

THE NATIONAL SMALL INDUSTRIES CORPORATION LIMITED
“NSIC BHAWAN”, OKHLA INDUSTRIAL ESTATE
NEW DELHI-110 020

NOTICE INVITING TENDER
For

All India Written Examination (COMPUTER BASED TEST) for selection of candidates for the post of Accounts Officer (Group B level post)

Item	Description
Method of Selection	Combined Quality and Cost Based Selection (QCBS) weightage given to the Technical and Financial Bids are Technical = 70% Financial = 30%
Apply Online	www.nsic.co.in
Availability of Request for Proposal (RFP) Documents	Download from www.nsic.co.in
Date and Time of uploading of RFP	12th October, 2018 (9:30 AM)
Last Date and Time for submission of Bid / Proposal (on or before)	1st November, 2018 (6:00 PM)
Date and time for Opening of Bids / Proposals	6th November, 2018 (3:00 PM)
Language	English Only
Bid Validity	Up to 60 calendar days from the date of opening of the Bid
Tender Fees	Rs. 2000/-
Earnest Money Deposit	Rs. 30000/-

THE NATIONAL SMALL INDUSTRIES CORPORATION LIMITED
“NSIC BHAWAN”, OKHLA INDUSTRIAL ESTATE
NEW DELHI-110 020

TENDER DOCUMENT
FOR

All India Written Examination (COMPUTER BASED TEST) for selection of candidates for the
post of Accounts Officer (Group B level post)

Tender Issue Date: 12.10.2018

Tender No.: 02(522)/TD(AIWE)/AO/1/2018

Last Date of Submission: 01.11.2018

E-mail IDs – hrm@nsic.co.in, rktripathi@nsic.co.in

Phone No.: 011-26926275 (130/147)

BACKGROUND

The National Small Industries Corporation Limited, a Central Public Sector Enterprise (CPSE) invites tenders (in Two-Bid system) from reputed and registered Firms / Companies / Agencies to conduct All India Written Examination (Computer Based Test) for selection of candidates for the post of Accounts Officer (Group B level post) in the major cities mentioned below in the month of November/December 2018 for which applications of candidates are already received and in possession of NSIC. It is expected that approximately 2700-2800 candidates may appear in the Written Examination.

SCOPE OF WORK

I. Examination Centers for Written Examination

The conduct Written Examination (Computer Based Test) will be conducted in the following cities:

#	Name of the city and State
1.	Delhi / NCR
2.	Lucknow
3.	Kochi
4.	Jaipur
5.	Mumbai
6.	Kolkata
7.	Hyderabad
8.	Patna

II. Languages a candidate can opt for the Written Examination – English and Hindi.

III. Responsibilities of the Agency

1. The Agency shall be responsible for the following activities for conducting computer based Written Test:
 - i) Finalization of dates for the Written Examination as per the instruction of NSIC i.e. online generation of admit cards, date of examination, date of declaration of result.
 - ii) Allotment of date and time of Written Examination.
 - iii) Release of Hall tickets / Admit Cards.
 - iv) Conduct Online Examination
 - v) Preparation of Result
 - vi) Declaration of Result
 - vii) Any other related activities for successful completion of Examination.
 - viii) All activities should be taken into account in calculating the cost per candidate.

2. The Agency shall ensure smooth conduct of Written Examination at all Centers and for that proper backup and prior necessary preparation and arrangement should be done.
3. The Agency shall ensure that the necessary security controls and measures in respect of the Equipment/Infrastructure are provided to candidates and properly maintained. It would be the responsibility of the Agency to maintain the integrity and sanctity of the Test environment at all centers.
4. The Agency would also provide results at the earliest i.e. within three days from the date of conduct of Written Examination.
5. The Agency shall be responsible for any disclosure or failure of Examination system.

MANDATORY REQUIREMENTS FOR TECHNICAL BID

1. The Agency should be incorporated in India under the Companies Act, 1956 and amended from time to time or a Registered Partnership Firm or Agency registered under Societies Registration Act 1860 or Trust Act 1882 or PSU authorized for such job or Government Agency.
2. The Agency should be registered in India for providing such services.
3. Registered with GST Authorities and should have been operating minimum for the last three years.
4. The Agency should have a minimum cumulative annual turnover of Rs. 10 crores (ten crores) from like services for last 3 years.
5. The Agency should have substantial expertise in conducting national level online examination and should have minimum three years' relevant experience.
6. The Agency must have ISO Certification and CMM Level-III.
7. The Agency should have capacity to conduct the Written Examination in English and Hindi language.
8. The Agency should have its own source code.

THE AGENCY MUST INDICATE THE FOLLOWING FOR FINANCIAL BID

1. Number of Examination Centres in major cities as specified with capacity to conduct the Examination in one day.
2. Number of terminals available at each Exam Centre.
3. Time required for issuance and posting of hall tickets to the candidates, preparation of result etc.
4. Cost per candidate with detailed break up.

METHODOLOGY OF WRITTEN EXAMINATION

1. The medium of Examination will be English and Hindi language.
2. There will be 100 Multiple Choice Questions (MCQs) comprising Finance & Accounts (including Banking, Taxation and Commercial Mathematics)-50 questions, Logical Reasoning-20 questions,

General Knowledge-20 questions and English Language-10 questions carrying one mark each and 0.25 marks will be deducted for every wrong answer but there will be no negative marking for unanswered questions.

3. The duration of the Written Examination will be 1-1/2 hours. (90 minutes) or 1Hr (60minutes)
4. Unique question papers will have to be generated for each candidate.
5. Sufficient number of terminals accessible to the persons with disabilities eg. Large font / contrast color / screen reading software should also be made available.

TIME SCHEDULE – Refer Fact Sheet

OTHER TERMS AND CONDITIONS FOR THE BIDDERS

1. Only those bidders who qualify in Technical Bid will be considered for Financial Bid.
2. The Contract for conduct of Written Examination shall be valid initially for one year from the date of execution of contract and the same may be extended for three years provided other conditions are met.
3. Any litigation shall be settled through an Arbitrator appointed by Chairman-cum-Managing Director of NSIC at New Delhi.
4. The instruction, validity and performance of the Contract shall be governed in all respect by the laws of India.
5. NSIC and the Agency in performance of any contractual obligations shall stand exonerated for such failure due to circumstances beyond their control including force majeure conditions.
6. Other mutual agreeable conditions may also be imposed, as and when required.
7. The name and signature of Bidder's authorized person should appear on each page of the tender document. All pages of the tender document shall be numbered and submitted as a package along-with forwarding letter on Bidder's letter head.
8. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. NSIC may also independently seek information regarding the performance from such clients.
9. The Bidder is advised to attach any additional information, which he thinks is necessary in regard to his capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. He is, however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless the NSIC calls for it.
10. The Bid should be submitted to the NSIC within twenty one days from the date of hosting of Tender documents on the website.
11. No Bid will be accepted in person.
12. The Bidder Agency shall not sub-contract / delegate the awarded contract or part thereof.

13. Even though bidder agency may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.
14. The tender document has to be downloaded from Corporation's website (www.nsic.co.in). The hard copy of the tender containing technical and financial documents should be kept separately in sealed envelopes and both these envelopes should be kept in one envelope super- scribing "Tender for conducting Written Examination (Computer Based Test) for Accounts Officer" so as to reach General Manager–HR, NSIC Bhawan, Okhla Industrial Estate, New Delhi-110020 by 01.11.2018.
15. The tenders shall be necessarily accompanied with the following:
 - a) Demand Draft for Rs. 2,000/- towards Tender Fee.
 - b) Demand Draft for Rs. 30,000/- towards Earnest Money Deposit (EMD)
 - Both the Demand Drafts will be made separately and payable at Delhi in the name of The National Small Industries Corporation Ltd.
 - The Tender Fee is non-refundable.
 - EMD of the unsuccessful tenderers shall be refunded after the contract has been awarded.
 - Date of issue of DD should not be before the date of publishing of tender notice.
 - Earnest Money Deposit is exempted for MSEs registered with DIC/NSIC.
16. Late Bids shall not be accepted.

Fact Sheet

Item	Description
Method of Selection	Combined Quality and Cost Based Selection (QCBS) weightage given to the Technical and Financial Bids are Technical = 70% Financial = 30%
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Date and Time of uploading of RFP	12th October, 2018 (9:30 AM)
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Date and time for Opening of Bids / Proposals	6th November, 2018 (3:00 PM)
Language	English Only
Bid Validity	Up to 60 calendar days from the date of opening of the Bid
Address for Communication, Submission of Bid/ Proposal	Shri Rajesh Kumar Tripathi General Manager – Human Resource The National Small Industries Corporation Ltd. "NSIC Bhawan", Okhla Industrial Estate, New Delhi-110020 Email ID- rktripathi@nsic.co.in

	Phone No- 011-26926275(Extn.130)
Contact Person for Seeking Clarifications	Ms. Manu Malhotra Deputy Manager – Human Resource The National Small Industries Corporation Ltd. “NSIC Bhawan”, Okhla Industrial Estate, New Delhi-110020 Email ID- hrm@nsic.co.in Phone No- 011-26926275(Extn.149)

Contents of Bid

The bidder shall submit the following envelopes.

Envelope No.	Marked as	Content of envelope
1	Request for Proposal (RFP) Document	RFP Document duly signed on each page
2	Technical bid/ proposal	One Original Hard Copy of: a) Technical Bid/ Proposal on the prescribed format. b) No Deviation Certificate in prescribed format. c) Total Responsibility Declaration Certificate in prescribed format.
3	Financial bid/ proposal	Financial bid duly signed on each page

Formats for Submission of Bid

Sl. No.	Contents of Technical Bid	Give proofs as in Formats annexed below
1	Technical Bid Covering Letter	
2	Checklist	
3	RFP Document duly signed	
4	Conduct of at least one Written Examination (Computer Based Test) at least in 10 cities as well as capacity of minimum 5000 candidates in a single shift.	
5	List of Test Centers in pre identified cities where the Agency has conducted similar tests with validated nodes / computers, requisite hardware / software, appropriate technology, unbridled connectivity trained proctoring staff etc. with minimum capacity of each Centre as 200 students per shift	
6	Structural details of the Organization	Annexure-I
7	Financial Feasibility Information	Annexure-II
8	Details of similar completed work during last 3 years	Annexure-III
9	Details of wok under execution or awarded	Annexure-IV
10	Performance / Client Report of work as referred in Annexure-III &IV	Annexure-V
11	Details of Technical and Administrative manpower to be employed for this project work	Annexure-VI
12	No Deviation Certificate	Annexure-VII
13	Total Responsibility Certificate	Annexure-VIII
14	ISO Certification	

STRUCTURE OF THE ORGANIZATION

- 1) Name and address of bidder:
- 2) Telephone No./ Fax No./Email address:
- 3) Legal status (Attach copies of original document defining the legal status):
- 4) An Individual / Consortium:
 - a) A Proprietary/Partnership agency:
 - b) A Trust:
 - c) A Limited Company or Corporation :
- 5) Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
 1. Registration Number:
 2. Organization/ Place of registration:
 3. Date of validity:
- 6) Names and titles of the Directors & Officers with designation to be concerned with this work designation of individuals authorized to act for the organization.
- 7) Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the work? If so, give the name of the project and reasons for not completing the work.
- 8) 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.
- 9) Have you or your constituent partner (s) been debarred/black listed for tendering in any organization at any time? If so, give details.
- 10) Area of Specialization and Interest
- 11) Any other information considered necessary but not included above.

FINANCIAL INFORMATION

- I. 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).

		FINANCIAL YEARS		
Sr. No	Details	(1) 2015-16	(2) 2016-17	(3) 2017-18
(i)	Gross annual Turnover similar works			
(ii)	Profit/Loss			
(iii)	Financial Position: a) Cash b) Current Assets c) Current Liabilities d) Working Capita (b-c) e) Current Ratio: Current Assets/Current Liabilities (b/c)			

- II. Up to date Income Tax Clearance Certificate
- III. Certificate of financial soundness from Bankers of Bidder
- IV. Financial arrangements for carrying out the proposed work

(Signature of Bidder)

Note: Attach additional sheets, if necessary.

DETAILS OF SIMILAR COMPLETED WORK DURING LAST 03 YEARS

Sl. No	Name of Work / Project & Location	Cost of Work (in Lakhs / Crores)	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation / Arbitration pending in progress with details	Name, Designation and Address / telephone number of Officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9

(Signature of Bidder)

DETAILS OF WORKS UNDER EXECUTION OR AWARDED

Sl. No.	Name of Work / Project & Location	Cost of Work (in Lakhs / Crores)	Date of commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Slow progress if any, and reasons thereto	Name, Designation and Address / Telephone number of Officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9

(Signature of Bidder)

PERFORMANCE REPORT OF WORKS REFERRED IN ANNEXURE III & IV

(Furnish this information for each individual work from the employer for whom the work was executed)

1. Name of Work/
Project and Location
2. Agreement No.
3. Estimated Cost
4. Tendered Cost
5. Date of Start
6. Date of Completion
 - i) Stipulated Date of completion
 - ii) Actual date of completion
7. Amount of compensation levied for delayed Completion, or any other damages, if any
8. Performance reports/assessment by clients (Supported by documentary evidence, if any)

Quality of work-	Excellent/ Very Good/ Good/Fair
Resourcefulness-	Excellent/ Very Good/ Good/Fair

Date:

(Seal of Organization)

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK

Sr. No	Desi- gnation	Total number of employees in that category	Number of employee available for this work	Name	Quali- fication	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8	9

(Signature of Bidder)

No Deviation Certificate Format

This is to certify that our offer is exactly in line with your tender enquiry (including amendments) no. _____ dated _____. This is to expressly certify that our offer contains no deviation either Technical or Financial in either direct or indirect form.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

Total Responsibility Certificate Format

This is to certify that I/We undertake the total responsibility to complete the process of conducting the online test along with declaration of results within the stipulated time frame as per the provisions of RFP.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

Covering letter for Financial Bid Format

Dear Madam/ Sir,

We, the undersigned hereby offer to undertake the proposed work to conduct All India Online written examination for the post of Account Officer in the major cities across the country in the month of November/December, 2018 and accordingly, Technical and Financial Bids have been submitted. This amount is inclusive of the taxes.

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

Format for Financial Bid

Sr. No	Description	Rate per unit (In Rs.)
1	Generation of Admit Card	
2	Provision for online Issuance of Hall Ticket	
4	Computer usage charges, centre expenses, invigilator, power back-up etc.	
5	Packing, Stationary. Attendance Sheet, Exam guidelines etc.	
6	Preparation and Declaration of Result	
7	Website, Server, etc.	
8	Miscellaneous	
	TOTAL	

Sr. No	Particulars of the Work	Total rates quoted by the Agency
1	Conducting the online examinations in English and Hindi	

Note: Justification to be given for numbers of human resources and duration for which they would work and similarly for the other item for costing.

Authorized Signatory
(Seal & Signature)

Final Evaluation of Bids

The final selection of the agency will be based on QUALITY AND COST BASED SELECTION (QCBS)

There will be 70% weightage for Technical Evaluation and 30% for Financial Evaluation

Broad Criteria

1. Standing of the agency and Financial Position
2. Software/Solution
3. Similar work Experience with organizations
4. Proven Test Capability (including manpower and machine) to handle large volume
5. Security and Software Quality Certification (Mandatory)

Note: The detailed criteria will be informed to bidders on the tender opening day

Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points. Bidders with Technical score of 70 and above will qualify for the evaluation in the commercial process.

Financial Bid Evaluation

The Financial bid of those bidders, who qualify in the technical evaluation, will only be opened. All other financial bids will not be opened.

The commercial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation.