



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



3rd Floor, Biscomaun Tower, Gandhi Maidan, Patna – 800001 Tel: 0612-2219175

Email:- spm.proc.bgsys@bihar.gov.in, Website: www.sprc.bgsys.co.in &

<https://state.bihar.gov.in/biharprd/CitizenHome.html>

Ref: BGSYS/Admin & HR/Accountant cum IT Assistant/1092/2023/Part2/779

Date: 15/12/2023

OPEN E-TENDER NOTICE

Inviting open E-Tender for **Hiring of recruitment support agency** intended for selection of outsourced Accountant cum IT Assistant & outsourced Executive Assistant/DEO in panchayats, blocks and all district across the Bihar state. Last date & time for submission of E-tender is **14:00 Hrs. (IST) on 16-01-2024** along with hard copy of entire technical bid documents duly signed by authorized person. Bid document may be submitted online through <https://eproc2.bihar.gov.in> and may be downloaded from website: <https://state.bihar.gov.in/biharprd/CitizenHome.html>.


Jaideo Sinha
(SPM-Procurement)



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



4th floor, New Secretariate, Vikas Bhawan, Patna-800001, Tel: 0612-2219175

Email:- spm.proc.bgsys@bihar.gov.in, Website: www.sprc.bgsys.co.in &
<https://state.bihar.gov.in/biharprd/CitizenHome.html>

Reference: BGSYS/Admin & HR/Accountant cum IT Assistant/1092/2023/Part2/780 Date: 15/12/2023

Inviting Online Request for Proposal (RFP) Through e-Proc for Hiring of Recruitment Support Agency intended for Selection of Outsourced Accountant Cum IT Assistant & Executive Assistant/DEO.

BGSYS, Panchayati Raj Society is being implemented in Bihar State with unambiguous policy and intention to see that community at large may participate in strengthening Panchayati Raj Society and in the development journey of government. BGSYS wants to hire services of Recruitment Support Agency intended for Selection of Outsourced Accountant Cum IT Assistant & Executive Assistant/DEO.

| Sl. No. | Description of Post | Qualification & Experience | Est Qty. |
|---------|--|--|----------|
| 1 | Accountant cum IT Assistant (One for each Panchayat) | B. Com/M. Com/CA Inter. Preference will be given to the candidate having CA Inter educational qualification certificate. | 6391 |
| 2 | Accountant cum IT Assistant (one for each Block) | B. Com/M. Com/CA Inter. Preference will be given to the candidate having CA Inter educational qualification certificate. | 533 |
| 3 | Accountant cum IT Assistant (Two for each District) | B. Com/M. Com/CA Inter. Preference will be given to the candidate having CA Inter educational qualification certificate. | 76 |
| 4 | Executive Assistant/Data Entry Operator | 10+2/intermediate from a recognized board with certification in DCA/ADCA (as per ANNEXURE-II) and typing speed of minimum 25 words per minute in Hindi & 30 words per minute in English. | 329 |

Note: The age limit will be in accordance with the provisions prescribed by the State Government.

* This no. may increase or decrease as per requirement.

All Terms & Condition and eligibility criteria for the agency may be downloaded from the websites. Interested agencies may download the RFP document from our (PRD) website <https://state.bihar.gov.in/biharprd/CitizenHome.html> & our BGSYS website: <http://sprc.bgsys.co.in/> and submission through online <https://eproc2.bihar.gov.in/>. Duly filled bids (only in the prescribed format with all attached document) will be accepted up to 14.00 Hrs (IST) on or before 16th December, 2023 and will be opened online through <https://eproc2.bihar.gov.in/EPV2Web/> on the same day i.e., 16th January, 2024 at 16.00 Hrs (IST) in the presence of bidders/authorized representatives who choose to attend, if any change shall intimate through PRD website.


(Jaideo Sinha)

State Project Manager - Procurement



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



1. Important Dates and Times/Bid Document:

| | | |
|------|--|---|
| 1.1 | Name of the work | Online RFP through e-proc for hiring of Recruitment Support Agency intended for Selection of Accountant Cum IT Assistant & Executive Assistant/DEO |
| 1.2 | RFP Notice No | BGSYS/SPRC/E- Proc/2023/011 BGSYS/Admin&HR/Accountant cum IT Assistant/1092/2023/Part2 |
| 1.3 | RFP Fee/EMD | <p>1) RFP Document Fee (Non-refundable): Rs 5,000/- (Rupees five thousand only) to be paid online.</p> <p>2) RFP Processing Fee (Non-Refundable): Rs. 590 (Rupees five hundred ninety only) to be paid online.</p> <p>3) EMD (Refundable): Rs. 10,00,000/- (Rupees Ten lakhs Only) to be paid online/ Bank Guarantee. This shall be returned to unsuccessful bidder after completion or rejection of bid process.</p> <p>In case of Bank Guarantee, the original Bank Guarantee should reach the concerned office a day prior before the date of submission of tender.</p> <p>(The bidders which are registered Micro/Small scale unit seeking exemption for payment of EMD should submit valid copy of "UDYAM REGISTRATION CERTIFICATE" along with annexure page details (if, eproc2 site powered by Beltron allowed to exemption provided in online tendering-elsewhere society return the EMD as soon as possible)</p> |
| 1.4 | Date of Issue of RFP | 16/12/2023 |
| 1.5 | Pre bid meeting | 20/12/2023, 16:00 Hrs (IST) at Project Director chamber, Bihar Gram Swaraj Yojna Society, Panchayati Raj Department, Government of Bihar, 4th floor, New Secretariate, Vikas Bhawan, Patna-800001. Pre-Bid Queries to be submitted as per Annexure-V |
| 1.6 | Last Date and time for receipt of RFP | 16/01/2024 on or before 14:00 Hrs (IST) online through https://eproc2.bihar.gov.in/EPKV2Web/ . |
| 1.7 | Date and Time for opening Technical Part of the RFP (Online) | 16/01/2024, 16:00 Hrs (IST) (Technical Opening) |
| 1.8 | Place of Opening of RFP | Project Director chamber, Bihar Gram Swaraj Yojna Society, Panchayati Raj Department, Government of Bihar, 4th floor, New Secretariate, Vikas Bhawan, Patna-800001. |
| 1.9 | Availability of RFP Document & Amendment (if any) | May be downloaded from the Website https://state.bihar.gov.in/biharprd/CitizenHome.html & http://sprc.bgsys.co.in/ and submission through online https://eproc2.bihar.gov.in/ |
| 1.10 | Address for communication | Project Director, Bihar Gram Swaraj Yojna Society, Panchayati Raj Department, Government of Bihar, 4th floor, New Secretariate, Vikas Bhawan, Patna-800001. |
| 1.11 | Email ID and contact details | Tender & Prebid Related email ID : spm.proc.bgsys@bihar.gov.in For technical submission related: Email Id: eproc2support@bihar.gov.in Toll Free Number: 1800 572 6571 |

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Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



| | | |
|------|--|--|
| | | (Working Hours: 8AM to 7PM (All days in week except Sunday and few selected state holidays) - eProc 2.0 Help Desk Address: : For support related to e-tendering process - mjunction services limited RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar |
| 1.12 | For RFP related Contact Details | 0612- 2219175 (if not able to contact kindly visit BGSYS office, Panchayati Raj Department, Government of Bihar, 4th floor, New Secretariate, Vikas Bhawan, Patna-800001). During office Hours from 09:30 A.M. to 6:00 P.M. (Monday to Friday) |
| 1.13 | Last date and time of Submission of Hard Copy of technical Bid | The bidders are also required to submit Hard copy of uploaded all documents of technical bid on or before 16/0 /2024, 11:00 in BGSYS office, 4th floor, New Secretariate, Vikas Bhawan, Patna-800001. Must submit uploaded document in hard copy also, the bidders should be rejected if not-submitted Hard copy. |
| 1.14 | Mode of RFP | Electronic Mode only through: https://eproc2.bihar.gov.in/ |

INVITATION FOR BIDS (IFB)

Panchayati Raj

State villages have always been assigned importance in our social as well as economic activities. Since, ancient times 'Gram' remain stand as a unit. At present, majority of countries population living in rural areas.

Mahatma Gandhi, described village as a unit for gram swaraj. Gram swaraj means, totally independent from neighbors for one's own great desires, but it is reliable each other as dependent republic.

Panchayati Raj is being implemented in Bihar State with unambiguous policy and intention to see that community at large may participate in strengthening Panchayati raj and in the development journey of government.

In pursuance of the provisions made in the 73rd Constitution (Amendment) Act, 1992, the Bihar Panchayat Raj Act, 2006 has been enacted, which provides for establishment of Gram Panchayat at village level, Panchayat Samiti at Block level and Zila Parishad at District level. At present, 8057 Gram Panchayats, 533 Panchayat Samitis and 38 Zila Parishads are functional in the State. Gram Panchayats are divided into wards, which are approximately 1.15 lacs in number. In addition to establishment of three-tier Panchayats, a Gram Kachahri has also been established at each Gram Panchayat for dispensation of justice at the doorsteps of rural populace.

Vision:

The Government of Bihar, as part of its vision of decentralization, is committed to endow the Panchayats with such powers and authority as may be necessary to enable them to function as vibrant units of local self-government and be converted into empowered, inclusive, transparent and accountable entities.

BGSYS (SPRC & DPRC)

Bihar Gram Swaraj Yojna Society (SPRC-State Panchayat Resource Centre located in Patna district & DPRC-District Panchayat Resource Centre located in all 38-districts head quarter of Bihar) an autonomous body under the Society of Panchayati Raj, Government of Bihar.

J. Jaiswal



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



Vision

SPRC & DPRC is committed towards strengthening of Panchayati Raj Institutions (PRIs) as a part of its vision on decentralization.

SCHEDULE FOR INVITATION OF TENDER

General Instructions

- 1.0 Bidders shall submit their RFP in TWO PARTS (Technical & Financial, both online) and hard copy of technical bid.
- 2.0 Services offered should be strictly as per details mentioned in this RFP Document. Please spell out any unavoidable deviations, article-wise, in your RFP under the heading "Deviations".
- 3.0 Once quoted, the Bidder shall not make any subsequent price changes, whether resulting or arising out of any technical or commercial clarifications sought regarding the RFP, even if any deviation or exclusion may be specifically stated in the RFP. Such price changes shall render the RFP liable for rejection.
- 4.0 The prices of services as quoted by bidder shall remain valid for 180 days.

CHAPTER-I

INSTRUCTIONS TO THE BIDDER

ARTICLE-I: DEFINITIONS

In this document, unless the context specifies otherwise, the following words and phrases shall mean and include:

1. "Agreement" means the document signed by the Office Head of concerned Office and the Bidder that incorporates any final corrections or modification to the Tender and is the Legal document binding both the parties to all terms and conditions of the Contract.
2. "RFP" means the complete bidding document submitted by the Bidder to the Authority and shall include any corrections, addenda and modifications made therein.
3. "Bidder" shall mean a corporate entity firm or a corporation or consortium eligible to participate in the Tender in the stages of Pre-qualification, Bidding process and shall include the successful Bidder during the currency of the Contract.
4. "Resource" shall mean the person providing services as per job chart.
5. "Contract Period" shall mean entire term of the contract.
6. "Contract" shall include the scope of work as outlined for which the Bidder shall be paid in accordance with the terms and conditions of the Agreement.
7. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of Bidder selection and Contract execution.
8. "Department/Society" shall mean Bihar Gram Swaraj Yojna Society Patna for this purpose.
9. "PR" means Panchayati Raj.
10. "Financial Capability" means financial worthiness of Bidders as per the terms of the Tender.
11. "Government" shall mean the Government of Bihar.



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12. "Local Language" means the language declared by the concerned State Government as their official language.
13. "Management Information System" means the method of information gathering, processing and presenting used by the implementer of the Project to ensure its successful execution.
14. Prime bidder means main bidder meeting required technical and financial eligibility criteria point when RFP is with consortium or joint venture.
15. "Tenderer" means the B/ institution, which is floating this tender.
16. "Total Accepted Tender Value" means the total value of services and supplies as covered under this Tender and agreed upon by the Tenderer and the Bidder.

ARTICLE-2: PROPOSED PROJECT: -

BGSYS, Panchayati Raj Society is being implemented in Bihar State with unambiguous policy and intention to see that community at large may participate in strengthening Panchayati raj Society and in the development journey of government.

In pursuance of the provisions made in the 73rd Constitution (Amendment) Act, 1992, the Bihar Panchayat Raj Act, 2006 has been enacted, which provides for establishment of Gram Panchayat at village level, Panchayat Samiti at Block level and Zila Parishad at District level. At present, 8057 Gram Panchayats, 533 Panchayat Samitis and 38 Zila Parishads are functional in the State. Gram Panchayats are divided into wards, which are approximately 1.15 lacs in number. In addition to establishment of three-tier Panchayats, a Gram Kachahri has also been established at each Gram Panchayat for dispensation of justice at the doorsteps of rural populace. The purpose of this RFP to hire the Services of Recruitment Support Agency who will provide recruitment service and do the fair compliance of all statutory norms and Project requirement.

ARTICLE - 3: ELIGIBILITY CRITERIA FOR BIDDER

- 3.1 The agency must have experience of providing recruitment /examination services (conduction of examination) in India for minimum 5 years.
- 3.2 The agency must have registered office address in Patna or provide self-certificate to establish project office within 15 days in Patna.
- 3.3 Acknowledgement of IT return of last three financial years. (2017-18, 2018-19, 2019-20, 2020-2021 & 2021-22).
- 3.4 GST Registration Certificate and copy of PAN.
- 3.5 The Bidder should be fulfilling the following preconditions and must also submit documentary evidence in support of fulfillment of these conditions while submitting the technical RFP. **RFP FROM CONSORTIUMS / JOINT VENTURE / SUBLETTING SHALL NOT BE ALLOWED.** Claims without documentary evidence will not be considered.

The following shall be minimum eligibility criteria for selection of bidders technically.

- a. **Legal Valid Entity:** The Bidder shall necessarily be a legal entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956 and also be an agency/Firm/LLP with legal entity. Bidder in the form of JV/Consortium, is not permitted. In proof of having fully adhered to this minimum eligibility criteria, attested copy of Certificates of Incorporation issued by the respective registrar of companies and Memorandum & Articles of Association with relevant object clauses, shall be acceptable. Sub-contracting post selection will also not be permitted.

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b. Certification: The Bidder should also have the following certifications as

- CMMI Level 3 or above
- ISO 9001:27001

c. Experience:

c.1. Experience: 1

- a) Bidder should have experience in execution of recruitment projects involving offline/online examination of at least 25 thousand candidates in single day in last 3 Financial Years
- b) Bidder must have experience of at least 5 years in a field of conduction of recruitment examination including fixation of exam centers, result preparation etc.

c.2. Experience: 2

Experience in successfully executing high volume offline/online recruitment process in Minimum 02 (Two) projects of conducting examination of 50000 candidates in last 5 Financial Years

In proof of having fully adhered to this minimum eligibility criteria, attested copies of relevant documents for **completed or ongoing** works/Services issued by the Central Govt./ State Govt./ Govt. PSUs shall be acceptable. The bidder must submit the relevant work experience certificates and work orders conforming to the stipulations, as mentioned in the Eligibility Criteria.

d. Financials:

1. The Bidder should have minimum average annual turnover of **Rs. 5 (Five) crores** in last 5 financial years from recruitment /examination business.
2. The bidder should have positive net worth in last 5 financial year. In proof of having fully adhered to this minimum eligibility criteria attested copy of Audited Balance sheet for the completed five financial years i.e., for 2017-18, 2018-19, 2019-20, 2020-2021 & 2021-22 and certificate from a Chartered Accountant, with UDIN, certifying the minimum average annual turnover & net worth during last five financial years i.e., for 2017-18, 2018-19, 2019-20, 2020-2021.
3. The Bidder should provide solvency certificate of minimum **Rs. 25 (Twenty-Five) Lakh**.
4. The certificate from a CA with UDIN for certifying the Average annual turnover & Net worth during the last five financial years i.e. for 2017-18, 2018-19, 2019-20, 2020-2021 & 2021-22 is to be attached.

e. Manpower Strength: The Bidder should have at least 50 technically qualified/ trained and experienced manpower.

f. Undertaking: The services of the company / firm have not been discontinued by the client for unsatisfactory performance/ Blacklisted / Debarred in connection with recruitment process of any Govt./ Public sector bidder / undertaking in last three month post 30th September, 2023. In case of the name change of organization the above will be applicable for both the cases i.e with present name and previous name.

Note: The Society reserves the right to seek further clarifications regarding the documents submitted in the RFP and agency shall be disqualified if not fulfill the above-mentioned criteria.



CHAPTER-II

GENERAL TERMS AND CONDITIONS

ARTICLE -1: CHECKLIST OF DOCUMENTS COMPRISING THE RFP

The RFP submitted shall have the following documents: Part-I

1. Certified copies of documents submitted, as above, must be signed and carry the seal of the authorized signatory.
2. List of present Directors/owners/executive council members/trustees/ Partner/Proprietor/Board members of Bidder.
3. Acknowledgement of IT return & balance sheet of last five financial years (as mentioned in Section 1.3.3 & d).
4. GST Registration Certificate & Attested copy of PAN (as mentioned in Section 1.3.4).
5. Agreement/ work order for similar services in last three years (as mentioned in Section 1.3.1).
6. Self-certification for opening office in Patna (as mentioned in Section 1.3.2).
7. Attested copy of Certificates of Incorporation (as mentioned in 1.3.a).
8. Certification for CMMI and ISO 9001:27001 (as mentioned in 1.3.b)
9. Copy of agreement and work order for conducting examination of 25000 candidates in single day (as mentioned in Section 1.3.c.1)
10. Agreement and work order in minimum two project in successfully completed high volume recruitment in last 3 years (as mentioned in Section 1.3.c.2)
11. Solvency certificate of Rs. 25 lakhs (as mentioned in Section 1.3.d.3)
12. List of employees (as mentioned in section 1.3.e)
13. Not under blacklisting in any Govt. Department – Affidavit in 1000 stamp (as mentioned in section 1.3.f).
14. PMU details including professionals CV (as mentioned in section 1.16).
15. Provides Experience details as per Annexure -III
16. Profile of the bidder as per Annexure-IV
17. General power of attorney for authorized signatory of the RFP supported by Board resolution (If applicable).
18. All deviations and/or non-compliance clauses shall be listed separately.
19. Attached relevant Proof of having fully adhered to minimum eligibility criteria as mentioned in RFP.

ARTICLE - 2: BIDDING DOCUMENT

Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submits an RFP not substantially responsive to the bidding documents in every respect may result in the rejection of the RFP.

ARTICLE - 3: CLARIFICATION ON BIDDING DOCUMENTS

Bidders can seek written clarifications within 7 days of publication of this tender document through email / letter. The clarification shall be issued without any delay to all bidders before Prebid or on the day of Prebid. This will not be linked with RFP time line extension.



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ARTICLE - 4: AMENDMENT OF BIDDING DOCUMENTS

- 4.1 At any time prior to the deadline for submission of RFP or after Prebid, Society for any reason, whether at its own initiative or in response to the clarifications requested by prospective Bidders may modify the bidding documents by amendment (If required).
- 4.2 All prospective Bidders who have received the bidding documents will be notified of the amendment and such modification will be binding on them by the email/PRD website/ e-proc portal.
- 4.3 In order to allow prospective bidders a reasonable time to take the amendment into account in preparing their RFP. Society at its discretion may extend the deadline for the submission of RFP.

ARTICLE - 5: LANGUAGE OF RFP

The RFP prepared by the Bidder, as well as all correspondence and documents relating to the RFP exchanged by the Bidder and Society shall be in English only.

ARTICLE - 6: COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of the RFP, the BGSYS will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.

ARTICLE - 7: RFP FORMS

- 7.1 Wherever a specific form is prescribed in the Tender Document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets or add additional line in e-proc portal shall be used to convey the said information.
- 7.2 For all other cases, the Bidder shall design a form to hold the required information.

ARTICLE - 8: FRAUDULENT AND CORRUPT PRACTICE

- 8.1 Fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after RFP submission) designed to establish RFP prices at artificial on-competitive levels and to deprive the Society of the benefits of free and open competition.
- 8.2 Tenderer will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, contract (s).

ARTICLE - 9: LACK OF INFORMATION TO BIDDER

The Bidder shall be deemed to have carefully examined all technical bidding documents to his entire satisfaction. Any lack of information shall not in any way relieve the Bidder of his responsibility to fulfill his obligation under the RFP once open.

ARTICLE -10: CONTRACT OBLIGATIONS

If after the award of the contract the Bidder does not sign the Agreement or fails to furnish the performance guarantee within the prescribed time limit, the Society reserves the right to cancel the contract and apply all remedies available to him under the terms and conditions of this contract.



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ARTICLE -11: RFP PRICE

The Financial RFP should indicate the prices in the format/price schedule given at Annexure- I. Financial RFP will be submitted online only.

Bidder shall categorically confirm strict compliance with the following stipulation in respect of their offer.

- a) Any effort by a Bidder or Bidder's agent/consultant or representative who so ever described to influence the Society in any way concerning scrutiny/consideration/ Evaluation/ comparison of the RFP or decision concerning award of contract shall entail rejection of the RFP.
- b) The Bidder should indicate the percentage of service charge in the Price RFP, for contract period.
- c) Society reserves the right to seek clarification/justification from the Bidder on the bid price, in case Society deems it necessary. Based on the justification provided by the Bidder, if Society feels that the price is unrealistic/infeasible in order to execute a project of this nature Society reserves the right to reject the said RFP. The decision of the Society will be final & binding on all bidders.
- d) The agency must have registered office in Patna or agency produce self-certificate to establish office within 15 days of approval from the society.

ARTICLE -12: RFP CURRENCY

For the services required in the Tender the prices shall be quoted in Indian Rupees. Payment for such services as specified in the agreement shall be made in Indian Rupees only.

ARTICLE -13: BID SECURITY/ EARNEST MONEY DEPOSIT (EMD)

13.1 The Bidder shall furnish, as part of the RFP a bid security for the amount of **Rs. 10,00,000/-** (Rupees Ten lakhs only) online. If bidder does not furnish bid security, the RFP shall be summarily rejected, except in case of **exemption as per Bihar Govt. rule.**

13.2 No interest shall be paid on bid security.

13.3 EMD of Bidders not short-listed will be refunded within 45 days from the date of declaration of Short-listed Bidders. If the Bidder is short-listed then the bid security will be refunded within 45 days from the date of signing of the Agreement with suitable bidder.

13.4 The successful Bidder's Bid security will be discharged upon the Bidder signing the contract/Agreement, and furnishing the Performance Guarantee i.e Rs, **50,00,000/- (Fifty Lakh Only)** **(No any exemption allowed).**

13.5 The Bid security may be forfeited either in full or in part, at the discretion of Society on account of one or more of the following reasons:

- a) If bidder is involved in Corrupt or Fraudulent Practice
- b) The Bidder withdraws their RFP during the period of Bid validity specified by them on the Bid letter form.
- c) Bidder does not respond to requests for clarification of their Bid. Bidder fails to co-operate in the Bid evaluation process, and
- d) In case of a successful Bidder, the said Bidder fails:
 1. to sign the Agreement in time; or
 2. to furnish Performance Guarantee



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ARTICLE -14: PERIOD OF VALIDITY OF RFP

14.1 RFP shall remain valid for **90 days** after the date of financial RFP opening prescribed by Society. An RFP submitted for a shorter period shall be rejected as non-responsive. The bidders are required to submit a declaration to this effect.

14.2 In exceptional circumstances, the Society may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security shall also be suitably extended. A Bidder granting the request is neither required nor permitted to modify the RFP.

ARTICLE -15: FORMAT AND SIGNING OF BID

15.1 The RFP shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the Bidder to the Contract/Concession Agreement. All pages of the RFP, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the RFP.

15.2 The complete RFP shall be without alteration or erasures or as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the RFP and also correct in online.

15.3 All pages must be signed/digitally signed by the bidder or a person duly authorized by the bidder.

ARTICE -16: PROJECT MANAGEMENT UNIT ESTABLISHMENT

The selected agency will be responsible to establish PMU cell in Patna to monitor daily progress of recruitment activity within 15 days after approval from society. The selected agency will provide minimum 7 staffs (with seniority & juniority level) in PMU cell.

Project Management Unit (PMU)

| | | | |
|---|---------------------------------------|---|----|
| 1 | Team Leader | Post graduate degree/post graduate diploma in Management or equivalent with 10 years' experience in planning, designing strategy & framework along with developing, directing and managing similar assignment | 01 |
| 2 | Recruitment and Selection Specialists | Post graduate degree/post graduate diploma in Management with 07 years of experience in recruitment and selection methodology in similar assignments | 02 |
| 3 | IT and technical support | Graduate degree in Engineering (B.E/B.Tech) /MCA/ MSC IT with 05 years of experience in large scale similar recruitment project | 02 |
| 4 | Team Assistant | Graduate degree or diploma in management or equivalent with 03 years of experience in similar assignment | 02 |

ARTICLE -17: RFP DUE DATE

17.1 RFP must be received online by the Society on the <https://eproc2.bihar.gov.in/> not later than the date specified in the RFP.

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17.2 The Society may, at its discretion, on giving reasonable notice by email or any other written communication or on the <https://eproc2.bihar.gov.in/> & <http://sprc.bgsys.co.in/> and PRD Website <https://state.bihar.gov.in/biharprd/CitizenHome.html> to all prospective Bidders who have been issued the Tender documents, extend the RFP due date, in which case all rights and obligations of the Society and the Bidders, previously subject to the RFP due date, shall thereafter be subject to the new RFP due date as extended.

ARTICLE -18: LATE RFP/CONDITIONAL RFP

18.1 Any RFP received by the Society after the RFP due date/time prescribed in the Tender Document shall be rejected.

18.2 Any RFP indicating conditions beyond those indicated in this Tender Document i.e., conditional RFP shall be rejected.

ARTICLE 19: MODIFICATION AND WITHDRAWAL OF RFP

19.1 The Bidder may modify or withdraw its RFP after the RFP's submission, provided that written notice of the modification included substitution or withdrawal of the RFPs, is received by the Society prior to the deadline prescribed for submission of RFPs.

19.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in a manner similar to the original RFP and upload in eproc site.

19.3 No RFP may be modified subsequent to the deadline for submission of RFPs.

19.4 No RFP may be withdrawn in the interval between the deadline for submission of RFPs and the expiration of the period of RFP validity specified by the Bidder on the RFP letter form. Withdrawal of an RFP during this interval may result in the Bidder's forfeiture of its Bid security.

19.5 No RFP correction is allowed after the deadline for submission of RFPs.

ARTICLE - 20: OPENING OF RFPs BY THE SOCIETY

20.1 RFPs will be opened in the presence of Bidder's representatives, who choose to attend the online RFP opening procedure at the concerned office. The Bidder's representatives who are present shall sign a register evidencing their attendance.

20.2 The Bidder's names, RFP modifications or withdrawals and the presence or absence of relevant RFP security and such other details as the Society at its discretion, may consider appropriate, will be announced at the opening.

20.3 At the pre-decided time, the Society contact person shall open the Technical RFPs and list them for further evaluation. The Financial RFP will be online open after evaluation of Technical RFPs. Any participating Bidder may depute a representative to witness these procedures.

ARTICLE - 21: CONTACTING THE OFFICERS OF SOCIETY

21.1 Bidder shall not approach the Society officers outside of office hours and/or outside the Society premises, from the time of the RFP opening to the time the Contract is awarded.

21.2 Any effort by a Bidder to influence the Society officers in the decisions on RFP evaluation RFP comparison or contract award may result in rejection of the Bidder's offer apart from forfeiture of security Deposit. If the Bidder wishes to bring additional information to the notice of the Society it should do so in writing via e-Mail.

Indeo



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ARTICLE – 22: RFP EVALUATION

TECHNICAL RFP EVALUATION

The Technical bid would be evaluated on basis of methodology as tabulated below:

| S. No. | Technical Criteria | Parameters & scale | |
|--------|--|--|----------------------|
| | Experience in fields of organizing tests and exams (20 Marks) | | |
| 1 | The bidder should have experience in field of organizing tests and exams in India | >=3years and <5 years | 5 Marks |
| | | >=5 years and <10years | 10 Marks |
| | | >=10 years and <15years | 15 Marks |
| | | >=15 years | 20 Marks |
| | Number of Clients for which computer-based examination conducted (20 Marks) | | |
| 2 | The bidder should have experience to conduct computer-based or Offline examination agreeably for Government Departments/Central PSUs/State PSUs/State Govt. | > = 5 and <10 | 5 Marks |
| | | > = 10 and <15 | 10 Marks |
| | | > = 15 and <20 | 15 Marks |
| | | > 20 | 20 Marks |
| | Bidder's experience in CBT Exam or Offline Examination under One Single Advertisement (20 Marks) | | |
| 3 | The Bidder should have experience of conducting Computer Based Test or Offline Examination under One Single Advertisement in One Single Day for Govt./PSUs during last 05 Financial Years (2017-18, 2018-19, 2019-20, 2020-2021 & 2021-22) | >=25000 and <50000 (candidates) | 5 Marks |
| | | >=50000 and <75000 (candidates) | 10 Marks |
| | | >75000 (candidates) | 20 Marks |
| | Bidders Financial Capability (20 Marks) | | |
| 4 | The bidder's average annual turnover in last five Financial Years 2017-18, 2018-19, 2019-20, 2020-2021 & 2021-22 from examination and recruitment related works. For the same the bidder should submit audited balance sheets along with separate certificate signed by Chartered Accountant specifically mentioning turnover from examination and recruitment related works for each FY | Average Annual Turnover from examination and recruitment related works (20 Marks) | |
| | | >= 5 Crore and <10 Crore | 5 Marks |
| | | >= 10 Crore and <20 Crore | 10 Marks |
| | | >= 20 Crore and <30 Crore >= 30 Crore | 15 Marks 20 Marks |
| | Bidder's Certifications (10 Marks) | | |
| 5 | The bidder should have CERT-In (for Computer based Examination Software), CMMI Level certifications, ISO 9001, ISO 27001 (Proofs to be submitted) | ISO 9001, 27001, CMMI level 3 | 5 Marks |
| | | ISO 9001, 27001, CMMI level 4 | 7 Marks |
| | | ISO 9001, 27001, CMMI level 5 | 10 Marks |
| 6 | Presentation to Technical Evaluation Committee on Technical Solution and methodology. | 10 Marks | |



The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, sub criteria, Essential Technical Pre-requisite criteria. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP (including Essential Technical Pre-requisite criteria). Bidders shall be called for Presentation before Evaluation Committee on 22/08/2023. The bidder would present their approach and methodology of executing the assignment. The bidder may also highlight various issues envisaged by them in carrying the assignment and their approach for handling those issues.

Technical score (Tn) for each bidder will be arrived at after totaling each their respective score on parameters as per S. No. 1 – 5 and marks allotted by the Evaluation Committee on the presentation made by the bidder.

At this stage, minimum qualifying technical score (Tn) will be 70 marks (out of 100). Financial Proposals of only such technically qualified bidders who have scored 70 or more marks on technical criteria (as above) will be opened. The bidder who qualifies in the technical evaluation stage shall only be called for opening of financial RFPs. Society shall intimate the technically qualified bidders, the time/venue for the financial RFP opening in written communication.

ARTICLE 23. FINANCIAL RFP OPENING PROCEDURE

23.1 The Financial RFPs of all the technically qualified bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial RFPs.

23.2 The lowest evaluated Financial Proposal will receive the maximum score of 100 marks. The score for other Financial Proposal is inversely proportional to its quoted price. The commercial scores will be calculated as

- $F_n = F_{min} / F_b * 100$; where,
- F_n = financial score of the bidder under consideration
- F_b = Financial bid by the Bidder under consideration
- F_{min} = Lowest Bid quoted by any bidder under consideration

23.3 At the sole discretion of the Client, the erroneous Financial RFPs may be summarily rejected.

ARTICLE 24. FINAL EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER

Following completion of evaluation of Technical and Financial Proposals, final ranking of the Proposals will be determined on basis of Quality and Cost Based Selection (QCBS). 70% weightage shall be provided to Technical Score (Tn) & 30% weightage shall be provided to Financial Score (Fn). The overall score will be calculated as follows: -

- $B_n = 0.70 * T_n + 0.30 * F_n$
- Where B_n = overall score of bidder under consideration T_n = Technical score for the bidder under consideration F_n = financial score of the bidder under consideration

The bidder with highest score shall be awarded the work. In Case of scores tie (more than one bidder having same score after QCBS), the bidder shall be selected either by lottery system or bidder having highest average annual turnover for the last three financial years i.e., 2019-20, 2020-21, 2021-22. In this regard, discretion by the CEO- cum Project Director shall prevail.

If selected bidder deny/terminate/breach of contract. Option will be given to bidder 2.

J. Jaiswal



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ARTICLE 25: RFP EVALUATION COMMITTEE

The above evaluation shall be done by a Society procurement Committee. The Committee shall determine the approach and methodologies for the issues, which may arise during the above, referred evaluation exercise and have not been addressed in this Tender Document.

ARTICLE - 26: THE SOCIETY RIGHT TO VARY SCOPE OF CONTRACT AT THE TIME OF AWARD

The Society/CEO cum Project Director may at any time, by a written order given to the Bidder make changes which include inclusion of more resources or exclusion of resources within the general scope of contract so the resource can be increased/ decreased during Project lifecycle.

ARTICLE - 27: THE SOCIETY RIGHTS TO ACCEPT ANY RFP AND TO REJECT ANY OR ALL RFPS

The Society/CEO cum Project Director reserves the right to reject any RFP and to annul the bidding process and reject all RFPS at any time prior to award of Contract. Without there by incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision. The Society /CEO cum Project director reserves the right to cancel whole or any process of tender at any time.

ARTICLE - 28: NOTIFICATION OF AWARD AND SIGNING OF CONTRACT

28.1 Prior to expiry of the period of RFP validity, the Society will notify the successful Bidder in writing that its RFP has been accepted and send the successful Bidder the Contract Letter of Intent (LOI)

28.2 Within 15 days of receipt of the Contract Letter of Intent (LOI) the successful Bidder shall sign and date the contract and return it to the Society. If the successful Bidder, thus selected fails to sign the contract as stipulated, the Society reserves the right to offer the contract to the next lowest Bidder.

ARTICLE - 29: PERFORMANCE GUARANTEE

29.1 The contract performance guarantee has to be submitted within fifteen days of receipt of Letter of Intent (LOI) from concern office. The performance bank guarantee shall be **Rs. 50,00,000/- (Fifty Lakh only)** valid for 14 Months. The performance guarantee shall be in the form of bank guarantee, issued by Nationalized Bank / Scheduled Bank.

29.2 If the successful Bidder fails to remit the performance guarantee, the EMD remitted by him will be forfeited by the Society and his RFP will be held void. In such circumstance contract will be awarded to next bidder.

29.3 Upon the successful Bidder's furnishing of performance guarantee and signing of contractual documents, the Society will promptly notify all Short-listed Bidders and will refund their Bid Security.

29.4 The Performance Guarantee of the successful Bidder shall be refunded within two months from the expiry of the contract period.

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ARTICLE - 30: TIMELINE & PAYMENT TERMS

| S. No | Deliverables/ Key Task | Time Frame (T- Time of award of Contract) | Payment Schedule (% of contract amount) | Document/Activity Report be furnished |
|-------|---|---|---|---|
| 1 | Submission and acceptance of Inception report including a detailed work plan | T + 10 Days | 90% | Inception report including time lined work plan and readiness report i.e. Office set up & placement of team at Patna with all support systems and resources. |
| 2 | Initiating recruitment process, with Online Application Portal and Application URL for the site of BGSYS and PRD Bihar | T+21 Days | | Detailed Application Portal along with Payment Gateway and Video Demo of Application Process on Portal. |
| 3 | Application Window Time (14 Days) & Shortlisting of Eligible Candidates based on criteria laid by BGSYS on Daily Basis | T+35 Days | | Detailed Daily Report on the Number of Candidates (Applied/ Shortlisted/ Rejected) based on 1 st Round of Screening by Agency |
| 4 | Publication of Post wise Eligible Candidates Shortlisted for Computer Based Test | T+42 Days | | Full of Candidates (Applied/ Shortlisted/ Rejected) based on 1 st Round of Screening by Agency and Publication of Shortlisted/ Not Shortlisted candidates upon Approval from BGSYS |
| 5 | <ul style="list-style-type: none"> Invitation of Grievance (3 Days) Finalization of Venue for CBT | T+49 Days | | Detailed Daily Report on the Number of Grievance Received based on 1 st Round of Screening by Agency Publication of Final List of Shortlisted Candidates along with Admit Card upon Approval from BGSYS |
| 6 | Conducting Recruitment Examination (CBT) and | T+56 Days | | Conducting online Computer Based Test as per schedule and at venue approved by BGSYS. |
| 7 | Evaluation of CBT & Publication of Draft result of the CBT as per approved methodology | T+70 Days | | Post Wise/ Category Wise Draft merit list and waiting list of candidates |
| 8 | Publication of Final Result Post Wise/ Category Wise For All position | T+ 90 Days | | Post Wise/ Category Wise Final merit list and waiting list of candidates |
| 9 | Resolution of Grievances/ RTI Queries/ Court Cases Post Result Publication are the liability of the selected agency | T+91 to 365 Days | 10% | Detailed report on deliverable. |

The value of payment will be calculated as

NUMBER OF ADMIT CARD RELEASED X PER APPLICANT COST AS QUOTED BY AGENCY

CEO BGSYS/Officer nominated by CEO BGSYS will be the Nodal Person for this assignment who will liaise with agency and other stakeholder to facilitate successful recruitment.

BGSYS will promptly provide the guidelines, provisions; norms related to conducting recruitments viz. required numbers of vacancies, qualification and experience for each position, guidelines of Govt. reservation roster and other necessary information required for completion of this assignment.

Preparation of Reservation Roster (Post wise) will be the responsibility of selected agency.

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BGSYS will provide, where appropriate, administrative support to the agency, especially in the conduct of the examination.

All statutory compliances may be deducted by as per govt. rule.

ARTICLE - 31: PENALTY

1. In case the Bidder fails to provide the services specified & Issues related to Data Security/ Hacking/ Unethical Practices in the recruitment process, BGSYS shall have the right to Issue LD (Liquidated damage) up to maximum of 10 % of the entire contract value and it shall be binding and final.
2. On the Bidder failing to rectify the faults, the Society may get them attended/rectified by any other agency at the risk and cost of the Bidder and the same will be recovered from the Bidder.
3. The Society can terminate the contract on evidence of persistent non- performance by the Bidder by giving one month notice after getting report from concern office.

CHAPTER - III

SCOPE OF WORK (Refer Annexure II)

CHAPTER-IV

SPECIAL TERMS AND CONDITIONS OF CONTRACT

ARTICLE -1: CONTRACT PERIOD

The terms of agency contract shall be of 3 Years. As per requirement of BGSYS the selected agency shall conduct the similar type of examination(s) in the contract period as and when required basis on same rate (contract rate).

ARTICLE -2: BIDDER'S OBLIGATION

1. The Bidder shall appoint the PMU team for the successful implementation of the Project and to be responsible for all necessary exchange of information.
2. The Bidder shall provide all assistance to the Society's representative/s as they may reasonably require for the performance of their duties and services.
3. The Bidder shall provide to the Society reports on a regular basis during the Contract Period.
4. The Bidder shall be responsible for all statutory obligations.
5. Reservation: The agency shall ensure overall compliance of Bihar Reservation Rules & Roster and the entire liability in this regard shall be of that agency only. Declaration and compliance to the reservation roster shall be submitted by the agency to BGSYS. However, "Bihar Reservation Act 1991(ACT 3,1992)" as amended time to time shall apply for all purposes.

ARTICLE - 3: QUALITY CHECK

The Society reserves the right to evolve a procedure of quality checking to ensure that the services provided by the Bidder are as per the prescribed norms for full contract duration.

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ARTICLE - 4: TERMINATION OF THE CONTRACT

5.1 The Society/CEO cum Project Director will have the right to cancel the contract if the Bidder commits breach of any or all conditions of the contract. Breach of Contract includes, but not limited to, the following:

- a) It is found that the schedule of implementation of the office is not being adhered to.
- b) The Bidder stops work and such stoppage has not been authorized by the Society.
- c) The Bidder may become bankrupt or goes into liquidation other than for office or amalgamation.
- d) The Society gives notice to correct a particular defect irregularity and the Bidder fails to correct such defect irregularity within a reasonable period of time determined by the Society.
- e) If Bidder works against public interest or against interest of Society, or indulge in corrupt practice by getting financial remuneration of any type from anybody involved in the selection process.

5.2 The Successful Bidder has right to withdraw from the contract by giving three months advance written notice to the concerned billing office.

ARTICLE - 5: SUSPENSION

The Society/CEO cum Project Director may, by a written notice of suspension to the Bidder, suspend the Contract if the Bidder fails to perform any of its obligations under this Contract (including the carrying out of the services) provided that such notice of suspension:

1. Shall specify the nature of the failure and
2. Shall request the Bidder to make good such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.

Bidder will be given chance to justify his deeds to the concern Office/ Society.

ARTICLE – 6: DETAILS TO BE KEPT CONFIDENTIAL

The Bidder shall treat the details of the contract as private and confidential, save in so far as may be necessary for the purposes thereof, and shall not publish or disclose the same or any particulars thereof in any trade or technical paper or elsewhere without the previous consent in writing of the Society. If any dispute arises as to the necessity of any publication or disclosure for the purpose of the Contract the same shall be referred to the Society whose decision shall be final.

The Bidder or his representative should neither disclose the data of Society nor sell the data or use it for commercial exploitation or research work without the written permission of the Society.

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CHAPTER-V

ANNEXURES – I to IV (Attached Below)

ANNEXURE-I

FINANCIAL RFP FORMAT (Only online submission)

To:

CEO cum Project Director

BGSYS, Panchayati raj Department, GoB, Patna

Sir,

I/We hereby submitting RFP for Recruitment Support Agency intended for Selection of Outsourced Accountant Cum IT Assistant & Executive Assistant/DEO within the time specified and in accordance with instructions as per Conditions of the contract. The rates are quoted in the prescribed Price RFP format.

SUMMARY OF COSTS

| Description of the Service | Rate of Service Charge (Per Admit Card released) (EXCLUSIVE GST) | GST (As per applicable) |
|--|--|-------------------------------|
| Recruitment of Accountant Cum IT Assistant | |% |
| In Words | | |

| Description of the Service | Rate of Service Charge (Per Admit Card released) (EXCLUSIVE GST) | GST (As per applicable) |
|--|--|-------------------------------|
| Recruitment of Executive Assistant/DEO | |% |
| In Words | | |

Above rates shall be fixed for three years on similar recruitment process.

We agree to provide above service in accordance with the technical specifications as above for a contract price quoted above.

Signature of authorized Person of Agency with Seal

Name of the authorized Person

Business Address:

.....

.....

Place:

Date:

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ANNEXURE – II

(SCOPE OF WORK)

1. BGSYS, Panchayati Raj Department proposes to Hire Recruitment Support Agency intended for Selection of Accountant Cum IT Assistant & Executive Assistant/DEO

BGSYS intends to implement a system that will manage the recruitment examination process. The system shall mainly comprise of the following activities:

- Application designing
- Generation / Download of Admit cards
- Preparation of centers for Computer based exam
- Secured Question paper/s creation
- Conduct of Computer Based or Offline Examination
- Conduct of Physical Examination and Physical Efficiency Test for Security Guard
- Setting-up of Help desk
- Preparation/compilation of Result
- Generation of Merit List

The type of Manpower required by BGSYS is as follows:

Post: Accountant cum IT assistant (Across the Bihar)

- Educational Qualification: B. Com/M. Com/CA Inter. Preference will be given to the candidate having CA Inter educational qualification certificate.
- Age: The age limit will be in accordance with the provisions prescribed by the State Government or discretion of Project Director.
- Exam Pattern: General Knowledge, Tally, Accounting
- 50% Weightage will be given to Educational Qualification and 50% to marks obtained in CBT.

Post: Executive Assistant/Data Entry Operator.

- Educational Qualification- 10+2/Intermediate from a recognized board.
- Certified Diploma in Computer Application (DCA)/Advanced Diploma in Computer Application (ADCA) from Any Institution which ISO certified/certified from Bihar Government/Certified from any other Govt. Institutions or equivalent board. Certificate must contain registration number
- Exam Pattern: General Knowledge along with Typing test of Minimum 25 words per minute in Hindi & 30 words per minute in English.
- Age: The age limit will be in accordance with the provisions prescribed by the State Government or discretion of CEO cum Project Director

2. The Recruitment Process for Selection of Accountant Cum IT Assistant & Executive Assistant/DEO shall comprise of the following stages

The hired agency is expected to accomplish following tasks in stipulated timeline to support recruitment and selection of the employees for BGSYS, development of an appropriate methodology for recruitment & selection of

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candidates taking into consideration Government of Bihar's policies on reservations, BGSYS HR Manual/procedures/Policy, Scheme guidelines/ circular/ policy etc.

2.1 Pre-Examination Phase

- The Bidder shall design the Online Application Portal for candidates to register themselves for outsourced employee of BGSYS (or BGSYS may use another online application portal in this case for only receiving online application. After completion of due date for filling application the data shall be transferred to the selected agency. The selected agency after receiving the data of candidates shall complete the further process of Computer Based Examinations) and to make online payment of exam fees to be linked to the designated bank account of BGSYS. The candidate should be able to download and take a printout of the successfully filled applications. The recruitment portal will also act as a mode of communication between the candidate and recruitment support agency. Applicant can also check their status along with other updated status and notifications related to the recruitment through this portal. The contents of the portal will be managed by the Agency in consultation with BGSYS. Before the end of the contract, the inputs will be transferred to BGSYS by the Agency
- The Online Application Portal and Application URL should be compatible with the site of BGSYS and PRD Bihar. BGSYS, may demand for portal viewing rights for data security.
- The examination fee (Post wise and category wise) shall be decided by BGSYS which shall be incorporated in online application portal.
- The agency will follow a structured system of scrutinizing application on criteria approved by BGSYS, recording reasons of rejection of applications and announcing shortlist for the written test, with necessary information on website (of both the recruitment agency and BGSYS). Whenever required, the necessary information about scrutiny of applications will be provided to BGSYS.
- The Bidder shall design the admit card as required by BGSYS and shall make provisions for admit card download.
- Preparation of Question Bank and Coordinating with the expert team from BGSYS on matters as number of questions, difficulty levels etc.
- The Bidder shall draw the examination plan and design the examination processes as follows:
 - Security management processes
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - Candidate handling process
 - Mapping of candidate's details with Exam Centers
 - Bulk/individualized SMS
 - Bulk/individualized emails

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- Customer care number for responding to queries
 - Validation and verification of identity
 - Frisking of candidates using hand held metal detectors (HHMD)
 - Attendance and biometric (photograph and thumb impression) handling
 - Machine/seat allocation and handling of security parameters
- The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
 - The Bidder shall provide for Hardware and Software required at all stages of the examination for exam centers and devices and systems to be used for authentication and audit trail mechanisms required for Exam.
 - The required Hardware, Software, networking including Internet (leased line) shall also be installed by the Bidder.
 - The Bidder shall conduct mock exam drill one day before the examination (1st day 1st Shift) in presence of BGSYS officials.

2.2 Examination Phase

- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
- The Question paper should be pushed from Central Server to Local server only before 30 minutes of examination.
- While exam will be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes for monitoring purposes. Bidder should provide reports to BGSYS to view the test progress.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The Bidder shall provide stationary such as blank paper sheet/s and pens to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- Bidder should have capabilities of CCTV surveillance system to monitor and capture the activity of candidates /centres. All the exam halls should have CCTV surveillance cameras installed in a way that activities of each candidate is captured. CCTV camera feeds should be stored locally.
- CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera feeds to BGSYS for all the



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Computer Based Exam within 1 week after the examination after its proper sealing.

- The Bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the Bidder in Patna. The data should be real time data generated from each Exam Centre during the examination.
- BGSYS may depute external supervisor for ensuring purity and transparency of examination.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 4 Hour from each exam center. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to BGSYS within 1 day of conclusion of each exam shift.
- The responsibility of the bidder shall include providing result as per the format provided by BGSYS upon conclusion of examination and share the examination process data after the Examination is completed.
- The Bidder shall provide adequately trained manpower at each Exam Centre sufficient to handle all exam related activities.
- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 10 minutes shall be allotted before the exam for providing orientation and practice to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- Computer based examination arrangement shall include immediate alternative a management for faulty computer systems.
- Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup and mirror services shall be provided by the Bidder.

2.3 Post Examination Phase

- The Bidder shall calculate marks obtained by each candidate as per requirement of BGSYS.
- Ranking of candidates: For selection after CBT, the agency shall prepare and submit list of selected candidates and wait listed candidates for each position based on Rank scored by the candidate in Recruitment Process (written examination). Agency shall also provide desired support to BGSYS in preparing final list of selected candidates based on rank and reservation policy applicable.
- The Agency will conduct Reference Check for finally shortlisted and waitlisted candidates with the two professional referees (who are not applicant's relatives) as given by the applicant in the Application Form in the prescribed format of BGSYS. The medium of Reference Check will be by phone or email. The Agency will submit Reference Check Report along with documents as final submission. Credential verification is

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the verification of copy document/certificate from the original document/certificate.

- Whenever required, the recruitment agency will share all information sought by BGSYS related to recruitment conducted as per ToR and the agreement. Therefore, the agency will keep all recruitment records with it.
- The agency would have to maintain high degree of accuracy, transparency, accountability and required confidentiality in the process of completion of this assignment and would be required to provide compliance of the queries related with recruitment under RTI Act 2005, applicable for the Society.
- The candidate's responses, biometric, audit rails should be uploaded automatically from the local server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads, left on the exam server.
- The Bidder should be able to hand over the raw responses/data to BGSYS immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
- The Bidder shall provide documented inputs and handle
 - Candidates' queries
 - RTI queries
 - Court Cases
- The bidder should support biometric verification of shortlisted/selected candidates during joining formalities. The bidder should be able to utilize the candidate biometric data captured at test center before exam for biometric verification purpose for joining formalities of selected/shortlisted candidates.
- The Bidder should be able to demonstrate complete System Test Run (STR) with test data and also be able to demonstrate click by click audit trail for any type of enquiry.
- **Test Data Archiving:** The Bidder shall archive the examination data (excluding CCTV footage) for future references after specified time, as per requirement of BGSYS. CCTV footage will be handed over to BGSYS as after the assessment is over and this need not be retained by the Bidder. Remaining examination related data like answers, results, logs etc. will be retained by Bidder as long as contract is valid. The bidder shall be fully supportive of Business continuity policy of BGSYS.
- **MIS generation/ customized reports:** The Bidder shall provide adequate information as per the requirement of BGSYS.

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3.Responsibility Matrix

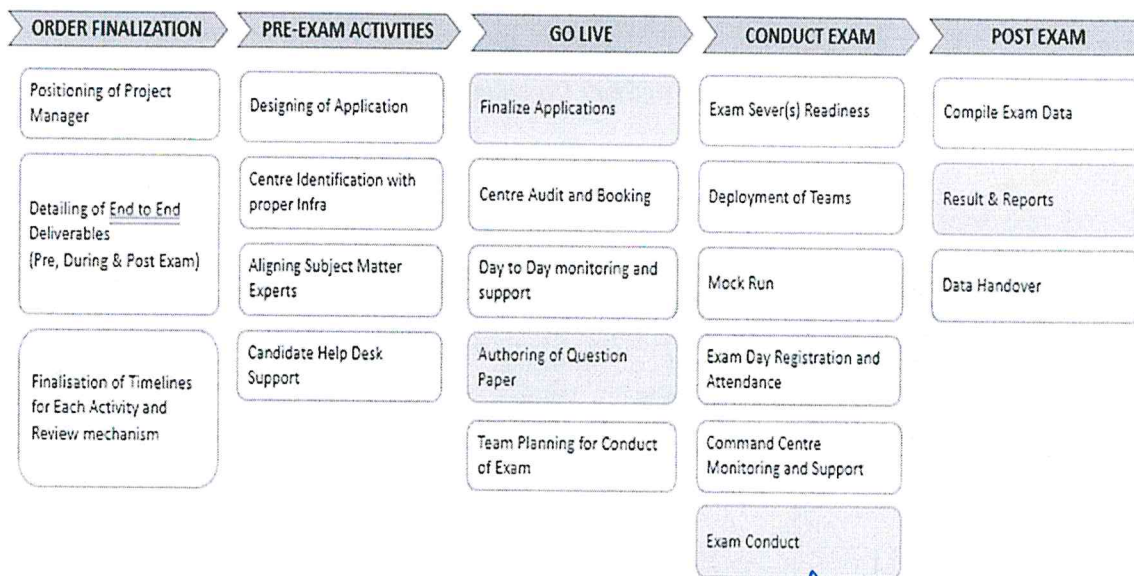
The responsibility of conducting the CBT shall be carried out by the selected Agency for BGSYS with the indicated scope of work. The syllabus and question paper shall be created and authored by the Agency, approval shall be taken from BGSYS. Difficulty level of questions shall be suggested by BGSYS. The responsibility matrix for the process shall be as under:

| Sl. No. | Scope of Services | Responsibility | |
|---------|--|----------------|--------|
| | | BGSYS | Agency |
| 1 | Data of registered candidates to be made available for admit card generation. | Yes | Yes |
| 2. | Creation of Hall ticket up-loading of Hall Ticket | X | Yes |
| 3. | Question Paper Authoring | X | Yes |
| 4. | Question Paper Encryption | X | Yes |
| 5. | Providing facility/examination hall/amenities | X | Yes |
| 6. | Supervision during exam. | X | Yes |
| 7. | Providing Syllabus and deciding difficulty level of question paper and full marks. | Yes | Yes |
| 8. | Calculation of Marks obtained by candidates and preparation of spread sheet. | X | Yes |
| 9. | Prescribing norms for creation of result/outcome. | Yes | Yes |
| 10. | Preparation of result/outcome as per the decided norms and handover in secured form. | X | Yes |
| 11. | Upload responses and candidate data from local server to Data Centre. | X | Yes |

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4. The tentative model of Approach & Methodology is as follows



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Annexure-III

Experience Details with Govt. Organization in the Last Five Years

Note:

1. It is mandatory to appropriately fill the columns. Use extra sheet if the space below is insufficient.
2. Enclose copies of the work orders and relevant documents regarding the work done in chronology and must mention reference page no. on required column.

| Sl. No. | Name of Organization/ Society | Type of Recruitment | Contract Value | Period | | Total No. of Year | Attached on Ref. Page No. |
|---------|----------------------------------|---------------------|----------------|--------|----|-------------------|---------------------------|
| | | | | From | To | | |
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |

Date:

Place: 

Signature of Authorized Officer of the Agency

Full Name

Seal



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



ANNEXURE-IV

PROFILE OF THE BIDDER

The Bidder should furnish the following details

1. Name of the Organization
2. Nature of the Organization (Govt./Public/Private/Partnership/ Proprietorship/ Trust/ Society)
3. Address with phone no and fax and e-mail:
4. Name of the Authorized Person:
5. Any other details in support of your offer:

Jaichu



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



ANNEXURE-V

PRE BID QUERY FORMAT

<To be submitted in company's letterhead >

To,
The CEO cum Project Director
Bihar Gram Swaraj Yojna Society,
Panchayati Raj Department, Government of Bihar,
4th floor, New Secretariate, Vikas Bhawan, Patna-800001

Subject: Submission of Pre-Bid Query for RFP

| # | Page No. | Section No. | Section Name | Statement as per RFP document | Query by bidder |
|---|----------|-------------|--------------|-------------------------------|-----------------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |

1. Page Number – Page Number of this RFP as reflected at the bottom.
2. Section No. – Example– '8' and not 'Section 8'
3. Section Name – Example – Scope of Work (Should be the same as provided in the RFP)

Note–

1. The queries preferably are to be submitted in the format. The bidders should ensure that they enter correct details in the format. In case of any inappropriate details being mentioned the purchaser shall not be responsible for the same and such queries may be discarded from providing any response.
2. The bidders to ensure that no cell merging (in excel) is done by them while preparing the query.
3. The bidders to ensure that each of the query submitted by them is unique and no duplicate query is submitted by them because of copy-paste. It is expected by the bidder to carry out its own due-diligence before submitting the queries.
4. Bidders are expected to do a thorough check of the queries and ensure the completeness of the queries and spelling checks etc. before submitting the same to BGSYS

Authorized Signatory Name:

Authorized Signature:

Title of Signatory:

Name of Firm:

Address:



ANNEXURE-VI

PERFORMANCE SECURITY FORM

Issuing Bank: [insert: Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: [insert: Name and Address of Bidder]

Date: _____ BANK GUARANTEE No.: _____

To:

The CEO cum Project Director

Bihar Gram Swaraj Yojna Society,

Panchayati Raj Department, Government of Bihar,

4th floor, New Secretariate, Vikas Bhawan, Patna-800001

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

1. Against contract vide Advance Acceptance of the Tender No. _____ Dated _____ covering **RFP for hiring of Recruitment Support Agency intended for Selection of Accountant Cum IT Assistant & Executive Assistant/DEO** (hereinafter called the said 'contract') entered into between BGSYS, (hereinafter called the Purchaser) and M/s. _____, a Company incorporated under the Companies Act, 1956/2013 and having its Registered Office at(hereinafter called the Bidder) this is to certify that at the request of the Bidder we (name of the Bank / Branch) a body corporate constituted under the Banking Companies [Acquisition and Transfer of Undertakings] Act, 1970 and having its, Registered Office at..... and a branch office at are holding in trust in favor of the Purchaser, an amount of Rs.....(Rupeesonly) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether by any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We (Name of the Bank /Branch) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Bidder i.e. Till _____ hereinafter called the said date and that if any claim accrues or arises against us _____(Name of the Bank /Branch) by virtue of this guarantee before the said date, the same shall be enforceable against us(Name of the Bank/Branch) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us(Name

Handwritten signature



Bihar Gram Swaraj Yojna Society

Panchayati Raj Department, Government of Bihar



of the Bank/Branch) by the Purchaser before the said date. Payment under this guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we..... (Name of the Bank /Branch) undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

6. We(Name of the Bank / Branch) further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we,(Name of the Bank / Branch) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

Notwithstanding anything contained herein:

i) Our liability under this Bank Guarantee shall not exceed of Rs..... (Rupees in words only).

ii). The Bank Guarantee shall be valid up to; and;

iii) We..... (Name of the Bank / Branch) are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ##.....

Authorized Signatory of the Bank

Full name/designation/ Address of the official and date

WITNESS NO. 1

Signature

Full name/designation/ Address

WITNESS NO. 2

Signature

Full name/designation/ Address

End of the statement _____

Handwritten signature