

Raja Rammohun Roy Library Foundation
An Autonomous Organisation under Ministry of Culture, Govt. of India
Block-DD-34, Sector-I, Salt Lake City
Kolkata – 700 064

LTN. No. 9-29/ADMN (RTTA)/18-19

6th March, 2020

Invitation of Limited Tender for Selection of Service Provider to conduct Computer Based Test,
Typing Test and Computer Proficiency Test for recruitment of various posts of Raja Rammohun Roy
Library Foundation, Kolkata.

Sl. No.	Particulars	Details
1	Tender Notice No.	LTN. No. 9-29/ADMN (RTTA)/18-19
2	Tender Date	6 th March, 2020
	Place for opening of the bid	Conference Room (1 st floor) Raja Rammohun Roy Library Foundation, Block-DD-34, Sector-I, Salt Lake City, Kolkata 700064
3	Selection Method	Tender will be awarded to the L1 bidder on evaluating financial bids for the qualified technical bidders.
4	Tender Issued by	Raja Rammohun Roy Library Foundation, Kolkata
5	Availability of Tender Document	www.rrrlf.gov.in
6	EMD	Earnest Money Deposit of Rs.10,000/- (Rupees Ten Thousands only) in the form of Demand Draft (DD) in favour of “Raja Rammohun Roy Library Foundation, Kolkata” is to be submitted along with Technical bid.
7	Performance Security Deposit (PSD)	Performance Security Deposit of Rs. 20000/- (Twenty thousand only) in the form of Demand Draft in favour of “Raja Rammohun Roy Library Foundation, Kolkata” is to be submitted by the Selected agency / Successful Tenderer as Performance Security Deposit.
8	Start date of Bid submission	6 th March, 2020
	Last date & time of submission of Bid	Monday, the 23 rd March, 2020 upto 4.00 p.m.
	Date and Time of opening Technical Bid	Thursday, the 26 th March, 2020 at 12.00 hrs.
	Date and Time of opening Financial Bid of technically eligible bidders	Thursday, the 26 th March, 2020 at 3.00 p.m.

Raja Rammohun Roy Library Foundation
An Autonomous Organisation under Ministry of Culture, Govt. of India
Block-DD-34, Sector-I, Salt Lake City
Kolkata – 700 064

LTN. No. 9-29/ADMN (RTTA)/18-19

6th March, 2020

Limited Tender Notice

Detailed Notice: Invitation of Limited Tender for Selection of Examination Agencies for conducting of online Computer Based Test (CBT) and Typing Test including online registration of applicant for recruitment of various posts in Raja Rammohun Roy Library Foundation, Kolkata.

Raja Rammohun Roy Library Foundation (hereinafter referred as RRRLF), Kolkata intends to invite sealed tenders in two bid system (Technical and Financial Bid) from reputed Company/Organisation (hereafter referred as Agency/Service Provider) for providing end to end service regarding Recruitment Examinations up to finalizing, mark/merit list of candidates. RRRLF will use IT infrastructure owned and managed by the agencies for conducting online examinations as per the schedule of examination which will be informed well in advance. The Agency should provide the online application portal for registration and submission of application, details of hardware/software systems setup, IT tools used, databases used, operating systems used, CCTV/Camera set up details, own proctoring staff or third party, access control system etc. which can be offered for the purpose.

Details	Earnest Money Deposit (EMD)	Performance Security Deposit (PSD)
Conducting Computer Based Examination in 3 months as per Tender terms which involves online examinations (Objective), Skill Proficiency assessment test (Typing Test, Computer Proficiency Test etc.) in respect of 03 Categories of Posts i.e Statistical Assistant – 01, LDC-05, MTS-02.	Rs. 10000/-	Rs. 20,000/-

2. Tender Information and obligation of bidders:

2.1 Earnest Money Deposit of Rs.10, 000/- (Rupees Ten Thousands only) in the form of Demand Draft (DD) in favour of “Raja Rammohun Roy Library Foundation, Kolkata” is to be submitted along with Technical bid.

2.2 Bidder should give clause-by-clause compliance for the technical specification of the solution in their technical bids. Also, the bidder has to give compliance of all the terms & conditions as mentioned in the tender document.

2.3 Bidder must meet the qualifying criteria as mentioned in Pre-qualification Criteria (**Form II**). The bidder should submit documentary proof in support of their claim for meeting the qualifying criteria.

2.4 Bidder is to abide by all the Laws, Rules, Regulations, Policies, Procedures and Guidelines etc. of the Government of India as in force from time to time.

2.5 The rates should be quoted in Indian rupees. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the **Form IV** provided. Levies of statutory taxes and duties, if any should be indicated therein separately.

2.6 In case of any discrepancy between rates mentioned in figures and words, the later shall prevail.

2.7 Any attempt of negotiation, directly or indirectly, on the part of the tenderer with the authority to whom he has submitted the tender or authority who is competent to accept it finally after he has submitted his tender or any endeavour to secure any interest for an actual or prospective tenderer or to influence by any means the acceptance of a particular tender will render liable to be excluded from consideration.

2.8 Last date of submission of Tender bid: Upto **16.00 Hrs** of tender closing date **23/03/2020**. The tender shall be opened on **26/03/2020 at 12.00 hrs**. Official copy of tender document must be downloaded from the RRRLF website www.rrrlf.gov.in

2.9 Technical Bid envelope shall contain the following documents:

2.9.1 Demand Draft for Earnest Money Deposit (EMD).

2.9.2 Certificate(s) showing fulfilment of eligibility criteria duly self-attested.

2.9.3 Clause by Clause compliance.

2.9.4 Bidders profile duly filled as per **Form I** with official seal and sign.

2.9.5 Prequalification form duly filled as per **Form II** with official seal and sign.

2.9.6 All other undertaking/declaration as per **Form III** except price bid.

2.10. Both sealed envelopes superscribed with 'Technical and Financial Bid' as applicable to be further submitted in a single envelope superscribed with "Tender for Selection of Examination Agencies for conducting recruitment examinations of RRRLF, Kolkata addressed to 'The Director General' Raja Rammohun Roy Library Foundation, Block-DD-34, Sector-I, Salt Lake City, Kolkata 700 064 on or before **23/03/2020 upto 16.00 hrs**.

2.10.1 RRRLF reserves the right to cancel, amend, republish, select or change any vendor at its discretion without giving any notice to any concerned. It also reserves right to make any changes /modification/cancellation before the completion of the selection process and for this no correspondence shall be entertained.

2.10.2 If the bidder fails to comply with the aforementioned stipulations, the aforesaid amount of EMD will be forfeited by RRRLF. The EMD of the unsuccessful bidder will be returned within a period of 30 days on the date of award of the contract.

2.10.3 The conditional bid shall not be accepted in any case.

2.10.4 No subletting of contract is permitted.

3. Limited Tender are invited under two bids system from well-established / reputed firms for conduct of online Computer Based Test (CBT) including online registration of Applicant for Recruitment to various posts in RRRLF, Kolkata. The scope of work, information to be furnished by the agency, evaluation criteria for selection and other relevant details have been laid down in the tender documents.

4. Tender forms, Terms and condition can be downloaded from the RRRLF website www.rrrlf.gov.in. Bids completed in all respects should be submitted on or before **23/03/2020 at 16.00 hrs.**

5. In case holiday is declared by the Government of India on the day of opening bids, the bids will be opened on the next working day at the same time. RRRLF reserves the rights to accept or reject any or all the tenders without assigning any reason.

(Prof. V. K. Srivastava)
Director General (I/c)
Raja Rammohun Roy Library Foundation
Block-DD-34 Sector-I, Salt Lake City
Kolkata – 700 064
Phone: 2337-3463/64/65 (Fax)
Web: rrrlf.gov.in
E-mail: rrrlf-wb@nic.in

SECTION-I

PRE – QUALIFICATION CRITERIA

The tenderer firms/agency/consortium must meet the following eligibility criterion and the evaluation shall be done keeping in view the following parameters:

Sl. No.	Parameter	Criteria
A	Registration under Companies Act/Partnership deed/Sole proprietorship	The bidder should clearly mention whether their establishment is registered under Company's Act or partnership firm or Sole proprietorship and documentary proof need to be enclosed (Mandatory)
B	Past experience in work of similar nature	<p>The bidder should have expertise in conducting Online Examinations for Government Departments/Autonomous bodies/PSUs and should have adequate experience in conducting such Examination.</p> <p>The bidder should have successfully executed Computer Based Online Exams having 500 candidates in single/multiple shifts for Government Departments/autonomous bodies/PSUs.</p> <p>The bidder should have cumulatively conducted Computer Based Online Exams for at least 1000 candidates for Government Departments/Autonomous organisation/PSUs in any of the last 03 financial years. (2016-17, 2017-18 & 2018-19)</p> <p>The bidder should have developed and completely own the software for Computer Based Online Examination.</p> <p>Photocopies of work orders and satisfactory performance report from the user department need to be attached; otherwise bids will be treated invalid. (Mandatory)</p>
C	Not Blacklisted Company	The bidder should not have been Black Listed by any Government department or its attached office/Autonomous Body or PSU on the day of bidding. (Mandatory)
D	Average annual turnover of the agency in the last	Minimum Rs. 25 Lakhs. Turnover

	three financial year (2016-17, 2017-18 and 2018-19) relating to examination work	should be of the bidding agency and not that of group to which the agency belong. The turnover refers to a company not the composite turnover of its subsidiaries/sister concern etc. Moreover, bidder should be a profitable firm/company during last three years. Documentary proof i.e. certified copies of the company balance sheet and profit and loss account (duly audited) need to be submitted with the bid. (Mandatory)
E	Compliance with ISO/IEC 27001	Desirable
F	Requirement of Infrastructure and other details of Office, hardware and software resources and Personnel including skills and competence at all centres of the exam	Desirable
G	Submission of copy of PAN and Goods and Service Tax (GST) Number	Compulsory
H	Submission of copy of the latest Income Tax Return	Compulsory
I	Submission of proof of website/application developed and having been audited through any CERT-In empanelled agency	Compulsory
J	Submission of proof of CMMI level 3/5 Certification (Development & Service)	Desirable
K	Submission of copy of Other documents listed in form – I, II, III & IV to this tender document	Compulsory
L	Furnish the details of charge-sheet, if any, pending before any court of law in connection with online examination.	Compulsory
M	If at any stage before or after the award of contract, it comes to the notice of the RRRLF, Kolkata that the Company has concealed or manipulated/fabricated any information to mislead the RRRLF, Kolkata, claim of such companies whatsoever, will be summarily rejected and any money deposited in the form of EMD, Performance Security, etc., will be forfeited and such firm shall also be blacklisted for future examinations.	For Information

Bids which are not otherwise rejected for the reasons indicated above will be evaluated on the basis of rates quoted by the technically eligible bidders.

SECTION - II

DETAILED SCOPE OF WORK

The Selected Solution and Service Provider (S&SP) shall be responsible for end-to-end examination management and undertake the below mentioned activities. However, the scope of work will not be limited to these activities. The selected S&SP shall take necessary precaution to safe-guard system data from all vulnerabilities/threats and maintain confidentiality and secrecy of all information related to people, process and data during all the three phases' i.e. A. **pre-examination phase** B. **examination phase** and C. **post-examination phase**.

The examination will be conducted only on application based model. Browser based model will not be accepted at any cost.

Preferably, server of S&SP will be used for all purposes till the conduct of examination. To safeguard the data, the agency shall transfer all the responses/answers marked by the candidates, appearing in the examination within one hour of completion of examination to the RRRLF. Rest of the data like biometric, photograph, etc., shall be transferred to RRRLF as soon as possible but not later than 5 days after the examination is over. All the data must be deleted from the server agency after transferring it to RRRLF in secure mode.

A. Pre Examination Phase:

The selected bidder is expected to draw the examination plan and implement the design of the examination processes as required by RRRLF, Kolkata. Broadly, the requirements will be as follows:

Complete Security Management Processes

- Physical Security
- Information Security
- Server Security
- Network Security

Candidate Handling Process:

- Mapping of candidates details with Exam Centres
- Validation and Verification of Identify
- Attendance and Biometric (Photograph and thumb impression handling)
- Machine / Seat allocation and handling of security parameters

Application Portal and Online registration

- Development of a portal for Registration of applicants through creation of their individual accounts with unique user IDs and secure passwords for subsequent communications.
- Design, configuration, customization and deployment of registration forms on official/given website to enable online registration of candidates/applicants.
- The Application shall be certified as "Safe to Host" by any CERT-In empanelled agency at least 30 days prior to the scheduled date of examination. Payment to CERT-in Certification will be borne by the successful bidder.
- Applicant shall apply online only and should be able to upload scanned copy of their photo, signature, etc.

- Manual/automatic checking of the Applications submitted online by the candidates along with quality of photo/signature/copy of certificates SC/ST/OBC-NCL/PwD certificate (if any) with respect to hard copy of application, RR of the post and relevant Govt. orders.
- System generated “Candidate Registration Report” detailing day wise registration, gender/community categorisation and valid candidates enrolled for the online assessment examination etc.
- Intimation to the candidates by SMS (on an average 5 SMS per candidate) and email regarding major issues.
- Automatic generation of admit card (hall ticket) as a bar-coded pdf document (after verification of the application fee payment, if required).
- Issue of admit cards (hall tickets) through application portal and to candidate’s email ID in downloadable format. (**Annexure A** provides a sample admit card with name of the post mentioned). A sample question (each type) with answer should attach with the Admit Card.
- Specifications related to the Online Application Management Portal will be provided by RRRLF.
- Maintain and manage daily logs of all activities conducted through the portal and share them with RRRLF.
- Fixing the test centres within or around Kolkata Metropolitan Jurisdiction.

Test Centre Management and Examination Schedule:

- Arrangement and preparation of test-centres as per the requirement of the examination at least 20 days prior to the scheduled dated of the examination, to ensure that centre is notified to a candidate at least 20 days prior to the date of conduct of Examinations.
- Availability of sufficient number of Test Centres across Kolkata to ensure conduct of examination in a Single Session covering all candidates.
- Distance between screens of two candidates taking the Examination should be at least 2 feet (Front and Both Sides) and Wooden/Hard Board partitions to be installed on three sides of Computer Machine in such a manner that candidate cannot see other candidates computer system. Gatta, transport material and thermocol, etc., are strictly prohibited for partitions.
- Exam centre verification using Capacity Estimation Process should be ensured. Number of seats at a particular centre along with buffer capacity and other logistic arrangement i.e. DG set, water arrangement, Security, etc., may also be ensured.
- Ensure availability of at least 2 additional Network/LAN switch at each centre.
- Arrangement of necessary power backup arrangement/one (01) DG set in each Test Centre.
- Availability of Drinking water & First aid facility at Test Centres.
- Deployment of following minimum number of Technical Resources
- One IT Technical administrator per centre
- One IT Technical manager per 250 nodes.
- Deployment of administrative resources (as per RRRLF norms) at private centres hired by the agency like Exam Supervisors, Invigilators, Security, peon and other supporting staffs at each Test Centre to ensure successful completion of the examination. RRRLF on its own discretion may deploy Observer/Flying squad at each test centre to oversee the overall examination process.
- Through checking of all nodes, network equipment’s, electrifications, CCTV cameras, Biometrics machine & Web Camera at Registration Desk (for capturing fingerprints, photograph & Signatures of candidates) and other active/passive devices as per the test-centre

worthiness assessment plan at each test centre location at least three (03) days prior to the scheduled date of examination.

- Preparation of Test Centre allocation sheet, Test Centre checklist and fill out the details of each Test Centre (seating capacity, number of nodes and other required facility) and submit the same to RRRLF, Kolkata at least 15 days prior to the scheduled date of examination.
- Selection, finalisation, registration and mapping of test centres in system along with the contact details/address of the Test Centre.

Admission Card Generation

- Randomization of candidate data and Randomized generation of examination roll number.
- Allocation of Candidates in various Test Centres in system based on the pre-defined parameters as agreed with RRRLF, Kolkata.
- Generation of Admission Card in online system.
- Randomized allotment of seats to candidate to appear in online test is to be done at the point of biometrics & photo capturing of candidates on the day of examination.
- System generated “Exam – Roll List” detailing Test Centre wise allocation of the candidates.
- Facility to send PDF/non-editable version of the Admission card (Containing Registration No. /Date/ Location/ Time/ Address/ Instructions etc. to candidate’s registered email ID at least 20 days prior to the scheduled Date of Examination)
- Generate unique Login ID in system and SMS and e-mail notification to the Candidates on registered mobile number at least 20 days prior to the scheduled Date of Examination.

Centralized Help desk support services:

- Set-up centralised help desk during registration of applications process as well as 10 days prior to the scheduled date of examination. Minimum 02 executive required for help desk. Helpdesk will be active during normal office working hours from 9.30 AM to 06.00 PM, RRRLF, Kolkata shall provide landline number to the helpdesk for attending to queries of the candidates. During odd hours the agency may respond on a mobile number which could be operated by issued for registration of applications.
- To provide Telephonic / email support to the candidates and guide them in taking print out of the Admission Cards, other Examination / Test Centre related queries etc.,
- Provide daily call-log details and intimate RRRLF via email.
- Intimate RRRLF, whenever any candidate reports non receipt of Admission Card / incomplete information provided to the candidate etc., (if required)

Establishment of Confidential Examination Control Unit (ECU), which is subject to inspection by RRRLF team.

- Deployment of sufficient number of Technical Experts at the designated confidential Examination Control Unit to facilitate in question paper uploading, configuration in the system, test server setup, console monitoring etc.,

- Preparation of Question bank by the Agency for three different categories of post. The standard of the questions must be at the appropriate level suitable for the said posts as per Recruitment Rules of RRRLF.

Environment Check at Test Centre and Conduct mock Drills / Mock Tests

- Checking environment based on test centre readiness check-list and ensure readiness of individual test centre.
- Verify working condition of the available/allocated node/terminals to undertake the test with the required configurations, system scanning, operating system/web browser compatibility assessment etc.
- Verification of network configuration and internet bandwidth/LAN connectivity availability check.
- Conduct 02 (two) Mock Tests (dry run) along with RRRLF designated representatives at least a day prior to the scheduled date of examination.
- Certification of the nodes eligible for conducting the online assessment examination and sealing of the Test Centre after conducting final mock test.
- Getting test centres in compliance with test requirements including installation of CCTV cameras at test centres installed in such a manner that it covers faces of all candidates with continuous recording throughout the examination process which is to be handed over to RRRLF after completion of examination, CCTV cameras in all the corridors of exam centre and hand videography at all the places of online examination throughout exam process. All invigilation staff and trained security guards as per need of RRRLF will be provided by the S&SP.

B. Examination Phase

Test Centre Administration to Conduct Examination Minimum Candidates System Pre-requisites

Screen Resolution	1024 X 768
Operating System	Internet Explorer 7.0 or above compatible with above Operating Systems.
Browser setting	Java Script Enabled, Pop-up Blocker disabled, under 'Setting' of 'Temporary Internet File', set 'Check for newer versions of stored pages' to 'Every visit to the page' and USB disabled, keyboard disabled during exam after login.

Minimum Exam Centre Server Pre-requisites

Processor	CPU Speed: 1.5 GHz or above.
RAM	4 GB or higher
Screen Resolution	1024 X 768
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, response time for question/page loading must

	be less than one second and all responses to be acted upon in real time.
--	--

- To arrange, test and set-up at least one (01) Bio-Metric Device and One (01) Web Camera to capture finger print, thumb impression and photograph for each set of 30 candidates before the examination session. The bidder shall capture photograph & signature of the examinees and reconcile (match) it with the photograph and signature given in the application. Further, the bidder shall also capture finger print and thumb impression of the candidates and match the finger print and thumb impression at the time of skill test/ joining, if need for such a verification arises at the time of Counselling / Joining.
- Final inspection/testing of the servers installed at all Test Centres and Connectivity at least 1 day prior to the commencement of examination.
- Ensure availability of the roll sheet and attendance sheet in all the Test Centres along with the list of candidates who would undertake examination in the designated Test Centre.
- Candidate identification, admission card authenticity check and verification of candidates at the Test Centre entrance gate at least 30 minutes prior to the commencement of Examination.
- Cancellation of registration if any discrepancy found and intimate RRRLF representative available at the Test Centre.
- Allocation of seats and allotment of terminals to all eligible candidates should be completed at least 10 minutes prior to the commencement of Examination.
- Assigning login credentials to the candidates to undertake the test.
- Circulate attendance sheet in all the Test Centres and capture signature of all the Candidates on the attendance sheet during conducting the examination.
- Once the candidates signatures are captured, the S&SP shall submit the signed attendance sheet to the RRRLF representative, who will countersign on the attendance sheet.
- Provision to allot new Desktop/Terminal to candidate in case of failure of any node and assist them to undertake the examination with minimum delay.
- Test centre administration throughout the examination period. CCTV Camera recording during entire exam process at test centres installed in such a manner that it covers faces of all candidates with continuous recording throughout the examination process which is to be handed over to RRRLF after completion of examination.

Test delivery and monitoring

Test will be delivering only over the intranet at a Test Centre and the candidates will access the test through a computer. The Delivery should only be done on distributed model (i.e. through local intranet based servers). Centralised internet delivery model will not be accepted.

- Bidder shall provide adequate mechanism to securely transfer question sets for upload at central server and secure link to transfer the test papers at test centres.
- Ensure readiness of the server available both at Test Centre and Examination control unit (ECU) along with availability of the required internet bandwidth/connectivity and necessary power backup at Test Centres to ensure smooth conduct of the entire examination process.
- Download the participant list who are going to undertake test at the designated test centre.
- Ensure download/Push question papers to Test Centres from ECU through 256 bit AES + RSA encrypted data transfer to various nodes.
- Application shall have the facility to push various questions based on the request received from the candidates appeared in the exam.

- Application shall provide secured access to the participants/candidates based on the provided login ID/Password to allow the candidates to login to the application and undertake the online assessment exam.
- Application shall have the provision to display same question in jumbling manner to various candidates with various options configured for the questions (question and option choices to be jumbled ensuring that no two candidates are having same question and option choices at the same point of time)
- Application shall display only one question on screen at a time with various options
- Application shall have the facility for navigation between various Questions, ability to navigate to other sections before completing examination, as per needs of RRRLF, Kolkata.
- Application shall have secured storage for answers to question by candidate.
- Application shall have the facility for instant display of attempted questions any times during the examination and provision for different colour coding for attempted, not attempted, mark for review or no scroll back of questions as per needs of RRRLF which will be intimated at the time of examination, so that colour blind people can take the test, if needed,
- Application shall have the ability to trace candidates requested questions from test centre and maintain system audit trail
- Application shall have the facility to generate monitoring log/system click by click audit trail on the server for every candidate with his/her IP and complete traceability of any single candidates node.
- The online assessment exam shall stop automatically after expiry of the scheduled examination duration.
- Uploading of responses along with audit trail to ECU from the test server after completion of the examination.
- Scheduling Backup Server to take continuous backup from Main Server at each Test Centre and availability of continuous Back-up and restoration facility for Business Continuity Planning / Disaster Recovery purpose.
- Restart / Resume of Test (in case of node / power / network / application failure etc.)
- In case of Machine, Power or Network Failure, software shall be able to retrieve candidates attempted questions and its responses entered by the candidate fully along with creation of incident report and system audit trail (downtime details, additional time taken by the candidate etc.)
- Acknowledgement of Exam Progress to ECU from Test Centre Superintendent / Technical Team.

Collection of feedback / grievances from candidates Provision to download / save / burn the participants list at all the test centres, Biometric details, candidates responses, CCTV footage, system audit trail in DVD (Single session disc / non-writable DVD, which cannot be overwritten in future) at the Test Centre as well at the ECU after completion of the examination. Submit three sets of DVDs (single session disc / non-writable DVD, which cannot be overwritten in future), in signed & Sealed envelope to RRRLF on the date of examination.

C. Post Examination Phase:

Candidate's Response Evaluation and Result publication

- Uploading the Answer key on the website for candidates objections / comments, if any, within 10 days of such uploading, compilation of all objections received from the candidates and disposal of the same in consultation with RRRLF authorities.
- Define cut off criteria and conduct Result Equalization Exercise / Percentile based evaluation of candidates with the help of an expert in the field appointed by the bidder, if so required and directed by RRRLF, Kolkata.
- Question – wise detailed evaluation of the candidate responses.
- Apply scoring rules and cut-off to arrive at final merit list.
- Generation of result (category and gender wise or in any format as required by RRRLF and category – wise merit list based on the rules defined by RRRLF, Kolkata.
- Submission of three sets of DVDs (single session disc / non-writable DVD, which cannot be overwritten in future), in signed & Scaled envelope to RRRLF containing Result / Merit list.
- Assist RRRLF team to publish category – wise merit list on RRRLF website
- Hand over to representatives of RRRLF audit trails of all candidates & CCTV footage / video recording of entire exam process within 48 hours of completion of examination and keep a back up copy of the same so as to provide information as & when required by RRRLF.

MIS Reports and other support activities.

- Analysis of the candidate results and provision for generation of various MIS Reports:
Category – wise / Gender – wise / Location – wise / Test Centre – wise
Other reports as desired by RRRLF, Kolkata
- Analyse the test pattern and answering pattern and submit reports on the answering pattern and feedback on question patterns / difficulty level.
- Preparation and submission of Incident reports (if any)
- Provide support to RRRLF team in preparation of Court cases, RTI and other related activities in connection with recruitment at a later date.

Time Frame

The indicative implementation plan for this project is provided below:

Step	Step Description	Period
1	Finalizing of the project plan	Within one week of placing the order
2	Registration of Online Applications	Two weeks of placing of order
3	Issue of Admit Cards	Seven days after closing date
4	Arrangement and preparation of Centres	At least thirty days prior to Exam date
5	Conduct of Mock Test	Two days before the date of Examination
6	Go live to conduct exam	Date of Examination

Note: The project timelines as mentioned above are based on certain assumptions and may change and it should be mutually agreed.

Other Items included in the Scope of the Work

The selected service provider required to meet following prerequisites and provide following end to end service and infrastructure:

Development of web-application for online registration of candidates after notification in dedicated URL. The web application should be thoroughly tested and validated before going online and should also facilitate the following:

- Provisions of Admin interphase, Administrative login to be provided to RRRLF authority for checking of registered applicants, all validation checks for scrutiny of application as per recruitment criteria and rejection of invalid applications.
- Automated e-mails/SMS to every registered applicant on successful registration and uploading of Admit Cards.
- Transfer of entire data (soft copy + hard copy) to RRRLF authority for screening of applicants before issue of Admit cards to eligible candidates.
- Designing and development of a suitable IT platform for enabling a computer-based examination(with Multiple Choice Questions) for Conduct of online examinations and/or Typing test and/or Computer Proficiency test for each category of posts as per Recruitment Rules (RRs) enclosed as Annexure-I and also in consultation with RRRLF authority.
- Question bank software for reshuffling and making question sets for following three different categories of posts. – Statistical Assistant (Direct) (Probable vacancy 1 No.) - Lower Division Clerk (Direct) (Probable vacancy 05 Nos.) and Multi Tasking Staff (Direct) (Probable vacancy 02 Nos.).

The following are the brief details of syllabus for examinations which are required to be conducted in respect of each category of post.

Statistical Assistant (Direct) (Probable vacancy 01)

The Objective Question Computer Based Test shall be based on Honours Degree syllabus of Statistics, General Intelligence and Reasoning, English Languages, Quantitative Aptitude, General Awareness. Candidates passed in Objective Question CBT will be called in 1: 10 Ratio based on the rank in Objective Question Computer Based Test. If at last two candidates have same marks, both will be considered for Computer Proficiency Test.

LDC (Direct) (Probable vacancy 05)

a. The Objective Question Computer Based Test shall be based on Higher Secondary Level syllabus of General Intelligence, English Languages (Basic knowledge), numerical aptitude, General Awareness. Candidates passed in Objective Question Computer Based Test will be called in 1: 10 Ratio based on the rank in Objective Question Computer Based Test. If at last two candidates have same marks both will be considered for Typing Test.

b. Typing speed and Correctness Proficiency- MS Office – typing test English typing @ 35 wpm (time allowed 10 minutes) corresponding to 10500 key depressions per hour, on average of 5 key depressions for each word will be conducted. Candidates qualified in Typing Test, their ranking will be made based on marks in Objective Question Written Examination Test passed candidates. Merit list will be prepared based on Typing Test qualified candidates and their ranking in Objective Question Computer Based Test accordingly.

Multi-tasking Staff (MTS) (Direct) (Probable vacancy 2 Nos.)

The Objective Question Computer Based Test through computer mode shall be based on Matriculation Level syllabus of General Intelligence and Reasoning, English Languages (Basic knowledge), numerical aptitude, General Awareness.

Fixing the test centers with sufficient necessary examination materials with necessary security system.

Conduct of online examinations, provisions of Invigilators and Test Centre Administrator, Security Guards and other amenities with all bare minimum Logistic setup.

Pre-requisites:

- The Agency should be entered into an Agreement with RRRLF for abiding by all guidelines for conducting examinations.
- The Agency should preferably have their own data centre in India and it must not host the application in a third party centre.
- The Agency should have a Disaster Recovery Plan and practice in place which should be specified in the proposal.

Location Requirements:

The Institution/Exam Centre should be located in Kolkata only and well connected with public transport and located at feasible distance from the nearest bus stand/metro station/railway station.

Technical :

- The agency should have at least 1 Server in each examination centre.
- All the workstations and servers should be on LAN. Exam Centres should have the necessary connectivity to download the question papers and upload the marks.
- Exam delivery workstation should be “locked down” and the candidate should not have access to the local file system or the internet during examination.
- The testing engine should be capable of supporting randomization of test items for additional security.
- Agency should own the complete source code of the software application to be used for conducting the exam and in-house technical skills should be available to make any changes, if required.
- The agency should have proper access control systems in the Examination centre to discourage unfair practice.
- The agency should have sufficient standby machines to take care in case break down of PCs.
- The agency should have printing facilities for taking prints.
- Minimum Server Configuration (for Exam Centre): 64 Bit Processor, 8 Core, 2.0 Ghz or Higher, 32 GB RAM, 50 GB HDD. Operating System : Latest Windows/Linux Server.

General Requirement

- The LAN set up shall be virus free and fire-walled. The terminals and servers including the backups shall also be virus free.
- Agency should ensure actual software testing before the exam conducted live at site.
- Biometric support for candidate attendance authentication and authorisation.

- Webcam.
- Printer.
- Power Backup for server and each candidate – UPS and Generator Set.
- Firewall/UTM
- Antivirus Solutions.

Manpower

- Norms for Manpower Deployment : Each exam center of capacity of having a minimum 300 Nos. candidates should have following personnel to be deployed. However, it may vary according to exam center capacity. Test Centre Administrator - 1 No. System Administrator - 2 Nos. Invigilators – 4 Nos. Technical Staff – 2 Nos. Support Staff – 2 Nos. Security Guards - 2 Nos.
- Further, RRRLF will depute one Observer in each Test Centre who will be available in the centre for the whole duration the Examination and Agency test centre Administrator should work in close coordination with the Observer. Observer's certificate on Test centre and conduction of exam will be treated as final.

SECTION - III

BID OPENING, EVALUATION PROCESS AND SELECTION PROCEDURE

RRRLF reserves the sole right to accept or reject any all bids which is incomplete or has been received after the appointed time and date or does not satisfy the qualification criteria specified here under without assigning any reasons there for. The technical bids shall not be considered for technical evaluation at all unless it is accompanied by the following:

- Submission of Earnest Money Deposit of INR.10000/-
- Submission of Details of work orders executed and satisfactory report from vendors as mentioned in the Form I, II, III & IV.

The evaluators of the technical bid shall not have access to the financial bid till technical evaluation is completed. The technical bids shall be opened by a Technical Evaluation Committee (TEC) constituted for the purpose.

EVALUATION OF BIDS:

- RRRLF will evaluate the responses of the bidders by Competent Authority.
- The bids will be examined for timely submission and attachment of earnest money deposit. Bids which are submitted late, not accompanied by earnest money deposit of the required amount will be summarily rejected.
- Subsequently, the bids will be examined for eligibility criteria as given above. Bids which do not fulfil the eligibility criteria will not be considered for further evaluation.
- The representatives of the firms who qualifies techno-commercial specification will be invited for opening of financial bids.
- After the opening of financial bids, the bids would be evaluated.
- The successful bidders who qualify for opening for financial bids will only be evaluated
- RRRLF may waive any minor infirmity or irregularity in a Tender offer, which does not constitute a material deviation. This shall be binding on all vendors and RRRLF reserves the right of such waivers.
- The decision of the Competent Authority in the evaluation of responses to the Tender shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- The RRRLF reserves the right to reject any or all proposals.

Technical Bid Evaluation.

- The committee will evaluate technical bid on the ground of scope of services mentioned in Tender.
- The committee may seek further clarification, if required, from the bidders for the purpose of technical bid evaluation.
- If a Technical Bid is determined for not substantially responsive, RRRLF will reject it and in such a case Financial Bid will not be opened.
- If required, the committee may invite each of qualified bidders to make a presentation at a date, time and location decided by RRRLF. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the committee and the key points in their Bids.

- Solution, strategies, offerings and compliances presented in the form of technical bid will become essential part of Services Agreement to be signed with the successful bidder.

Financial Evaluation:

- The Financial Bids will be opened by Competent Authority of RRRLF, in the presence of Bidders' representatives (Maximum two for each bidder) who choose to present during opening. The Bidder's representatives who are present shall sign an attendance sheet evidencing their attendance. It is not mandatory for bidders to attend the bid opening.
- The Financial Bid of only techno-commercially qualified bidders will be opened. Those technically qualified bidders shall be termed as Substantially Responsive. The decision of the RRRLF in this regard shall be final.
- The Financial Bids will be opened and compared for the qualified bidders in the techno commercial bid.
- Bidder quoting "Lowest Bid Value" will be considered for selection.
- RRRLF reserves the right to not to award the contract to the bidder lowest quoting bid value without assigning any reasons thereof.

AWARD OF CONTRACT

RRRLF shall consider placement of letter of intent to those bidders whose offers have been found technically, commercially and financially acceptable. The bidder shall, within 7 days of issue of Letter of Intent, give his acceptance along with performance security in form of DD for an amount of Rs. 20000/-. The hirer reserves the right to counter offer price(s) against price(s) quoted by any bidder.

SIGNING OF CONTRACT

- Signing of Agreement shall constitute the award of hiring contract on the bidder.
- Upon the successful bidder furnishing the Performance Security the RRRLF shall discharge the EMD.

ANNULMENT OF AWARD

Failure of the successful bidder to comply with the requirement of Performance Security shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which event RRRLF may make the award to any other bidder at the discretion of RRRLF or call for new bids.

PERIOD OF VALIDITY OF BIDS

- The bid shall remain valid for 1 year after the date of opening of bids. A bid valid for a shorter period shall be rejected by RRRLF as non-responsive.
- A bidder accepting the request of RRRLF for an extension to the period of bid validity, in exceptional circumstances, will not be permitted to modify his bid.

RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS.

RRRLF reserves the right to accept or reject any bid, and to annul the bidder's process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders.

VERIFICATION OF DOCUMENTS AND CERTIFICATES

As per requirement of the tender's conditions, if any document / paper / certificate submitted by the participant bidder is found to be false / fabricated / tempered / manipulated at any stage during bid evaluation or award of contract, then the bid security (EMD) of the bidder would be forfeited and the bidder would be disqualified from the tender. In case contract has already awarded to the bidder, then PBG would be forfeited.

Payment

The payment will be released in full on successful completion of all examinations and submission of Data as per scope of the work.

Performance Security

- The successful bidder shall be required to deposit an amount Rs. 20000/- within 7 days of issue of award letter, as performance Security.
- Performance Security shall be submitted in the form of Demand draft favouring "Raja Rammohun Roy Library Foundation, Kolkata.
- Performance Security will be discharged after completion of Agency's performance obligations under the contract.
- If the Agency fails or neglects any of his obligations under the contract it shall be lawful for RRRLF to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure.

Obligations and Accountability:

The agency shall be responsible for the followings:

- Maintaining top confidentiality to prevent paper leaks.
- Any lapse/default on conducting online examination and processing result.
- Assisting RRRLF in handling examination related RTI/legal issues.

SPECIAL CONDITIONS OF CONTRACT:

- All types of Recruitment examinations for different posts may be clubbed together based on the number of candidates and examinations may have to be conducted consecutively through the Agency. Accordingly, the arrangement should be developed by the agency so as to enable it to conduct separate multiple choice computer based examinations/skill tests etc. for different posts on the same day and in the same venue.
- Examination Centre would be spread all over the Kolkata metropolitan area depending on the number of available candidates.
- Question Papers / Question Bank for direct recruitment examinations will be arranged by Agency subject to final approval. Further, the software for reshuffling of questions to prepare different sets of question papers will be supplied by the Exam Agency.
- Work order will be placed to the agency on each occasion for conduction of examination either separately or few examinations clubbed together, depending on the number of candidates. Payment will be made in respect of eligible candidates in whose respect admit card has been issued for each categories of post. The agency has to provide a minimum of 300 seats per session. However, in case the complete exam is not possible to be conducted in a

single session, then the agency, in consultation with RRRLF, can schedule the examinations across multiple sessions spread across multiple days in succession.

- A Control Room will be invariably established by RRRLF office in Kolkata and duly manned by its employees/officials, for monitoring and supervising the examination process during the examination. Agency will be required to deploy a resource person for supporting RRRLF in this process.
- In case of any cancellation of examination/termination of agreement due to court cases or any other unavoidable circumstances, RRRLF will safeguard its own interest as well as the interest of the Agency. In such cases, the charges incurred by the Agency to the extent activities completed shall be paid by RRRLF on production of the receipts by the Agency. However, if the cancellation of the exam/termination of the Agreement/MOU is due to the failure on the part of the Examination Agency, RRRLF shall not be liable for reimbursement of the cost incurred by the Agency.
- RRRLF has defined 03 categories of the examinations that needs to be conducted and the bidders are to quote average price for all of the three categories of different examinations. The project would be awarded to the agency who quotes the lowest price, which fall L1.
- All software for examination centres and candidate interface should be capable of generating various reports and support various question types e.g. multiple choice, marks uploaded to data centre in encrypted forms and bi-lingual capability. The software also operationally tested so that functional requirements specified for the system are actually met.
- **Performance Security:** Performance Security of Rs. 20000/- in Demand draft need to be submitted within five days of notification of acceptance of bid and communication of Work order/Contract.
- **Liquidated damage:** The Service provider is required to complete entire project within a period of six months from the date of advertisement of Recruitment Notice in the Employment News. If the Service Provider/Agency fails to deliver his service within the above stipulated period, the RRRLF authority will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever.
- **Force Majeure Conditions:** If at any time during the continuance of the Contract, the performance in whole or in part by either party of any obligation under this Service Contract shall be prevented or delayed by reasons of any war, hostility, acts of public enemy, epidemics, civil connotation, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of Govt. provided notice of happening of such event duly evidenced with documents is given by one party to the other within 10 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate the Contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance and deliveries under the contract shall be resumed as soon as practicable after such event has come to any end or ceased to exist, and the decision of the RRRLF as to whether the services have been so resumed or not, shall be final and conclusive, Provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 10 days, either party may at its option terminate the contract provided also that the Service provider shall be at liberty to take over from the RRRLF at a price to be fixed by RRRLF, which shall be final, all unused, brought out exam materials, damaged exam material in the course of conduct of examination at the time of such termination or such portion thereof as

the RRRLF may deem fit excepting such materials etc as the Agency may with concurrence of the RRRLF elect to retain.

Dispute resolution Between RRRLF Kolkata and Service Provider/Agency:

- **Amicable settlement:** In the event of any question, dispute or difference arising connection with the Contract, the Agency shall use their respective reasonable endeavour to settle any dispute amicably.
- **Arbitration:** In the event of any question, dispute or difference arising under the terms and conditions of the contract placed, the same shall be referred to the sole arbitration by the officer nominated as Arbitrator by RRRLF, Kolkata.
- **Laws governing Contract:** The contract shall be governed by the Laws of India for the time being in force.
- **Jurisdiction of Courts:** The Calcutta High Court shall along have jurisdiction to decide any dispute arising out of or in respect of the contract.
- **Limitations of Liability:** No party will be liable for any special, incidental or consequential damages arising out of or in connection with this agreement or any breach hereof (including for loss of data or profits, or cost of cover), whether or not such party has been advised of the possibility of such damages, and whether under a theory of contract, tort (including negligence) or otherwise; except for liabilities arising out of any violation, misappropriation or infringement of a party's intellectual property rights, or from a breach by either party of its obligation. In no event will either party's aggregate liability arising out of or in connection with this agreement or any breach hereof exceed the Contract Price entered into the Contract between RRRLF and the Service Provider/Agency.
- **Termination for Default:** If the Service Provider/Agency does not perform its obligations within the date mentioned in the Contract, the same would constitute the breach of the Contract and the RRRLF shall have the right to Cancel or withdraw the Contract for the incomplete portion after the expiry of the original or extended period stipulated in the Contract. Such cancellation of contract on account of non –performance by the Service Provider would entitle the RRRLF, Kolkata to forfeit the performance security.
- **Grounds for Administrative Action Against Service Provider/Agency Misconduct:** The Agency would be liable for administrative actions such debarment from quoting all future bids of RRRLF, Kolkata, if they fail to abide by any of the terms & conditions stipulated in this document and/or on the following grounds, if the Service provider:-
 - a. If it comes to notice that the information / documents furnished in its bid is inaccurate , false, misleading or forged; or
 - b. Fails to furnish requisite performance security within stipulated time required.
 - c. Fails to execute an order/ contract or fail to execute it satisfactorily.
 - d. Is declared bankrupt or insolvent
 - e. Fails to produce the requisite documents/ information during the course of inspection / assessment at any stage; and
 - f. On any other ground for which, in the opinion of RRRLF, the retention of the Agency is not in Public Interest.
- **Indemnification:** The Agency shall at all time indemnify RRRLF against all suits and claims which may be made in respect of requirement selection process for infringement of any patent or right. Provided always that in the event of any claim and suit in respect of alleged breach of patent or right being made against the RRRLF, the RRRLF shall notify the Service Provider

of the same who shall at its own expense either settle any such dispute or conduct and litigation that may arise there from.

- RRRLF and the Agency shall agree to indemnify, defend and hold harmless recruitment portal, its officials, Managed Service Provider (herein after individually and collectively referred to as “indemnified parties”) from and against any and all losses, liabilities, claims, suits, proceedings, penalties, interests, damages, demands, costs and expenses (including legal and other statutory fees and disbursements in connection therewith and interest chargeable thereon) asserted against or incurred by the indemnified parties that arise out of, result from, or in connection with
 - Breach of the contract(s); or
 - Any claims made by service provider due to, or arising out of, or in connection with recruitment of selection process
 - Any claim made by any third party regarding content/ information or materials provided by Service Provider cause any damage to a third party; or arising out of, or in connection with, use of the recruitment data’s.
 - Violation of any intellectual property rights or any other rights.

**Director General
RRRLF, Kolkata**

BID FORM

To
 The Director General
 Raja Rammohun Roy Library Foundation
 Block-DD-34, Sector-I, Salt Lake City
 Kolkata 700 064

Sub: Bid Proposal for Providing Online Exam services to RRRLF

Tender Reference No.

Dear Sir,

We are submitting the following in connection with above Tender:

1	Name of Bidder			
2	Registered Office Address and Website			
3	Year of Establishment			
4	Type of Firm			
5	Name of the authorized contact person of the Bidder			
6	Telephone Number(s)			
7	E-mail Address			
8	Fax No.			
9	Mobile No.			
10	Year-wise financial turnover	2016-17	2017-18	2018-19

I. Experience in same or similar projects completed

Sl. No.	Name of the Customer with address, Name of contact person and telephone numbers	Description of project	Responsibility or role of the bidder in the project	Order value (Rs.)	Completion date
1					
2					
3					

(Please attach completion certificates from the concern department/company)

II. Details of ongoing similar projects with status

Sl. No.	Name of the Customer with address, Name of contact person and telephone numbers	Description of project	Responsibility or role of the bidder in the project	Order value (Rs.)	Completion date
1					
2					

III. Support network:

Bidder to provide details of support offices in different location in Chennai city with name of contact person, address, Telephone No., Fax No. email IDs.

Centre(s)	Numbers, Email IDs etc.	Location(s)
Head Officer		
Development Centres		
Support Centres		

V. The rates quoted are valid up to one year from the last date of bid submission. The validity can be extended with mutual agreement.

VI. Following documents are attached towards the proof of earnest money deposited.

Sl. No.	Earnest Money Amount	Demand Draft (DD Number)	Dated	Drawn on Bank
1				
2				

VII. We agree to abide by all the conditions mentioned in this Tender Notice issued by RRRLF and also the further conditions of the said Tender Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein). We understand that re-produced/re-word-processed formats or Bidder's own formats for the price quotations will disqualify the Bidder.

VIII. We accept payment modality as mentioned in the bid document. Techno commercial Bid is duly filled and signed is enclosed in a separate envelope with this Tender form along with Terms & Conditions in token of acceptance. Financial Bid of this Tender Document is enclosed in a separate envelope duly signed and sealed.

We believe and agree in good faith that the decision of RRRLF will be final and will be binding on us.

Date:

Place:

Duly authorized to sign the bid for and on behalf of

Name of the Bidder

Sign & Seal

1. Witness.....

Address.....

Signature

Note: Please add separate pages as attachment, if required.

PRE-QUALIFICATION (PQ)

Bid Reference: Bid Proposal for Providing Online examination Services to RRRLF.

1. Bidder's Details:

Sl. No.	Particulars	Bidder
1	Name of the Bidder	
2	Status of Bidder	Company/Firm/ Society/PSU
3	Registration No.	
4	Registration Year	
5	Certification of Incorporation/ Registration /Others	

2. Annual Turnover Details:

Financial Year	Total Annual Turnover (in Rupees)
2016-2017	
2017-2018	
2018-2019	

Note: Enclose copy of audited Balance Sheets and Turnover certificate.

3. Details of 2 or more projects of conducting Computer Based Online Exams successfully in academic entrance or recruitment domain for Government Agencies/ Govt. Departments / Autonomous bodies/PSU .

Sl. No.	Project Name	Name of concerned Govt. Agency/Department/PSU/Exam conducting body	Total project/contract value in Rs.	Contract award date and work completion date	Relevant certificates enclosed with PQ bid
1					
2					
3					

4. Detail of completing Computer Based Online Exams having minimum 500 candidates appeared in single shift in multiple locations for any Govt. Departments /PSU/Exam Conducting Bodies.

Sl. No.	Name of the Examination	Name of concerned department	Date of Exam	Name of the cities where exam conducted (please attach separate sheet)	Number of candidates appeared in a single shift	Relevant certificates enclosed with PQ Bid
1						
2						
3						

4						
---	--	--	--	--	--	--

5. Detail of conducting Computer Based Online Exams till the date of bid submission:

Sl. No.	Year	CBT exams assignment completed	Number of candidates participated/appeared	Name of the cities where exam conducted	Relevant certificates enclosed with PQ Bid
1					
2					

6. Detail of Computer Based Online Exam and development of Recruitment portal software etc.

Sl. No.	Particulars	Details
1	Name of The Software (if Any)	
2	Platform used to develop the software	
3	Year of release of first version	
4	Name of the Customer for which the software was used first time and year	
5	Approximate Number of candidates participated in the first exam conducted on it.	
6	Current Version	
7	Detail of ISO Certification, if any	

7. Detail of black listing by any Centre/State government department/agency/ PSU with reference to PQ:

Sl. No.	Particulars	Bidder's response/page number
1	Has the Bidder been ever black listed by any Centre/State government department/agency in India during last 5 years?	Yes/No
2	If yes, please attached detail of same and mention Page no. of same in PQ Bid	
3	Vigilance case or any court case is pending against the Bidder	Yes/No

8. Undertaking of having capacity of conducting Computer Based Online Exam for minimum of 500 candidates in single phase in a multiple shift along the list of Exam Centre and Seating Capacity is attached at Page No.

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

Sl. No.	Particulars	Details	
1	Details of authorized person to sign this bid document for this project	Name	
		Company	
		Designation	
		Address	
		Phone/Mobile No.	
		E-mail address	
2	Authorisation given by		
3	Extent of liability covered under this Authority		

Date:

Place:

Name and Designation with Seal

UNDERTAKING

Bid Reference: Bid Proposal for Providing Online Exam services to RRRLF, Kolkata

To
The Director General
Raja Rammohun Roy Library Foundation
Block-DD-34, Sector-I, Salt Lake City
Kolkata 700 064

Subject: Undertaking for having capacity of conducting Computer based Online Exam for minimum of 500 candidates in single shift in multiple centre - reg.

In response to the Tender for Providing Computer Based Online Exam services for RRRLF, I/we have successfully identified 500 computer based online examination seats in Kolkata as per standards defined in this tender for Exam Centres. List of institutions/agencies who own Exam Centre Infrastructure for these seats, their location, and number of seats available with them as per defined standards, is enclosed herewith. I/we will provide copy of Agreement signed with each of these Exam Centre Infrastructure owners within 4 weeks of signing of agreement with RRRLF. Format of this MOU will be designed in consultation with RRRLF.

Name of the Bidder: -

Signature: -

Seal of the Organization: -

Encl: List of Exam Centre Infrastructure Owner with their location and seating Capacity.

Financial Bid

Subject: Submission of Financial Bid for Selection of Examination Agencies for conducting online recruitment examinations of RRRLF, Kolkata

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Provide Examination Services to RRRLF. To meet such requirements and to provide services as set out in the Bid document following is our quotation summarizing our financial proposal. Taxes/GST as per Government of India rules will be paid extra.

Sl. No.	Description	Price per Candidate (in Rs.)	Total Amount (in Rs.)
1	Examination Charges per candidate for Computer Based Test (inclusive of all services under the scope of project)		
2	Examination Charges per candidate for Typing Test (inclusive of all services under the scope of project)		
3	Examination Charges per candidate for Computer Proficiency Test (inclusive of all services under the scope of project)		

We undertake that the aforesaid prices are exclusive of all applicable statutory levies/taxes and duties and will be charged @..... (rates of taxes/GST etc.)

Note: No other costs will be paid to the bidder, apart from the one mentioned above. The commercial quote and all the payments will be made in Indian Rupees only.

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Place:

Date: