

**GOVERNMENT OF ASSAM
DIRECTORATE OF SOCIAL WELFARE, ASSAM
UZANBAZAR, GUWAHATI-01**

No. DSW(E)9/2019/Pt./5

Dated Guwahati, the 4th June, 2019


**SHORT NOTICE INVITING TENDER/ EXPRESSION OF INTEREST
FOR PROVIDING RECRUITMENT SERVICE**

Directorate of Social Welfare, Assam invites Tender / Expression of Interest affixing non-refundable court fees stamp of Rs.8.25 (Rupees eight paise twenty five) only from the experienced public sector undertaking / agencies/firm/corporation/companies having relevant experience in Govt./ PSU/ Universities/ Academic Bodies/ Recruitment Boards/ Commissions in connection with technological support for holding various examinations including OMR based test for empanelment of vendors for providing recruitment services.

The agency should be able to conduct recruitment exercises with desirable attributes of maintaining confidentiality of the process besides maintaining delivery time frame. The exercise will include pre and post examination activities including receipt of online applications, scrutiny of application, shortlisting of candidates, data processing, admit card generation, venue selection, question paper printing, OMR scanning and evaluation, arrangement of computer practical test (wherever required), evaluation of computer practical test and merit list generation.

The details of Tender /Expression of Interest (EOI) can be downloaded from the official website ***socialwelfare.assam.gov.in*** and ***womenandchildren.assam.gov.in***. The Expression of Interest (EOI) shall be submitted to the Directorate of Social Welfare, Assam, Uzanbazar, Guwahati-1 on or before **12th June, 2019 by 2.00 PM** along with Tender fee of Rs. 1000/- (non-refundable) in the form of crossed Demand Draft/ Bankers Cheque and Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees one lakh) only in the form of crossed Demand Draft/ Bankers Cheque/ Fixed Deposit Receipt (FDR)/Bank Guarantee drawn in favour of Director, Social Welfare, Assam on any Nationalized Bank/ Scheduled Commercial Bank and payable at Guwahati only. Tender will be opened on the same day by 3.00 pm.

Any Addendum/Corrigendum/ date extension in respect of above Tender/EOI shall be issued on the website ***socialwelfare.assam.gov.in*** and ***womenandchildren.assam.gov.in*** only and no separate notification shall be issued in the press. Bidders are therefore requested to regularly visit our website to keep them updated.


Director
Social Welfare, Assam
Uzanbazar, Guwahati-1

TENDER /EOI FOR PROVIDING RECRUITMENT SERVICE

I. Documents:

The Tender/EOI should be submitted in separate envelope cover-A and cover-B as detailed below.

Cover-A (Technical Bid) should contain court fee stamp of Rs.8.25 only, tender fee, EMD, declaration, Bidder's profile, Financial information, Undertaking for Non Black-list, Experience details and all other documentary evidence as per Tender Schedule to be furnished by the Tender.

Cover-B – Rate should be furnished per candidate i.e, financial Bid should be in separate sealed cover.

II. Eligibility criteria:

Technical Bid :

1. The bidder must affix court fee stamp of Rs.8.25 only.
2. The bidder should have a valid Registration Certificate.
3. The bidder should have an operational office in Assam.
4. The bidder must have minimum experience for conducting OMR based exam for minimum 5 years. (proof of same to be furnished).
5. The bidder must conducted atleast 5 recruitment exams in Govt./ Govt. Undertaking and must provide atleast 3 (three) completion certificates from competent authority to prove that they are capable of handling Recruitment related services. (attach supporting documents).
6. The bidder should have been providing Recruitment related service and completed minimum 2 OMR based written examination successfully in Assam. (attach supporting documents).
7. The bidder should not have been debarred / blacklisted by any Govt. sector/ PSUs/ bilateral and multilateral agency, for handling recruitment process ever in the past. Affidavit by the Notary/Undertaking/Declaration of the same to be submitted by the bidder.
8. Audited Balance Sheet or CA Certificate showing positive net worth for the financial years 2015-16, 2016-17 & 2017-18.
9. The bidder should submit the IT Return Acknowledgement copy for the Assessment Year 2018-19.
10. Financial soundness certificate from Bank.
11. ISO Certificates Nos and their validity (attach a copy of the same).
12. CMMi 3 certification SVC /CVC certificate (copy to be attached).
13. The bidder shall furnish Tender fee of Rs. 1000/- (non-refundable) in the form of crossed Demand Draft/ Bankers Cheque drawn in favour of Director, Social Welfare, Assam on any Nationalized Bank/ Scheduled Commercial Bank and payable at Guwahati only.
14. The bidder shall furnish an Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees one lakh) only in the form of crossed Demand Draft/ Bankers Cheque/ Fixed Deposit Receipt (FDR)/Bank Guarantee drawn in favour of Director, Social Welfare, Assam on any Nationalized Bank/ Scheduled Commercial Bank and payable at Guwahati only at the time of submission of proposal along with the technical proposal. The EMD of unsuccessful bidders will be refunded within 15 days from opening of the financial bids.

15. The bidder should submit copy of Power of Attorney.
16. The bidder should submit copy of PAN Card, GST Registration Certificate (documents should be enclosed).
17. Valid Trade License from competent authority. The bidder must have their Trade License Registration in Assam before 31st March, 2019.
18. Details of bidder as per Annexure-I.
19. Non Blacklisting declaration as per Annexure II.
20. Relevant past experience to be filled as per Annexure-III
21. All the pages along with the EOI document should be signed and stamped by Authorised signatory of the bidder.

IV. Criteria & Evaluation :

Once the Technical bid envelopes of the bidder are opened, the bidders will be assessed as defined above. Only those who qualify the Technical Bid shall be eligible for financial bid. Non-confirming EOI's will be rejected and will not be eligible for any further processing.

V. Scope of Work:

1. Calling of online application from the candidates. Design the format of application for online submission of application by the candidates that should be linked to the Directorate of Social Welfare, Assam website.
2. Setting up of Helpdesk Number and email support during the entire process. Respond to relevant queries received from the applicant over email before closing date.
3. Generation of Admit cards which can be downloaded and printed by the candidate. Link should be available in the website of the Directorate of Social Welfare, Assam website. Generate E-call letters/Admit cards for written test / computer practical test as may be approved by the Directorate of Social Welfare, Assam and also send SMS/e-mail to each candidate about the test.
4. To book suitable examination centers for holding written test in Guwahati and outside Guwahati, if applicants are more and computer practical test (wherever required) centrally at Guwahati in the district of Kamrup (Metro).
5. Setting up of Question Papers in consultation with the Directorate of Social Welfare, Assam.
6. Printing of Copies of Question Papers & OMR sheets and distribution in the exam venues.
7. To make available all relevant stationary materials that may be required for conducting written test.
8. Deployment of adequate manpower venue wise for conducting the written examination.
9. Security arrangement for frisking specially for mobile phones or any other electronic gadgets.
10. Collection of USED OMR sheets from examination centres.
11. Scanning and Evaluation of OMR sheets.
12. Prepare the result/merit list of the qualified candidates for written test and shortlist for computer practical test wherever required and upload the same on the website of the Directorate of Social Welfare, Assam.
13. Prepare schedule for the computer practical test in consultation with the Directorate of Social Welfare, Assam.
14. Final Result and merit list generation as per the logic and rules given by the Directorate of Social Welfare, Assam.

VI. Financial Bid :

1. Financial Bid of only those agencies, which fulfill the technical criteria, will be opened.
2. The rates should be quoted per candidate wise. All rates to be quoted inclusive of taxes as per Annexure-IV.
3. The Directorate of Social Welfare, Assam will award the contract to the Tenderer whose bid has been determined to be substantially responsive to the tender document and who has offered the lowest Evaluated Tender price.
4. The Director, Social Welfare, Assam reserves the right to award tender to one or more than one bidder in part or full as and when felt necessary to any other technically Qualified bidder / Agency without assigning any reason; at the same rate, terms & conditions.

VII. Payments to Service Providing Agency:

1. The Service Providing Agency will be paid as per approved rates and in accordance with the terms & condition as agreed to between the agency and Directorate of Social Welfare, Assam on receipt on sanction from Govt.
2. The Service Providing Agency should submit the bill of the claim as per number of valid candidates only. No claim will be entitled for rejected candidates.

VIII. Termination:

Directorate of Social Welfare, Assam may terminate, by not less than Seven (7) days written notice of termination to the Service Providing Agency, to be given after the occurrence of any of the events as specified below:

1. If Service Providing Agency commits breach of contract or do not remedy/ rectify a failure in the performance of their obligation under the Contract;
2. If the Service Providing Agency becomes insolvent or bankrupt;
3. If the Service Providing Agency is unable to perform a material portion of the Service for a period of not less than seven (7) days; or
4. If Directorate of Social Welfare, Assam, in its sole discretion, decides to terminate the Contract at any stage.
5. In the event of violation of any of the terms & condition of Conditions of Contract by the agency. The EMD shall stand forfeited in addition to blacklisting of Service Providing Agency for period of 3 years.

IX. Arbitration :

1. All disputes, if any, arising amongst contract process shall resolved by arbitration. The arbitration shall be conducted in English language and the jurisdiction of the arbitration shall be in Guwahati.
2. The sole arbitrator will be appointed by Social Welfare Department, whose decision this regard will be final & binding.

The following Annexures be to be provided by the Bidder along with documents:-

Sl. No.	Annexures	Details
1.	Annexure-1 (format attached)	Details of the Bidder
2.	Annexure-2 (format attached)	Undertaking of non-blacklist
3	Annexure-3 (format attached)	Experience details
4	Annexure-4 (format attached)	Financial Bid

Details of the Bidder
Application Form for EOI

Sl. No.	Particulars	Details to be provided by the application
1.	Name of Agency:	
2.	Name of proprietor/Director of Agency	
3.	Date of its incorporation	
4.	Full Address of Reg. Office Telephone No: Fax No. E-Mail Address: Website: Mobile no. of Proprietor/Director:	
5.	GST registration No. PAN No. (Attach self-attested copy)	
6.	Financial turnover of the bidder : (CA Certificate should be attached)	Financial Year Amount (Rs.in Lakh) 2015-16 2016-17 2017-18 The turnover should contain ONLY Recruitment/Examination Related activities.
7.	ISO Certificates Nos and their validity (attach a copy of the same)	
8.	CMMi 3 certification SVC /CVC certificate (copy to be attached)	
9.	Trade License from competent authority. (Copy to be attached)	

FORMAT

Undertaking Regarding not Blacklisted

I _____, resident of _____, registered office at _____ ; affirm that the aforesaid firm/Company/Partnership firm has not been debarred / blacklisted by Central Government / State Government / PSU / Supreme Court / High Court of any State / District Court of any State from participating in Project/s, as on _____

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period and the amount paid (including Bank Draft/Banker's Cheque/FDR/Bank Guarantee) shall stand forfeited without any further intimation.

ANNEXURE-III

Details of experience regarding Pre and Post Exam Work

Sl. No.	Contracting Organisation	Whether Pre OR Post Exam Work	Year of conduct of Exam	Approx. Applicants	Documentary Proof (Attested copies of all Orders/certificates/agreements) (Attach the same along with each details)	Remark

Note:

- *Pre- Exam work shall include Online or offline data processing Scanning, Extraction of data through Image Capturing Software/any venue arrangement for the conduct of examination.*
- *Post-Exam work shall include printing of Question Booklets & OMR sheets, Scanning & Evaluation of OMR sheets & result preparation.*

FINANCIAL BID

The proposal should be the details of the charges per registered candidates including all taxes. (Should be furnished in the sealed cover)

Sl no	Particulars	Charges per candidate including all taxes
1	Development of Online application software with server and helpdesk	
2	preparation of candidates' data for admit card Generation	
3	Venue Arrangement with expenses	
4	Venue updation and Online Admit Card downloads process with SMS/ Mail Notification.	
5	OMR Answer sheet design, printing and sealed packing Exam Centre wise	
6	Question paper setting and printing in series and packaging venue wise	
7	Attendance Sheet and Seat label printing	
8	Conduct of examination smoothly by frisking of candidates, delivery of pre exam materials and collection of used OMR Answer Sheets	
9	OMR Answer sheet Scanning and Evaluation, Merit List generation.	
10	Helpdesk Support for the candidates if required	
11	Conduct of CPT (Computer Proficiency test) wherever required.	
12	Preparation of Final Merit List	
13	Any other unforeseen expenses, not included above, for the process	

Signature of the Bidder/ Authorized Person