

Govt. of Jharkhand
Jharkhand Staff Selection commission

Notice inviting Expression of Interest (EOI)

Notice No. 04/Exam-12-81/2016/ अा. 2245 Dated-07-11-2017

Jharkhand Staff Selection Commission, Ranchi, a statutory body of State Government, has been entrusted with job of selection of suitable candidates for recruitment to Group- B & C, non gazette, technical/non technical posts under the State Government.

The Commission intends to outsource the entire process of CBT mode of examination, right from designing Advertisement and Prospectus, formatting of application forms, conducting examination and publication of merit based final result to a competent and well experienced external agency/agencies. Accordingly Jharkhand Staff Selection Commission, Ranchi invites Expression of Interest from reputed Institutions/Agencies/Organizations who have necessary competence and experience to conduct such competitive type of examinations on outsourcing basis. After pre bid conference, the EOI has been modified.

Interested Agencies fulfilling eligibility criteria as pre modified EOI may obtain EOI document on written request to the Jharkhand Staff Selection Commission or download it from www.jssc.in/www.jssc.nic.in. Those obtaining EOI document through written request will have to make payment of INR 500/- (Rs. Five hundred only) through Demand Draft drawn on a nationalized commercial Bank in favor of Secretary, Jharkhand Staff Selection Commission, payable at Ranchi. Those agencies who downloaded the EOI document from our website mentioned above will have to attach a Demand Draft of INR 500/- (Rs. Five hundred only) while submitting their EOI.

Indexing and paging of EOI and all documents must be done properly.

The time schedule and other details are as follows:-

Document sale start date	:	07.11.2017
Pre bid confrence	:	16.11.2017
Publication of final EOI document	:	20.11.2017
Last date for EOI submission	:	11.12.2017 at 4:00 PM
Opening date EOI document	:	12.12.2017 at 11:00 AM
Contact Person	:	Sri Meghu Baraik, Secretary, JSSC, Ranchi
Contact Phone No.	:	0651-6577714

Sd/-

(Meghu Baraik)
Secretary,

Govt. of Jharkhand
Jharkhand Staff Selection Commission
 Kalinagar, Chaibagan, Namkom, Ranchi-834010
 E-Mail: Jharkhand_ssc@rediffmail.com

Notice No. 04/Exam-12-81/2016/ अा. 2245 Dated-07-11-2017

FOR
SELECTION AND EMPANELMENT OF AGENCY FOR PROVIDING CBT MODE OF
RECRUITMENT SERVICES TO JHARKHAND STAFF SELECTION COMMISSION

INDEX

Section	Description	Page
Section I	Timeline and Schedule & Invitation for EOI	3
Section II	Invitation for EOI	4-5
Section III	Scope of Works	6-15
Section IV	Eligibility criteria of Tenderer	16-20
Section V	Submission of EOI	21
Section VI	General Instruction to bidders	22
Section VII	Technical Evaluation Framework of EOI	23
Section VIII	Checklist of Documents	24-25
Annexure-I	Format for submitting EOI by agencies	26
Annexure-II	Certificate of satisfactory service	27
Annexure-III	Representative Authorization letter	28
Annexure-IV	Self declaration	29
Annexure-V	Bid Security (EMD)	30

SECTION-I
TIMELINE AND SCHEDULE

Department		Jharkhand Staff Selection Commission
District		Ranchi
Expression of Interest No.		02/2017
Work Name		Selection and Empanelment of agency for conducting to end to end CBT mode of recruitment services of Jharkhand Staff Selection Commission.
E-Mail ID		Jharkhand_ssc@rediffmail.com
Contact Person Name		Sri Meghu Baraik, Secretary, Jharkhand Staff Selection Commission.
Contact Telephone No.		0651-6577714
Document sale start date	:	07.11.2017
Pre bid confrence	:	16.11.2017
Publication of final EOI document	:	20.11.2017
Last date of EOI submission	:	11.12.2017 at 4:00 PM
Opening date of EOI		12.12.2017 ay 11:00 AM

SECTION –II**INVITATION FOR EXPRESSION OF INTEREST**

1. Jharkhand Staff Selection Commission, Ranchi, a statutory body of State Government, has been entrusted with the job of selection of suitable candidates for recruitment to all posts of Group – C and Non Gazetted/Technical Non-Technical Services/Cadres/posts in Group – B under State Government.

The Commission intends to empanel agencies to outsource the entire process of CBT examination, right from designing Advertisement and Prospectus, formatting of application forms, conducting examination and publication of merit based final result to a competent and well experienced external agency/agencies with proven track record. Accordingly Jharkhand Staff Selection Commission, Ranchi invites Expression of Interest from reputed Institutions/Agencies/Organization (Hereinafter referred as agency), who have necessary competence and experience to conduct CBT mode of competitive examination on outsourcing basis, for selection of suitable candidates for recruitment in the State Government.

2. The number of candidates appearing for different posts cannot be specified beforehand. It may vary in between less than one thousand to more than three lakh depending upon qualification, nature of posts and number of vacancies. The agency may have to conduct examination in both the situations. Where total number of candidate is 15,000 or less only main examination (Objective type multiple choice questions) will be conducted and if the number exceeds 15,000 both preliminary and main examination (in both cases objective type questions) will be conducted.
3. The examination centers will lie within the State of Jharkhand. Detailed criteria are listed in EOI document. The agencies must fulfil criterion that are required to submit their proposal as per the timeline given in earlier page. The EOI does not constitute an offer and is issued with no guarantee for any definite volume of work or any particular service at any time or throughout the period of empanelment. Jharkhand Staff Selection Commission reserves the right to modify, expand, redirect, scrap, refloat or cancel EOI at any stage without assigning any reasons. Responses received after the stipulated time period or not in accordance with the specified format will not be considered.

Interested agencies fulfilling the eligibility criteria may obtain EOI document on written request to Jharkhand Staff Selection Commission or download it from www.jssc.in/www.jssc.nic.in. Those obtaining EOI document through written request will have to make payment of INR 500 (Rs. Five hundred only) through demand draft drawn on a nationalized commercial bank in favour of Secretary, Jharkhand Staff Selection Commission payable at Ranchi.

Those agency who downloaded form from www.jssc.in/www.jssc.nic.in will have to attach a demand draft of INR 500/- (Rupees five hundred) while submitting their EOI. Jharkhand Staff Selection Commission will not be responsible for any postal delays.

Sd/-
Secretary,
Jharkhand Staff Selection Commission
Ranchi.

SECTION-III SCOPE OF WORKS

The selected solution and service provider (S&SP) shall be responsible for end-to-end examination management and undertake the below mentioned activities. The selected S&SP shall take necessary precaution to safe-guard system data from all vulnerabilities/threats and maintain confidentiality and secrecy of all information related to people, process and data during all the three phases i.e. pre examination, conducting examination and post examination. The selected S&SP shall deploy an Project manager who would be responsible for communicating the progress of work on the examination, team management, issues related to management etc. The activities listed below are indicative and not exhaustive.

A. Pre Examination Phase: (Non Secret Work)

I. Online Registration of Candidates.

- Design, configuration, customization and deployment of e-forms on official/given website to enable online registration of candidates/applicants.
- Configure system validations and facility to capture applicant data through Online payment and Challan mode.
- Online Help/ FAQs
- Integration of candidate registration module with State Bank of India and application to enable receipt of examination fee through SBI Collect as of now, but it may be changed as per need of the commission.
- The application shall be certified as "Safe to Host" by any CERT-in empanelled agency and shall be submitted to JSSC after examination but before final evaluation. Payment to CERT-in certification shall be borne by the bidder.
- Applicants can apply online only and upload scan copy of candidate's photo, signature, thumb impression, challan copy, etc.
- Generation of fee receipt and filled up application form.

- Provision for updation of application status based on successful fee receipt from candidates.
- Disable application form after expiry of scheduled application submission date, or as instructed by the commission.
- System generated "Candidate Registration Report" detailing day-wise registration, gender/caste categorization, fee confirmation details and valid candidates enrolled for the online assessment examination etc. As required by the Commission.

II. Test Centre Management and Examination Schedule

- Provide Details Of Test Centre (Owned And Acquired Separately) In Jharkhand
- Arrangement and preparation of test-centers as per the requirement of the examination at least 20 days prior to the scheduled date of the examination.
- Availability of sufficient number of Test Centers across Jharkhand to ensure conduct of examination whirring all candidates.
- Distance between two candidates taking the examination should be at least 2 feet (front and both sides) and wooden/hard board/any other stiff non transparent material partitions to be installed on three side of computer machine in such a manner that candidate cannot see other candidates computer system. gatta, transparent material thermocol are strictly prohibited in partitions.
- Exam Centre verification using Capacity Estimation Process. Number of seats at a particular centre along with buffer capacity and other mandatory logistic arrangements i.e. DG set, water arrangement, security etc.
- Ensure availability of at least 2 additional Network/LAN switch at each Test Centre.
- Arrangement of necessary power backup arrangement/one (01) DG set in each Test Centre.

- Availability of drinking water & first aid facility at Test Centers.
- Deployment of following minimum number of Technical Resources to administer servers, hardware devices, networking and facility management at each of the test-centre:
 - One IT technical administrator per 30 exam computers.
 - One IT technical manager per 200 exam computers.
- Deployment of administrative resources like Exam Supervisors, Invigilators, Security, peon and other supporting staffs at each Test Centre to ensure successful completion of the examination. Commission on its own discretion may deploy one Observer/Flying squad at each test centre to oversee the overall examination process.
- Thorough checking of all nodes, network equipments, electrifications, CCTV Cameras, Biometrics machine & Web Camera (for capturing fingerprints, photograph & signatures of candidates) and other active/passive devices as per the Test-Centre Worthiness assessment plan at each test centre location at least five (05) days prior to the scheduled date of examination.
- Preparation to Test-Centre location sheet, Test Centre Checklist and fill out the details of each Test-Centre (seating capacity, number of nodes and other required facility) and submit the same to commission at least 15 days prior to the scheduled date of examination,
- Selection, finalization, registration and mapping of test centers in system along with the contact details/address of the Test Centre.

III. Admit Card Generation

- Randomization of candidate data and Randomized generation of examination roll number, as per the direction of JSSC.
- Allocation of Candidates in various Test Centers in system based on the pre-defined parameters as agreed with commission.

- Generation of Admit Card in system.
- Randomized allotment of seats to candidates to appear in online test is to be done one hour before the commencement of examination.
- System generated "Exam-Roll List" detailing Test Centre wise allocation of the Candidates.
- Facility to send PDF/non-editable version of the Admit Card to the candidates (containing Registration no., Roll No. and other details as required by the Commission).

No./Date/Location/Time/Address/Instructions etc. to candidates registered email ID at least 15 days prior to the scheduled Date of Examination.

• **IV. Centralized Help desk support services:**

- Set-up centralized help desk (both Hindi and English) at least 10 days prior to the scheduled date of examination. Minimum 2 executive required for help desk. Help desk will be active for 24 Hours & also remain active during the period of registration process. The help desk shall be active till next date of examination.
- To provide support to the candidates and guide them in taking print out of the Admit Cards, other Examination/Test Centre related queries etc.
- Escalate /intimate commission team, whenever any candidate reports non-receipt of Admit Card/incomplete information provided to the candidate etc. (if required).

V. Establishment of confidential Examination Control Unit (ECU)

- Deployment of sufficient number of Technical Experts at the designated confidential Examination Control Unit to be in their premises to facilitate in question paper uploading configuration in system, test server set-up console monitoring etc. Necessary IT infrastructure would be provided by the agency. Agency will set up a dash board at JSSC H.Q. manned by agency's personnel.

- Configuration and readiness of the Server at ECU to ensure smooth conduct of the entire examination process including encryption of question papers, uploading of question papers, result processing etc.
- Set-up Exam console at ECU for monitoring the entire examination from ECU by the confidential team deployed by the commission.
- To establish central command system.

- **VI Environment Check at Test Centre and Conduct Mock Drills/Mock Tests**

- Checking environment based on test centre readiness Check-list and ensure readiness of individual test centre.
- Verify working condition of the available/allocated node/terminals to undertake the test with the required configurations, system scanning, operating system/web browser compatibility assessment etc.
- Conduct Final Mock Test (dry run) along with commission designated representatives at least 1 day prior to the scheduled date of examination.
- Provide mock test (dry run) facility to the candidates for 15 days.
- Certification of the nodes eligible for conducting the online assessment examination and sealing of the Test Centre after conducting final mock test Getting test centers in compliance with test requirements including installation of CCTV cameras at test centers (one CCTV camera per ten candidates) installed in such a manner that it covers faces of all candidates with continuous recording throughout the examination process which is to be handed over to commission after completion of examination. CCTV cameras in all the corridors of exam centre and at frisking point of CBT examination throughout exam process. Frisking of candidates who are to take the test as per law. All invigilation staff (must not be ministerial staff) and trained security guards as per needs of commission will be provided by the S&SP. At least one camera per center to capture activates of test center and in case of failure of CCTV camera, hand shoot can be done till CCTV recording is restarted.

B. Conducting Examination Phase:

I. Test Centre Administration to Conduct Examination

- To arrange, test and set-up in required number of Bio-Metric Device and Web Camera to capture to capture finger print, thumb impression and photograph for each set of 30 candidates before the examination session(The requirement is optional). The bidder shall capture photograph, finger **print**, thumb impression & signature of the examinees and reconcile (match) it with the photograph, finger print and thumb impression already available through developed application and match signature. Verification also needs to be done at the time of physical, medical test and verification of certificate.
- Final inspection/testing of the Servers installed at all test centers and connectivity at least 1 hour prior to the commencement of examination.
- Ensure availability of the roll sheet and attendance sheet in all the Test Centers along with the list of candidates who would undertake examination in the designated Test Centre.
- Candidate identification, admission card authenticity check and verification of candidates at the Test Centre entrance gate at least **60** minutes prior to the commencement of Examination.
- Cancellation of registration if any discrepancy found on approval of the commission or it's representative available at the Test Centre.
- Allocation of seats and allotment of terminals to all eligible candidates should be completed at least **15** minutes prior to the commencement of Examination.
- Assigning login credentials to the candidates to undertake the test
- Circulate attendance sheet in all the Test Centers and capture signature of all the candidates on the attendance sheet during conducting the examination.

- Once the candidates' signature are captured, the Agency shall submit the signed attendance sheet **countersigned by the invigilator.**
- Provision to allot new Desktop/Terminal to candidate in case of failure of any Node and assist them to undertake the examination with minimum delay.
- Test centre administration and frisking of candidates throughout the examination period. CCTV camera recording during entire exam process at test Centers installed in such a manner that it covers faces of all candidates with continuous recording throughout the examination process which is to be handed over to the commission after completion of examination). Frisking of candidates who are to take the test as per law.
- Failure of Online examination process at any stage during the entire examination process at any test centre, Penalty will be 100% of the Project cost and the agency will have to submit an undertaking to this effect.

II. Test Delivery and Monitoring

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

- Ensure readiness of the server available both at Test Centre and Examination control Unit (ECU) along with available of the required internet bandwidth/connectivity and necessary power backup at test centers to ensure smooth conduct of the entire examination process .
- Download the participant list who are going to undertake test at the designated test centers
- Ensure download/push question papers to Test Centers from ECU through 128 bit AES+RSA Encrypted data transfer to various Nodes.
- Application shall have the facility to push various questions on the request received from the candidates appeared in the exam.

- Application shall provide secured access to the participants/candidates based the provided login ID/Password to allow the candidates to login to the application and undertake the online assessment exam.
- Application shall have the provision to display same question in jumbling manner to various candidates with various options configured for the questions (questions and option choices to be jumbled ensuring that no two candidates are having same question and option choices at a time).
- Application shall have the facility for navigation between various questions, ability to navigate to other sections before completing a section commission.
- Application shall have secured storage for answers to questions by candidate.
- Application shall have the facility for instant display of attempted questions anytime during the examination and provision for different colour coding for attempted. Not attempted, mark for review or no scroll back of questions as per needs of commission which will be intimated at the time of examination.
- Application shall have the ability to trace candidates requested questions from test centre and maintain system audit trail.
- Application shall have the facility to generate monitoring log/ system click by click audit trail on the server for every candidate with his/her IP and Complete traceability of any single candidate's node.
- The online assessment exam shall stop automatically after expiry of the scheduled examination duration.
- Uploading of responses along with audit trail to ECU from the test server after completion of the examination.
- Scheduling Backup Server to take continuous backup from Main Server at each Test Centre and availability of continuous Back-up and restoration facility for Business Continuity Planning/Disaster Recovery purpose.

- Restart/Resume of Test (in case of node/power/network/application failure etc.)
- In case of Machine, Power or Network Failure, software shall be able to retrieve candidates attempted question and its response entered by the candidate fully along with creation of incident report and system audit trail (downtime details, additional time taken by the candidate etc.)
- Acknowledgement of Exam progress to ECU from Test Centre Superintendent/Technical team.

III Collect feedback/grievances from candidates

- Provision to download/save/burn the participants list at all the test centers, Biometric details, candidates response, system audit trail in DVD (single session disc/ non-writable DVD, which cannot be overwritten in future) at the Test Centre as well at the ECU after completion of the examination. Submit three sets of DVDs (single session disc/ non-writable DVD, which cannot be overwritten in future), in signed & sealed envelope to commission on the date of examination.

C. Post Examination Phase:

Candidate's Response Evaluation and Result publication

- Uploading the Answer key on the website for candidate's objections/comments, if any, within 10 days of such uploading, compilation of all objections received from the candidates and disposal of the same in consonance with commission authorities.
- Define cut off criteria and conduct Result Equalization Exercise/Percentile based evaluation of candidates with the help of an expert in the field appointed by the bidder, if so required and directed by the commission.
- Question-wise detailed evaluation of the candidate responses.
- Apply scoring rules and cut-off to arrive at final merit list.
- Generation of result (category and gender wise or in any format as required by the commission).

- Submit three sets of DVDs (single session disc/non-writable DVD, which cannot be overwritten in future), in signed & sealed envelope to the commission containing Result/Merit list.
- Assist Commission team to publish category-wise merit list on commission website/given website.
- Hand over to representatives of the commission audit trails of all candidates & video recording of entire exam process within 48 hrs. of completion of examination and keep a back up copy of the same so as to provide information as & when required by commission.

II. MIS Reports and other support activities

- Analysis of the candidate results and provision for generation of various MIS reports:
 - Category-wise Gender-Wise/Location-wise/Test Centre-wise
 - Other reports as desired by commission.
- Analyse the test pattern and answering pattern and submit reports on the answering pattern and feedback on question patterns/difficulty level.
- Preparation and submission of incident reports (if any)
- Provide support to commission Team in preparation of Court cases, RTI and other related issue. The Agency shall comply with all the Central, State and Municipal Laws & Rules and shall be solely responsible for the implementation of the provisions of the various Labour Laws and Rules there under and other statutory regulations, rules that are in force.

SECTION – IV

Eligibility Criteria for R.F.P of CBT Mode of Examination

1. The Bidder must own the complete source code of the software.
2. They must have all the necessary components and dependency of source code of Computer Based Examination System in place so that any change required in any of the components of the software can be undertaken by their in-home technical team. Required Skills should be made available to make necessary configuration changes.
3. (a) The bidder should have its own technical employees to oversee the conduct of examination, deployment of software, maintenance of software, networking and data security.
(b). The agency should have a pool of empanelled recruitment process experts in which at least three such experts should be on their permanent roll. The Agency should have a panel of specialist and at least 03 of them should have been involved at least once in designing and conducting competitive examination. The profile of such experts along with name of the other empanelled experts should be attached with the EOI.
4. The bidder will provide the examination delivery software.
5. (a) The Bidder must have completed **3 (three)** projects in conduct of end to end process of CBT with capacity of assessing at least **2500** candidates in a single shift in last **3** years for recruitment process of Central/State Govt., PSU, Boards, Companies etc.
(b) Must have conducted at least **2** examinations in one or more centers in Jharkhand.
(c) The Bidder should have conducted CBT Examination of at least one examination of 2.00 Lakh Candidate or two examination of 1.00 Lakh Candidate in any of the three previous year i.e. 2016-17,2015-16 & 2014-15. The Competition Certificate should be submitted in recruitment in Central/State Govt., PSU, Boards, Companies etc.
6. The bidder must have the following quality, Security, product development and service related certification/arrangements :
 - i. ISO 27001 or ISO 27000

- ii. ISO 9001:2008 or ISO 9001
- iii. CMMi Level 5/CMM I Level 3/STQC Certification
- iv. Cert in Certified data Centre (Tier III in India) and one DRC of equal strength in different seismic zone.
- v. Click by click Audit Trial for each client with time stamp.

Any certification (arrangement of the bidder must have to remain valid throughout the period of engagement.

7. The bidder must have adhere to the following performance aspects:

- a. Support at least 10000 concurrent sessions without any perceivable degradation performance.
- b. Response time for question/page loading must be less than 0.5 seconds.
- c. All responses to be acted upon in real time.

8. The bidder must adhere to the following security aspects:

- a. Compliant with ISO 270001 or ISO 27000 Standard
- b. Certificate in Certified data center (tier-III) in India.
- c. Must own the complete Source Code of the software being used for conducting the examination.
- d. Must have Copyright of the Source Code of all its Components.
- e. Must have Primary Data Centre with DR site is infrastructure of same strength for data security in different Seismic Zones.
- f. Should design a highly secured systems and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks.
- g. Source Code should have multiple backup systems in place so that anytime source code can be recovered in code of any disaster.

9. The bidder should have all relevant facilities and logistics available to execute the work.

10. The bidder must show and submit suitable emergency management plan during any crisis situation/redundancy of servers, switches, nodes, additional centre location and data.

11. The Service provider has to ensure that examination Software should not have any data based layer on the local exam servers i.e. There should with be any other Software on the server except the examination software.
12. The bidder should have minimum average turnover of 20,00,00,000/- (Rupees twenty Crores) per annum during in any 3 years out of last 5 years ending March-2017.
13. The bidder should have more than 3 years of experience in Conducting Computer Based Test for recruitment under Central/State Govt., PSU's/Board/Corporation e.t.c.
14. Bidder has demonstrated ability to construct large question bank sample for National/State level Government Examination and should have developed at least 10,000 validated questions for Computer Based Examination for Government Organization. (Level)
15. No Subletting of Contract or Consortium is allowed.
16. The Services of the company have not been discontinued by the client for dissatisfactory performance in connection with any Government / its PSU/Board/Corporation etc. in three years prior to this E.O.I.
17. Conditional bid will be summarily rejected.
18. Organization must be profitable in at least last 3 financial years ending 31st March 2017.
19. The bidder must be a company registered under Indian Companies Act-1956/ The Partnership Act-1932 (pl. enclose Articles and Association)
20. (a) The Bidder must be registered under GST.
(b) The bidder should have PAN
21. The Agency should not have been Black Listed by Central/State Govt. / its PSU /Undertakings/ Boards and Corporations.
22. Minimum 3 years of satisfactory experience of conducting end to end CBT Mode of examination for recruitment in Central/State Govt. / its PSU /Undertakings/ Boards and Corporations.

23. Para 7 (3b) of Section IV of E.O.I. The agency should have pool of empanelled recruitment process experts in which at least three such experts should be their permanent roll. The agency should have a panel of specialist and at least 03 of them should have been involved at least once in designing and conducting competitive examination. The profile of such experts along with name of the other empanelled experts should be attached with the EOI.
24. Agency must have conducted at least three CBT mode of examination for recruitment in Central/State Govt., PSU, Boards and Companies etc.
25. The Company must have on its pay roll at least three recruitment experts with at least 3 year of relevant experience.
26. The Company must have on its pay roll at least three specialist in designing and conducting recruitment in last 3 years.
27. The bidder, any of its directors/partners should in the last 3 (three) years have neither punished/convicted or failed to perform any contract as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against him, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach of contract and the bidder should certify the same by an affidavit.
28. The bidder should not have been proven guilty or convicted by any of the vigilance organization like CBI, EOW, SIT, STF, CVC etc. and he will certify this by an affidavit. If agency is proven guilty/convicted after empanelment by any of the vigilance organization or any Court of law, it should be blacklisted and depanelled.
29. Income proof, turnover documents and other relevant information submitted by the bidder should not be of group Companies, but of only that vertical which is conducting exam. The bidder
30. The bidder should not have a conflict of Interest that affects the bidding process. Any bidder found to have a conflict of Interest shall be disqualified. JSSC will decide whether that situation amounts to conflict or not, and its decision shall be final and binding.

31. Based on technical marks according to evaluation criteria top 4 will be empanelled as primary and one more as secondary agency.
32. The Company should submit satisfactory performance report for 03 projects in last 05 years from their clients in prescribed format.

Provided that Company, who has obtained Satisfactory Performance Report in different format prior to publication of this EOI notice, need not to obtain Satisfactory Performance Report afresh from their client in prescribed format of Annexure-II. A copy of the report obtained previously from client shall be attached with the EOI proposal.

Indemnity

The Agency shall keep Jharkhand Staff Selection Commission and its officials indemnified and hold harmless from and against all and any claims, demands, losses, damages, penalties, expenses and proceedings connected with implementation of this empanelment.

Earnest Money Deposit (EMD)

The Agency shall furnish an Earnest Money Deposit (EMD) of INR 50,000/- (Fifty thousand) through Demand Draft of a Nationalized Bank drawn in favour of Secretary, Jharkhand Staff Selection Commission payable at Ranchi with the Technical proposal, without which EOI, will be summarily rejected.

EMD of selected agencies will be returned without interest on expiry of empanelment, unless forfeited on grounds of unsatisfactory service or on submission of non responsive proposal in response to this call.

SECTION – V**Submission of EOI**

Interested agencies can send their fully completed Expression of Interest (EOI) proposal on or before 16.10.2017 at 04.00 PM at the following address with below listed documents:-

Address: Secretary, Jharkhand Staff Selection Commission, Kalinagar, Chaibagan, Namkom, Ranchi- 834010 (Jharkhand)

The agencies are expected to carefully examine EOI and if there appears any ambiguity, contradiction, repeatation, inconsistencies, gap etc in EOI, to seek necessary clarifications by e-mail in following format.

Sl. No.	Document performa	Page No.	Clause No.	Description in RFP	Querries
---------	-------------------	----------	------------	--------------------	----------

1. Submission of Proposal

1.1 The proposal should be submitted strictly as per prescribed format along with documents in support of information submitted therein by the bidder. Expression of Interest (EOI) received after stipulated time period or not in accordance with specified format will be summarily rejected as non-responsive and EMD will be forfeited. Delivery of the responses along with documents against the EOI at the above address will be sole responsibility of the responding agency.

1.2 The EOI duly signed by the authorized person in blue ink in every page including annexure/appendices shall be submitted in a sealed envelop marked : " Empanelment of Agencies for Recruitment process of JSSC." All the relevant documents shall be enclose with the Technical proposal

1.3 A duly authorized representative of the Agency should sign the EOI. It shall be certified that person signing the EOI is empowered to do so on behalf of the agency. A copy of the Memorandum and Article of Association of the Agency or a copy of contract of partners shall be attached with the EOI

1.4 The EOI should be submitted with two printed copies one marked **ORIGINAL** and other marked **DUPLICATE** and a soft copy on non renewable C.D. with all the contents of EOI

1.5 Any correction or overwriting would render proposal invalid.

1.6 Conditional offers will be summarily rejected.

2. Expression of Interest (EOI) evaluation

2.1 The EOI will be opened on at 04.00 PM in the Commission's office and Agencies will be at liberty to be present personally or through their authorized representative at the time of opening of EOI.

2.2 The evaluation Committee shall evaluate the EOI as per criteria of EOI document. From all technically eligible agencies top 4 will empanelled as primary and one as secondary agency.

Section-VI**General Instruction to bidders**

1. EOI stands for Expression of Interest.
2. The bidder shall bear all costs associated with preparation and submission of its bids and JSSC shall in no case be liable for these costs.
3. JSSC will organise a pre bid conference and agencies are welcome to attend a pre bid meeting at schedule date, time and place. JSSC will clarify the issues related to technical requirements. Any modification to the EOI document which may become necessary as a result of pre bid conference shall be made by JSSC by issue up the addendum
4. Representative of agencies must carry an authorization letter to attend the pre bid conference.
5. JSSC may amend EOI document prior to dead line for submission of proposal in the form of addenda/corrigenda to the EOI document, which shall be binding on all participants.
6. From the date of issue, the addenda/corrigenda to the EOI document shall be deemed to form an integral part of EOI.
7. JSSC at its discretion may abandon EOI process any time.

Section-VII

Technical Evaluation Framework for Expression of Interest (EOI) for CBT mode of Exam

Sl. No.	A. Past Experience of Agency	Marks/Score	Benchmark	Score on Document/Performance		
1	No. of Years of experience in conduction CBT mode of examination	10	Minimum 3 Years	(For 3-5 Years) 6 Marks	(For 6-10 Years) 8 Marks	(For more than 10 Years) 10 Marks
2	No. of Post against which CBT examination conducted	10	Minimum 500 in last 3 years	(For at least 500 in last 3 Years) 3 Marks	(For 501 to 1500 in last 3 Years) 6 Marks	(For more than 1500 in last 3 Years) 10 Marks
3	Experience of working with Government and public sector	20	Experience of minimum 3 projects with Government and public sector	(3 projects) 10 Marks	(4-6 Projects) 15 Marks	(More than 6 Projects) 20 Marks
4	Past experience of processing application for recruitment of professionals in project/programme of similar nature.	20	One lakh in at least 2 exam in last 3 years Or Two lakh in at least one exam in last 3 years	(One lakh at least 2 exam) Or 2 lakh in at least one exam 10 Marks	(One lakh in at least 3 to 4 Or 2 lakh in at least 2 exam 15 Marks)	(One lakh in at least 5 exam) Or 2 lakh in at least 3 exam 20 Marks
B.	Experience of key professionals					
1	<i>The Chief of the Recruitment Process</i> of agency with relevant experience	8	Relevant experience of 3 years	Relevant experience of 3 to 4 years- 2marks	Relevant experience of 5-10 years- 4marks	Relevant experience more than 10 years- 8marks
2	Recruitment experts with at least 3 years of relevant experience	8	Relevant experience of 3 years	3 experts- 4 marks	4-5 experts- 6marks	6 or more experts- 8marks
3.	Pool specialist	8	Engagement of 3 specialist at least once in designing and conducting recruitments in last 3 years	Engagement of 3 specialist –4 Marks	Engagement of 4-8 specialist – Marks-6	Engagement of more than 8 Specialist – Marks - 8
4	50 Technical person	6	Minimum 50 technical persons are required	50 to 60 person- 4 marks	61 to 80 persons- 5 marks	More than 80 persons-6 marks
C.	Financial Strength of Agency	10	Annual turn over of Rs. 20 Crore for last 3 years.	Rs. 20 to 21 Crore – 6 Marks	Above Rs. 21 upto 50 Crore- 8 Marks	More than 50 Crore- 10 Marks

Agency securing minimum 60 marks out of 100 shall be empanelled subject to the condition mentioned in section-V serial no-2.2 of the EOI document.

2.3 The panel will be valid for a period of three years from the date of empanelment. The empanelment may be extended for a further period of two years (one year at a time) subject to the satisfactory services and at the sole discussion of Jharkhand Staff Selection Commission.

Section-VIII

Checklist of Documents to be submitted with EOI:

1. Proof of incorporation under Indian Companies Act 1956 covered under partnership Act 1932.
2. Audit statement for last three years.
3. Documentary proof to the -- that agency owns/developer -- software.
4. Proof of incorporation under india companies Act/Partnership Act
5. List of technical employees and officer to conduct CBT mode of examination with their expertises.
6. Proof of completion of criterion as required under Eligibility criteria para-5
7. Particulars regarding ISO 27001 or ISO 27000, ISO 9001 : 2008 ISO 9001 CMMi level-5/CMMi level-3 certification, criteria certified data center (Tier-III in India) and DRC in India. All certificates must have to remain valid throughout the period of engagement.
8. Solution must have 128 bit per encryption for question transfer and according response.
9. Audit report for last 5 years showing average annual turn over of Rs.20,00,00,000.00 (Rs. Twenty crore) per annum in any 3 years out of it.
10. Satisfactory performance certificate of 3 years or more of conducting and to end CBT mode of examination for recruitment in central and various states Govt. and its undertaking, Boards, Corporation and PSU
11. Proof regarding minimum 3 years of the experience in conducting of CBT mode examination under Central/State Govt. and its undertaking, Boards, Corporation and PSU and proof regarding completion of conducting CBT mode of examination of at least 2 lakh candidates in one examination or Two examination of 1 lakh candidates in previous three years.
12. PAN and GST certificate.
13. Proof of having an expert in which at least three such experts should be on their permanent roll. Proof of having a panel of specialist and at least three of them should have been involved in designing and conducting of CBT mode of Competitive Examination.
14. Self declaration on Para-29 of the eligibility criteria.
15. Certificate of Completion of project for minimum 500 or more posts in last three years.
16. List of minimum 50 technical persons on company's pay roll with its CPF no.
17. EMD of Rs. 50 thousand
18. Demand draft of Rs.500 (five hundred). If EOI documents are downloaded from our website.
19. Proof experience certificate of minimum 5 years or more of chief of the recruitment process.
20. Proof of conducted and completed CBT Mode examination of at least 1 lakh in two examinations in last three years or two lakh in at least one examination in last three years.

3. Others Terms and Conditions

- 3.1 Rights to the content of the EOI** – For all the EOIs received before the last date and time of EOI submission, the proposals and accompanying documentations of the EOI will become the

property of Jharkhand Staff Selection Commission (JSSC) and will not be returned after opening of the EOIs. JSSC is not restricted in its right to use or disclose any or all of the information contained in the EOI and can do so without any compensation to the responding Agency.

FORMAT FOR SUBMITTING EXPRESSION OF INTEREST BY AGENCIES**(To be submitted on Agency's letterhead under signature of the authorized person)**

To,

Secretary,
 Jharkhand Staff Selection Commission,
 Kalinagar, Chaibagan, Namkom,
 Ranchi-834010

Dear Sir,

I/We _____ hereby submit that the information submitted are correct & to the best of my/our knowledge & belief. My/Our Agency has not been debarred by any Govt. sector/PSUs bilateral and multilateral UN agency for handling recruitment process in last 5 years. In case of any information/document found to be false, fake or incorrect JSSC is free to take action against my/our Agency as deemed fit by them.

I/We hereby declare that during the currency of the empanelment of my agency, I/we will not engage in any activity that may conflict with the terms and conditions of the current EOI.

(Signature of Authorised person with seal)

Date:

Place

Note: A signed copy of the EOI documents as acceptance of all terms and conditions of the EOI is to be enclosed along with technical proposal.

Attached herewith:

1. Agency Details:

- a) Executive Summary of the Agency
 - b) Name of the Recruitment Agency, Address with telephone and Fax No.
 - c) **Profile of the Chief of the Recruitment Process** of the Agency.
 - d) Details of registration/incorporation under Companies Act (Attach Memorandum & Article of Association, Certificate of Incorporation.)
 - e) Organisation structure with location details in India and human resource details.
 - f) Annual turnover of last three financial year (Audited financial statement of last 3 years to be enclosed)
 - g) PAN No. (Attach documentary evidence)
 - h) Service Tax Registration No. (Attach documentary evidence)
 - i) Nos. of Recruitment Experts on the permanent roll and panel of the Agency (Enclose profile of at least 3 Recruitment Experts)
 - j) Nos. of specialist – who have been empanelled by the HR agency in last 5 years (Enclose profile of at least 5 such specialist and their willingness to be on the panel)
2. Details of recruitment services provided in PSUs/Govt. sector/bilateral and multilateral UN agency during last five years (Attach supportive documents-number of positions advertised/applications processed/professional successfully recruited and placed)
 3. Satisfactory performance reports from clients from Govt. sector/PSUs/bilateral and multilateral UN agency on letterhead (Annexure-II)
 4. Representative Authorisation Letter (Attach documents) (**Annexure III**)
 5. Self declaration (Annexure IV)
 6. Bid Security (EMD) of INR 50,000/- as bank draft (V)
 7. Acceptance of terms & Conditions mentioned in the EOI

Certificate of Satisfactory Service

To Whomsoever It May Concern

This is to certify.....(Name of the agency) has conducted CBT Mode of recruitment assignment for

1. Type/level of position.....
2. Number of application processed/positions recruited.....
3. Dated.....(dd/mm/yy) which declared advertisement/short listing/evaluation/result-declaration/any other services.....

We can confirm that the services provided to us were satisfactory.

Official Stamp

Date:

Signature of Competent Authority

Full Name:

Name of the Company

Designation

Contact details

Email id:

Representative Authorization Letter

To,
Secretary,
Jharkhand Staff Selection Commission,
Kalinagar, Chaibagan, Namkom,
Ranchi-834010

Sir,
Ms/Mr _____ is hereby authorized to sign relevant document on behalf of the Agency in dealing with invitation reference No. _____ Dt. _____ She/He is also authorized to attend meetings and submit general & commercial information as may be required by you in the course of processing above said application.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Company Seal

Self Declaration

To,
Secretary,
Jharkhand Staff Selection Commission,
Kalinagar, Chaibagan, Namkom,
Ranchi-834010

Sir,

In response to the reference No. _____ Dt. _____ of Ref. Ms/Mr _____ I/We hereby declare that our Agency _____ is having unblemished past record and was not declare ineligible for corrupt & fraudulent practice either indefinitely or for a particular period of time by any Govt./PSU also authorized to attend meetings and submit general & commercial information as may be required by you in the course of processing above said application.

Thanking you

Authorized Signatory

Representative Signature _____

Bid Security (EMD)

EOI for _____ Due for Opening on:

Name of the Service: _____

Bid Security (EMD) as required by this EOI. Enquiry is being submitted in the form of Demand Draft/ pay order/favoring the _____ Payable at Ranchi duly discharged in his favor in advance.

No. _____ Dated _____

Drawn on (Bank) _____

Amount: _____

Signature of Bidder
Name & Address with Seal