

**WEST BENGAL STATE ELECTRICITY
TRANSMISSION COMPANY LIMITED**

**SELECTION OF RECRUITMENT AGENCY FOR
CONDUCTING ENTIRE PROCESS OF SELECTION OF
CANDIDATES FOR DIFFERENT POSTS UNDER WBSETCL
THROUGH ONLINE TEST & INTERVIEW**

NIT No. CORP/(HR&A)/TENDER/RECT/ 2018-19/22

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WBSETCL

**OFFICE OF THE GENERAL MANAGER (HR&A)
WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED
VIDYUT BHAVAN
8TH Floor, 'D' BLOCK
SALT LAKE CITY, KOLKATA - 700 091
Mail Id: wbsetcirecruitment@gmail.com**

- ❖ *These documents are meant for the exclusive purpose of bidding against this NIT and shall not be transferred, reproduced or otherwise used for purposes other than that for which they are specifically issued.*

SECTION-I

NOTICE INVITING e-TENDER

West Bengal State Electricity Transmission Company Limited

(A Govt. of West Bengal Enterprise)
Office of the General Manager (HR&A)
CIN: U40101WB2007SGC113474

WORK: Selection of recruitment agency for conducting entire process of selection of candidates for different posts under WBSETCL through online test & interview

NIT No. CORP/(HR&A)/TENDER/RECT/2018-19/22

ABRIDGED NOTICE INVITING E-TENDER

West Bengal State Electricity Transmission Company Limited (hereinafter referred to as WBSETCL) is a successor entity of erstwhile West Bengal State Electricity Board owned by the Government of West Bengal and incorporated under the Companies Act, 1956 with Registered Office at Vidyut Bhavan, Block-DJ, Sector-II, Salt Lake City, Kolkata, West Bengal, Pin-700091. It has started its business of Electricity Transmission and Load Dispatch since 01.04.2007.

WBSETCL invites **E-Tender** through two bid system for **selection of recruitment agency for conducting entire process of selection of candidates for different posts under WBSETCL through online test & interview** as per the details given in the tender document.

Interested bidders may obtain bidding documents by registering themselves to the e-tendering portal (<https://wbtenders.gov.in> or <https://etender.wb.nic.in>) and downloading the bidding documents from **22.09.2018 (11:00 A.M.)**. The bids shall be received up to **11.10.2018 (1.00 P.M.)** and will be opened on **13.10.2018 (1:00 P.M.)**. Detailed NIT is also available on WBSETCL website (www.wbsetcl.in) and can be downloaded from the website for bidders' information only.

WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED

(A Govt. of West Bengal Enterprise)

CIN: U40101WB2007SGC113474

Office of the General Manager (HR &A)

Regd. Office: Vidyut Bhavan (8TH Floor), Block-'D',
Bidhannagar, Block-DJ, Sector-II: Kolkata: 700 091

Mail Id: wbsetcirecruitment@gmail.com

DETAILED NOTICE INVITING TENDER

- 1.1 WBSETCL invites e-tender from large, reputed, resourceful and eligible Recruitment Agencies for selection of recruitment agency for conducting entire process of selection of candidates for different posts under WBSETCL through online test & interview.
- 1.2 Detailed Specifications, Scope of Works & Services and terms and conditions thereof are given in the bidding documents, which are available at the online e-tendering portal <https://wbtenders.gov.in> or <https://etender.wb.nic.in> as per the following schedule:

SI. No.	Events	Date & Time
1	Cost of Bidding Document	Rs. 5900/- (Rupees Five Thousand Nine Hundred Only) inclusive of GST
2	Bidding document (NIT) No	CORP / (HR&A)/TENDER/RECT/ 2018-19/22
3	<ul style="list-style-type: none">➤ Date of uploading of N.I.T. & other Documents (Publishing Date)➤ Documents download start date(Online)➤ Start date for submission of pre-bid queries (if any)	22.09.2018 (11:00 A.M.)
4	Closing date for uploading /submission of pre-bid queries (if any)	27.09.2018 (05.00 P.M.)
5	Pre-bid meeting to be held in the Conference Room, 9 th Floor, B-Block, Vidyut Bhavan	29.09.2018 (11.00 A.M.)
6	Bid submission start date (Online)	01.10.2018 from 11:00 A.M.
7	<ul style="list-style-type: none">➤ Documents download end date➤ Bid Submission closing (Online)	11.10.2018 up to 1:00 P.M.
8	Last Date of submission of original copies for the cost of Bidding Documents, Earnest Money Deposit and confirmatory hard copy of the techno-commercial Bid in sealed envelope. (Offline)	12.10.2018 up to 03:00 P.M.
9	Bid opening date for Technical Proposals (Online)	13.10.2018 at 1:00 P.M.
10	Date for opening of Financial Proposal (Online)	To be notified later after the techno-commercial evaluation

- 1.3 If the submission and opening date of Tender paper happens to be a holiday, the next working day will be the corresponding effective date.
- 1.4 Bidders are requested to regularly visit e-tendering portal <https://wbtenders.gov.in> or <https://etender.wb.nic.in> or the official website of WBSETCL www.wbsetcl.in for amendment/ errata/ corrigendum (if any) & other information relating to this tender.
- 1.5 The Company invites quotation from the eligible Recruitment Agencies for the entire scope of work on consolidated basis i.e. inclusive of all costs & per eligible candidate basis. GST and other taxes may be shown separately.
- 1.6 The Bid Documents, downloaded from any other source and used for the purpose, will not be accepted. In case of detection of any alteration or modification in the contents thereof, the bid will be liable for rejection and the EMD will be forfeited.
- 1.7 **QUALIFYING REQUIREMENT OF THE BIDDERS:**

The following shall be the qualifying requirement for selection of bidders at technical bid stage of the bidding process:

1.7.1 Technical Qualification:

- (a) The bidder should be a company/ firm registered in India. (A copy of the document in support of the same to be uploaded).
- (b) The bidder must have the following quality, security, product development and service related certifications / arrangements:
- I. ISO 27001 or ISO 27000.
 - II. ISO 9001.
 - III. CMMi Level 5 / CMMi Level 3 certification or STQC.
 - IV. CERT-in certified data centre (Tire - III) in India. CERT-in certification is required for the data centre infrastructure where the application will be hoisted. Therefore the bidder has to submit CERT-in certification documentation as stated above, supported by letter of understanding.
 - V. Any certification / standard, of the bidder, must have to remain valid throughout the period of engagement as Recruitment Consultant (A copy of the document in support of the same to be uploaded).
- (c) **The bidder must have at least three years experience as on 31.03.2018 in conducting end to end recruitment / selection process employing Online Test for various organizations.** (Copy of the Work orders and completion/performance certificates in support of the execution and the contact details of the clients are to be furnished).
- (d) **The bidder should have handled at least 4 recruitment activities in online mode as on 31.03.2018 for Departments of Central Govt. / State Govt./ PSUs/Public Sector Banks/ Statutory Corporations.** (Copy of the Work orders and completion /performance certificate in support of the execution of such assignments and the contact details of the clients are to be furnished)
- (e) **The bidder must have executed at least three orders of recruitment activities in online mode with order value of Rs. 9 Lakh or more per order with minimum notified vacancy of 75 (seventy five) or more in each case as on 31.03.2018.** (Copy of the Work orders and completion/performance certificates in support of the execution of the assignments and the contact details of the clients are to be furnished)
- (f) The agency should have **at least 12 (twelve) employees working in the permanent roll of the company.** (Documents in support of this may please be furnished)
- (g) The bidder must have sufficient storage space to preserve the recruitment related documents on behalf of the Company **for at least 3&1/2 years.**

- (h) Any experience as a consortium partner will not be considered.
- (i) **The firms / agencies, which have been blacklisted on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertakings, etc or against whom any investigation is going on by any Investigating Authority / Vigilance Department of any PSU/Govt. Department, need not participate in the tender. In case anything is revealed before / after the contract is awarded, the bid / contract of / with the agency is liable to be cancelled / terminated forthwith and appropriate penal measures as deem fit will be taken despite the agency fulfilling all other terms of the tender/contract.**

1.7.2 Assessment Platform level

- (a) The bidder should have infrastructure in Kolkata - validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
- (b) The bidder should have all relevant facilities and logistics available to execute the work.
- (c) The bidder must have primary data center with Disaster Recovery site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be Cert - in certified as per Govt. of India guidelines.
- (d) The proposed examination and question paper generation software should be in-house developed by the bidder and the bidder must own the complete source code of the software being used for conducting the Computer based exam. They must have the copyright of the source code and all its components.
- (e) The bidder should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by WBSETCL must be met immediately.
- (f) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
- (g) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
- (h) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
- (i) Proper security provision for source codes shall be maintained.
- (j) The proposed software should be Govt. of India compliant CERT-IN certified for IT security.
- (k) The bidder's software should have a facility to create question securely.
- (l) The bidder must use 256 bit encryption for Question paper storage and transfer.
- (m) The system should support question randomization with option shuffling ensuring that no two question papers are alike.

1.7.3 Financial Qualification:

- a. The net worth of the Agency should be positive. The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2018.
- b. **Minimum Annual Average Turnover** (excluding non-recurring items) for the participating bidders should be **Rs. 75,00,000/- (Rupees Seventy Five Lakh) from Recruitment and Selection Business based on last three Financial Years (2015-16 to 2017-18)**. The turnover should be of the bidder and not of the group companies or consortium / subsidiaries/sister concerns etc. The proofs in support of the same such as certified copies of audited Balance Sheet, Profit & Loss Accounts etc. shall have to be submitted with the bid documents.
- c. **Liquid Asset:** The bidder must have Liquid Asset not less than **Rs. 40,00,000/- (Rupees Forty Lakh only)** and/or evidence of access to or availability of credit facilities of equivalent amount. This will be as per the last audited accounts.
- d. The Bidder should be registered with appropriate tax authorities such as Income Tax, GST etc. and should submit valid certificates of registration with these authorities.

1.8 COST OF BID DOCUMENT (Tender fee):

1.8.1 The bidders will have to download the Bid Document from the sites mentioned in the Tender Document. The cost of bid document amounting to **5,900/- (Rupees Five Thousand Nine Hundred)** inclusive of **18% GST** has to be submitted through **Account Payee Demand Draft / Bankers' Cheque drawn in favour of WBSETCL, payable at Kolkata** along with the tender documents in a separate envelope.

1.8.2 The Tender Fee is non-refundable.

1.8.3 If the bid is received without the aforesaid tender fee, it would not be considered and would be rejected summarily. Late receipt of the tender fee i.e. after closure of online bidding time will also disqualify the bidder and the bid will not be considered for evaluation.

1.8.4 EARNEST MONEY DEPOSIT (EMD):

The Earnest Money Deposit (EMD) or Bid Security of **Rs. 50,000 [Rupees Fifty Thousand only]** has to be submitted in the form of an **Account Payee Demand Draft/ Bankers' Cheque/ Bank Guarantee, drawn in favour of WBSETCL, payable at Kolkata** along with tender documents in a separate envelope. The scanned copy of the DD or Bankers' Cheque or Bank Guarantee should also be uploaded.

1.9 Uploading of bidding documents shall not automatically construe that the bidder fulfils the Qualifying Requirements. The eligibility of the bidder shall be determined during bid evaluation based on data/documents submitted by the bidder. Bid documents are not transferrable.

1.10 Notwithstanding anything stated herein, WBSETCL reserves the right to inquire and review the bidder's capability and capacity to complete the scope of work.

1.11 Bids of abnormally low rate not reasonable or compatible with the actual/prevaling cost of conducting the selection process as may be revealed from the price analysis are likely to be rejected.

1.12 The total Works and Services as per the scope of work will be awarded to a single bidder based on the evaluation of the bids without any splitting. Bids submitted for part of the scope of work will not be considered eligible for evaluation.

1.13 Outsourcing / subletting of the whole or any part of the work at any stage of the Contract without permission of WBSETCL authority is strictly prohibited.

1.14 WBSETCL reserves the right to accept or reject any bid partly or fully or cancel the bidding without assigning any reason thereof and in such case no bidder/ intending bidder shall have any claim arising out of such action.

(END OF SECTION-I)

SECTION-II

INSTRUCTIONSTO THE BIDDERS

2.1 GENERAL INSTRUCTIONS:

- 2.1.1 For the Bidding / Tender Document Purposes, West Bengal State Electricity Transmission Company Limited shall be referred to as 'WBSETCL' and the Bidder/Successful Bidder shall be referred to 'Contractor or Bidder or Agency' or interchangeably.
- 2.1.2 The parties to the Bid shall be the Bidder and WBSETCL.
- 2.1.3 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 2.1.4 The bidder shall submit a copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder if such need arises.
- 2.1.5 All Bidders are explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/ any other requirements stipulated in the tender documents, are liable to be rejected.
- 2.1.6 For all purposes of the contract including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address through separate letter(s) sent by Registered Post with Acknowledgement Due (AD) to the **General Manager (HR&A), WBSETCL, Corporate HR & A Deptt., 8th Floor, D-Block, Vidyut Bhavan, Sector-II, Block-DJ, Kolkata, West Bengal, Pin - 700091**. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.
- 2.1.7 The tender inviting authority may ask for original documents regarding fulfilment of the qualifying requirement and any other matters from the prospective bidders. In case the prospective bidders are unable to provide such documents in original, then the bids of such bidders shall not be considered as valid and the same are liable to be cancelled.
- 2.1.8 **Cost of bidding:** The bidder shall bear all costs associated with the preparation and submission of his bid and WBSETCL, in no case, shall be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- 2.1.9 The near relatives of the employees of WBSETCL are prohibited from participating in this bid. The near relatives for this purpose are defined as: (a) Members of a Hindu Undivided Family (b) Their husband or wife (c) The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law).

2.2 PRE BID MEETING

- 2.2.1 Pre-bid queries of the bidders may be uploaded in the stated website or forwarded through e-mail at wbsctlrecruitment@gmail.com or may be submitted in hard copy format at the Office of the General Manager (HR&A), Corporate HR & A Department, WBSETCL, 8thFloor, D-Block, Vidyut Bhavan, Salt lake, Kolkata-700091.

- 2.2.2** The bidder or its authorised representative is invited to attend pre-bid meeting to be held on the date, time and location specified in schedule.
- 2.2.3** Only the queries, raised on or before the specified time frame, will be eligible for discussion during the course of the Pre bid discussion.
- 2.2.4** Any modification/amendment of the bidding documents shall be made by WBSETCL exclusively through the issue of an amendment.
- 2.2.5** Non-attendance at the pre-bid meeting will not be a cause for disqualification of bidders but at the same time shall not entitle them to raise any query at a later date.
- 2.2.6** Any essential requirement not included in the Price Schedules but required for successful operation as per the Scope of Contract shall be indicated by the bidders and submitted before the pre-bid meeting by the date specified in the schedule. WBSETCL shall make related modifications/ amendments as may be considered necessary based on this form in the bidding documents as per provisions mentioned in this clause.
- 2.2.7** Bidders shall not be permitted to indicate any additional requirements in the bid for any reason whatsoever after WBSETCL has considered such amendments.
- 2.2.8** The purpose of the pre-bid meeting will be to clarify the scope of work, and any issues regarding the bidding documents and the Technical Specifications, if raised at that stage by the bidders. WBSETCL shall not be under any obligation to entertain /respond to suggestions made or to incorporate modifications sought for by the bidders during the pre-bid meeting or thereafter.

2.3 AMENDMENT OF BIDDING DOCUMENTS

- 2.3.1** At any time, but not later than 10 (ten) days prior to the deadline for submission of bids, WBSETCL may, for any reason, modify the bidding documents by issue of an addendum/amendment.
- 2.3.2** The addendum/amendment will be uploaded in the e-tendering portal and all such amendments/addendums will be binding upon the bidders. WBSETCL shall assume that the information contained therein will have been taken into account by the bidder in its bid. WBSETCL will bear no responsibility or liability arising out of non-compliance of the same in time or otherwise by the bidder.
- 2.3.3** In order to afford prospective bidders' reasonable time to take the addendum/amendment into account in preparing their bids, WBSETCL may, at its discretion, extend the deadline for the submission of bids.
- 2.3.4** For the information of bidders, the addendum/ amendments, if any, shall be uploaded in the official website of WBSETCL. The bidders may visit the website of WBSETCL from time to time in their own interest.

2.4 BID SECURITY OR EARNEST MONEY DEPOSIT(EMD)

- 2.4.1** The bidder shall furnish bid security along with a covering letter for an amount specified in the NIT, in the form of a Demand Draft/ Banker's Pay Order/ Banker's Cheque, at its option, from any scheduled commercial bank drawn in favour of "**WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED**" payable at Kolkata or a Bank Guarantee (in the prescribed format)from any scheduled commercial bank favouring

WBSETCL which shall remain valid for a period of **one hundred and eighty (180) days** from the next day of bid opening date for Technical Proposals (as mentioned in Clause No. 1.2 above) with a further claim period of thirty (30) days. The original Demand Draft / Pay Order/ Bank Guarantee against Bid Security should be submitted physically at the Office of the General Manager (HR&A), WBSETCL under sealed cover on or before the scheduled date & time as specified in the Detailed NIT. For preparation of BG the Bank details of WBSETCL is given below:

Name of the Bank: CANARA Bank

Address of the Bank: Sector-III, Salt Lake City, Kolkata-700091

Account No.: 2549201000230 and IFSC: CNRB0002549

- 2.4.2** If the bid is received without the aforesaid EMD, it will not be considered and would be rejected summarily. Late receipt of the EMD i.e. after closure of online bidding time will also disqualify the bidder and the bid will not be considered for evaluation.
- 2.4.3** No request for transfer of any previous deposit of Earnest Money Deposit or Contract Performance Guarantee (CPG) or adjustment against any pending bill held by WBSETCL in respect of any previous work shall be entertained.
- 2.4.4** No claim shall lie against WBSETCL in respect of erosion in the value of the Earnest Money Deposit and no interest will be payable to the bidders on the EMD.
- 2.4.5** The Earnest Money Deposit may be forfeited:
- (i)** If the bidder unilaterally withdraws / modifies part or whole of his/their bid during the period of validity of the bids specified by the bidder in the bid form; or
 - (ii)** In case of successful bidder, if the bidder:
 - a)** fails to sign the contract in accordance with the terms of the tender document;
 - b)** fails to furnish required Contract Performance Guarantee (CPG) in accordance with the terms of tender documents within the time frame specified by WBSETCL; or
 - c)** fails or refuses to honour his quoted prices for the services or part thereof.
 - d)** If the bidder deviates from any clarification/confirmation given by him subsequent to submission of his bid.

2.5 PREPARATION OF BIDS

- 2.5.1 Language:** The bid prepared by the bidder and all correspondences and documents relating to the bid, exchanged between the bidder and WBSETCL, shall be written in the English language, provided that any printed literature furnished by the bidder may be written in another language so long as the bid is accompanied by an English translation of its pertinent passages. Failure to comply with this may disqualify a bid. For purposes of interpretation of the bid, the English translation shall govern.
- 2.5.2 Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Documents and submitted along with all required information, documents in support of the minimum eligibility criteria, valid EMD of requisite amount. The documents comprising the Bid are:
- i.** Technical Bid Submission Form (printed on the Company's letterhead of the bidder and duly signed by the authorized person).

- ii. Documents stated under clause no. 2.7.3.
- iii. Signed copies of the General Conditions of Contract in Section III and the Schedule of Work in Section IV as a token of acceptance of the same by the bidder
- iv. Earnest Money Deposit.

2.5.3 Financial Proposal / Price Bid: Bidder shall prepare the Financial Proposal in the Price Schedule as per Section V provided in the Tender Document and submit through e-Tender portal only in the BOQ.

2.6 PERIOD OF VALIDITY OF BIDS

2.6.1 Price Bid shall remain valid for a **period of 120 days from the date of opening of the Price Bid (Financial Bid)**. A bid, valid for a shorter period, shall be rejected by WBSETCL as non-responsive.

2.6.2 In exceptional circumstances, WBSETCL may solicit the bidder's consent for an extension of bid validity for a further period without any change in the terms and conditions of the offer. The request and response thereto shall be made in writing by post or fax followed by post confirmation. The bidder may refuse the request without having his bid security forfeited. Bidders agreeing to the request will neither be required nor permitted to modify their respective bids, but will be required to extend the validity of their bid securities correspondingly. The provisions regarding discharge and forfeiture of bid security shall continue to apply during the extended period of bid validity.

2.7 GUIDELINES FOR SUBMISSION OF THE BIDS:

2.7.1 Instructions/Guidelines for electronic submission of the bids are appended below for assisting the agencies to participate in e-Tendering.

(i) Registration of Agency:

Any agency willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging on to <https://etender.wb.nic.in> or <https://wbtenders.gov.in>. The agency will have to click on the link for e-Tendering site as given on the web portal.

(ii) Digital Signature Certificate (DSC):

Each Agency is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the website stated in Clause (i) above. DSC is given as a USB e-Token.

(iii) Collection of Tender Documents:

The Agency can search & download N.I.T. & Tender Document(s) electronically from computer once he logs on to the website mentioned in Clause (i) above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

2.7.2 Bids are to be submitted online to the website stated in Clause No. 2.7.1(i) in two folders - **Technical Proposal & Financial Proposal** at a time before the prescribed date & time using the Digital Signature Certificate (DSC). The Digitally Signed virus scanned copies of the documents are to be uploaded. The documents will get encrypted (transformed into non readable formats).

2.7.3 DOCUMENTS TO BE ATTACHED DURING ONLINE E-TENDER SUBMISSION:

To upload the documents click on the check boxes beside the necessary documents in the My Document list and then click the tab “**Submit Non Statutory Documents**’ to send the selected documents to Non-Statutory folder. Next Click the tab “**Click to Encrypt and upload**” and then click the “**Technical**” Folder to upload the Technical Documents to the **My Document**

Format of West Bengal State Electricity Transmission Company Ltd:

Sl. No.	Category Name	Sub Category Description	Details
A	Certificates	Certificates	Self attested copy of (i) TAN (ii) PAN (iii) Certificate of registration of Goods and Services Tax (GST) (iv) ISO-27001 Certificate or ISO 27000 Certificate (v) ISO 9001 Certificate and (vi) CMMi Level 3/ CMMi Level 5 (Organisation) Certificate or STQC.
B	Company Details	Company Details 1	(i) Incorporation Certificate, Memorandum of Association / Articles of Association. (ii) Certificate of Registration
		Company Details 2	(i) Attested copy of Registration under Shop & Establishment Act / Trade License, if any. (ii) The Power of Attorney / Resolution by BOD of Company, as the case may be, in favour of signatory of the Bid.
C	Credential	Credential 1	In the credential 1 folder, bidders must submit the Work Order/ Purchase Order / Letters of Award as a proof of performing similar nature of works in the past (must be indexed properly).
		Credential 2	In the credential 2 folder, bidders must submit the Completion Certificate/ Performance Certificates etc. issued by the clients as a proof of execution of the works. (must be indexed properly)
D	Financial Info	Payment Certificate 1	Income Tax Returns for last 03(Three) Assessment Years.
		Payment Certificate 2	Latest Bank Solvency Certificate of Rs. 50 Lakh to be obtained from any Scheduled Bank of India under RBI.
		P/L and Balance Sheet 2017-18	Profit & Loss and Balance Sheet (with annexure)
		P/L and Balance Sheet 2016-17	Profit & Loss and Balance Sheet (with annexure)
		P/L and Balance Sheet 2015-16	Profit & Loss and Balance Sheet (with annexure)

E	Manpower and Basic Infrastructure	Technical personnel	List of technical personnel in the bidder's roll along with the organization structure.
		Technical personnel on contract	List of technical personnel on contract.

NOTE: BLACK & WHITE SCAN MULTIPAGE SCAN DPI MAX 200-300

2.7.4 FINANCIAL PROPOSAL

- a. Only pdf copies of the above documents are to be uploaded virus scanned & Digitally Signed by the Agency.
- b. Financial capacity of a bidder will be judged on the basis of information furnished as per **Clause No. 2.7.3 above.**
- c. The bidder shall submit its **price bid** in Indian Rupees and all payments under this contract will be made in Indian Rupees.
- d. **The rate shall be quoted in the B.O.Q. under Financial Bid only. Quoting of rate anywhere else in the Bid document, shall result in rejection of the bid summarily.**

2.7.5 SUBMISSION OF ONE SET OF CONFIRMATORY HARD COPY:

- a. Bidders are required to submit one set of confirmatory copy of the uploaded Techno-commercial Bid along with the proof of fulfilment of Technical Qualification (properly indexed) in a sealed envelope **super scribed as "Hard Copy of Technical Qualification"**.
- b. Bidders must submit the "Cost of Bidding document (original) & EMD (original)" together in one sealed envelope whereas the Confirmatory Hard Copy must be submitted in a separate sealed envelope **superscribed as "Cost of Bidding Documents & Bid Security"**.
- c. The above two sealed envelopes must again be enclosed in one sealed envelope clearly stating the NIT number and Subject matter and must be submitted to **the General Manager (HR&A), Corporate HR & A Department, 8thFloor, 'D' Block, Vidyut Bhavan, Block-DJ, Sector-II, Salt Lake, Kolkata-700091** on or before the date as specified in the NIT above.
- d. **Bidders are not required to submit any hard copy of the Price / Financial Bid.**
- e. Legally enforceable documents such as Power of Attorney, Affidavit etc. shall only be submitted in original in hard copy with the Confirmatory Techno-Commercial Bid.
- f. Failure of submission of any of the above mentioned documents (both statutory & non statutory cover) will render the bidder liable to be rejected.
- g. While submitting the confirmatory hard copy of the bid, please collect a proof of submission of these documents for future reference.

2.8 DEADLINE FOR SUBMISSION OF BIDS

- 2.8.1** Bids must be received by WBSETCL at the online e-tendering portal address specified in NIT no later than the time and date mentioned in NIT. In the event of the specified date for submission of bids being declared a holiday for WBSETCL, the bids will be received up to the appointed time on the next working day. Such postponement of date will not have any impact

on the other dates specified in the bidding documents (i.e. bid validity and validity of bid security).

2.8.2 WBSETCL may, at his discretion, under intimation to the bidders who have purchased the bidding documents, extend the deadline for the submission of bids/ opening of bids by issuing an addendum and hosting the same on the website, in which case all rights and obligations of WBSETCL and bidders previously subject to the original deadline shall thereafter subject to the deadline as extended.

2.8.3 In the event, the deadline for submission of bid is extended by WBSETCL, the bidders who have already submitted their bids within the original deadline of submission shall have the option to submit their revised bid in substitution either in full or in part of earlier bid.

2.8.4 In the absence of a revised bid from any bidder, the original bid shall be considered for opening and subsequent evaluation. In such cases, the bidder would necessarily be required to extend the bid validity period up to the date relevant to the extended date of bid opening. Failure to extend the bid validity by such bidder shall entitle WBSETCL to forfeit his bid security.

2.9 BID OPENING

2.9.1 WBSETCL will open the bids electronically at e-tendering portal by the authorized personnel using their Digital Signature Certificate (DSC), at the scheduled date & time for opening of bids as mentioned in NIT or on the date and time as intimated to the bidder on successful completion of evaluation of techno-commercial bids in case of Single-stage two envelope bidding. In the event of the specified date for the opening of bids being declared a holiday for WBSETCL or suspended for any involuntarily reasons, the bids will be opened at the appointed time & date which shall be intimated / communicated to all the intending bidders.

2.9.2 The bidders' representatives who desire may attend / witness the bid opening event through e-tendering portal at their respective end.

2.9.3 Cover (folder) for Statutory Documents will be opened first and if found in order, cover (folder) for Non-Statutory Documents will be opened. If there is any deficiency in the Statutory Documents the tender will be summarily rejected.

2.9.4 Bids that are not opened at bid opening will not be considered for further evaluation, regardless of the circumstances. The reason for which bids are not being opened will be notified to all the bidders through e-tendering portal.

2.9.5 The bidders' names, bid withdrawal and the presence or absence of the requisite bid security and such other details as WBSETCL, at his discretion, may consider appropriate will be notified in the e-tendering portal at the bid opening date.

2.9.6 In the case of Single stage two-envelope bids, on the date of opening of bid, the techno-commercial bid shall only be opened. The date for opening of the Price bid shall be intimated electronically at the appropriate time to the bidders whose bid is found responsive in the techno-commercial evaluation.

2.9.7 The list of eligible bidders will be considered and uploaded in the web portals.

2.9.8 In the event, WBSETCL, in its discretion, decides not to open the bid for want of adequate response to the bidding, WBSETCL may either extend the bid or cancel the bidding process.

2.10 CLARIFICATION ON BIDS

2.10.1 During bid evaluation, WBSETCL may, at its discretion and if so required, ask the bidders for any clarification on any other matter related to its bid except to the extent in 2.10.2. The request for clarification required from the bidder and the response thereto shall be in writing and shall be delivered by registered post/speed post/ courier/ hand delivery under acknowledgement/ email/ fax so as to reach WBSETCL within the time specified in the request for clarification issued by WBSETCL.

2.10.2 Any post-bid change in the price or substance of the bid shall not be sought, offered or accepted, if given by the bidder.

2.11 TECHNICAL BID EVALUATION:

2.11.1 WBSETCL shall follow two bid system where the technical bid and financial bid shall be evaluated separately.

2.11.2 The Bidder shall be required to produce attested copies of the relevant documents in support of the documentary evidences for being considered during technical evaluation.

2.11.3 A substantially responsive bid shall be one that meets the requirements of the bidding document in totality. The Technical Bid not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will not be opened online. The responsiveness of the bid shall be judged by:

- (i) Receipt of duly filled, signed and accepted bid documents in complete form, including Authorization letter.
- (ii) Receipt of valid EMD with requisite amount in acceptable format.
- (iii) Documents in support of proof of meeting the Qualifying Requirement.
- (iv) Any other document(s), as may be required to support the responsiveness of the bidder as per the tender.

2.11.4 The Technical Bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, WBSETCL may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by WBSETCL shall not be considered. WBSETCL's request for clarification and the response shall be in writing.

2.11.5 If a bidder does not provide clarifications of its bid within the date and time set in WBSETCL's request for clarification, its bid may be rejected.

2.11.6 WBSETCL also reserves the right to seek confirmation/clarification from the issuing agency of the supporting documents submitted by the bidder as per Clause No. 2.7.3 above.

2.12 FINANCIAL BID OPENING PROCEDURE

2.12.1 The Financial Bids of all the technically qualified bidders shall be opened on the appointed date and time in the presence of the qualified bidders or their authorized representatives, who choose to be present at the time of opening of tender.

2.12.2 Absence of bidders or their authorized representatives shall not impair the legality of the bid opening process.

- 2.12.3** The bidder(s) who will qualify in the technical evaluation stage shall only be called for opening of Financial Bids.
- 2.12.4** The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot. However, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error(s) in the financial bid, if any.
- 2.13 PROCEDURE OF EVALUATION OF BIDS**
- 2.13.1** WBSETCL will carry out a detailed evaluation of the bids determined to be substantially responsive in order to determine whether the technical aspects are in accordance with the requirements set forth in the bidding documents. Bids submitted by bidders with any technical or commercial deviations may be liable to be rejected. Bidders shall submit a filled-in format.
- 2.13.2** WBSETCL will determine to its satisfaction whether the agency has submitted the lowest evaluated responsive bid and is qualified in terms of the qualifying requirements stipulated in NIT and has the adequate capacity and capability to execute the Order.
- 2.13.3** Wherever mentioned in the NIT, the evaluation will take into account the bidder's capacity and capabilities, in particular its work in hand and future commitments wherever required. It will be based upon an examination of the documentary evidence of the bidder's capability submitted by the bidder, as well as such other information as WBSETCL deems necessary and appropriate.
- 2.13.4** The final evaluated bid prices of all the bidders shall be compared among themselves to determine the lowest evaluated bid and a result of this comparison, the lowest bid will be selected for placement of order. However, WBSETCL reserves the right not to accept the lowest bidder.
- 2.13.5** The evaluation of bid shall be done on the basis of "total quoted price for entire scope of service".
- 2.14 CORRECTION OF ARITHMETICAL ERRORS IN PRICE BID**
- 2.14.1** Arithmetical errors will be corrected at the time of evaluation of price bid and the corrected figure will be considered for bid evaluation. The corrections in the bid price shall be done as per the provisions of this clause and shall be binding on the bidder. If the bidder does not accept the correction of errors as per the provisions of this clause, his bid will be rejected and the bid security will be forfeited.
- 2.14.2** If there is a discrepancy between the product of unit price and quantity and the total price for the concerned item, the product of unit price and quantity will prevail and the total price will be corrected. If there is discrepancy between summation of subtotals and total price, the summation of subtotal price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figure, the amount in words will prevail.
- 2.14.3** The total price so corrected shall be considered for the purpose of evaluation of bid. However, for the purpose of award, the corrected price by WBSETCL or the bid price quoted by the bidder, whichever is lower, will be taken.

2.14.4 Bids will be corrected for the rates of taxes & duties if incorrect rates are taken by the bidder. For the purpose of bid comparison and evaluation, the rates of taxes & duties in force as on 7 (Seven) days prior to the last date of submission of bids would be considered.

2.15 LETTER OF AWARD:

2.15.1 After determining the successful bidder by WBSETCL, the successful bidder may be invited for pre-award discussions. After pre-award discussions and prior to the expiry of the period of bid validity, WBSETCL will notify the successful bidder in writing by registered letter or by e-mail, that his bid has been accepted. This letter (hereinafter and in the Conditions of Contract called 'Letter of Award' or LoA) shall mention the sum, which WBSETCL will pay to the Contractor in consideration of the execution & completion of the Works by the Contractor as prescribed under the Contract.

2.15.2 WBSETCL shall issue the LOA in duplicate of which the successful bidder(s) will return one copy to WBSETCL duly acknowledged, accepted and signed by the authorized signatory, within **10 (Ten) days of receipt** of the same.

2.15.3 The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be binding on the bidder.

2.16 MISREPRESENTATION BY THE BIDDER

If the bidder conceals any material information or makes a wrong statement or misrepresents facts or makes a misleading statement in the bid, in any manner whatsoever, in order to create circumstances for the acceptance of the bid, WBSETCL reserves the right to reject such bid and/or cancel the LoA, if issued.

2.17 CORRUPT OR FRAUDULENT PRACTICES

2.17.1 WBSETCL requires that the bidders/Suppliers observe the highest standards of ethics during the execution of the Order.

2.17.2 In pursuance of this policy, WBSETCL defines, for the purposes of this provision the terms set forth below as follows:

“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in execution of the Order.

“Fraudulent practice” means a misinterpretation of facts in order to influence the procurement process or the execution of order to the detriment of WBSETCL and includes **collusive practice among bidders** (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive WBSETCL of the benefits of free and open competition.

2.17.3 WBSETCL will reject a bid or cancel the Purchase Order/ LoA if already placed, if it determines that the bidder recommended for award or on whom the Purchase Order/ LoA has already been placed has engaged in Corrupt or Fraudulent practices in competing for the Order in question.

2.17.4 WBSETCL may declare a firm ineligible for issue of Purchase Order/ LoA, either indefinitely or for a stated period of time, if it any time determines that the firm has engaged in Corrupt or Fraudulent practices in competing for or in executing an earlier order of WBSETCL.

2.18 RETURNING OF EARNEST MONEY DEPOSIT (EMD).

2.18.1 The Earnest Money Deposit (EMD) of the unsuccessful bidders in the Technical Bid evaluation stage shall be returned within 15 (Fifteen) days of opening of the Financial Bids.

2.18.2 The Earnest Money Deposit (EMD) of the unsuccessful bidders in the Financial Bid evaluation stage shall be returned within 15 (Fifteen) days after placement of order to L1 bidder.

2.18.3 The Earnest Money Deposit (EMD) of the bidders shall be returned, in case of cancellation of Tender within 15 (Fifteen) from the date of cancellation.

2.18.4 In all cases, the Earnest Money Deposit (EMD) will be returned upon receipt of application from the bidders.

2.19 RIGHT OF ACCEPTANCE:

2.19.1 WBSETCL reserves the rights to accept or reject any bid partly or fully including bids of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind it to accept the lowest or any specific bids. The decision of the competent authority of WBSETCL in this regard shall be final and binding.

2.19.2 WBSETCL reserves the right to award any or part or full contract to any successful bidders at its discretion and this will be binding on the bidders.

2.19.3 In case of failure to comply with the mentioned provisions of the terms and conditions by the contractor, which will be awarded the contract, the competent authority of WBSETCL reserves the right to award the contract to the next higher bidder or any other outside agency. However, the difference of prices and any other incidental charges shall be recovered from the defaulting bidder, which has been awarded the initial contract and this will be binding on the said bidder.

(END OF SECTION-II)

SECTION-III

SCOPE OF THE WORK / REQUIREMENTS

3.1 BRIEF SCOPE OF WORK OF THIS ASSIGNMENT

The scope of work of the agency/ agency broadly covers

- assisting in designing the Recruitment Advertisement,
- developing and customizing of online applications system,
- hiring & maintenance of online server,
- receiving applications from prospective candidates through online mode.
- extend provision for downloading offilledapplicationform with computer generated registration number,
- consolidation of application data / exam fee,
- roll number generation,
- issue and dispatching of Call Letters for Online Test .
- arrangement for downloading calletters for online test,
- arrangement of venue for Online Test,
- designingand setting of Question paper,
- deputing officials and co-coordinators to the venue during the test,
- conducting Online Examination through Online Test,
- transfer /export of candidate response and audit trails on secured channel from local server to Central server.
- developing, finalization and publication of the result of Online Test,
- arrangement of venue forPersonal Interview (PI)
- issuance of Call Letters for Personal Interview,
- conducting of the PI
- preparation, finalization and publication of Final List of selected candidates
- preservation and submission of information and/or documents, when sought for.

The scope described above is indicative in nature. However, the agency has to provide the key deliverables and support services necessary for fulfilling the very objective of the assignment.

3.2 DEVELOPING AND CUSTOMIZING OF ONLINE APPLICATIONS SYSTEM

3.2.1 WBSETCL will arrange for publication of advertisement on vacancy and other terms and conditions in newspaper and the Agency shall assist in designing and arrange for uploading of details of vacancy and other terms and conditions in the website as per the contents to be supplied by WBSETCL.

3.2.2 The Agency shall design, develop, customize, hoist the website/database of online application as per the need of WBSETCL from time to time. The same should be linked to WBSETCL's website and maintenance & successful running of the same during the entire phase of recruitment will be the responsibility of the Agency.

3.2.3 Application Registration System is to be approved by WBSETCL before the same is uploaded by the Agency in the website for online registration of application by the candidates.

3.2.4 The agency will prepare and submit a 'Time Schedule' and 'Detailed Plan of Work' with date mentioning commencement of Online Registration, end of registration, date of Online Test/Personal Interview, date for uploading of Admit Card/Call Letter for Online Test/Personal Interview and date of submission of Final Merit List.

3.2.5 The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, candidates' data.

3.3 RECEIVING APPLICATIONS FROM CANDIDATES IN ONLINE MODE

3.3.1 The Agency will have to receive applications ONLINE in response to the press notification. There should be no need of uploading the documents relating to age, educational qualification, caste etc by the candidates during online registration. The same will have to be submitted and verified with originals at the time and venue of Interview. They may be allowed to take the Online Test based on the information and declaration furnished by them at the time of registration.

3.3.2 A website with urls will be provided by the agency for online application. On clicking on the link, the page will open with proper links for downloading copy of the advertisement, general instructions to the candidates and to apply for the job.

3.3.3 The Application Registration System should be developed in such a way so that only those candidates who are meeting the notified eligibility criteria as mentioned in the Employment Notification can submit the online application. The system should have provisions to display the reasons as to why a particular candidate is not able to submit the application online viz. not meeting the age limit / minimum educational qualification criteria etc. Accordingly, necessary checks on age, qualification, percentage of marks etc. should be inbuilt in the system.

3.3.4 After having filled all required fields and on giving an undertaking that he or she has gone through the complete text of the Advt. and that he or she agrees to all terms and conditions, a preview of the application is made visible to the candidate. After viewing the preview, the candidate will have option to go back and edit the format or to make the online submission.

3.3.5 On successful submission of online application by the candidate, a unique registration number and password of the candidate will be auto generated by the portal and delivery of the same information to registered email and SMS to the registered mobile number. The registration number will be the key number for candidates for any type of future correspondence/queries.

3.3.6 All Candidates, excepting those belonging to SC & ST Community, will be required to deposit **requisite application fees** as decided by WBSETCL. **M/s State Bank of India** is authorized to collect application fees on behalf of WBSETCL through "**SB Collect**". The Agency should prepare a list of candidates with their application fee details and should make sure that the mode of payment & payment gateway is regularly monitored. Any issues related to fee payment must be addressed by the agency.

3.3.7 Candidature of only such candidates who have submitted online applications successfully and also uploaded all required documents like photographs, signature, thumb impression, etc will be considered for further processing and the Agency will be required to send email to all such candidates whose candidature has been rejected mentioning the reasons of rejection.

3.3.8 In addition, the Agency will have to enter the particulars of departmental candidates and exempted category candidates offline (if necessary), follow all the procedures of online registration as stated above and to prepare a data-base of the applicants with detailed profile submitted by the candidates.

3.3.9 The Agency should submit following details to WBSETCL within 07 (seven) days from the last date of online submission.

- a) List of candidates who have submitted applications successfully and also uploaded all related documents as per the eligibility criteria within the stipulated time.
- b) List of all such candidates whose candidature has been rejected due to noncompliance to the specifications of the advertisement.

3.3.10 The Agency should open a separate email account to be used exclusively for execution of the recruitment job of WBSETCL. The Agency should ensure that there is no mention of the Agency in any of their domain names/emails, etc. **At least one Helpline No. & the Email Id**, as stated above, is required to be made operational from the date of commencement of the Online Registration till submission of Final Merit List. It shall be the responsibility of the Agency to provide the above contact details for resolving the queries / difficulties occurring while applying online. The agency shall resolve all the queries on daily basis within 24 hours at maximum.

3.3.11 There should be no downtime of the site during the period of online registration of the candidates and no maintenance of the site will be allowed except between 12.00 midnight to 5.00 a.m. IST.

3.4 PREPARATION OF TEST PROCEDURE-CUM-MANUAL & EVENT MANUAL

3.4.1 Bidder shall prepare standard **Test Procedure-Cum-Manual**, in consultation with WBSETCL, with a view to conduct the test uniformly in a fair and transparent manner at all venues. The procedure should be exhaustive covering standard procedure, standard formats for **capturing information etc.** and clearly indicate all possible activities keeping in mind different people and venues. The manual shall cover the roles and responsibilities of various team members of the bidder who will be involved in conducting test, their duty chart, disparity report, venue wise candidate count report, etc.

3.4.2 The Agency shall be responsible for preparation of **Event Manual** containing detailed guidelines for conducting the Online Test, certificates and other documents required to be completed pertaining to conduct of Online Test in consultation with WBSETCL. The Agency shall send the details of the candidates, event manual & seating plans etc. to the Centre Superintendent of each test centre minimum 07 days prior to the date of Online Test / Skill test. The Event Manual must cover at least following information / standard certificates & formats:-

- City Venue details
- Event Manager, City In charge & WBSETCL representative Contact List
- Pre Event details
- Table containing synopsis of venue details, city & no. of candidates appearing in each test venue
- Role, Instruction, guidelines, Schedule, check list, Ready reckoner etc for Centre Superintendents, invigilators and other team members
- Annexure containing Certificate of opening, certificate of sealing, Disparity report, Certificate for use of contingency material, venue wise candidate, count report, Master tally report for centre superintendent & invigilator and other reports as may be advised by WBSETCL.

3.5 DESIGNING & DEVELOPMENT OF QUESTION PAPER:

3.5.1 The Agency shall be responsible for designing the question paper for conducting the Online Test. The agency shall prepare multiple choice objective type questions for the Online Test for each post code. The number of questions in each segment, marking

pattern and test duration will be as per the specified standards for the respective posts, which will be decided by WBSETCL.

- 3.5.2** Question bank of each discipline should be necessarily prepared from various institutes / professors / experts of repute so as to avoid risk associated in involving single source. Subject matter experts will contribute in preparing a question bank. The experts' team will decide the numbers of question per section, its difficulty level, and how many question are to be selected form a particular chapter.
- 3.5.3** The agency should ensure that there is no error or any other shortcoming in the question papers.
- 3.5.4** The questions should be in English Language if not otherwise specified. System should support Special characters to support Engineering formulae.
- 3.5.5** There should be designed **at least 4 (four) sets of question series** (A, B, C, D, ...) with same question but with changed sequence. Randomization of questions across all the four sets should be ensured i.e. each question in each series should be distributed in a unique manner so that no commonality in position of any question is found across any series. The process should be 100% accurate and it should not result in any wrong interpretation of the question.
- 3.5.6** Instructions shall appear on the screen for familiarizing the candidates. The instruction for candidates will be decided in consultation with and approval of WBSETCL.
- 3.5.7** The candidates should have the flexibility to navigate among the questions. System should present only unanswered questions on demand for quick answering. However, the encryption should be done before uploading the sets of question paper. The question paper should be password protected and pushed to the local server only 30 minutes before the start of the examination. The question paper is to be decrypted at the local server using the password only 20 minutes before the start of the examination.
- 3.5.8** The candidates can only login 15 min, before the scheduled time using the registration and unique ID and password for instruction. But the actual set of question paper should open and close strictly at scheduled time only. The clock of the server installed at the Centre should be in-sync with the central server of the Agency. Digital clock and photograph of the candidates should be displayed at the right corner of the displayed unit.
- 3.5.9 Other features of Online Test:**
- A flexible and robust examination engine with Authentication process done by Test Administrator (TA) in the presence of WBSETCL representative.
 - Provision for Mock Tests to get the candidates familiar with the Online Test.
 - Display of single question or max. of 4 questions in a page (Configurable)
 - Timer running on top right hand corner or bottom of the page. (Time remaining to be displayed)
 - Option to edit the answer submitted earlier within the duration of exam.
 - Auto save option of answers in the main server (configurable)
 - In case of any interruption/disconnection in the connectivity during the exam, the engine must ensure that the candidate can restart the exam from the last attempted and saved point. All necessary authentications are carried out prior to displaying the question paper. In such eventuality, time elapsed / time remaining shall not change.

3.5.10 The agency will have to carry / demonstrate complete System Test Run (STR) with test data to WBSETCL or any authorized agency deputed for the purpose on its behalf before implementation the software. The agency should also be able to demonstrate click by click audit trail for any type of enquiry.

3.6 VENUE BOOKING

3.6.1 The Agency will have to arrange sufficient numbers of standard venues along with required Infrastructural support in Kolkata for conducting Online Test of the eligible registered candidates as a part of selection process.

3.6.2 There should be provision for facilities like tables, chair, proper lighting, fans, drinking water, toilets, first aid box, etc. at all the venues. The distance from the railway station / bus stand, locality of the venue should be checked before short listing the venue.

3.6.3 The agency will have to submit details of all venues in a format showing status of all amenities mentioned before and get the list approved by the competent authority of WBSETCL before final booking. Subsequently but prior to issue of the Admit Cards, they will have submit the bilateral contract / consent letter/ LoA/Order for hiring of the approved venues.

3.6.4 In case of non availability of the venue, which was booked, due to any exigencies prior to the conduct of the test and after the Admit Cards are uploaded, the agency shall book another venue in close proximity and arrange the transport facility for the candidates without any cost implication to WBSETCL.

3.6.5 The seating arrangement of candidates in the examination hall should be done in such a way that there is enough space between the candidates from other adjacent candidates, taking the test. The seating arrangement for physically handicapped persons for the online exam should be done at ground floor only.

3.6.6 The Agency will have to arrange sufficient number of invigilators for supervision during the Online Tests and other support staff for providing various services to the candidates and Officials on-duty for examination. Each Exam Centre should have the minimum following personnel to be deployed by the agency:

- Test Centre Administration: 1(one) for each Centre
- IT Experts: Two (One in Hardware and one in software) per Centre
- Invigilators: 1(one) per 30 - 40 systems or per lab.
- Support Staff: 1(one) per 200 candidates.
- Security Guards: 1(one) per 100 candidates.

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

3.6.7 WBSETCL will depute one or more observers at each venue to observe the quality of the test implementation on the day of the test and facilitate in solving issues not covered under the prescribed guidelines. The list of observers will be provided by WBSETCL ahead of the test.

3.7 ISSUANCE OF CALL LETTERS FOR ONLINE TEST

3.7.1 Roll numbers will be auto generated for all successfully registered candidates after dropping and eliminating duplicate / multiple / wrong entries. The bidder shall exercise due check, care and caution to ensure successful registration of candidates, who fulfill the prescribed eligibility criteria. The bidder shall be solely responsible for any act of omission and/or commission. The generation of Roll No. will be in serial order with customized code suffixed to indicate post, category etc.

3.7.2 The Agency shall submit Draft Admit Card to WBSETCL for its final approval before the same is uploaded in the website for downloading by the short-listed candidates. The Agency shall make all necessary arrangements to hoist the admit cards in WBSETCL website, so as to enable the applicants to download them by clicking a link provided for the purpose. Prior to taking print of the Admit card by the candidate, provision should be made in the system to enable the candidate to verify his uploaded photograph, signature and other information displayed in the Admit Card. Only after confirmation by the candidate that his photograph, signature and other information displayed in the admit card are correct, the candidates should be allowed to take print of the admit card.

3.7.3 The agency shall send an email and SMS to all successfully registered eligible candidates informing them the address of Examination Centre , Date and time of test/examination and directing them to download the admit cards and information hand out from WBSETCL website. Through the same email and information in the website, the Agency shall also inform the candidates the email id created specifically for WBSETCL recruitment for informing discrepancies if any in the Admit Card. Each and every email received on the matter has to be replied by the Agency directly to the candidates with a copy to WBSETCL (viz.wbssetclrecruitment@gmail.com). All such discrepancies, reported by the candidates, are to be sorted out by the Agency and necessary correction / updation in the database as well as in the Admit Card of the concerned candidates are to be made by the Agency on priority basis with intimation to the candidates.

3.8 CONDUCTING ONLINE TEST :

3.8.1 Minimum Candidate System Pre-requisites

Screen Resolution	1024 X 768
Operating System	Windows XP Professional, Windows 7 or equivalent with appropriate Service Pack
Browser settings	Internet Explorer 7.0 or above as supported by above Operating Systems, must be compatible with the software and should be the most secure one.

3.8.2 Minimum Exam Centre Server Prerequisites

Processor	CPU Speed: 1.5 GHz or above.
RAM	4GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second. All responses to be acted upon in real time.

3.8.3 The Candidates' System, the Exam Centre Server and the Central Server must be protected with high quality antivirus.

3.8.4 The Candidates' System must be USB disabled, Keyboard disabled during exam after login.

3.8.5 While exam will be conducted on local LAN, data of test progress should be transferred to central server every 15 minutes (or as specified by WBSETCL) for monitoring purposes. The agency should provide reports to WBSETCL to view the test progress at all the centers during the examination.

- 3.8.6** The agency would arrange for the necessary servers to conduct the examination at each test center. One main server and one backup server will be available for every 200 or 250 candidates at a test center.
- 3.8.7** The agency shall have a contingency plan for candidate management/Shifting in case of any emergency. There should be at least 10% reserve pool of client systems of the total number of registered candidates in a session at each test center.
- 3.8.8** At the test center, main server, backup server and client systems would be provided with functional UPS or generator set. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.
- 3.8.9** The agency shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- 3.8.10** The agency shall obtain candidate's feedback through online Feed Back Form, after the examination is over.
- 3.8.11** The agency shall provide blank paper sheet(s) to the candidates as per requirement.
- 3.8.12** The agency shall monitor and supervise Exam Centre activities on monitoring console to be installed by the agency in WBSETCL. The data should be real time data generated from each Exam Centre during the examination.
- 3.8.13** At the end of the exam, transfer/export of candidate response and audit trails shall be done by the agency on secured channel from local server to Central server of the agency within 4 Hour from each exam center. Other data such as attendance sheet, fingerprint, photograph, seating plan etc. (if any) should be sent to WBSETCL within 7 days of conclusion of the examination.
- 3.8.14 List of candidates:** The Agency will have to provide Alphabetical List, Roll Number Wise List and Room Wise List of candidates appearing at each venue. The Room Wise List of candidates shall have to be displayed prominently at the test venues. The agency should also submit post wisedatabase of eligible candidates of reserved categories like SC / ST / OBC-A / OBC-B / Physically Challenged / Exempted Category / Ex-Serviceman / Sportsman Candidates separately.
- 3.8.15 Attendance Sheet:** The Agency will have to prepare classroom wise attendance sheet with colour photographs of the candidates for all venues. The Attendance sheet should clearly indicate the name of the post and name, roll number, caste category and question booklet series of the candidates.
- 3.8.16** Candidates will be required to bring a photo identity card (Voter Identity Card / Driving License / Passport / PAN card) in original as a proof of his identification at the time of Online Test. The Agency will ensure correct identification of the candidates appearing for the examination by comparing with one of the above documents.
- 3.8.17 Biometric Finger Print Capture & Authentication:** The record of attendance of the candidates must be obtained during the online test manually on the Attendance Sheet with photo, thumb impression and signature as well as by capturing Bio-metric data. The agency will have to provide complete solution comprising of application software and portable biometric finger imprint capturing devices, which can manage candidate database import/export and synchronize data. This data will be utilized to authenticate the candidate at the time of verification during interview and joining.
- 3.8.18** Candidates' Biometric Finger Print impression will be taken after he/she has taken seat in the Test room at the Examination Centre and the impression data across all Examination Centres would be consolidated into a central database by the agency.

- 3.8.19** There should be provision for use of appropriate detection devices to find out any illegal possession of mobile phones or any other communication device during the time of the test.
- 3.8.20** The agency should be able to hand over the raw responses/data to WBSETCL 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 data also need to be uploaded to a server at the Master Control Facility of service provider. After confirmation of proper transfer of data to the server, the TAs of service provider in presence of Institute Representatives from IITs should demonstrate complete automatic deletion of the responses and audit trails in hard disc of the main and backup server.
- 3.8.21** The agency should arrange to send to each of the candidates his (the Candidate's) own response in the Online Test after the examination is over.
- 3.8.22** The Agency shall submit detailed Answer Key of the Online Test to the Company's authorized representatives within three working days after completion of the Written Test for uploading in WBSETCL's website for information of the Candidates who have appeared in the Written Test.
- 3.8.23** The agency should also be able to demonstrate Application Server Logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.

3.9 CONDUCTING PERSONAL INTERVIEW OF SORTLISTED CANDIDATES

- 3.9.1** For the Personal Interview the candidates, who will obtain qualifying marks should be shortlisted **in 1:3 ratio** purely as per merit in each category as per notified vacancy. The agency will have to prepare and submit the lists of shortlisted as well as unsuccessful candidates separately along with marks secured and get it approved by the competent authority of WBSETCL prior to publication of the result. The agency will arrange for publication of the results in the website of WBSETCL.
- 3.9.2** The agency shall take necessary steps for issuance of Interview Call Letter via **SPEED POST** followed by information through **SMS** through the recorded/registered mobile no & **E-mail** attaching PDF copy of the Call Letters of Interview. Provision for downloading Call Letters for Interview by all the Candidates, who will qualify in the Online Test, shall also be provided in the website of WBSETCL. The draft Call Letter must be approved by the competent authority of WBSETCL.
- 3.9.3** The shortlisted candidates should be asked to bring with them the original testimonials along with one set of self attested copies for verification at the time of Interview.
- 3.9.4** The Agency shall arrange standard venue(s) along with required infrastructural support in Kolkata for conducting the interview of the shortlisted candidates. The Interview Panelist should be provided with separate interview rooms/closets for taking Personal Interview of the candidates. There must be adequate waiting space for the candidates appearing for the interview. There should also be separate sitting arrangements at the venue for verification of the original documents and other relevant testimonials of the shortlisted candidates on the date of interview. The venue for interview is required to be accepted and approved by the competent authority of WBSETCL before final booking.
- 3.9.5** The Agency will ensure correct identification of the candidates appearing for the interview by comparing with any one of the photo identity cards- Voter Identity Card / Driving License / Passport / PAN card, which they must be advised to bring in original. Besides recording of attendance of the candidates manually on the Attendance Sheet with

photo, thumb impression and signature, there should be provision for capturing of the bio-metric based finger attendance at the registration desk and matching of the same data during online test.

3.9.6 The Interview Panel will comprise of 3(three) members, among which one should be representing WBSETCL while other two members shall be arranged by the agency. The members of the panel, to be deputed by the agency, shall be eminent personalities having sufficient experience in relevant Industry / Academics / Profession and should not be below the rank of General Manager/ Professor or equivalent. The panel should be approved by the competent authority of WBSETCL.

3.10 POST INTERVIEW PHASE

3.10.1 The agency must submit detailed particulars of all appearing candidates in Online Test and Personal Interview along with their address, caste, sub-caste, physically handicapped details, break-up of marks obtained, email id and contact number.

3.10.2 The candidate's responses, biometric, photograph, audit trails should be uploaded automatically from the local server to the selected 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.

3.10.3 The agency shall provide biometric data of all the candidates captured during examination, in the desired format, for verification purposes during subsequent stages of the admission procedure.

3.10.4 The Agency shall compile the marks obtained by each candidate in different Tests as per the requirement as per the marking scheme mentioned in the Employment Notification and submit a Final Category-wise Merit List for all Qualified Candidates. This must contain break-up of the marks obtained by the Candidates in each & every stage of recruitment process [Online Test + Personal Interview]. The list must indicate the sub-castes (for reserved category) & nature of disability (for physically challenged candidates). This should be signed and handed over in closed sealed envelope keeping absolute confidentiality regarding empanelled candidates.

3.10.5 The agency is required to supply all the available information duly certified as and when asked for in writing by the Director (HR&A) or the General Manager (HR&A) in case of any requisition by any applicant even after recruitment process has been completed in case of any proceeding within the scope of the RTI Act, and/or in a court of law or otherwise.

3.10.6 The agency must preserve the examination related documents on behalf of WBSETCL for at least 3 years from the publication of the Final Results.

3.10.7 During the entire period of contract, the Agency shall place in position a core team consisting minimum three key personnel, who are professionally qualified in the respective field and well experienced in recruitment process. The Agency, on being selected, shall have to furnish the details of the core team with their name, designation, qualification and contact no. to WBSETCL. The core team so engaged shall remain unchanged throughout the period of a particular recruitment project.

3.10.8 Test Data Archiving: The agency shall archive the result and other examination data for future references after specified time, as per requirement of WBSETCL.

3.11 DETAILS OF POST & VACANCY:

SL. NO.	NAME OF THE POSTS	TOTAL VACANCY
1	Assistant Engineer (E)	108
2	Assistant Engineer (E&T)	
3	Assistant Engineer (C)	
4	Assistant Manager (HR&A)	
5	Assistant Manager (F&A)	
6	Junior Executive (F & A)	

3.12 POSTWISE MINIMUM EDUCATIONAL QUALIFICATION:

Sl. No.	NAME OF THE POST	QUALIFICATION
1	Assistant Engineer (E)	Full time 4 years' B.E/ B. Tech/ B. Sc (Engineering) Degree in Electrical Engineering /Electrical & Electronics / Power Engineering / B. Sc (H) in Physics with 3years' B. Tech in Electrical Engineering from a recognized University / Institute approved by AICTE / IITs.
2	Assistant Engineer (E&T)	Full time 4years' B.E/ B. Tech/ B. Sc (Engineering) Degree in Electronics & Tele-Communication/ B. Sc (H) in Physics/Electronics with 3years'B.TechDegree in Radio Physics & Electronics from recognized University / Institute approved by AICTE / IITs.
3	Assistant Engineer (C)	Full time 4years' B.E/ B. Tech/ B. Sc (Engineering) Degree in Civil Engineering or Construction Engineering from recognized University / Institute approved by AICTE / IITs.
4	Assistant Manager (HR&A)	Graduate in any discipline and MBA (2 years' full time course) / MPM (2 years' full time course) /MHRM (2 years' full time course) with major specialization in Personnel Management / H.R. or Post Graduate full time Degree / Diploma (2 years' course) with specialization in Personnel Management / H.R. from a recognized University /reputed Institute approved by AICTE / IIMs / XLRI / IITB Schools.
5	Assistant Manager (F&A)	Graduate in any discipline and passed Final Examination from Institute of Chartered Accountants of India or Institute of Cost & Works Accountants of India or MBA (2 years' full time) with major specialization in Finance from a recognized University / reputed Institute duly approved by AICTE / IIMs / XLRI / IITB Schools.
6.	Junior Executive (F & A)	Graduate in any discipline from a "UGC" recognized university with Inter CA/ICWA/1(one) year PG Diploma in Finance & Accounts or any higher Qualification in Finance & Accounts with duration at least one year from any University recognized by UGC/Institute approved by AICTE.

NB: Degree from Open University / Private University / Distance Learning mode / Part time / Sandwich Course shall not be considered.

3.13 AGE LIMIT:

The candidates' age should be **minimum 18 years and maximum 27 years as on 01.01.2018**. Age relaxation for SC/ST and OBC candidates will be **5 years and 3 years** respectively. Ex-Serviceman candidate will get age relaxation according to the applicable rules. **SC/ ST/ OBC candidates from the states other than West Bengal shall be treated as General Candidate.**

The Agency may note that the PH candidates will get age relaxation **up to 45 years** in this recruitment process.

3.14 QUESTIONPATTERN OF ONLINE TEST:

Medium of Examination: English if not otherwise specified.

Marks per question: 1 (one)

No. of Answer Options: 4 (A, B, C, D)

The mark distribution and duration of the Online Test will be elaborated in the Work Order issued after the selection of the agency.

3.15 The above scope of work has been prepared as per existing policies of WBSETCL pertaining to recruitment and the detailed process and procedure, as stated above, may be modified if there occurs any amendment to those policies. Any such change in the procedure will be intimated to the Agency subsequently, as and when the changes are made, giving sufficient time to the latter for execution. The Agency will have to accept and work according to those changes.

(END OF SECTION-III)

SECTION-IV

CONDITIONS OF CONTRACT

4.1 AWARD OF CONTRACT:

The Agency whose Bid has been accepted will be notified by the Tender Inviting & Accepting Authority through acceptance letter / Letter of Acceptance. The notification of award will constitute the formation of the Contract.

The Agreement will incorporate all agreements between the Tender Accepting Authority and the successful Agency. All the tender documents including N.I.T. & B.O.Q. will be the part of the contract documents. After receipt of Letter of Acceptance, the Agency shall have to submit requisite copies of contract documents.

4.2 CONTRACT PERFORMANCE GUARANTEE / SECURITY:

4.2.1 The successful bidder has to furnish a **Bank Guarantee / DD / Banker's Cheque of Rs. 5 Lakh (Rupees Five Lakh) as Contract Performance Guarantee** in favour of WBSETCL **within 7 days from the date of receipt of the order** which is liable to be invoked / encashed in the event of non-performance / non-execution of the order in its entirety. The validity of the bank guarantee should be of 120 days from the date of submission with a claim period of another 30 days and the same shall be released on successful completion of the project and within 10 days from release of final bill.

4.2.2 Failure of the successful bidder to submit Performance Guarantee as stated herein shall constitute sufficient ground for annulment of the award and forfeiture of his bid security, in which event WBSETCL may make the award to the next lowest evaluated bidder or call for new bids.

4.3 COMPLETION TIME:

The time schedule for completion of the entire process of Recruitment for the posts assigned to the Agency for selection as shown in the pre-page is **90 days** to be counted from the date immediately following the date of issue of the Work Order / Letter of Award. There is no scope for any change in schedule under any circumstances.

4.4 TERMS OF PAYMENT:

4.4.1 Quantum of Payment

- a) Payment of 40% of total amount may be released immediately after completion of Online Test as per quoted rate.
- b) Payment of another of 40% of total amount may be released after issuance of Call Letters for Personal Interview.
- c) Payment of balance 20% of total amount may be released only after submission of final meritlist.

4.4.2 All payments, **net of applicable taxes deductible at source**, be released by WBSETCL within 30 days of receiving the correct invoice in triplicate from the Agency.

4.4.3 The agency will have to submit the Invoice / Bill in triplicate (Original plus two copies) to the General Manager (HR & A) and the same will be paid after processing.

4.4.4 Income Tax as per Income Tax Act, 1961 and rules in force shall be deducted from the

Agency on account of R.A. / Final Bill unless exempted by the Income Tax Authority.

4.4.5 All payments for this contract shall be made in Indian Rupees through RTGS/NEFT only. The agency will have to follow applicable procedure of the Company and bear all transaction of the Bank.

4.5 LIQUIDATED DAMAGES AND PENALTIES:

4.5.1 In case of failure on the part of the Agency to complete the entire job or part thereof the entire amount as per contract shall be liable to be forfeited and the Agency will also be liable for payment of damage or make good the damages. .

4.5.2 The Agency will become liable to pay liquidated damages at the rate of ½ % (**half percent**) of the contract value per week of delay subject to a maximum of 10 % (**ten percent**) of the contract value, in case the overall completion schedule of the constituted contract is affected by the delays on the part of the Agency.

4.5.3 Any error, printing mistake, wrong question or wrong option in the question paper, reported during or after the test will attract penalty to the tune of **Rs 3000/- (Rupees Three Thousand) per error**. In case the entire examination is cancelled due to question paper leak or large scale printing error, the agency shall have to conduct the entire online test afresh on a suitable date in consultation with WBSETCL without any cost implication to the latter.

4.5.4 **The agency is duty bound to take all out efforts to fill up the notified vacancies. In case the agency fails to submit a Final List of selected candidates of 50% of the total notified vacancies, a penalty of 10% of the work value will be imposed. The same will be deducted from the pending bill and/or adjusted against the CPG.**

4.5.5 The liquidated damages shall stand recoverable from progressive amount payable to the agency no sooner it becomes due in case any items of work has remained incomplete beyond the scheduled completion period irrespective of the fact on whose account such delay has taken place. This amount so recovered from the Agency will be reimbursed if, after completion of all works, it is satisfactorily demonstrated to WBSETCL that such delay had occurred due to no fault of the Agency.

4.5.6 Likewise, any amount due to WBSETCL due to defect/inadequacy/errors etc. on the part of the Agency will stand recoverable from the progressive amount due to the latter or may be recovered by encashment of **Contract Performance Guarantee**. WBSETCL may lodge additional claim against the agency if the amount is not recovered fully as above.

4.6 TERMINATION OF CONTRACT

4.6.1 WBSETCL may, without prejudice to any other right to remedy accrued or shall have accrued or shall accrue thereafter to the Company, by written notice, terminate the contract as a whole or part of the contract if at any time the Agency make any default in proceeding the work with due diligence and continue to do so even after the notice in writing or commit any default in complying to any of the terms and conditions even after the notice in writing is given to the agency by the competent authority of WBSETCL.

4.6.2 WBSETCL also reserves the right to terminate the contract at any time or stage of the contract by giving 15 (Fifteen) days notice without assigning any reason and without any financial consideration/implication.

4.6.3 In case of termination of the contract, the competent authority of WBSETCL reserves the right to award the contract to next lowest evaluated bidder during the tender or any other outside agency or call for new bids. Further, the difference of prices and any other incidental charges shall be recovered from the defaulting Agency, which has been awarded the initial contract and this will be binding on the said Agency.

4.7 FORCE MAJEURE-OBLIGATIONS OF THE PARTIES

4.7.1 "Force Majeure" shall mean any event beyond the control of WBSETCL or of the contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the Agency affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- (i) War, hostilities, invasion, act of foreign enemy and civil war;
- (ii) Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;
- (iii) Strike, sabotage, lockout, epidemics, quarantine and plague, earthquake, fire, flood or cyclone, or other natural disaster.

4.7.2 As soon as reasonably practicable but not more than 48 (forty eight) hours following the date of commencement of any event of Force Majeure, an affected Agency shall notify to the other Agency of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

- (i) The date of commencement of the event of Force Majeure,
- (ii) The nature and extent of the event of Force Majeure;
- (iii) The estimated Force Majeure Period,
- (iv) Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the contract is affected by the Force Majeure.
- (v) The measures which the affected Agency has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.
- (vi) Any other relevant information concerning the Force Majeure and /or the rights and obligations of the parties under the contract.

4.8 CONFIDENTIALITY:

4.8.1 The Agency shall perform the job till submission of the final list to WBSETCL authority in absolute, strict secrecy and confidentiality in maintenance of record and results..

4.8.2 Excepting the officers of WBSETCL authorized to interact officially, no other officers / representatives of the Company/ or the general public/ candidates shall be given any information on the proposed recruitment the process or results or any other information connected to aforementioned recruitment.

4.8.3 Any breach of confidentiality at any stage of the recruitment process, shall make the Agency liable for Legal /Criminal proceedings, including filing of FIR by WBSETCL.

4.9 PRESERVATION OF THE ANSWER SCRIPTS & OTHER DOCUMENTS:

The Company reserves the right to examine / inspect / verify any document, visit the venue of test seek clarification from the Agency at any stage of the recruitment process.

The Answer Scripts of all candidates and other related documents should be preserved for at least 3&1/2 (three & half) years and should be made available to WBSETCL to meet any legal requirement.

4.10 SUBLETTING OF THE CONTRACT IS PROHIBITED

Subletting or Outsourcing of the whole or any portion of the job at any stage of recruitment by the agency is strictly prohibited.

4.11 VARIATIONS

4.11.1 Changes originating from WBSETCL

WBSETCL may by variation order to the Agency, at any time before the Works are taken over, instructs the Agency to alter, amend, omit, add to or otherwise vary any part of the Works. The Agency shall not vary or alter any of the Works, except in accordance with a variation order from WBSETCL. The Agency may, however, at any time, propose variations of the Works to WBSETCL.

The Agency shall not request for extension of time for completion in case of variation of work during execution.

4.11.2 Variation order procedure

Prior to any variation order, WBSETCL shall notify the Agency of the nature and form of such variation. As soon as possible after having received such notice, the Agency shall submit to WBSETCL.

4.11.3 Following the receipt of the Agency submission, WBSETCL shall, after due consultation with the Agency, decide whether or not the variation shall be carried out.

4.11.4 If WBSETCL decides that the variation shall be carried out, he shall issue a variation order clearly identified as such in accordance with the Agency submission or as modified by mutual agreement

4.12 JURISDICTION OF COURT:

4.12.1 This contract is governed by the laws of the Republic of India and shall be subject to the exclusive jurisdiction of the Courts in **Kolkata**.

4.12.2 For all purposes of the contract including arbitration thereunder, the communications will be made at the last updated address of the Agency. The Agency will have notify any change of address, ownership, Title, etc through separate letter(s) sent to the General Manager (HR&A), WBSETCL. The Agency shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.

(END OF SECTION-IV)

SECTION -V
TECHNICAL PROPOSAL SUBMISSION FORM
(LETTER OF BID)

(To be printed on Bidder's Letterhead)

Date :

To
The General Manager (HR&A)
WBSETCL, Corporate HR&A Deptt.,
8th Floor, D-Block,
Vidyut Bhavan, Sector-II,
Block-DJ, Kolkata,
West Bengal, Pin-700091

Ref: NIT No. CORP/(HR&A)/TENDER/RECT/ 2018-19/22

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents with Instructions to Bidders.
2. The Bid Documents have been downloaded from <https://wbtenders.gov.in> or <http://etender.wb.nic.in> and no content thereof has been altered /modified by us. In case of detection of any change in the contents of the Bid Documents at any stage, the bid will be liable to be rejected and the EMD will be forfeited.
3. The entries made in the tender appendix/schedules annexure attached with the Technical Bid are true and also that we shall be bound by the act of our duty.
4. We also accept all the terms and conditions of this bidding document including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.
5. If our bid is accepted, we commit to submit a performance security deposit in accordance with the Bidding Documents.
6. We shall bind ourselves to WBSETCL for executing the job at the price quoted by us and as per the terms and conditions, stated in the tender document.
7. We shall be bound by the communication of acceptance of the offer dispatched within specified time and we also agree that if the date up to which the offer would remain open be declared a holiday for the Corporation, the offer will remain open for acceptance till the next working day.
8. We shall take appropriate action for getting proper license / permission from the concerned authorities, wherever applicable.
9. The Government of India/Government of West Bengal or any other Government body has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure /lapses of serious nature.
10. We shall be solely responsible for all the service matters of my/our employees regarding payment of wages, EPF, ESI (if applicable) and leave etc.

11. We shall be responsible for all statutory liabilities under the Contract Labour (R & A) Act, the Payment of Wage Act, the Minimum Wage Act, the Employees Provident Fund and MP Act , the Employees' State Insurance Act, the Payment of Bonus Act, the Workmen's Compensation Act, etc.
12. We undertake that the decision of Competent Authority of WBSETCL with reference to the Labour Welfare or Labour dispute shall be binding upon us and shall ensure the compliance of such decision in letter & spirit.
13. We shall also ensure the safety of the properties of WBSETCL. In case of damage to any equipment /property due to delinquency/negligence of our employees, the cost of such damages will be borne by our agency. The decision of WBSETCL in this regard shall be final. In case of any lapse on our part or on the part of our staff, WBSETCL authorities may cancel the contract and award the work to another agency and in such a case, the costs difference may be recovered from us and WBSETCL may forfeit the CPG.
14. If any information or document submitted is found to be false / incorrect at any time, WBSETCL may cancel our tender and action as deem fit may be taken against us like termination of our contract, forfeiture of all our dues including EMD or CPG, etc.

Yours sincerely,

Authorized Signatory

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding company)

Full Name and Designation

FORMAT FOR SUBMISSION OF INFORMATION FOR EVALUATION OF TECHNICAL PROPOSAL

(To be printed on Bidder's Letterhead)

A. COMPANY PROFILE:

01.	Name of the Bidder	
	Has your firm changed its name any time? If so, when and the reason thereof? (Attach documents in support)	
02.	Complete Postal Address of the Head Office / Registered office	
	Tel. /Mobile No(s)	
	Fax No(s)	
	E-mail	
03.	Complete Postal Address of the Local Office, if any	
04.	Name of the Proprietor(s) / Director(s) / Partner(s)	
05.	In case of Company:	
	a) Registration No. :	
	b) Registration Date :	
	c) CIN No. :	
06.	Tax Deduction and Collection Account Number (TAN)	
07.	Permanent Account No (PAN)	
08.	Goods and Service Tax Registration No.	
09.	ISO-27001 Certificate	
	ISO 20000 Certificate	
	ISO 9001 Certificate	
	SEI CMMi Level 3 (Organisation) Certificate	
10.	Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization	
11.	Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work?	
12.	Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work?	
13.	Have you or your constituent partner(s) been debarred / blacklisted for tendering in any organization at any time? If so, give details.	
14.	Nature of the Firm (Sole Proprietorship / Partnership / Private Ltd. Co. / Public Ltd Co.)	
15.	Year of commencement of Business in the relevant field. (Please attach documents in support)	

Signature of Bidder

B. DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE DEPLOYED FOR THE WORK:

Sl. No.	Designation	Total number of employees in that category	Number of employees Available for this work	Name	Qualification	Professional Experience and details of work carried out	In what Capacity these would be involved in this work	Remarks

Please use separate sheet, if needed.

C. DETAILS OF ANNUAL TURNOVER FROM RECRUITMENT SERVICES OF LAST 3 FINANCIAL YEARS:

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (Three) years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

Sl. No.	Details	2017-18	2016-17	2015-16
i)	Net Annual Turnover			
ii)	Profit/Loss			
iii)	Cash & Bank Balance including Fixed Deposit as on 31.03.2018			

D. SUMMARY OF PREVIOUS EXPERIENCE OF RECRUITMENT ACTIVITIES (Mention only those works already executed successfully on or before 31.03.2018)

Sl. No.	Name & Address of the Client Organization	Total No. of Works/ Awards allotted	No. of Works/ Awards executed	No. of Works/ Awards executed in Bengal	Reason for non completion, if any
	Total				

Please substantiate with relevant documents like W/O, P/O, LoA, & Completion Certificate

E. LIST OF PREVIOUS CLIENTS

(Give the details for the period from 01.04.2015 to 31.03.2018 only)

Sl. No.	Name & Address of the Client Organization	Nature (Govt./ Non Govt.)	Total Order Value(Rs in Lakh	Date of Completion	Total No. of Applicants	Reference No.

N. B. Please use separate sheets if required for this purpose

Signature of Bidder

LETTER OF PRICE BID

(To be printed on Bidder's Letterhead)

NIT No. CORP / (HR&A)/TENDER/RECT/ 2018-19/22

Name of Contract: Selection of recruitment agency for conducting entire process of selection of candidates for different posts under WBSETCL through online test & interview.

To

The General Manager (HR&A), WBSETCL
Corporate HR & A Deptt., 8th Floor, D-Block,
Vidyut Bhavan, Sector-II, Block-DJ,
Kolkata, West Bengal, Pin-700091

Dear Sir,

I/We thoroughly examined and understood instructions to tenders, terms and conditions of contract, given in the invitation to tender and those contained in the general conditions of contract and its Annexure and agree to abide by them.

I/We, submit the Price Bid for selection of recruitment agency for conducting entire process of selection of candidates through online test & interview for different posts under WBSETCL. Our price bid shall be valid for a period of 120 days from the date of opening of the price bid in accordance with the Bid Documents and may be extended, if required, at any time before the expiry of the period.

I/We hereby offer to work at the rates given Sl. No.1 of the Price Bid which is for items/services mentioned in Section III, which will be firm and shall be binding upon me/us for the entire period of the contract.

I/ We agree to furnish Cost of Bid document of **(details need to be furnished)** and EMD **(details need to be furnished)** as in the manner prescribed.

As required no documents are being enclosed with Price Bid.

Signature of Bidder with Seal
Name

Capacity to sign the Tender-----
Full postal Address-----

PRICE SCHEDULE / PRICE BID
(To be submitted through E-Tender Portal Only)

NIT No. **CORP / (HR&A)/TENDER/RECT/ 2018-19/22**

Name of Firm M/s. _____

DESCRIPTION	TOTAL COST PER ELIGIBLE CANDIDATE		
	BASIC CHARGE	TAX *	TOTAL INCLUDING TAX
<p>A. Conducting Online Tests:</p> <ol style="list-style-type: none"> 1. Assisting in designing the Recruitment Advertisement. 2. Development of online system for receiving application through web in the mode of registration. 3. Preparation of database of eligible candidates as per layout, processing, finalization of the eligible candidates, issuance of Call Letters for the Online Tests. Also providing facility of downloading of call letters of Online test followed by SMS & intimation through the registered e-mail Id of all registered Candidates. 4. Preparation of question papers in MCQ type as specified in the Scope of Work of the NIT. 5. Arranging standard venues, invigilators, coordinators and other supporting staff for the Online Test. 6. Conducting Online Examination through Online Test. 7. Tabulation of marks and all allied jobs related to the Online Test for all candidates and also supplying of Answer Key as per the NIT. 8. transfer/export of candidate response and audit trails on secured channel from local server to Central server. 9. Short listing of successful candidates in 1:3 ratio for respective category against respective posts. <p>B. Conducting Interview:</p> <ol style="list-style-type: none"> 1. issuance of Call Letters, providing facility for downloading the call letters and intimating to each candidates through SMS, e-mail & via speed post. 2. Arranging standard venues for Personal Interview. 3. arranging experts in the respective fields 4. conducting Personal Interview & submission of final list of successful candidates based on tabulated marks of both Online tests & Personal Interview and subject to all stipulations made in the NIT. 5. Preservation and submission of information and/or documents, when sought for. 			

Note:

*Rate of applicable Tax (GST, etc) may be indicated.

IN CASE THE BIDDER FURNISHES THE RATE ANYWHERE ELSE IN THE HARD COPY THEN THE BID OF THE BIDDER SHALL SUMMARILY BE REJECTED.

Affidavit regarding eligibility

(To be executed on non-judicial stamp paper)

I am the (title) and the duly authorized representative of(Name of the bidder) and that I possess the legal authority to make this Affidavit on behalf of myself and the business under the title, for which I am acting.

I, solemnly, declare and confirm that

- (a) ours is an Indian Company/ firm registered in India and have been dealing with
- (b) our agency is having valid ISO 9001, ISO-27001 or ISO-27000 & CMMi Level 3/CMMi Level 5 or STQC (Organization) Certification.
- (c) our agency possesses valid CERT-in certification.
- (d) as on 31.03.2018, we have years of experience in conducting recruitment processes involving online tests.
- (e) as on 31.03.2018, we have handled Nos. of recruitment activities involving online tests across the country for Departments of Central Govt. / State Govt./ PSUs/Public Sector Banks/ Statutory Corporations. Four such orders are as follows:
 - 1. Organization.....W.O. No.....Date.....
 - 2. Organization.....W.O. No.....Date.....
 - 3. Organization.....W.O. No.....Date.....
 - 4. Organization.....W.O. No.....Date.....
- (f) we have successfully handled & completed end to end recruitment/selection process employing Online Test for Departments of Central Govt./State Govt./ PSUs/Public Sector Banks/ Statutory Corporation.
- (g) we have executed Nos. of orders of recruitments activities in online mode with order value of Rs. 9 Lakh or more per order with minimum notified vacancy of 75 (seventy five) or more in each case as on 31.03.2018, three of which are as follows:
 - 1. Organization.....W.O. No.....Date.....
 - 2. Organization.....W.O. No.....Date.....
 - 3. Organization.....W.O. No.....Date.....
- (h) we have sufficient storage space to preserve the examination related documents on behalf of WBSETCL for at least three & half years in our office/establishment at and we commit to furnish all information and/or documents, when sought for by WBSETCL during this period.
- (i) during the entire period of contract, we shall place in position a core team consisting minimum three key personnel, who are professionally qualified in the respective field and well experienced in recruitment process. On being selected, we shall furnish the details of the core team with their name, designation, qualification and contact nos. to WBSETCL. The core team so engaged shall remain unchanged throughout the period of a particular recruitment project.
- (j) our net worth is positive and we fulfill the financial qualifying requirements as prescribed in the NIT relating to **Minimum Annual Average Turnover** (excluding non-recurring items) and **Liquid Asset**.

- (k) the affairs of the business of the firm are not being administered by a court, judicial officer or by an appointed liquidator and the company has not suspended business or is in any analogous situation arising from similar procedures under the laws and regulation of India.
- (l) No project, undertaken by us at any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertakings, was cancelled by the authority concerned due to alleged breach of confidentiality related to online examination or any other mode of leak of confidential information.

I, further, confirm that neither I nor the above business nor any of its officers, directors, partners nor any of its employees:

1. has / have been delisted / blacklisted on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertakings, etc and debarred from participating in any public procurement by any Competent Authority as per law.
2. am / is / are an insolvent or a bankrupt or is in the process of being wound up, or have entered into an arrangement with creditors.
3. has / have been found guilty of professional misconduct by a recognized tribunal or professional body or investigating authority or any Government authority or judiciary and no investigation is being undertaken against us by the investigating authority at present.
4. has / have never left the work awarded incomplete.
5. has / have never required to suspend the work for a period of more than six months continuously after commencement of the works.
6. has / have been a defaulter fulfilling the obligation with regard to the payment of taxes, or other payment due in accordance with the laws India.
7. has / have been a defaulter on account of deposition of EPF and ESI contributions or any other statutory obligations.

I undertake on behalf of the agency that all information furnished by us in respect of fulfilment of eligibility criteria and qualification information of this tender is complete, correct and true to the best of my knowledge and belief. I hereby declare that our proposal is made in good faith, without collusion or fraud and no forged or tampered document(s) is/are produced with the application form for gaining unlawful advantage. We understand that WBSETCL is authorized to make enquiry to establish the facts claimed and obtain confidential reports from our previous clients. In case it is established that any information provided by us is false/misleading or in the circumstances where it is found that we have made any wrong claims, WBSETCL may cancel our tender / bid and action as deem fit like forfeiture of all our dues including EMD or CPG, criminal proceedings as per law etc may be taken against us. In case any fraudulent act / incorrectness of facts and/or Certificates is revealed at any point after the work has been allotted to us, the contract may be terminated and action as stated above may be taken against us by WBSETCL.

Verified on thisday of of the year That the particulars furnished above are true and correct to the best of my knowledge and belief and nothing in material have been concealed or misrepresented there from.

.....

(Authorized Representative and Affiant)

(The affidavit should be signed and attested in presence of a Magistrate/Notary)

Bank Guarantee for Earnest Money Deposit

(To be stamped in accordance with Stamp Act)

Bank Guarantee No.....

Date.....

To
The General Manager (HR&A),
WBSETCL

Dear Sir,

In accordance with Tender Notice No....., M/s..... having its Registered/Head Office at (here-in-after called the 'Bidder') wish to participate in the said bid for [Name of Contract]

As an irrevocable bank guarantee against Bid Security for an amount of (*).....(words and figures) valid for days from.....(\$)..... required to be submitted by the Bidder as a condition precedent for participation in the said bid which amount is liable to be forfeited on the happening of any contingencies mentioned in the Bidding Documents.

We, the (Name and Address of the Bank)..... having its Head Office at (#)..... Guarantee and undertake to pay immediately on demand by West Bengal State Electricity Transmission Company Ltd (WBSETCL) an amount of(*)..... Without any reservation, protest, demand and recourse. Any such demand made by the Purchaser shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

The Guarantee shall be irrevocable and shall remain valid up to(@).....

If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s..... [Bidder's Name]..... on whose behalf this guarantee is being issued.

All rights of WBSETCL under this guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities thereunder unless a demand or claim is lodged by WBSETCL under this Guarantee against the Bank within ninety (90) days from the above mentioned expiry date of validity or from that of the extended date.

In witness where of the Bank, through its authorized officer, has set its hand and stamp on this day of 2018 at

Witness:

.....
(Signature)
.....
(Name)
.....
(Official Address)

.....
(Signature)
.....
(Name)
.....
(Official Address)

Authorized vide

Power of Attorney No:

Date.....

Note:

- (*) The amount shall be specified in Bid Data Sheets
- (\$) This shall be the date of bid opening date for Technical Proposals (as mentioned in Clause No. 1.2 above)
- (#) Complete mailing address of the Head Office and issuing branch of the Bank to be given with fax no. / telephone no. of the contact person.
- (@) The bid security shall be valid for a period as specified in Clause 1.8.4.