. ICFRE-TFRI may inquire with NTA, IIT-JEE, SSC, UPSC and other organizations for such centres and if any of the centres included in the list then the bid may be rejected.)**

- 3.5.3. The Agency should also try to allot the same examination centre (wherever possible) 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 ICFRE-TFRI 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 ICFRE-TFRI.
- 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.
- 3.5.10. The seating arrangement for all physically handicapped persons for the online exam should be done at same centre on ground floor only & appropriate provision shall be made for scribe. (if any)**
- 3.5.11. 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 (TCA)	1 (One for each centre)
IT Expert	2 for each 200 candidates (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 per 100 candidates

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

- 3.5.12. ICFRE-TFRI 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 ICFRE-TFRI ahead of the test.**
- 3.5.13. The agency shall ensure capture of iris scan of all candidates at the test centre and provide the data for verification at the time of documents verification for successful candidates.**

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 ICFRE-TFRI 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 ICFRE-TFRI 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. The admit card must be issued at least 15 days before the schedule of examination date.

- 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 ICFRE-TFRI website. Through the same email and information in the website, the Agency shall also inform the candidates the Email-ID created specifically for ICFRE-TFRI 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 ICFRE-TFRI (viz. tfirecruitment2025@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 ornaments etc. as per the guidelines of the ICFRE-TFRI.
- 3.7.2. The agency will have to complete registration process of the candidates before start of examination (digital photo, iris scan capture 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
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:1.5GHz or above.
RAM	4 GB or higher
Screen resolution	1024X768 or above
Operating system	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second. All responses to be acted upon in real time.

- 3.7.7. The Candidates' computer system, the Exam Centre Server and the Central Server must be protected with high quality antivirus and in the unlikely event of a cyberattack. All the responsibility with regards to with respect to re-conduct of the examination and litigation shall be borne by the agency.**
- 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 ICFRE-TFRI) for monitoring purposes.
- 3.7.10. The agency should provide reports to ICFRE-TFRI 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 ICFRE-TFRI. 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 ICFRE-TFRI 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 (PwBD) / 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 or Iris 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 biometric data or Iris scan data of the candidates. The agency will have to provide complete solution comprising of application software and portable Aadhar enabled biometric machine or iris scan 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 Trade Test/ Physical Test, Document Verification (DV) and joining. The agency will have to provide complete solution including manpower support for Aadhar based biometric or iris scan capturing and authentication till the joining of the finally selected candidates in ICFRE-TFRI.
- 3.7.23. The Candidate's Aadhar based biometric or iris scan 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, which shall be used at the time of documents verification.

- 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 ICFRE-TFRI 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.
- 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 ICFRE-TFRI'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 be able to provide infrastructure in various examination cities with 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 ICFRE-TFRI 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 Trade 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 along with a soft copy to Director, ICFRE-TFRI in closed sealed envelope keeping absolute confidentiality for further processing and to provide various information time to time.
- 3.9.2. The agency will assist ICFRE-TFRI in processing and analyzing the supplied soft data of the candidates.

3.10. Post Trade Test/Physical Test/Document Verification Phase

- 3.10.1. The agency must submit detailed particulars of all appearing candidates in Online Test and Trade 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 be responsible for attending to and disposing off all grievances/queries/representation and court cases w.r.t. conduct of online examination (CBT) / question paper etc. And required to provide a copy of the same, duly certified by its authorized representative, to the Director, ICFRE-TFRI. Above clause shall be applicable, 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.
- 3.10.3. The agency must preserve the examination related documents on behalf of ICFRE-TFRI for at least 3 years from the publication of the Final Results.
- 3.10.4. **Test Data Archiving:** The agency shall archive the result and other examination data for future references after specified time, as per requirement of ICFRE-TFRI.

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

- Press interaction
- RTI queries
- Court Cases

Note: The agency shall have to carry/ demonstrate complete System Test Run (STR) with test data to the ICFRE-TFRI 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 ICFRE-TROPICAL FOREST RESEARCH INSTITUE, JABALPUR
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 & ICFRE-TFRI
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	After Approval of the Competent Authority	Agency & ICFRE-TFRI
5.	Issue of Advertisement	After Approval of the Competent Authority	Agency & ICFRE-TFRI
6.	Call Centre Support advertisement	From the date of Issue of Advertisement	Agency
7.	Activation of Software for Online Submission of Application along with user manual for candidates	As per the Advertisement	Agency
8.	Submission of Standard Operating Manual (SOM) of Examination (upto result preparation) to ICFRE-TFRI	Within 15 days of Advertisement	Agency
9.	Vetting and finalization of SOM	Within 20 days of Advertisement	Agency & ICFRE-TFRI
10.	Tentative list of Centres with number of nodes	Within One week of issue of Advertisement	Agency & ICFRE-TFRI
11.	Auditing and Vetting of test centers	Within 15 days from the closing date of Online Application	Agency & ICFRE-TFRI
12.	Finalization of Test Centres	Within one week of Auditing and Vetting of test centers	Agency & ICFRE-TFRI
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, TCAs etc. to ICFRE-TFRI	Within 05 days of closing of Online Application	Agency
16.	Final list of Investigators, TCAs etc. to ICFRE-TFRI	Within 05 days of closing of Online Application	Agency
17.	Final List of Candidates to ICFRE-TFRI	Within 07 days of Closing of Online Application	Agency
18.	Issue of Online Admit Card	15 days before the date of examination	Agency
19.	Online Mock Test facility for candidates	Within 05 days of Issue of Admit Card	Agency
20.	Handing over of Observer List to Agency	Before 02 days of the Exam	ICFRE-TFRI
21.	Custody of exam centers and security arrangements	Before 02 days of the Online Exam	Agency
22.	Review Meeting	Before 05 days of the Online Exam	Agency & ICFRE-TFRI
23.	Online Examinations	Within One Month of Closing of the Application	Agency
24.	Handing over of candidates' response data including timestamp to ICFRE-TFRI	Immediately after the end of every Examination	Agency
25.	Uploading of question papers and answer key	Within 02 days of Examination	Agency
26.	Invitation of representation from candidates.	Within 03 days of Uploading of answer key	Agency
27.	Uploading of Final Answer Key	Within 15 days of Examination	Agency
28.	Preparation of Merit List	Within 20 days of Examination	Agency
29.	Handing over of final data and other examination related document	Within 25 days of the Online Exam	Agency
30.	Publication of CBT Result	To be informed later (through ICFRE-TFRI website)	Agency
31.	Short listing of candidates for Physical Test/ Trade Test	To be informed later (through ICFRE-TFRI website)	ICFRE-TFRI
32.	Issue/Publication of Call letters for Physical Test/ Trade Test	To be informed later (through ICFRE-TFRI website)	ICFRE-TFRI
33.	Conduct of Physical Test/ Trade Test & Evaluation	To be informed later (through ICFRE-TFRI website)	ICFRE-TFRI
34.	Preparation of Select List	To be informed later (through ICFRE-TFRI website)	ICFRE-TFRI
35.	Issue/Publication of Call letters for Document Verification	To be informed later (through ICFRE-TFRI website)	ICFRE-TFRI
36.	Document Verification	To be informed later (through ICFRE-TFRI website)	ICFRE-TFRI
37.	Preparation of Final Select List	To be informed later (through ICFRE-TFRI website)	ICFRE-TFRI
38.	Publication of Final Result & Issue of Call letters for Joining	To be informed later (through ICFRE-TFRI website)	ICFRE-TFRI

SECTION – 4

ELIGIBILITY CRITERIA/ PRE REQUISITE

- 4.1. The bidder should be a Company/ Firm/ PSUs/ Autonomous Body registered (minimum 3 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 ICFRE-TFRI 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, ICFRE-TFRI.
- 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 INR 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 (2021-22, 2022-23, 2023-24). The bidder should be a profit making entity after all tax paid, for preceding three financial years. The turnover 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. 2021-22, 2022-23, 2023-24.
- 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 bidder shaving 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 foolproof 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 the technical bid.
- 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 places so that any change required in any of the components of the software can be undertaken by the 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 test centres 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 “END to END” 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, ICFRE-TFRI may amend the tender by issuing an addendum in writing or by standard electronic means.
- 4.24. 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.

4.25. The technical bid shall consist of -

- **Technical** information as desired in prescribed format under **Form – I to Form IX**.
- 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.
- The firm/individual etc. must enclose a latest notarized affidavit on non-judicial stamp paper of INR 100/- (issued from the Bid publish/start date and by the Bid end date) indicating that the firm has not been blacklisted in the past 5 years by any agency/ govt. or autonomous body for conducting CBT or similar services. Otherwise, the said bid will be rejected (In this condition the marks allotted in the technical evaluation will be zero '0' inspite of submission of other required documents by the bidders). Any such information about blacklisting if concealed and revealed later at any stage of tender, the tender is liable to be cancelled and performance security deposit shall be forfeited.

Note: Must see Form–I Checklist.



Section – 5

GENERAL CLAUSES

5.1 Standard of performance:

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

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

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

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 vendor/bidder shall be liable to pay to the ICFRE-TFRI 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 Madhya Pradesh 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 Jabalpur.
- 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. ICFRE-TFRI 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 INR 01 lakhs (One lakhs INR) to ICFRE-TFRI Jabalpur, valid up to 90 days (3-month validity) after the date of completion of the contract.

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

The Bidder has to deposit this security in the form of Bank Guarantee of a Nationalized Bank, which is valid for the entire period in favor of the ICFRE-TFRI.

The Performance Security will be discharged by the ICFRE-TFRI 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 ICFRE-TFRI. 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 ICFRE-TFRI 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
- After the last date of filling of Online application forms by candidates, the agency shall calculate the amount due to ICFRE-TFRI (by Exam Fee) and shall deduct the same from Bid amount quoted in the financial bid.

If the Exam fee amount collected exceeds the bid amount, the agency shall transfer the excess funds before the CBT to ICFRE-TFRI but if the bid amount exceeds the revenue, then the difference of Exam Fee and Bid amount shall be paid by ICFRE-TFRI to agency as follows.

- Payment of 25% of the difference amount 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 ICFRE-TFRI).
- Payment of another 50% of the difference amount will be released after publication and submission of Final Result of CBT.
- Payment of another 20 % of the difference amount will be released after successful document verification of the shortlisted candidates.
- Payment of remaining 5% of the difference amount 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., ICFRE-TFRI 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 ICFRE-TFRI 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 Director, ICFRE-TFRI 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 INR (Indian National 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) ICFRE-TFRI will not pay any license fee during the contract period for the usage of developed/deployed application software, database 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 re-test will be made by ICFRE-TFRI 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.	The Agency will reschedule the examinations with new question paper with the approval of ICFRE-TFRI. No payment for the retest will be made by ICFRE-TFRI 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.	The Agency will reschedule / resume the examinations with new question paper with the Approval of ICFRE-TFRI. No payment for the retest will be made by ICFRE-TFRI 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 ICFRE-TFRI. The date of the examination will be decided by ICFRE-TFRI.

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 ICFRE-TFRI, 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 ICFRE-TFRI, 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 ICFRE-TFRI 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 ICFRE-TFRI deployed at Centre and it may up to **INR 5,000/- (Five thousand)** 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, ICFRE-TFRI 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 ICFRE-TFRI in writing the fact of the delay, its likely duration and its cause(s). The ICFRE-TFRI 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 ICFRE-TFRI 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 30 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 up to the satisfaction of the ICFRE-TFRI.
- The defaulting party fails to perform any other obligation under the agreement.

In the event of the ICFRE-TFRI terminating the contract in whole or in part, the ICFRE-TFRI 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 ICFRE-TFRI for any excess costs for such similar items or services. However, the Bidder shall continue with the performance of the contract to the extent not terminated.

The Bidder shall stop the performance of the contract from the effective date of termination and hand over all the documents, data, equipment etc. to ICFRE-TFRI 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 ICFRE-TFRI, by written notice of at least 30 days sent to the Bidder, may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the ICFRE-TFRI's convenience and also the extent to which performance of the Bidder under the contract is terminated, and the date on which such termination becomes effective. The ICFRE-TFRI shall accept the items/services, which are completed and ready for delivery within 30 days after the Bidder's receipt of notice of termination, at the contract terms and prices. For the remaining items/services, the ICFRE-TFRI may decide:

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

5.16 Suspension:

The ICFRE-TFRI 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
- Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.

The ICFRE - TFRI 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 ICFRE-TFRI's business or operations without the prior consent of the ICFRE-TFRI.

ICFRE-TFRI also reciprocally agrees with the Bidder that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures, employees and business opportunities, its customers either present or prospective and services rendered by the Bidder to such of its customers along with the information pertaining to its businesses and the proprietary information of the Bidder described herein as "confidential information", belonging to the Bidder and which may come into the possession or custody of ICFRE-TFRI 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, its 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, earthquakes, epidemics. The preventive measures for fire breakdown must

be followed otherwise will not be applicable here. The decision of the ICFRE-TFRI, regarding Force Majeure shall be final and binding on the Bidder.

If a Force Majeure situation arises, the Bidder shall promptly notify to the ICFRE-TFRI in writing, of such conditions and the cause thereof. Unless otherwise directed by the ICFRE-TFRI 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 ICFRE-TFRI 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 ICFRE-TFRI 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 ICFRE-TFRI 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 ICFRE-TFRI 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 ICFRE-TFRI 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 Jabalpur, Madhya Pradesh (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 ICFRE-TFRI.

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 INR 100/- Non-Judicial stamp duly notarized)
- Form IX : Details of Examination centre for CBT

Financial Bid (To be uploaded on GeM portal and not to be submitted with Technical bid documents)

Form I: Checklist (For Technical Bid Evaluation)

Please ensure that your offer contains the following documents:

- EMD : INR 25,000/- (Twenty five Thousand)
- 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 INR 100/- non-judicial stamp duly notarized)
- Form IX : Details of Examination centre for CBT

Financial Bid (To be uploaded on GeM portal and not to be submitted with Technical bid documents)

A copy of the bid document with all pages signed and stamped at the bottom by the bidder's authorized representative, 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 shall be submitted. 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 Director,
ICFRE-Tropical Forest Research Institute
Jabalpur (Madhya Pradesh) Pin- 482021

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://tfri.icfre.gov.in/tender> or GeM portal 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 ICFRE-TFRI 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 ICFRE-TFRI, 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 ICFRE-TFRI 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 ICFRE-TFRI. 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 ICFRE-TFRI in this regard shall be final. In case of any lapse on our part or on the part of our staff, ICFRE-TFRI 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 ICFRE-TFRI may forfeit the Performance Guarantee (PG).
13. If any information or document submitted by us is found to be false / incorrect at any time, ICFRE-TFRI 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 :
 GST No. :
 PAN No. :
 Total No. Technical Manpower :
 Total No. Administrative Manpower :

2. Registered Office Address :

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

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

(Attach proof MOA, AOA/Partnership Deed along with 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 Directors shall be provided)	Nationality of the stakeholders	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 (2021-22, 2022-23 & 2023-24)

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

Address 1	Address 2	Address 3
.....
....
.....
.....
Tel No(s) :	Tel No(s):	Tel No(s):
Fax No (O) :	Fax No (O):	Fax No (O):
No. Technical Employee:	No. Technical Employee:	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 entry 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 of offices, as well as residences of important persons dealing with the project

S. No.	Name, Designation and Address	Telephone & Mobile 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 equivalents 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 full time Professionals of the organization who will be associated with the project (at least 15 professionals) to be given in the table below -

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

Date.....

(Signature).....

Place

(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, Telephone 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 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 INR 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.....

(Signature).....

Place.....

(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 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 INR 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.....

(Signature).....

Place

(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 INR 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 Technical Assistant (CBT to END) and/or Recruitment of various other Posts (END to END) of the ICFRE-TFRI, Jabalpur

I / We have enclosed the EMD in the shape of FDR of **INR..... (Refundable)** in the name of the Director, ICFRE-TFRI, Jabalpur, payable at Jabalpur, FDR. No..... dated issued from Bank..... dated

I / We hereby agree to all the terms and conditions, stipulated by the ICFRE-TFRI, 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 initiated. 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 ICFRE-TFRI, Jabalpur.

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 in various cities of India

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
1.	Ahmedabad					
2.	Bengaluru					
3.	Bhopal					
4.	Bhubaneshwar					
5.	Chandigarh					
6.	Coimbatore					
7.	Dehradun					
8.	Guwahati					
9.	Hyderabad					
10.	Jabalpur					
11.	Jaipur					
12.	Kolkata					
13.	Mumbai					
14.	New Delhi (NCR)					
15.	Patna					
16.	Prayagraj					
17.	Raipur					
18.	Ranchi					

8. Definitions & Interpretations:

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

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

'**ICFRE-TFRI**' means the Indian Council of Forestry Research Institute-Tropical Forest Research Institute located at Jabalpur, Madhya Pradesh, 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 Tropical Forest Research Institute located at Jabalpur, Madhya Pradesh, 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 ICFRE-TFRI, 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.