



Govt. of India
Central Institute of Psychiatry
Directorate General of Health Services
Ministry of Health & Family Welfare
(Establishment Section)



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Kanke, Ranchi- 834006, Jharkhand

No:A.12019/11/2019-Estt

Date: 18/01/2020


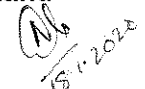
**NOTICE INVITING TENDER FOR APPOINTMENT OF AGENCY FOR RECRUITMENT OF
MULTI TASKING STAFF (MTS)**

Sealed tenders are invited from eligible bidders for appointment of agency for the recruitment of Multi-Tasking Staff (MTS) for Central Institute of Psychiatry (CIP), Ranchi.

1.	Availability of tender document	Tender documents can be purchased from General Section of Central Institute of Psychiatry, Kanke, Ranchi – 834006 by submitting tender fee (Rs.300/- Rupees Three hundred) in the form of Demand Draft favoring Administrative Officer, Central Institute of Psychiatry, Kanke, Ranchi – 834006 or by submitting Cash Rs 300/-(Rupees three Hundred Only) in the Cash Section of Central Institute of Psychiatry, Kanke, Ranchi – 834006 w.e.f. 21.01.2020 to 09.02.2020 between 10.00 a.m. and 04.00 p.m. The Tender documents can also be downloaded from the website free of cost.
2.	Last date and time for submission of completed proposal.	Tender forms dully filled and signed should be sent in a sealed envelope containing Price bid and Technical bid separately in sealed envelopes superscripted as "Tender for Recruitment Agency" so as to reach the Director, Central Institute of Psychiatry, Kanke, Ranchi on or before 09.02.2020 latest by 5.00 P.M
3.	Date, time and venue for opening of Technical Proposal & Pre-qualification Evaluation.	10.02.2020 at 3.00 PM in the Administrative Officer's Office, Central Institute of Psychiatry, Kanke, Ranchi-834006
4.	Technical Presentation by the prequalified Bidders only.	Shall be communicated to such bidders only via E-mail.
5.	Date & time of Financial Bid opening (Only of Technically Qualified Bidders)	To be announced after technical bid evaluation.
6.	Venue of the opening of Financial Bids	Administrative Officer's Office, Central Institute of Psychiatry, Kanke, Ranchi-834006
7.	Contact Officer	Administrative Officer, Central Institute of Psychiatry, Kanke, Ranchi-834006

The Details about above mentioned tender is available in our website i.e. www.cipranchi.nic.in and also in CPP Portal website i.e. at the www.eprocure.gov.in.


18.1.2020
Director
CIP, Ranchi, Jharkhand


18.1.2020

18.1.2020

Tender Document

1.1 Detail Recruitment Plan:

The details of manpower to be recruited and the method of selection, are given in the table below. However the exact numbers of posts are subject to change.

SL. No.	Name of Post	Tentative No. of Vacancies	Category of Post	Qualification	Method of Selection
1.	Multi-Tasking staff	93 68 Male & 25 Female	UR/SC/ST/OBC/ PWD	10 th Standard pass from a recognized Board or equivalent.	Written Test

N.B.: - Number of posts may vary at the time of selection.

1.2 Fact Sheet:

Particulars	Description in Short
Scope of the Bid	<p>The Scope of Work:</p> <ol style="list-style-type: none"> 1. Data entry of approx. 19000 applications for Multi-Tasking staff, received in hard copy only. 2. Verification/scrutiny of all applications. 3. Preparation of list of eligible candidates. 4. Issuing admit cards online to the eligible candidates and informing them through sms(if mobile number is available) 5. Arrangement of test centre to conduct written test manually based on OMR sheets. 6. Question set shall be in Hindi only. 7. The duration of the written exam will be one hour and 30 minutes and comprise 100 multiple choice questions. 8. Syllabus of the written exam will be of matriculation level. 9. Evaluation of answer (OMR) sheets. 10. To assist the committee constituted for counseling of candidates. 11. To assist the Selection Committee for final selection of candidates. 12. Publication of result of selected candidates. 13. Any other process or activity incidental and necessary for recruitment process. 14. Liasoning of the whole examination process will be conducted by CIP Administration.
Eligibility of the Bidders	The bidder being a company registered under Companies Act in India or a partnership firm or a proprietorship firm registered under relevant acts in India may apply for this bid, provided it fulfills and necessary eligibility criteria prescribed under pre-qualification eligibility criteria.
Bid Document fees	Tender Document can be downloaded from the website. The bidders are required to deposit document processing fee of Rs.10,000/- (Rupees Ten Thousand only) in the form of bank guarantee or fixed deposit pledged to the Director, CIP and will be valid for six months failing which the bid shall be rejected.
Earnest Money Deposit (EMD)	Earnest money Deposit of Rs.1 Lakh (Rupees One Lakh) shall be in the form of bank guarantee or fixed deposit pledged to the Director, CIP and will be valid for six months, failing which the bid shall be rejected.
Contract period	The period of contract shall remain valid till completion of the assignment or 3 years from the date of signing of contract, whichever is earlier.
Language of the Bid	The proposal should be prepared by the bidder in English language only

Currency of the Bid	The bidder should quote price in Indian Currency only. The offered price must be exclusive of taxes and duties. The taxes as appropriate & applicable would be paid at the prevalent rates.
Validity period	Proposals / bids following submission shall remain valid for a minimum period of 180 days. However the CIP may extend the period of validity in case of exigency, with mutual consent.
Bid Submission:	To be submitted in the office of Administrative Officer, Central Institute of Psychiatry, Kanke, Ranchi-834006
Consortium/Sub-Contract	Consortium or sub-contract is strictly prohibited.
Addressee of the Tender Inviting Authority	The Director, Central Institute of Psychiatry, Kanke, Ranchi-834006

2. Scope of Work:

2.1 The scope of work of the consultant/ agency includes among all relevant assignments, data entry of approx. 19000 applications for Multi-Tasking staff, received in hard copy only, verification/scrutiny of all applications, preparation of list of eligible candidates, issuing admit cards online to the eligible candidates and informing them through sms (if mobile number is available) regarding date & venue for Written Test etc., consolidation of application data, roll number generation, venue booking, preparation of question papers, deputing officials and coordinators to the venues decided for test, preparation for the test, conduct of Written Test, evaluation of OMR answer sheet, preparation of category wise rank- list, and finalization of the selection list category wise and gender wise and dispatch of call letters.

2.2 The scope described above is indicative in nature. However, the Agency has to provide all necessary support required to facilitate a foolproof Written Test on OMR sheet including technical, managerial, infrastructural and operational support necessary for fulfilling the very objective of the assignment. Broadly the assignment covers:

- a) Data entry of approx. 19000 applications for Multi-Tasking staff, received in hard copy only, verification/scrutiny of all applications, preparation of list of eligible candidates. Database has to be prepared based on the following fields:

SL NO.	LIST OF FIELDS TO BE ENTERED FOR EACH APPLICATION
1.	Post applied
2.	Name of the applicant
3.	Name of father/ husband
4.	Date of Birth
5.	Age as on 19/01/2019
6.	Sex
7.	Nationality
8.	Category (SC/ST/OBC/PH etc)
9.	Educational qualification
10.	Professional qualification
11.	Experience
12.	Address of employment exchange and registration number
13.	Address for correspondence
14.	Telephone No/Mobile no/ e-mail
15.	Aadhaar Number

- b) Provide well-equipped examination Centre/facilities (owned or hired) of requisite number and size to conduct written test. In case of hired facility, the Agency has to submit the agreement copy with necessary details. The Agency should have at least two such facilities (owned or hired) at Ranchi having minimum seating capacity of 500 candidates at each venue. Other locations may be decided looking at the number of candidates.
- c) Generation and communication of Admit Card.
- d) Preparation of Test Materials.
- e) Designing and development of Question paper.
- f) Facilitating Written Tests.
- g) Preparation of selection list.
- h) Preservation of Data.

2.3 Key activities to be carried out by the Agency:

Activities	Details of Job to-be undertaken
Written Test	<p>1. Application</p> <p>a) Data entry of approx. 19000 applications. Fields to be entered in the database will be as mentioned in section 2.2 (a).</p> <p>b) Verification and Scrutiny of all the application forms with the supporting documents attached by the candidate.</p> <p>c) Preparation of category wise list of eligible candidates</p>
	<p>2. Fixation of Test Centres</p> <p>a) Provide suitable venues in Ranchi with required facilities including seating arrangement, drinking water, toilets, etc.. The agency shall also provide required trained manpower for conducting the test including invigilation, supervision, etc. Depending upon the number of eligible candidates Written Test shall be conducted at the locations as decided by CIP.</p> <p>b) Well reputed institutes having experience of conducting Written Test on OMR sheet for PSUs / Central and / or Sate Government bodies, leading Public Sector Banks, etc will be selected as test centres.</p> <p>c) To brief Centre Superintendents, Invigilators and other staff at all test centres.</p> <p>d) To make all necessary arrangement at all test centres for the conduct of written test in a smooth and fair manner.</p>
	<p>3. Generation of Admit Cards for Written Test</p> <p>a) To design Admit Cards for provisionally eligible candidates.</p> <p>b) To generate and allot unique Roll No. and test Centre to the provisionally eligible candidates. Fields to be entered in the admit cards are: Roll Number, name of the candidate, address of written test venue, documents to be brought for counseling, instructions for written test, etc.</p> <p>c) To issue the admit cards to the eligible candidates online and inform them through sms.</p>
	<p>4. Development of Question Papers</p> <p>To enlist the participation of subject matter experts in preparation of question bank. The experts' team will decide the numbers of question per section, standard distribution of marks. The questions so framed need to be in tandem with the basic qualification desired for multi-tasking staff (MTS).</p>
	<p>5. Result Processing</p> <p>a) To evaluate the Answer Sheets of all candidates through OMR software.</p> <p>b) To compile the result as per the criteria laid down by CIP on the same day of Written Test or later as advised by CIP.</p> <p>c) To prepare and provide the merit lists in a mutually agreeable format in respect of different categories.</p> <p>d) The Agency will ensure safe storage of the candidate data base at least for one year.</p>

2.4 Recruitment Size:

The qualification for each post, exact number of personnel to be recruited and other details will be provided by CIP after engagement of the Agency. However it is estimated to recruit **93 (Ninety-three)** personnel within the stipulated period, which is to be decided by CIP. The recruitment thus planned may be a onetime exercise or in a phased manner as per the requirement of CIP. Further the total number of posts may vary because of a changed context.

2.5 Roles & Responsibility of the Recruitment Agency:

2.5.1 The Recruitment Agency shall act as per the scope of work as defined in section 2.1 to 2.3.

- 2.5.2 To prepare multiple set of question papers for written test. The syllabus of the question papers (Preferably General knowledge & subject specific) shall be collected from CIP after the valid contract agreement.
- 2.5.3 To design the admit card in consultation with CIP & upload the same in the website and facilitate download of Admit cards by the candidate using their name and date of birth.
- 2.5.4 To provide one dedicated telephone number for the candidates to get their queries clarified. Any query received by CIP will also be forwarded to the agency's helpdesk for clarification.
- 2.5.5 To provide link in the CIP website to download admit card by the candidates.
- 2.5.6 The examination Centres shall be based in Ranchi. Other locations may be decided looking at the number of candidates. However, such additional places shall never be below the district headquarters.
- 2.5.7 To provide adequate infrastructure facility at the examination venue for written test.
- 2.5.8 To finalize the examination centers having easy connectivity. The examination Centres before being finalized, need to be shared with CIP.
- 2.5.9 To provide adequate logistic support at the exam venue.
- 2.5.10 To ensure adequate security provision at the examination venue.
- 2.5.11 To submit the system generated evaluation sheets i.e candidate database in "pdf" format in DVD/CD/Hard disk, which will be uploaded in the server for future compliance.
- 2.5.12 To provide merit list of candidates category wise.
- 2.5.13 To keep the database for a minimum period of one Year for required compliances in future.
- 2.5.14 To maintain confidentiality about the process and product.
- 2.5.15 To abide by all the stipulations made by CIP.
- 2.5.16 Reports/deliverables required from the agency
- a) To put in place the process and the infrastructure required for the examination.
 - b) Formulation of verifiable matrix for conduct of written test.
 - c) To observe compliance with government regulations
 - d) To provide reports as and when required with regard to the present assignment.
- 2.5.17 It shall be the sole responsibility of the prospective Bidder(s) to check the web site from time to time to take note of amendment(s)/clarification in the TENDER DOCUMENT. CIP will not be held responsible in case any of the bidders failing to remain updated.
- 2.5.18 The Recruitment Agency will be responsible for one time error free and transparent conduct of examination in the manner delineated hereafter. The agency should have competent and skilled manpower to conduct such exam.
- 2.5.19 The Recruitment Agency shall observe transparency and unwavering commitments towards conducting a smooth, fair examination.
- 2.5.20 The Recruitment Agency will develop a recruitment plan, clearly listing out the activities involved in the process along with timeline for each such activity.

2.6 Detailed Scope of Work

2.6.1 Scrutiny, Validation and Communication:

- a) As mentioned in section 2.2 (a)

2.6.2 Preparation of Test Material:

- a) Bidder shall prepare standard test procedure and test material, in consultation with the CIP, with a view to conduct the test uniformly in a fair and transparent manner at all venues. The procedure should be exhaustive and clearly indicate all possible activities keeping in mind different people and venues. For this purpose the bidder shall be required to prepare a Test Manual covering standard procedure, Standard Formats for capturing information etc.
- b) **Test Manual:** The agency will prepare the test manual within 30 days from the date of issue of the

order of assignment and get it approved by CIP. The Test Manual shall contain guidelines for all team members of the successful bidder (Agency) who will be responsible for the execution of the test. The successful bidder should thoroughly study the test manual and adhere to the guidelines without fail.

- c) The manual shall define the roles and responsibilities of individual functionaries of the tendered firm who will be involved in conduct of test, preparation of duty chart, disparity report, venue wise candidate count report and other relevant papers necessary for the exam.
- d) **List of candidates:** The Agency will have to provide room wise list of candidates in observance of roll number and name. This list will also be displayed prominently at the test venue by the bidder at appropriate places.
- e) **Attendance Sheet:** The Agency will have to prepare classroom wise attendance sheet of the candidates for all venues. The Attendance sheet should clearly indicate the roll number, name of the candidate, father's name, date of birth, category, specimen signature, photograph, space for taking signature during examination, remarks, etc. against each candidate.

2.6.3 Designing & Development of Question paper:

- a) Subject matter experts engaged by the selected firm will contribute in preparing a question bank. The experts' team will decide the numbers of question per section, its difficulty level, and how many question are to be selected from a particular chapter.
- b) The agency should capture the required details as specified by CIP. Define tags, difficulty level at each question level. The syllabus of the question paper will be provided by CIP.

2.6.4 Setting Question Paper for Written Test

- a) The agency shall prepare multiple choice objective type questions for Written Tests.
- b) Design and development of Question Set with multiple choice answers (100nos), so as to judge the subject knowledge (75%), numerical and logical reasoning questions (10%), general knowledge (10%) and English knowledge (5%).
- c) The number of questions in each segment, marking and test duration will be decided in consultation with CIP.
- d) Question Set for written examination should necessarily be prepared from various Experts of repute so as to avoid risk associated with single source.

2.6.5 Activities for Written Test:-

a) Number of Sets & Sequencing of Questions for Written Test:

- (I) The written test will have four sets (A, B, C, D) with same questions but with changed sequence.
- (II) Randomization of questions across all the four 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. The process should be 100% accurate and it should not result in any wrong interpretation of the question.
- (III) The questions should be in Hindi Language.
- (IV) Instructions shall appear on the cover page of question paper for familiarizing the candidates. The instruction for candidates will be decided in consultation with CIP.

b) Conduct of Written Test:-

Examination Stage Activities:-

- (I) The Attendance sheet should clearly indicate the roll number, name of the candidate, father's name, date of birth, category, specimen signature, photograph, space for taking signature during examination, remarks, etc against each candidate.
- (II) System generated random seat arrangement such that no two candidates side by side have same set of paper.
- (III) Randomized question in each set.
- (IV) Minimum manpower deployment at each examination centre must be as per following requirement: Each Exam Centre of capacity of 500 (+10 buffer) should have the minimum following personnel's to be deployed by the agency:
 - 1. Test Centre Administrator: 1(one) for each Centre
 - 2. Invigilators: 1(one) per 30 candidates.
 - 3. Support Staff: 1 (one) per 100 candidates.
 - 4. Security Guards: 2(two) per 100 candidates.
 - 5. Peons: 2(two) per 100 candidates.

18/04/2020

2.6.6 Post Examination Process:

2.6.6.1 Agency's Responsibility at post examination stage shall include:

- a) Agency will scrutinize the application forms of the candidates who qualify the Written Test, based on the certificate submitted along with the application by the candidates. CIP may authorize anyone to check the system any time. However confidentiality is to be maintained at all levels.
- b) Preparing merit list category wise in descending order.
- c) Other lists as per requirement of the CIP.
- d) Disclosure of any record/ marks/merit/ status before the declaration of final result will invite cancellation of the Contract/ Agreement and other administrative action as deemed fit will be taken against the agency.

2.6.6.2 Uploading of Result with PDF Images on web server:

- a) After preparation of Result sheet, uploading of PDF Images of Result in the official website of CIP, Ranchi.
- b) Grievance Management System: The Agency will provide a **Help Desk service** over telephone to answer the queries raised by the callers. Any query received by CIP will also be forwarded to the agency's helpdesk for clarification. The help-desk shall be competent enough to address the issues raised by the applicants correctly and timely.

NOTE: The entire process shall be designed in such a manner so as to ensure that there is zero scope of any kind of malpractice and mischief mongering.

3. Instruction to Bidder

3.1 Tender Fees (Non-refundable) & Earnest Money Deposit (EMD)

3.1.1 The bidder must deposit Rs.10,000/- (Rupees Ten Thousand Only) towards Bid Processing Fee and EMD of Rs.1 Lakh (Rupees One Lakh Only) at the time of submission of in shape of Bank Guarantee/Fixed Deposit in favour of Director, CIP, Ranchi. The EMD of unsuccessful bidders will be refunded within 30 days after final selection without any interest on their written request. EMD of the successful bidder will be adjusted towards the performance security.

3.1.2 The Earnest Money will be forfeited on account of one or more of the following reasons:

- a) The bidder if withdraws its proposal during the selection process (subsequent to opening of Bid)
- b) The bidder fails to provide required information during the evaluation process or submits false information/document in support of its qualification.
- c) In case of successful Bidder, if the Bidder fails to submit required performance security and sign the contract within prescribed time (i.e. 15 days from Notice of Award).

3.2 Earnest Money Deposit (EMD):

The selected bidder will deposit a Performance Security (In shape of Bank Guarantee in favour of Director, CIP), within 15 days from the Notification of Award, for a value equivalent to 10% of the total estimated cost of work order (Rounded to nearest thousand). The performance security should be valid for a period of six month beyond the period of contractual obligations. The selected bidder shall be responsible for extending the validity date of the Performance Security as and when it is due on account of non- completion of the project. In case the selected bidder fails to submit performance security within the time stipulated, the CIP shall cancel the order placed on the selected bidder without giving any notice. The CIP shall invoke the performance Security in case the selected vendor fails to discharge their contractual obligations during the period or in case CIP incurs any loss due to Agency's negligence in carrying out the assignment as per the agreed terms and conditions.

3.3 Bid Validity: The bid shall remain valid for a period of 180 days from the date of opening of Price Bid. In exceptional circumstances, prior to expiry of the original bid validity period, the CIP may request that the bidders extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder may refuse the request and its EMD will not be forfeited for such refusal. A bidder agreeing to the request will not be permitted to modify its bid.

3.4 Format and Signing of Proposal:

- 3.4.1 The prospective bidder can download the tender from the website any time after date and time of issue of TENDER DOCUMENT and save it in his system and undertake the necessary preparatory work off-line. The Applicant shall only submit *single* copy of the proposal including required documents and Price Bid within due date of submission. In the Financial bid, the bidder cannot leave any figure blank. He has to only write the figures, the words will be self-generated. The Bidders are advised to submit the completed Bid document well ahead of the last date & time of receipt to avoid any last moment problem of any kind.
- 3.4.2 The Applicant shall go through the Bid carefully and list the documents those are asked for submission. He shall prepare all documents including declaration form, formats and price bid etc. The applicant shall also ensure payment of Bid processing fee and EMD before submission of proposal completed in all respect.
- 3.4.3 Signing of Bid:
The Applicant shall sign on all statements, documents and certificates submitted by him, owing responsibility for their correctness/authenticity. If any of the information furnished by the Applicant is found to be false/fabricated/bogus his EMD/ Bid security shall stand forfeited and the bidder is liable to be blacklisted.

3.5 Submission of Proposal:

3.5.1 Deadline for Submission of Proposal:

The date and time of bid submission shall remain *unaltered* even if the specified date for the submission of bids declared as a holiday for the Officer Inviting the Bid.
Prior to submission of bid, the bidder needs to ensure on the followings:

1. Payment for Tender fees & EMD.
2. The entire bid document should be properly indexed with page number.
3. The documents should be properly visible.
4. Filling of all the prescribed forms as detailed in the Tender Document,
5. Enclosing necessary supporting documents.
6. Self-declaration sheet with page number reference should be given for the supporting documents, separately for pre- qualification bid & technical bid table listed criteria as given in Tender Document, from which the committee can easily verify respective criteria.

3.5.2 Opening and Evaluation of Proposal:

- 3.5.2.1 The Tender Inviting Officer shall open the bids on specified date and time. Bid opening date and time as specified in the Notice Inviting Proposal can be extended issuing a corrigendum to this effect in the portal, if necessary.
- 3.5.2.2 The bidders who participated in the bidding will have to present during the bid opening to witness the process.
- 3.5.2.3 In the event of the specified date of bid opening being declared a holiday for the Officer inviting the Bid/Secretary, CIP bids will be opened at the appointed time on the next working day.
- 3.5.2.4 The Opening Officers will first check the demand draft towards Processing Fee and the document of Bid Security with that of the original submitted. If found in order, then only further evaluation shall be carried out, else the proposal shall be declared invalid and be liable for rejection. The bids accompanied with bid processing fee and bid security of prescribed value and description will be taken up for further evaluation with respect to eligibility, experience and financial strength based on document submitted.
- 3.5.2.5 The Proposal Inviting Officer may ask in writing to the Applicant for clarification with respect to any document submitted along with the proposal or any other matter during the course of technical evaluation, if necessary.
- 3.5.2.6 The Applicant will respond in not more than 3 days of issue of the clarification letter, failing which the bid of the bidder will be evaluated on its own merit.
- 3.5.2.7 The Technical evaluation of all the bids will be taken up as per the information furnished by the Applicant. But evaluation of the bid does not exonerate the bidders from checking their original documents and if at a later date the bidder is found to have mislead the evaluation through wrong information, action) shall be taken against the bidder/applicant.
- 3.5.2.8 After technical evaluation of the Proposal and selection of the technically qualified Applicants, the financial bids of the technically qualified bidders only shall be opened on the due date and time of opening.

4. Eligibility Criteria

S. No.	Criteria	Minimum Eligibility Requirement	Documentary Evidence to be Submitted along with the Proposal
01	Legal Entity	<p>The Applicant can either be a Company or Partnership firm or a proprietorship firm registered under relevant Acts in India and is in similar business for at least 05 years as of 31st March 2020.</p> <p>The bidders should mandatorily possess the registration numbers e.g. PAN, GST, EPF, ESIC, TAN, etc., as applicable to them.</p>	<p>Self-Attested Copy of:</p> <p>(a) Certificate of Incorporation /Registration</p> <p>(b) GST Registration Certificate</p> <p>(c) EPF registration certificate with number</p> <p>(d) ESI registration certificate with number</p> <p>(e) PAN Card Copy</p> <p>(f) IT Return</p> <p>Acknowledgement Copy for last 3years (i.e. FY 2017-18, 2018-19 & 2019-2020).</p>
02	Average Annual Turnover	<p>Minimum Average Annual Turnover of Rs 3.00 Crores (Rupees Three Crores Only) in last three Financial years (i.e. FY 2017-18, 2018-19 & 2019-2020).</p>	<p>(a) Copy of the audited Statement of Accounts (Balance Sheet and Profit & Loss Account) for the last three FY (i.e. FY 2017-18, 2018-19 & 2019-2020). Certificate by Chartered Accountant (Statutory Auditor) to this effect has to be submitted in Form 06.</p>
03	Quality & Capability Certification	<p>The bidder must have : ISO 9001:2015 OR ISO 9001:2008</p>	<p>Self-Attested Copies of the Certificates.</p>
04	Technical Capability	<p>The bidder must have successfully handled and completed end to end recruitment/selection process through written test on OMR sheet for any government or public sector agencies including Central/State Government Departments / PSUs/ Public Sector Banks, etc. during last 5 (five) Financial Years ending <u>31.03.2020</u>. The agency should submit the details of such assignments undertaken in Form 04.</p> <p>The agency must have conducted at least two such recruitment successfully for the above mentioned organizations/ establishments, one such exam should have involved written test for of <u>at least 10000</u> candidates and conducted in at least 3 different and separately located venues simultaneously.</p>	<p>Work order from the client mentioning details of exam centre and amount claimed.</p> <p>Self-declared certificate need to be submitted by the bidder on the number of candidates.</p> <p>Besides the bidder should furnish the certificates from the concerned agency / organization about the number of exam centers at which exam was conducted by the bidder simultaneously.</p>

05	Local presence of the bidder	The Applicant should either already have office in Ranchi or should undertake to have facility in Ranchi within 15 days from the date of acceptance of Tender.	Address proof / Undertaking
06	Self-certification in the Form 08	The Applicant or any of its director/s or partner/s should neither have been convicted by any court of law nor is any criminal case pending against them before any court of law. Further the bidder as a Firm should not have been blacklisted / barred / disqualified by any Government organization / regulatory / statutory body from future participation in any such tender.	Self-certification in prescribed format in Form 08.

5. Submission of Proposal

5.1.1. Submission of the proposal shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications.

5.1.2 Failure to comply with the requirements of the paragraph or any clauses of the Tender shall render the application incomplete which is liable for rejection.

5.1.3 Authentication of Bids:

The signatory of the proposal should have the power of attorney issued in his/ her favour by the Board of Directors in case of a company, by Partners in case of a partnership firm.

5.1.4 Language of the Bid:

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged between the Bidder and the Authority shall be written in English language. Only English numerals shall be used in the Bid.

5.1.5 Format of the Proposal

5.1.5.1 The Proposal shall be submitted in two parts:

- Part I : Technical proposal including Pre-Qualification Sheet
- Part II : Financial proposal

5.1.5.2 Contents of Technical Proposal:

The bidder must submit the following particulars / documents along with the Technical Proposal failing which the bid shall be treated as incomplete.

- Processing fees of Rs.10,000/- & Earnest Money Deposit of Rs.1.00 lakh (Rupees One Lakh only) in the form of Bank Guarantee failing which the bid shall be rejected.
- Self-Certified Photocopy of the PAN, GST, EPF, ESIC, TAN etc. as applicable to them.
- Covering letter of proposal (pre-qualification-cum-technical)-Form-01
- Particulars of bidders-Form-02
- CV of Key Personnel-Form-03
- Previous experience of the firm in successfully executing similar types of assignments during last five years (Form No-04).
- The details of manpower strength (both Technical & Non-technical) - Form No-05.
- Average Annual Turnover Certificate by Chartered Account (Form-06)
- Number of Proposals:** An Applicant is eligible to submit only one proposal in response to this TENDER DOCUMENT. Multiple applications will amount to disqualification.

5.1.5.3 Financial Proposal

The applicant must submit the Financial Proposal using Form No-07. In case of any discrepancy between figures and words in the Financial Proposal, the one described in words shall be adopted for evaluation. The applicant is required to submit only the hard copies of the financial proposal with the Tender inviting authority.

5.2 Criterion for Evaluation:

- 5.2.1 **Quality and Cost Based Selection Method:-** Combined score shall be obtained by weighing the technical and financial scores in the ratio of 70:30 and adding them up. On the basis of combined weighted score for technical and financial bid, the bidder shall be ranked in terms of total score obtained. The proposal obtaining the highest combined score in evaluation will be ranked as H-1 followed by the proposals securing lesser marks as H2, H3, etc. The bidder securing the highest combined marks will be considered for award of the contract.. The committee will carry out the detailed evaluation of the Technical Proposals only of eligible Applicant.
- 5.2.2 Evaluation of Technical Proposals: Technical proposals of the eligible Applicants will be evaluated on different techno-commercial parameter and accordingly marking shall be done for each Applicant.
- 5.2.3 Technical Proposal of all the Applicants will be evaluated based on appropriate marking system. The categories for marking and their respective weightage are as under:

Technical Bid Evaluation Table

Sl. No.	Description	Score calculation	Maximum Marks
1	<p>Manpower Strength (Technical & Non-technical)</p> <ul style="list-style-type: none"> CV to be submitted in the given format for all such personnel employed by the Bidder having more than 5 years of experience in similar field (Form-03) Bidder has to submit a declaration that all the personnel who's CV has been attached are employees of the company. <p>N: B: - The Details are to be furnished at Form-03 & Form-05.</p>	<p>(a) One mark for each technical staff of the Bidder experience in similar project, subject to maximum of 10 marks.</p> <p>(b) 0.5 mark for each non-technical staff involved in similar project subject to maximum of 5 marks.</p> <p>Technical staff includes personnel with minimum five year post qualification experience in similar projects in following area of expertise:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Manager(MBA(HR)) <input type="checkbox"/> -Tech in Computer Science/MCA/IT) <input type="checkbox"/> Sales/Marketing/ Logistic Management) <input type="checkbox"/> <input type="checkbox"/> <p>in any stream with experience in preparation of question paper)</p>	<p>15</p> <p>S</p> <p>O</p> <p>F</p> <p>S</p>
2	<p>Experience in offline examination in Govt. Sector /PSU/Govt. Institutes during last 5 (Five) Financial years (ending 31.03.2020). The Copies of the relevant Work Orders/ Completion Certificate/ On Going Certificate from the Client are to be submitted.</p> <p>(Declaration in Form-04)</p>	<p>02 marks for each such completed examination/ assignment conducted by the bidder.</p> <p>01 mark for each such ongoing examination/ assignment conducted by the bidder.</p> <p>Maximum of 10 marks.</p>	<p>10</p>

3	Experience in dealing offline examination solution: Attendance sheet/ a certificate obtained from the agency for which the exam was conducted. The certificate so obtained should clearly mention number of candidates for the exam.(Declaration in Form-04)	For each such examination conducted by the bidder: a) $\geq 10,000$ examinee : 5 marks/exam b) ≥ 7000 examinee: 3 marks/exam c) ≥ 5000 examinee: 2 mark/exam (Maximum Marks-15)	15
4	Average audited annual turnover for last three Financial years i.e. FY- 2017-18, 2018-19 & 2019-20. (Declaration in Form-06) Note The Certificate of Average Annual Turnover from Statutory Auditor is required to be submitted for the three consecutive FY- 2017-18, 2018-19 & 2019-20.	Up-to 3Crores = 5 marks Then 0.5 mark for each Rs 0.50 crore in excess of Rs 3.00 crores.	15
5	ISO Certification other quality certification. (With Validity)	ISO 9001:2015 or ISO 9001:2008	15
6	Project Value: Experience in offline examination solution and services in Govt. Sector/ PSU/ Govt. Institutes in last three financial years such as FY- 2017-18, 2018-19 & 2019-20). The Copies of the relevant Work Orders/ Completion Certificate/ On Going Certificate with clearly mentioning value of the project from the concerned Client are to be submitted.	Project Value up-to 1.5 Crore- : 5 Marks Then 0.5 mark for each Rs 0.50 crore in excess of Rs1.5crores. Maximum 10 Marks	10
7	For presentation by the eligible bidders only before a Technical Evaluation Committee.	Technical Presentation: 1.Envisaged Software Solution- 5Marks 2.Approach Methodology- 5Marks 3.Work Plan/ Contingency Plan- 5Marks 4.Proposed resource/professionals- 5Marks	20
Total Marks			100

5.2.4 All pre-qualified applicants shall be required to make presentations up to 20 minutes, to demonstrate their credentials before the Technical Evaluation Committee. The presentation shall broadly cover the following aspects:

- (i) Brief Organizational profile, local presence, associates, major clients and projects successfully executed, etc.
- (ii) Experience and capabilities of conducting similar assignments;
- (iii) Understanding of assignment along with methodology indicating broad road map;
- (iv) Risks and proposed risks mitigating measures;
- (v) Proposed Key Personnel along with Team Lead and Manpower commitment.

5.3 Evaluation of Financial Proposal:

5.3.1 Financial bid of only those bidders whose technical score (as per the technical evaluation) is 70 (seventy) or above shall be considered for financial bid opening. The Financial proposals of the technically qualified bidders will be opened and the L1 bidder will be the preferred bidder. If the total number of technically qualified applicants fall short of three in numbers (*or less than three applicant could score 70 marks in the technical evaluation*) then the Tender Inviting Authority may consider to reduce the technical eligibility score to an extent so that minimum three Applicant qualifies for Financial bid opening. However, in no circumstances the eligible technical score shall be less than 60 marks.

Handwritten signature/initials

- The bidder shall submit the Financial Proposal using **Form No 7**.
- 5.3.2 CIP reserves the right to ask for detailed cost-sheet for any of these activities, if necessary, for price rationalization from the L1 Bidder.
- 5.3.3 In case of tie, the bidder with highest technical score will be awarded the contract.

5.4 Shortlisting and Selection

5.4.1 Combined Evaluation: Evaluation will be done using Quality and Cost based selection method. Based on the criteria in section 5.2.3, combined score shall be obtained by weighing the technical and financial scores in the ratio of 70:30 and adding them up. On the basis of combined weighted score for technical and financial bid, the bidder shall be ranked in terms of total score obtained. The proposal obtaining the highest combined score in evaluation will be ranked as H-1 followed by the proposals securing lesser marks as H2, H3, etc. **The bidder securing the highest combined marks will be considered for award of the contract.**

Example:

As an example, the following procedure will be followed. The minimum qualifying marks for technical qualifications is 70 and the weightage of the technical bids and financial bids is kept as 70: 30. Assuming that in response to the Request for proposal (RFP), 3 proposals, A, B & C are received. The technical evaluation committee awards them 75, 80, and 90 marks respectively. The minimum qualifying marks are 70. All the 3 proposals are, therefore, found technically suitable and their financial proposals will be opened after notifying the date and time of bid opening to the successful participants. Assuming that the evaluation committee examines the financial proposals and the quoted total bid values are as under:

Proposal	Total Bid Value
A:	Rs.120
B:	Rs.100
C:	Rs.110

Using the formula $LTBV / TBV$, where LTBV stands for Lowest Total Bid Value and TBV stands for Total Bid Value, the committee will give them the following points for financial proposals:

A:	$100 / 120 = 83$ points
B:	$100 / 100 = 100$ points
C:	$100 / 110 = 91$ points

In the combined evaluation, thereafter, the evaluation committee will calculate the combined technical and financial score as under:

Proposal A:	$75 \times 0.70 + 83 \times 0.30 = 77.4$ points.
Proposal B:	$80 \times 0.70 + 100 \times 0.30 = 86$ points
Proposal C:	$90 \times 0.70 + 91 \times 0.30 = 90.3$ points.

The three proposals in the combined technical and financial evaluation will be ranked as under:

Proposal A:	77.4 points	: H3
Proposal B:	86 points	: H2
Proposal C:	90.3 points	: H1

Proposal C at the total bid value of Rs.110 will, therefore, declared as winner and recommended for approval, to the competent authority.

In the event of a tie in the final scores, the agency having the lower financial quote amongst the two would be given preference.

- 5.4.2 Tender Inviting Authority (TIA) reserves the right to ask for detailed cost-sheet, if necessary, for price rationalization from the preferred Bidder.
- 5.4.3 TIA reserves the right to cancel the whole tender process in case TIA feels that the price quoted by the preferred bidder is not reasonable and may invite fresh proposals.
- 5.4.4 TIA reserves the right to cancel the whole tender process without assigning any reason thereof.

6. GENERAL CONDITION OF THE CONTRACT

6.1 Notification of Award:

- 6.1.1 Prior to the expiry of the bid validity period, CIP will notify the successful bidder in writing or by fax or e-mail that its proposal has been accepted. In case the bidding process has not been completed within the stipulated period. CIP may like to request the bidders to extend the validity period of the bid. In such case such extended period shall be accepted as mutually agreed upon. Notification of award will constitute the formation of the contract. Upon successful bidders signing the contract, CIP will notify each unsuccessful bidder and return their EMD.
- 6.1.2 Signing of Contract: After the CIP notifies the successful bidder that its proposal has been accepted.

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CIP shall enter into a contract, incorporating all clauses and the proposal of the bidder between CIP and the successful bidder. The draft Legal Agreement will be provided as a separate document. **(Agreement format Form-11)**

- 6.1.3 Period of Contract: The period of contract shall be for a period of 3 (Three) years from the date of execution of the agreement or fulfillment of the entire contractual obligation, whichever is earlier. The period may extend for a further period on mutual agreement by both the parties on similar terms and conditions.

6.2 Dispute Resolution Mechanism:

- 6.2.1 The Agency and CIP shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:-
- 6.2.2 The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within **seven (7) days** of receipt of the notice.
- 6.2.3 The matter will be referred for negotiation between CIP and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of **15 days**.
- 6.2.4 In case it is not resolved between CIP and the bidder, it will be referred to the Commissioner-cum-Secretary; Cooperation Department for settlement and his decision will be final and binding on both the parties.

6.3 Force Majeure:

- 6.3.1 Force Majeure is herein defined as any cause, which is beyond the control of the Agency or CIP as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:
- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
 - Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
 - Terrorist attack, public unrest in work area provided either party shall within **10 days** from occurrence of such a cause, notifies the other in writing of such causes. The bidder or CIP shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

6.4 Fraud and Corrupt Practices

- 6.4.1 The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this TENDER DOCUMENT, CIP shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, CIP shall, without prejudice to its any other rights or remedies, forfeit and appropriate the bid security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the TENDER DOCUMENT, including consideration and evaluation of such Bidder's Proposal.
- 6.4.2 Without prejudice to the rights of CIP under Clause above and the rights and remedies which CIP may have under the Agreement, if a bidder is found by CIP to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the selection process, or after the issue of the Work Order or the execution of the agreement, such Bidder shall be ineligible to participate in any tender or TENDER DOCUMENT issued by CIP during a period of 2 (two) years from the date of such Bid.
- 6.4.3 For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:-
- "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the selection process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of CIP, who is or has been associated in any manner, directly or indirectly with the Selection Process.
 - "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
 - "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;



- d) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by CIP with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- e) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

6.5 Liquidated Damages

- 6.5.1 If the Recruitment Agency fails to provide requisite manpower or infrastructure as detailed in the contract to execute the assignment resulting in delay in completing the recruitment process then penalty shall be levied in the manner detailed in the paragraph below.
- 6.5.2 Penalty at @2% of the value of work order for delay of every week or part thereof up to a maximum of @10% of the value of work order. CIP may also cancel the contract beyond a delay of 5 weeks and forfeit the Performance Security, if decides so.

6.6 Action against Breach of Contract:

- 6.6.1 If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by CIP without any valid reasons acceptable to CIP, CIP may terminate the contract after giving 1 months' notice, and the decision of CIP on the matter shall be final and binding on the bidder. Upon termination of the contract, CIP shall be at liberty to get the work done at the risk and expense of the Agency through any other agency, and to recover from the bidder compensation or damages.
- 6.6.2 It is the responsibility of the Recruitment Agency to ensure performance of all the provisions of the contract as well as the terms & conditions as laid down in the TENDER DOCUMENT to the full satisfaction of the CIP. In the event of non-performance or violation of any provision of the contract by the Recruitment Agency, his security deposit shall be forfeited and the balance work would be done as his risk and cost. He shall also be black listed and debarred from participating in the future tender of the CIP. The decision of the Managing Director would be final and binding on the Parties.
- 6.6.3 CIP expects basic service level from the Recruitment Agency: In case Recruitment Agency fail to comply with the requirement given above the CIP reserves the right to terminate the contract by giving one month notice and also the Security amount deposited by the firm would be forfeited. In the event of leakage of question paper or any irregularities in conducting the recruitment examination, the Recruitment Agency or any of his employees involved in the matters, the Recruitment Agency will be held responsible for the aforesaid irregularities and shall be criminally prosecuted as per Law.

6.7 Confidential Information:

- 6.7.1 Neither party shall disclose the other party's confidential information to any person or other third-party or make use of such confidential information for its own purposes at any time without the owner's prior written consent; provided, however, that confidential information may be disclosed to government authorities if the disclosure is required by law and the disclosing party has provided the notice and, if practicable, a reasonable opportunity to defend against such disclosure. Confidential information means any information (written, oral or observed) relating to: (a) donors and potential donors; (b) personal profiles of beneficiaries; (c) personal profiles of employees; (d) business and strategic plans; (e) finances; or (f) a relationship with any governmental entity. Confidential information also includes information specifically designated confidential by the owner or that the other party knows or reasonably should know is not generally known to the public. Upon the termination or expiration of this agreement, each party shall destroy or return such information of the other party in its possession, including copies and notes, and in the case of destruction, at the owner's request shall certify to such destruction. Notwithstanding the forgoing, confidential information shall not include any information that is generally known to the public or readily ascertainable from publicly available sources. Each party shall take steps necessary to enforce these obligations with respect to its employees.

6.8 Miscellaneous Conditions

- 6.8.1 **Law Governing Contract and Language:** The Contract shall be governed by the appropriate laws of Government of India and the language of the Contract shall be English.
- 6.8.2 **Jurisdiction of the Court:** In the event if any dispute arises out of this contract, the jurisdiction of the court shall be at Ranchi for both the parties.
- 6.8.3 No such modification, variation or amendment to contract shall have any force unless it is in writing and has been signed by the parties.
- 6.8.4 Neither party shall use the name, trademark, or logo of the other in any advertisement, press release, publicity or other materials printed or published with reference to this Agreement without the express written consent of the other, or as required by law or any governmental agency. Neither party shall disparage the other.



7. Forms & Formats

Form- 01 : Letter of Proposal

Location:

Date:

To:

Director
Central Institute of Psychiatry
Kanke, Ranchi-834006
Jharkhand.

Subject: Submission of the Pre-Qualification-cum-Technical bid for <Recruitment Agency>

Ref : TENDER DOCUMENT No .01/CIP/2020, Dated. _____

Dear Sir/Madam,

We, the undersigned, offer to provide solutions to the CIP on <Name of the engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the TENDER DOCUMENT document. We would hold the terms of our bid valid for 180 days as stipulated in the TENDER DOCUMENT document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature

[In full and initials]: Name and Title of Signatory

Name of Firm:

Address:

Location:

18/04/2020

Form- 02 : Particulars of the Bidder

TENDER DOCUMENT No _____

Date: _____

SL NO	Particular of the Bidder	Details to be filled up by The Bidder	Page Number Reference of the Supporting
1	Name of the Organisation		
2	Status of the Organisation (Company/Firm)		
3	Registered Address of the Office		
4	Telephone No & Contact Person Detail		
5	E-mail Address		
6	Website Address		
7	Registration No/date		
8	Incorporation Certificate No.& Date		
9	GST Number		
10	PAN Card Number		
11	EPF Registration Number		
12	ESI Registration Number		
13	Number of the employees (As declared in Form-06 duly supported by Form-03)	Non-Technical-____Nos Technical-____Nos Total-____Nos	
14	No of projects/assignments ,successfully handled and completed end to end recruitment/selection process by conducting offline exams through OMR sheet for Departments of Central Government, State Government/ PSUs/ Public Sector Banks/ Universities Repute during last 5 (five) Financial Years ending 31.03.2020.		
15	Average Annual Turnover of the Company In three Financial Years FY 2017-18, 2018-19 & 2019-20.		
16	Details of Quality Certification (Certificate Name with validity)		
17	Tender Fees& EMD Submission Detail		

Signature of the Bidder _____

Date : _____

Place: _____

Company: _____

Seal :

18/04/2020

Form- 03 : CVs of Key Personnel

The format for submission of CVs is the following:

1. Name:
2. Qualification:
3. Profession / Present Designation:
4. Years with firm: _____ Nationality:
5. Area of Specialization: _____
6. Date of Birth:
7. Proposed Position in Team:
8. Key /Experience suitable to the proposed assignment:

(Under this heading give outline of staff members' experience including experience with the post employer(s) , in the area of assigned work in projects of similar nature handled in the past. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations.

- a) Education/Training Programmes: (Under this heading, summarize college/ university and other specialized education of staff member, giving names of colleges/ institution, academic session, dates and degrees obtained)
- b) Experience: (Under this heading, list of positions held by staff member since graduation, giving dates, names of employing organization, title and duration of positions held and location of assignments. For experience in last ten years also give types of activities performed and Owner references, where appropriate.

Signature(Concerned employee): _____

Authorized Signatory: _____

Full Name: _____

Address: _____

Date: _____

Note: 1. Certified supporting documents to be enclosed evidencing the above criteria of such personnel mentioned above.

[Handwritten Signature]

Form- 04 : Previous Experience in similar assignments

Previous Experience of the Firm successfully handled and completed end to end recruitment/selection process by conducting offline exams through OMR sheet for Departments of Central Government, State Government/ PSUs/ Public Sector Banks/ Universities Repute during last 5 (five) Financial Years ending 31.03.2020.

Sl. No.	Name of Project/ Assignment	Name of Client Organization	Work Order No. with date & Work Completion Certificate	Brief Description of Work (Offline mode of Recruitment)			Page Number reference of Work Order & Work Completion Certificate
				Details of the posts for which selection/recruitment process handled	Maximum number of candidates handled for each such examination conducted	No of venues at which such exams conducted	
01							
02							

_____ Number of Years of Experience in handling offline recruitment examination through OMR sheet as on 31.03.2020

Seal & Signature of the Bidder

Date:

[Handwritten Signature]
18/04/2020

Form- 05 : Details for Manpower Strength (Technical& Non- Technical)

(Please provide a separate table for Technical & Non Technical Staff)

Sl. No.	Name of Staff with qualification and experience (As per CV in Form-03)	Position Assigned	Years of post qualification experience	Project assigned to the staff	EPF/ESI Number of the Staff
1					
2					
3					

N: B: The information in above format shall be taken into account for the evaluation of technical proposal at 5.2.3. This is to declare that the detail lists of Manpower given above are tallied with the number of manpower as per ECR (EPF) Copy enclosed.

Authorized Signature with official Seal:

(Certificate from Company Secretary/ HR Head)

Form- 06 : Company's Financial Information

(To be submitted on Firm's Letter Head)

1. Name of the Firm:

Average annual turnover for last three Financial years i.e. FY 2017-18, 2018-19 & 2019-20) from the business based on Audited Accounts (duly certified by a Chartered Accountant)

Financial Year	Audited Annual Turnover (Amount In Rs.)
1	2
FY:2017-18	
FY: 2018-19	
FY: 2019-20	
Average Annual Turnover	

Average Turnover during Last 3 (three) Years Rs. (Rupees _____)

Signature of the Chartered Accountant (Statutory Auditor):

Seal Full Name:

Name of the CA Firm:

Membership No :

Address:

Phone No:

E-mail Id:

Note:

Consolidated Audited Annual Reports/Financial Statements for last three financial years have to be provided as proof for consulting firm's turnover. The above certificate should be obtained from the Statutory Auditor of the Compan.

18/04/2020

Form- 07 : Financial Proposal

Location:

Date:

The Director,
Central Institute of Psychiatry,
Kanke, Ranchi-834006, Jharkhand

Subject: Submission of the Financial bid for <Provide Name of the Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for (Title of Implementation Services) in accordance with your Request for Proposal dated(Date) and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of (Amount in words and figures). This amount is inclusive of all charges, overheads, except (GST), duties & levies.

COMMERCIAL BID FORMAT

Particulars	Rate per eligible candidate(*) (Exclusive of GST)	
	In words	In Figure
1	2	3
For complete process of Recruitment in CIP inclusive of all charges, overheads, (except GST), duties & levies [As per the scope of work and different activities described in TENDER DOCUMENT].		

1. Price and Validity

- a) All the prices mentioned in our Tender are in accordance with the terms as specified in the TENDER DOCUMENT documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
- b) We hereby confirm that our prices include all charges, overheads, except (GST), duties & levies.
- c) We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. Unit Rate

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase / decrease from the scope of work under the contract.

3. Deviations

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. Tender Pricing

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

[Handwritten Signature]

5. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. Bid Price

We declare that our Bid Price is for the entire scope of the work as specified in the TENDER DOCUMENT.

7. Performance Security

We hereby declare that in case the contract is awarded to us, we shall submit the Performance security in form of Demand Draft or Performance Bank guarantee from a nationalized bank.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain, yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:



Form- 08 : Self- Certification

To,

The Director,
Central Institute of Psychiatry,
Kanke, Ranchi-834006, Jharkhand

Ref: TENDER DOCUMENT Notification no:..... Date:.....

Subject: Self-certification in response to the TENDER DOCUMENT.

Dear Sir,

We the company/Firm, M/s, is hereby undertake that "neither the Company/Firm or any of its director/s or partner/s have been convicted by any court of law nor any criminal case be pending against them before court of law. Our Company/ Firm had not been blacklisted / barred / disqualified by any Government organization / regulatory / statutory body from future participation in any such tender. in any manner whatsoever on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Signature of Company Secretary of Company/ Managing Director of firm

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification B

[Handwritten signature]
18/04/2020

Form- 09: Performance Bank Guarantee

PERFORMANCE SECURITY

Name:

Designation:

Address:

Phone Nos.:

Fax Nos.:

Email id:

Whereas,..... (name of the supplier and address) (hereinafter called "the bidder") has undertaken, in pursuance of contract no. (Insert Contract No.) dated. (Date) to provide Implementation services for (name of the assignment) to CIP (hereinafter called "the beneficiary")

And **whereas** it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And **whereas** we,..... (Name of Bank) a banking company incorporated and having its head/registered office at(Address of Registered Office) and having one of its office at (Address of Local Office) have agreed to give the supplier such a bank guarantee.

Now, **therefore**, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs..... (Insert Value) (Rupees(Insert Value in Words) only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs.(Insert Value) (Rupees(Insert Value in Words) only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until(Insert Date)

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Rs.(Insert Value) (Rupees(Insert Value in Words) only).

II. This bank guarantee shall be valid up to(Insert Expiry Date)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before(Insert Expiry Date)) failing which our liability under the guarantee will automatically cease.

Handwritten signature

Form-10: Model Format for Master Service Agreement

This Master Service Agreement hereinafter referred to as "MSA" is made and executed at Ranchi on this _____th day of _____ 2020 between

The Director, Central Institute of Psychiatry, Ranchi hereinafter referred to as "CIP", (1st party)

M/s _____, represented by Mr./Mrs _____, as _____ (Capacity In the Company) ,with its registered office at _____ (Address, Email ID & Contact No.) , hereinafter referred to as " _____ " (2nd party).

WHEREAS, CIP, as a part of its recruitment process desirous to engage M/s _____ as its recruitment agency for successfully carrying out recruitment process on behalf of CIP for positions given in Para _____ of TENDER DOCUMENT- _____.

WHEREAS, M/s _____, has agreed to the Scope of work and terms & conditions as detailed in the TENDER DOCUMENT _____ & any further discussion held during the 1st kick-off/ negotiation meeting (if any) dated _____.

NOW THESE PRESENT WITNESS AND IT IS HEREBY AGREED AS FOLLOWS:

1. In this MSA, words and expressions shall have the same meanings as are respectively assigned to them in the conditions and Scope of Work defined in the Request for Proposal.
2. **MSA Documents**
The following documents shall be read and construed as an integral part of the MSA:
 - a) This MSA and annexure attached to the MSA
 - b) Work Order No _____ dated _____
 - c) Letter of Intent No _____ dated _____
 - d) Minutes of the Technical Committee Meeting held on _____
 - e) Corrigendum to TENDER DOCUMENT No _____ dated _____ issued on _____
 - f) TENDER DOCUMENT No- _____ Date _____
 - g) Bid _____ documents, technical and commercial proposals submitted by M/s _____
 - h) Minutes of the Commercial Bid opening meeting held on dated _____
 - i) Copy of Performance Bank Guarantee by M/s _____
 - j) Manpower detail submitted by M/s _____

In the event of any ambiguity or conflict between terms mentioned in the documents listed above, TENDER DOCUMENT and the corrigendum shall prevail, provided that Schedule of Amendments to be made by CIP shall prevail over all provisions of the MSA and Annexure attached to the MSA.

3. Responsibilities of the Agency

The Agency shall;

- a) Carry out the activities of the assignment and conform to the specified objectives, outputs, milestones, and targets.
- b) Be solely responsible for determining all matters of detail as to the manner in which the assignment is conducted and for ensuring that all work done hereunder is of an objectively acceptable quality.



- c) Comply with the best of technical, statutory and applicable regulatory guidelines established by the Government of India and CIP while performing the services.
- d) Take reasonable measures to protect the secrecy of and avoid disclosure and unauthorized use of the Confidential Information of the disclosing party including discussion of the Confidential Information in any public forum which includes formal and informal discussions.
- e) Comply with all good practices and shall not indulge in any act, which constitutes an offence or a corrupt practice under the Indian laws
- f) At all times, indemnify and keep indemnified CIP against all claims/damages etc. payable in consequences of any injury sustained by employees of the Agency or by any other third party resulting from or by any act, omission or operation conducted by or on its behalf;

4. Deliverable & Time Schedule:

The Agency is expected to successfully carry out the recruitment process on behalf of CIP for posts given in table below within the time schedule of ____ months/years.

SL. No.	Name of Post	Tentative No. of Vacancies	Category of Post	Qualification	Method of Selection
1.	Multi Tasking staff	93 68 Male & 25 Female	UR/SC/ST/OB C/PWD	10 th Standard pass from a recognised Board or equivalent.	Written Test

It is required to ensure that all deliverables are of high quality and have undergone sufficient internal review process before being shared with the department. Any risks, dependencies, limitations, additions, deletions etc. shall be flagged at least 10 days in advance to the Director, CIP to ensure necessary mitigation action. The responsibility matrix alongwith expected date schedule is given below.

Sl. No.	Activity	Deliverables	Responsibility	Start date	End date
1					
2					

5. Schedule and Method of Payment:

The 1st party agrees to pay the work order value of Rs. _____ (Rupees _____ only) awarded to M/s _____ consists of following overheads with reference to the L1 rate quoted . as negotiated, for execution of defined activities.

The performance based schedule of payment by CIP to M/s _____ is detailed in **Table below:**

TABLE – SCHEDULE OF PAYMENT

Software Development & STQC	@ 5% of the Total Work Order Cost.
Issue of Admit cards to Eligible candidates	@ 25% of the Total Work Order Cost.
Completion of CBT Exam.	@ 20% of the Total Work Order Cost.
Handing over of the Merit List.	@ 30% of the Total Work Order Cost.
Successful Exit Management.	@ 15% of the Total Work Order Cost.
ONE year from the date of publication of results	Balance 5% of the Total Work Order Cost.

N:B:-

1. Work Order Cost shall mean total agreed cost as per the contract agreement exclusive of tax.
2. Proportionate Work Order Cost shall mean the cost pertaining to the respective post, under process of recruitment.
3. Successful Exit Management means, "The selected Bidder shall handover the complete application database (i.e Database back-up file & XL sheet) in CD/ DVD. The Selected Bidder will provide systematic exit plan and conduct proper knowledge transfer process (i.e System flow & data base structure) to handover operations to CIP before project closure".
4. Software development includes customization of software as per requirement of CIP as defined in TENDER DOCUMENT.

6. General Terms & Conditions:

All the terms & Conditions as laid down in the

TENDER DOCUMENT _____ & other terms & conditions as discussed during the negotiation meeting (If Any) and detailed in the work order copy shall be applicable in this MSA and agreed by 2nd party during the entire period of contract.

7. Effect of This Agreement:

- a. The Agreement shall be effective from the date of its signing by all the Parties. The Agreement shall be valid for _____ months thereafter extendable up-to _____ months as deemed necessary.
- b. The duty of secrecy under this agreement will commence on the Effective Date and will subsist till such time the confidential information falls into the public domain whichever is earlier.
- c. This Agreement may be executed in two or more counterparts, each of which shall constitute an original and all of which shall be deemed a single agreement.
- d. The rights and remedies herein provided are cumulative with, and not exclusive of any rights or remedies provided by law.
- e. Once the objectives are realized within the time frame of _____ months the assignment shall be treated as complete and the present contract will cease to exist.
- f. No amendment or modification of this Agreement shall be valid unless the same is made in writing by all the Parties.
- g. Notice : Unless otherwise specified in this MSA or any Work Order, any notice required under this Agreement shall be in writing, addressed as follows:

**The Director,
Central Institute of Psychiatry,
Kanke, Ranchi-834006, Jharkhand**

Office Address of the Selected Agency:

M/s _____

Address : _____

Contact No- Email ID- FAX Contact No-

- h. Jurisdiction of the Court: In the event of any dispute arises between the parties, the jurisdiction of the court shall be at Ranchi for both the Parties.

This is to declare that both the parties are agreed to accept the terms and conditions mentioned above and the agency is putting his/her signature for acceptance of the said assignment at O/o the Director, CIP.

[Handwritten signature]
18/04/2020