

**Open Tender (Two bid system) for**  
**Outsourcing of Recruitment process to Exam**  
**Conducting Agency for Recruitment of Junior**  
**Secretariat Assistants under Advertisement**  
**Nos. RECT-01/2021 & RECT-01/2025 at CSIR-**  
**AMPRI, Bhopal**

**NIT Issue Date** : 18<sup>th</sup> February 2025  
**NIT No.** : 21(8)/Admin.Rect./Tender/2025  
**Last Date of Submission** : 7<sup>th</sup> March 2025  
**of online bids**



CSIR-Advanced Materials and Processes Research Institute Bhopal invites tenders from eligible firms possessing strong technical and financial capabilities, for

- (a) conducting the Computer-Based Test (CBT) & Typing test from shortlisted candidates for the recruitment of notified 5 (five) vacancies of Junior Secretariat Assistant, (JSA) vide Advertisement No-RECT-03/2021 and
- (b) providing end to end solution including the Registration portal and conducting Computer-Based Test (CBT) & Typing test for the 09 posts of Junior Secretariat Assistant to be advertised by CSIR-AMPRI as specified in the Scope of Work outlined in this Tender document.

**Disclaimer**

This Tender is not an offer by the CSIR-AMPRI, but an invitation to receive offer from eligible vendors/bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the CSIR-AMPRI with the vendor/bidder

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	Documents to be signed by the Bidder: <ul style="list-style-type: none"> <li>• Non-Disclosure Agreement (NDA)</li> <li>• Bid Security Declaration</li> <li>• Bid Security bank guarantee format</li> <li>• Code of Integrity &amp; conflict of interest</li> <li>• Price certificate</li> <li>• Declaration of blacklisting</li> </ul>	
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## 1.1 About CSIR-AMPRI, Bhopal

CSIR-Advanced Materials and Processes Research Institute Bhopal is one of the premier R&D institutes under the aegis of Council of Scientific & Industrial Research (CSIR), New Delhi, an autonomous body under the Ministry of Science and Technology, wholly funded by Government of India.

## 1.2 Purpose of this Tender

This Tender establishes the fundamental requirements for Outsourcing of Recruitment process to Exam Conducting Agency for Recruitment of Junior Secretariat Assistants(Gen/F&A/S&P) under Advertisement Nos.RECT-01/2021 & RECT-01/2025 at CSIR-AMPRI, Bhopal to

- (1) Conduct Online Examination (Computer Based Test) for shortlisted candidates in a safe, secure and seamless manner for already notified **05 (five) vacancies of Junior Secretariat Assistant (JSA) (Gen/F&A/S&P) vide Advt. No.03/2021** of CSIR-AMPRI, Bhopal.

The institute has already shortlisted approximately 1160 candidates for this recruitment process and CBT Test / Typing test are to be conducted (both exam in the same day) for candidates at centers identified in Bhopal city.

- (2) End-to-end Recruitment process for candidates in a safe, secure and seamless manner for **proposed advertisement no RECT-01/2025 for total 09 positions of Junior Secretariat Assistant (Gen/F&A/S&P)**.

The service provider is required host Recruitment portal for collecting applications from the candidates and thereafter conduct Online Examination (Computer Based Test) & Typing test of the candidates at the identified centers of Madhya Pradesh.

The minimum expected number of candidates to register for this process is approximately 20,000 which could vary depending on the actual applications received. CBT Test / Typing test for candidates are to be conducted (both exam in the same day) for candidates at centers identified across Madhya Pradesh state.

Online item rate tender is hereby invited for the above work from eligible firms/companies, those who have worked for CSIR or its Labs/Institutes or other Govt./Semi Government organizations and successfully carried out minimum **three similar works** of the similar value respectively of the estimated cost during the last five financial years beginning from 2019-20 upto FY 2024-25 need to apply with adequate documentary proof as desired in this tender document in various sections.

## 1.3 - Tender document details

The full tender document is available on the CPPP portal and CSIR-AMPRI website (under tenders category) for free download. Queries can be addressed before or during the Pre-Bid Meeting (PBM), after which no further clarifications will be entertained.

a. Eligibility Criteria - Bidders must:

- Be a legally registered entity (natural person, private or public entity)
- Not be insolvent, blacklisted, debarred, or involved in legal proceedings that could affect performance.
- Not have conflicts of interest or engage in unfair competition.
- Meet additional eligibility criteria mentioned in the tender.

b. Pre-Bid Conference

- A Pre-Bid Meeting (PBM) will be held for bidders to clarify technical and commercial aspects. Any modifications or clarifications, if any, to the tender document post the Pre-Bid Meeting will be issued as a corrigendum within 48 hours.
- Participation is optional, but post-PBM, no new queries will be entertained.
- Bidders will be notified via the CPPP portal, and such amendments will be deemed an integral part of the tender. Bidders are required to incorporate these changes in their proposals accordingly.

c. Submission of Bids

- Online bids must be submitted on CPPP Portal (<https://etenders.gov.in/>) along with necessary documents required (as mentioned in tender document) before the bid submission deadline.
- Bids without the required Earnest Money Deposit (EMD) or Bid Security will be rejected.

d. Procuring Entity's Rights

The authority reserves the right to Reject any or all bids without explanation, cancel the tender process or abandon procurement or issue a fresh tender for similar services. The Director, CSIR-AMPRI, reserves the absolute right to modify, alter, or amend any part of the recruitment process, scope of work, deliverables, or timelines at any stage before or after awarding the contract. The service provider shall comply with any such amendments without any additional financial claims.

## 1.4 NIT timeline

Name of Work	<b>Outsourcing of Recruitment process to Exam Conducting Agency for Recruitment of Junior Secretariat Assistants under Advertisement Nos.RECT-01/2021 &amp; RECT-01/2025 at CSIR-AMPRI, Bhopal</b>
NIT Issue Date	18 <sup>th</sup> February 2025
Estimated cost of the tender	Rs. 1,80,00,000/- (Rupees One crore Eighty lakhs only)

Earnest Money Deposit(EMD)/ Bid Securing (Security) Declaration to be submitted with Technical Bid	Rs. 5,40,000/- (Rupees Five Lakhs Forty Thousand Only) OR Bidders who are eligible for EMD exemption must submit Bid Securing (Security) Declaration along with Technical Bid.
Date and place of Pre-Bid Meeting	25 <sup>th</sup> February 2025 (at 11.00AM onwards) CSIR-AMPRI, Hoshangabad Road, Near Habibganj Naka, Bhopal – 462026
Last date of submission of Bids	7 <sup>th</sup> March 2025, up to 5.00PM
Procuring Entity name and address	The Director, CSIR-AMPRI, Hoshangabad Road, Bhopal 462026, Phone No – 0755-2485 600 Email – coaampri@ampri.res.in
Mode of Tender	Open Tender – Two Bid System Through CPPP portal ( <a href="https://etenders.gov.in/">https://etenders.gov.in/</a> )

### 1.5 Bidder Eligibility Criteria

S No	Pre-Qualification Requirements	Detail
1	General Requirements	The bidder must be a eligible firm who has been engaged in conducting computer-based exams for Government/Semi-Government organizations including CSIR/ Autonomous Bodies/PSUs
2	Experience & Past Performance	The bidder must have successfully conducted at least Three examinations (Computer based examination) within the last five financial years with 20,000 candidates per exam. The bidder must submit work completion certificates from client organizations. <b>Start-up / MSEs are not exempted from Prior experience criteria.</b>
3	Financial Stability	The bidder must have an average annual turnover of ₹6 crore in the last three financial years (2021-22, 2022-23, 2023-24). The bidder must submit audited financial statements or CA-certified turnover certificates as proof. <b>Start-up / MSEs are not exempted from Prior Turnover criteria.</b>
4	Certifications & Compliance	The bidder must have at least one of the following certifications: <ul style="list-style-type: none"> <li>• ISO 27001 (Information Security Management System)</li> <li>• Cert-IN empanelled (Cybersecurity compliance)</li> <li>• ISO 9001 (Quality Management System) (Optional but preferred)</li> </ul>

5	Legal & Statutory Requirements	The bidder must not be blacklisted or debarred by the Council of Scientific & Industrial Research or Ministry of Finance, GOI in terms of Department of Expenditure Order No. 1/20/2018-PPD dated 02.11.2021.
6	Manpower & Infrastructure Capability	The bidder must have relevant expertise in exam management, cybersecurity, and IT infrastructure. The bidder must submit the list of proposed exam centers with infrastructure details.

CSIR-AMPRI

## 2. Scope of Work and other Functional requirements

### 2.1 Brief of requirements

**Tender title - Outsourcing of Recruitment process to Exam Conducting Agency for Recruitment of Junior Secretariat Assistants under Advertisement Nos.RECT-01/2021 & RECT-01/2025 at CSIR-AMPRI, Bhopal**

#### 1. Examination Conduct and Management

The ECA will be responsible for conducting **Computer-Based Tests (CBT)** and **Typing Proficiency Tests** for the applicants for posts of Junior Secretariat Assistant (JSA). These tests will be conducted at multiple centers as per the CSIR-AMPRI's requirements . *(Exam scheme for JSA posts is attached as Annexure-I for complete detail)*

Important Note –

1. The candidates for conducting Computer based Test and Typing test for the 5 posts of Junior Secretariat Assistant vide Advertisement RECT-03/2021 have been shortlisted already by CSIR-AMPRI and the data related to candidates shall be shared with ECA after the work award.
2. Therefore, the Recruitment application portal is required only in case of 09 posts of JSA which are yet to be advertised after finalisation of ECA.
3. ECA is required to take up the task of activities mentioned in the tender document for both set of posts of JSA concurrently / separately in consultation with CSIR-AMPRI strictly.
4. The ECA has to considered both cycles of Recruitment while quoting their price bids per candidate in Chapter-9.

#### 2. Pre-Examination Responsibilities

The service provider must:

- Design and host an end-to-end online application system which in consultation with CSIR which should eliminate ineligible applications during submission itself. (for Recruitment cycle of Advertisement No RECT-01/2025 only)
- Identify and finalize examination venues at least 30 days before the exam.
- Generate photo-bearing admit cards and upload them on a designated portal
- Set up IT infrastructure with secure internet and computer systems.
- Ensure biometric verification, frisking, and surveillance to prevent malpractices.
- Encrypt and securely transmit question papers with at least 256-bit encryption.
- Issue admit cards and hall tickets at least 20 days prior to the exam.

#### 3. During Examination Responsibilities

- Conduct exams securely with real-time monitoring.
- Ensure all candidates undergo biometric verification.
- Live-stream CCTV footage to the examination control center.
- Provide immediate support for technical failures.

#### 4. Post-Examination Responsibilities

- Collect, encrypt, and securely store candidate responses.
- Provide candidates with their response sheets and answer keys for review.
- Handle candidate objections and complete resolution within 10 days



- Process results of eligible candidates and hand over data within 15 days.
- Submit a final report on the examination process.

## 5. Quality Assurance and Compliance

- Maintain strict confidentiality and security standards.
- Follow national and international best practices for examination security.
- Ensure compliance with labor laws, data protection policies, and contractual performance standards.
- Adhere to penalties for non-compliance, including fines for delays, data breaches, and examination malpractices

## 2.2 Responsibilities of the Service Provider

The service provider is expected to manage the end-to-end execution of the examination process in consultation with CSIR-AMPRI, covering the below points:

### **Only for the recruitment cycle of Advertisement No RECT-01/2025**

1. **Online Application System Setup:** Design and implement a secure, responsive, end-to-end online application system for candidates. Ensure that the system is deployed on secure, hardened servers/infrastructure with restricted access at all layers. Conduct a security audit of the online application system in accordance with MeitY guidelines, ensuring the system is secure before going live.
2. **Application Processing:** Ensure that the application format is designed to automatically reject ineligible applications during the submission process. Capture applicant data as per the eligibility criteria mentioned in the advertisement issued by CSIR-AMPRI. Provide a secure link to the application system for publication on CSIR-AMPRI's website.
3. **Candidate Registration:** Ensure that applicants can create an account, fill out the application form, and save/review their information before final submission. Implement a feature that allows candidates to upload their scanned photograph, signature, and required certificates.
4. **Payment Gateway Setup:** Integrate and configure an online payment gateway (e.g., SBI Collect) for collecting the examination fees. Ensure that payment reconciliation and GST, if applicable, are handled by the ECA in collaboration with CSIR-AMPRI's designated bank.

### **For both recruitment cycles, i.e. RECT-03/2021 & RECT-01/2025**

5. **Admit Card Generation and Candidate Notification:** Generate and issue admit cards for eligible candidates. Notify candidates about the availability of their admit cards via SMS and email.
6. **Venue Management:** Identifying, selecting, and preparing an adequate number of examination centers for both the Typing Test and the Computer-based examination within the stipulated timeframe. The actual number of centers shall be decided in consultation with CSIR-AMPRI.
7. **Pre-Examination Audit:** Ensuring Zero black-spot CCTV coverage at all examination centers and availability of power backup. Examination systems are to be tested for full-load capacity.



8. **Biometric Registration:** Conducting biometric verification (photograph and left thumb impression) of candidates at all stages, including CBT, offline exams, and document verification (DV), with verification being handled by the ECA.
9. **Seamless Examination Execution:** Providing full support in terms of:
  - Invigilation staff management.
  - Security and frisking with professional security personnel.
  - Real-time monitoring via a control room for effective supervision.
  - Handling candidate queries related to questions and answer keys.
  - Providing necessary Management Information System (MIS) reports for pre-exam, exam, and post-exam stages.
10. **Data Security and Transmission:** Ensuring secure storage and transfer of examination logs and result data to CSIR-AMPRI within the prescribed timeframe.
11. **Handling Challenges & Representations:** Processing any objections raised by candidates regarding answer keys or evaluation discrepancies.
12. **Timely Result Submission:** Final scores and merit list to be compiled and submitted as per CSIR-AMPRI's requirements.
13. **Comprehensive Coordination:** Ensuring smooth execution of pre-exam, exam-day, and post-exam activities while maintaining regular communication with CSIR-AMPRI or its designated representatives.

### 2.3 Detailed description of the Activities by the Service Provider

This section outlines the fundamental requirements. (Technical specifications for this project are detailed in the Chapter on Technical Requirements).

#### 2.3.1 Online Application Processing

(Advertisement No RECT-01/2025 only)

- a) Develop and host a fully responsive online application system in consultation with CSIR-AMPRI.
- b) Deploy the system on secured servers/infrastructure with minimal privileged access at all levels.
- c) Conduct a security audit and testing of the online application as per MeitY guidelines before going live.
- d) Design the application format to eliminate ineligible applications at the submission stage.
- e) Capture applicant data online per the eligibility criteria outlined in the advertisement issued by CSIR-AMPRI, ensuring access is restricted to authorized personnel.
- f) Provide an SSL hyperlink (URL) for publication on the CSIR-AMPRI website.
- g) Enable applicants to create a login, fill out the application, review, and submit before final submission.
- h) Facilitate the upload of scanned photographs, signatures, and required certificates of candidates.

- i) Share submitted applications with CSIR-AMPRI in a soft format as per CSIR-AMPRI's requirements.
- j) Maintain strict confidentiality of applicant data, ensuring non-disclosure to any third party.
- k) Integrate and set up an online payment gateway for examination fees via SBI Collect / method prescribed by CSIR AMPRI. Reconciliation of payments and applicable GST shall be handled by the agency in coordination with CSIR-AMPRI's designated bank.
- l) Provide prompt responses to candidate queries via a help desk, with contact details made public.
- m) Ensure SMS and Email alerts for registration updates in compliance with TRAI regulations. SMS charges will be borne by the contractor.
- n) The system should support high concurrent user traffic without disruptions.
- o) The application system should include automated error handling and user-friendly assistance features.
- p) A dashboard for CSIR-AMPRI should be provided for real-time monitoring of applications and issue resolution.

### **2.3.2 Readiness and Conduct of Examination**

The ECA will be responsible for conducting the Computer-Based Test (CBT) and the Proficiency Test (Typing and Stenography) through an integrated, end-to-end examination management process, including but not limited to:

- (a) Preparation - Based on the Centre-wise Distribution of candidates, the Service Provider shall provide a list of examination venues to CSIR-AMPRI at least 30 days before the examination. Any changes to venues, if required, must be completed by the Service Provider at least 15 days in advance. The selection criteria for examination venues shall include, but not be limited to, accessibility from major transport hubs, adequate seating capacity, and specialized provisions for PwD candidates.
- (b) Venue: Examination venues shall be finalized 30 to 40 days before the examination in consultation with CSIR-AMPRI, ensuring they meet all necessary infrastructure and security standards. The Service Provider shall take over the venues for examination as follows:
  - i. For small-scale examinations (up to 500 candidates), the venue shall be taken over 3 days in advance.
  - ii. For large-scale examinations (over 500 candidates), the venue shall be taken over 5 days in advance.

The list of venues is to be finalised in consultation with CSIR-AMPRI. The venue shall be available for a Mock Drill 2/3 days before the examination, which must be conducted with full load capacity. All personnel involved in the examination at the respective venue must be present during the Mock Drill. A sample set of Questions / Passages for the typing test and the written test question paper shall be forwarded by CSIR AMPRI for conduct of Mock Test.

(c) Venue Audit: The audit will cover aspects such as process adherence, project execution, asset management, security, and manpower deployment. Authorized Officers of CSIR-AMPRI will conduct sample audits of examination venues.

(d) Issue of Admit Cards : The Service Provider should make the provision for admit card download. The candidate should be able to download and take the print of successfully filled applications at least fifteen(15) days before the exam.

(e) Conduct of Examination - Candidate responses should be auto-encrypted and backed up securely and audit logs must be maintained for any modifications. A mechanism for automatic question scrambling should be implemented to prevent cheating. Agency must follow Standard Operating Procedures (SOPs) to prevent cheating and impersonation. Incident response time must be under 15 minutes for critical failures and backup server infrastructure to handle sudden load surges.

(f) Exam Conduct and Proctoring - At exam test centers, invigilators must be trained in CBT procedures and data security. Live CCTV surveillance with real-time monitoring at a centralized control room at CSIR-AMPRI is to be made available and all the recorded proctoring footage should be stored securely for later review. In case of technical failures, a fallback system and contingency plan shall be in place.

(g) Attendance - The Service Provider shall collect candidate signatures, affix photographs, and obtain handwritten statements on the "CSIR - AMPRI Copy." The Service Provider must ensure that each candidate appearing for the examination provides a signature and thumb impression on the attendance sheet.

### **2.3.3 Question Paper Management**

The ECA must establish a robust framework for the preparation of question sets and ensure a highly secure mechanism for their transmission to computer terminals at all examination venues. The agency must adhere to the following guidelines:

a) Ensure to maintain highest standard of confidentiality in creation, processing, maintenance, storage, encryption and administration of question set.

b) Arrange for the development of question items through a dedicated panel of subject matter experts (SMEs).

c) Develop questions on a topic-wise basis and subsequently compile them into complete sets. Validate question items through expert panels to maintain clarity and difficulty balance.

d) Create a pool of questions categorized by topic and subject in accordance with the prescribed syllabus, ensuring proper tagging of difficulty levels.

e) Generate complete question papers from the question bank using a computerized program, just before their secure transmission for examination. Ensure uniform difficulty levels across all versions of the question papers prepared for a given examination.

f) Ensure bilingual (English & Hindi) question paper formatting while ensuring that the meaning and intent remain identical in both versions..

- g) Implement Data encryption (both in transit and at rest) should comply with industry standards (AES 256-bit or equivalent) for secure question paper transmission.
- h) Maintain zero human intervention in question paper decryption and distribution.
- i) Submit a sample set of question papers to CSIR-AMPRI at least 15 days before the scheduled mock test.
- g) The agency must comply with IT Act 2000 and other government-mandated data protection laws.

#### **2.3. 4 Post-Examination Activities**

- a) Ensure secure storage of candidate responses by implementing encrypted servers and restricted access protocols to prevent unauthorized modifications or data breaches.
- b) Utilize automated result processing algorithms to eliminate human errors, ensuring accurate and unbiased scoring.
- c) Provide candidates with a self-review window to view question papers and answer keys. Address candidate objections within 10 days from the date of CBT examination. Establish a structured resolution mechanism for disputed answers.
- d) Apply normalization techniques if the examination is conducted in multiple shifts under extraordinary circumstance in concurrence with CSIR-AMPRI.
- e) Before publishing the results, conduct extensive accuracy checks to verify the correctness of marks awarded, ensuring no computational or processing errors.
- f) Submit final examination results within the stipulated timeline.

#### **2.3.5 Submission of Documents to CSIR-AMPRI**

After Examination Upon completion of the examination, the Service Provider shall adhere to the following protocols at the venue:

- (a) The Attendance Sheet (CSIR-AMPRI Copy) must be signed by the invigilator and countersigned by the venue manager. The scanned copies of Attendance sheet will be uploaded on Central server within five hours of completion of the shift of examination.
- (b) A list of all examination personnel deployed at the venue, with their signatures, contact numbers, and email addresses.
- (c) A report of any untoward incidents and the actions taken. This report shall be created, signed by the Venue Manager, scanned, and uploaded by the Service Provider on the same day. If the examination extends beyond one day, separate reports shall be uploaded for each day. Hard copies of these reports shall be sent to CSIR-AMPRI via registered post/courier within 3 days after the conclusion of the entire examination.
- (d) ECA will be responsible for secure movement and delivery of the documents at all stages of the Examination.

### 2.3.6 Preparation of Final Scores

- a) If the examination is conducted in multiple shifts (under extraordinary circumstances in consultation with CSIR-AMPRI), the final scores will be determined using a normalization formula, as communicated by CSIR-AMPRI, applied to the raw scores.
- b) The ECA will provide the candidate scores alphabetically, as well as categorized by roll number, category, and post, within three (03) days of finalizing the answer keys after resolving objections.
- c) The ECA will deliver the results of the Computer-Based Test (CBT) (including the answer key objection and resolution period) and Proficiency Test in Typing within 15 days from the CBT test date.
- d) The ECA must comply with any procedural modifications introduced by CSIR-AMPRI regarding the examination process, question paper preparation, answer sheet visibility, final score computation, and merit list preparation.

### 2.3.7 Document Verification

- a) After preparation of results from the CBT examination, the ECA will be responsible for verifying the biometric data (Left Thumb Impression - LTI & photograph) of candidates during the Document Verification stage at the CSIR-AMPRI office.
- b) This Aadhar based biometric data must match the records captured at the time of candidate registration and at multiple stages of the CBT/Offline Examination.

### 2.3.8 Centralized Data Management

- a) The ECA shall establish a centralized Data Centre (DC) with a Disaster Recovery (DR) system for secure data storage. Data may also be provided / shared with CSIR-AMPRI as required.
- b) In case of government-mandated data migration, ECA shall facilitate seamless data transfer within the agreed timeline.
- c) The DC and DR systems shall comply with MeitY guidelines.
- d) Ensure compliance with State Data Centre guidelines, particularly in security and infrastructure.
- e) Implement industry-standard encryption protocols for data protection and compliance.

### 2.3.9. Other responsibilities of the Service Provider

#### 1. Examination Infrastructure & Operations

- Establish the required infrastructure at all examination venues.
- Provide necessary training to staff, support personnel, and CSIR officials involved in the examination process.
- Collaborate closely with CSIR-AMPRI, the Project Monitoring Unit\* (PMU), and other stakeholders to ensure smooth execution and reporting.
- Adhere strictly to the contract agreement, ensuring timely submission of deliverables.
- Maintain compliance with project Service Level Agreements (SLAs).
- Ensure strict adherence to timelines and resolve any issues within the defined timeframes set by CSIR-AMPRI.

\*\* A Project Monitoring Unit will be appointed by CSIR-AMPRI to monitor the operations of Service Provider in the conduct of examination (manpower, technical

and operations). The functionaries of the PMU will be authorized to inspect any venue, software, servers and evaluate & audit the system.

## **2. Data Security & Examination Integrity**

- Protect the confidentiality of all examination-related information in consultation with CSIR-AMPRI, including :
  - Security of question sets and subject matter experts.
  - Secure management of examination centers, including gate security.
  - Outsourcing of activities, if any.
  - Protection of candidate data, examination software, hardware, and network infrastructure and any other facility / activity connected with the examination.
- Prevent unauthorized sharing of candidates' personal or private information.

## **3. Aadhar based Biometric Data Collection & Management**

- Biometric verification shall primarily be conducted using Aadhaar-based data.
- Capture biometric data (thumb impressions and photographs) for each candidate appearing for the examination.
- Transfer biometric data to AMPRI in both PDF format and digital format within the stipulated timeframe.
- Erase biometric data from the Service Provider's system/storage after a period specified by CSIR-AMPRI and furnish a certificate confirming the deletion.
- Provide CSIR-AMPRI with a mechanism to access biometric and photographic data for generating required reports.
- Ensure biometric data captured in previous stages of the examination is verified in subsequent examination stages.

## **4. Candidate Management & Examination Security**

1. Entry Protocols:
  - Frisking of all candidates (separate for males and females) using hand-held metal detectors.
  - Aadhar based Biometric verification must begin at least 1.5 hour before the exam and conclude before the test starts.
2. During the Examination:
  - Candidates must provide a signature, thumb impression, and handwritten statement on both the Attendance Sheet and counter foil of the Admit card.
3. Post-Examination Procedures:
  - Admit cards with photograph & signature collected from the candidates must be uploaded in PDF batches of 50 sheets.
  - Signed Attendance Sheets must be uploaded on the same day.
  - All examination data, including candidate responses, must be encrypted and transferred to the central system.
  - Hard copies of the CSIR-AMPRI Copy & Attendance Sheets must be sent via registered post/courier or hand-delivered to the authorized officer on the same day.



### 3. Manpower and Infrastructure support

#### 3.1. Infrastructure Requirements for Computer-Based Test

##### 3.1.1. General Requirements

- Examination Venue Inspection & Review: For exam centers with up to 500 candidates: The venue must be available for review at least 3 days before the exam. For exam centers with more than 500 candidates: The venue must be available for review at least 5 days before the exam.
- CCTV Surveillance: Surveillance must cover all candidates, ensuring that each camera caters to a maximum of 25 candidates. The footage must be recorded and stored in a centralized system at the Examination Venue.
- Coverage of CCTV Surveillance System: Entry points, including biometric registration areas. Exit points (if different from the entry). Any additional areas specified by CSIR-AMPRI for comprehensive monitoring.
- Seating Arrangements: Adequate space for sitting to the candidates to prevent screen visibility. Suitable partitions between systems (materials like cardboard, transparent sheets, and thermocol are prohibited).
- Furniture & Lighting: Candidates must be provided with good-quality furniture for comfortable seating.
- Non-shadow lighting is mandatory in all examination halls.
- Candidate Holding Area - Venues must have designated holding areas for storing candidates' personal belongings. This will be free service to be provided to the candidates.

##### 3.1.2. Examination Venue Requirements

**Cities where Computer Based Test (CBT) Examinations are likely to be held – CSIR-AMPRI will finalize the VENUES in consultation with the Examination Conducting Agency (ECA)**

1. Venue Selection & Compliance:
  - The Service Provider must select agencies/institutions that meet the infrastructure standards outlined in this document.
  - A certified list of approved examination venues must be submitted to CSIR-AMPRI with details on seating capacity and locations.
2. Selection Criteria for Examination Venues:
  - Final approval of venues rests with CSIR-AMPRI.
  - Venues must be easily accessible with a well-known address; congested areas should be avoided.
  - Verification of venue ownership details is mandatory in case of leased/hired venues.
  - Coaching centers are strictly prohibited as examination venues.
3. Timelines for Venue Finalization:
  - Venues must be identified at least 20 days before the examination and communicated to CSIR-AMPRI.
  - After an CSIR-AMPRI audit, the venue must be finalized at least 15 days before the exam.



- Each venue must have adequate covered space for document verification & biometric registration, with one biometric counter for every 30 candidates.
- 4. Location & Accessibility:
  - Adequate venues must be arranged across Madhya Pradesh for Proficiency Typing Test and Computer based Written Test i.e. Paper-I & Paper-II.
  - PwD (Persons with Disabilities) and female candidates should be allotted centrally located venues.
- 5. Power Backup:
  - Every venue must have an adequate power backup solution (UPS & DG sets).
  - The connected UPS must support at least 20 minutes of backup.
- 6. Seating Capacity:
  - Each venue must accommodate a minimum of 50 candidates.
  - Venues with lower capacities may be permitted only with CSIR-AMPRI's prior approval, provided they meet all requirements.
- 7. Mock Test & Certification:
  - A full-load mock test (dry run) must be conducted before the exam.
  - The Service Provider must certify that all computer nodes meet CBT exam standards.
  - Examination venues must be sealed daily after exams, with daily online certification available for verification via a centralized dashboard.
- 8. Computer Node Allocation:
  - Provision of buffer capacity (10% of venue capacity of nodes) should be made at the venue of examination, allowing immediate reallocation of nodes in case of technical failures, at no extra cost to CSIR-AMPRI.
- 9. Special Arrangements for PwD Candidates :
  - Exam venues should be PwD-friendly with wheelchair accessibility.
  - Venues should be centrally located with ground-floor exam halls where possible.
  - Washroom facilities must be disabled-friendly.

### 3.1.3 Setting up of Control Room

Service provider shall be responsible to setup a ECA Control Room. The service provider must provide a Dashboard/Information Board in the control room.

- Attendance at each venue (no. of candidates appearing for exam)
- Check-list of facilities at each venue must be made available
- Except for the candidates examination data, all major aspects of venue will be available on this dashboard
  - Status of start & end of Examination
  - Status of capturing of Biometric details
  - Status of download of question paper from Data Centre to Venue Server
  - No. of live nodes
  - Status of any node getting affected
  - Status of transfer of exam data to central system
  - Status of sealing of venues

### 3.1.4 Software Application Requirements

#### a) Language Support:

- The examination software must provide bilingual support (Hindi & English).
- All candidate-facing displays must present content in both Hindi and English.

**b) Test Engine Functionalities:** The examination software must include, but is not limited to, the following capabilities:

- Shuffling of questions across candidates.
- Randomization of answer choices within each question.
- Support for images in multiple formats alongside textual content.
- Ensuring high clarity and accurate display of images alongside respective questions.
- Allowing candidates to navigate between questions within the stipulated exam duration.
- Displaying candidate credentials, including both text and images.
- Generating randomized question sets so that each candidate receives a unique arrangement.

#### c) Candidate Response Management:

- The software must capture and process candidate responses in real-time.
- The examination session must automatically conclude once the allocated time expires.
- In case of interruptions, the system must compensate for lost time to ensure that every candidate receives their full allotted duration.
- The software must not store any candidate responses at the computer node. Instead, responses must synchronize in real-time with the local venue server.

#### d) Reporting & Result Processing:

- The system must generate multiple reports, including:
  - Score reports
  - Section-wise performance analysis
  - Candidate feedback reports
  - Question paper reports
  - Examination summary reports
- Upon exam completion, a log trail of each candidate's session must be made available to CSIR-AMPRI as required.

#### e) Data Security & Transmission:

- The software must upload encrypted candidate responses to the Central Data Centre.
- Within five (05) hours of each examination shift, an encrypted copy of candidate responses must be provided to CSIR-AMPRI.

#### f) Exam Security Measures:

- The system must block all web resources and disable external computer peripherals during the exam.
- Copy-Paste, Cut-Paste, screen capture, and USB functionalities must be entirely disabled.
- All portal-based activities (such as login, admit card download, and answer key review) must be secured using CAPTCHA verification.

- The examination software must force-close all unauthorized applications and disable external keyboard access.
- A virtual keyboard with randomized keys will be the optional available input method for login.

**g) Aadhar based Biometric & Candidate Identity Verification:**

- The system must capture photographs and biometric data (Left Thumb Impression - LTI) of candidates during the exam.
- Biometric data from different examination stages must be cross-verified at each level.
- The system must ensure seamless interoperability for biometric verification across multiple exam stages and document verification.
- Aadhaar-based biometric verification may be required, subject to government policy and Competent Authority approval.

### 3.1.5 Server & Equipment Requirements

The Examination Conducting Agency (ECA) must ensure compliance with the following technical and infrastructure requirements:

**a) Data Hosting & Security:**

- Examination software must be hosted in a MeitY-compliant Data Centre (DC).
- Exclusive servers must store the question bank and examination data.
- A Tier-III certified Disaster Recovery (DR) Centre must be available for backup.

**b) Server & Venue Infrastructure:**

- Dedicated Server Rooms at examination venues with primary & backup servers.
- 99.999% uptime must be ensured through proper load balancing.
- Computer nodes must be connected via wired LAN with regular data backups.
- Examination software must be pre-installed, with no unauthorized applications.

**c) Candidate Registration & Computer Node Allocation:**

- Automated biometric-based seat allocation, ensuring randomized candidate distribution.
- Any changes in computer node allocation must be reported to CSIR-AMPRI.
- Spare nodes must not be allotted unless a failure occurs.

**d) Examination Monitoring & Backup:**

- A dummy candidate node must be set up for real-time monitoring.
- Server rooms must be secure, with access restricted to authorized personnel.
- 10% additional backup computer nodes must be available at all venues.

### 3.1.6 Surveillance System Requirements

**a) General Surveillance Coverage:**

All examination venues must be equipped with a surveillance system through CCTV. Camera placement should ensure complete coverage of the examination area, including walkways, with continuous recording throughout the examination period.

**b) Camera Deployment and Capacity:**

- A minimum of two CCTV cameras should be positioned diagonally in venues accommodating up to 50 candidates.
- For venues exceeding 50 candidates, one additional CCTV camera is required for each additional group of 50 candidates.

**c) Recording Specifications:**

- Camera feeds must be recorded locally on a server (server uptime  $\geq 99.9\%$ ) at a minimum of 10 frames per second (FPS) and Full HD (1080p) resolution.
- The system configuration must prevent excessive digital zoom that could enable viewing of individual screens or question papers during the examination.

**d) Recording Duration:**

- Recording must commence 90 minutes before the scheduled start of the examination and continue until 60 minutes after its completion.
- For multi-shift examinations, recording must begin 90 minutes before the first shift and continue uninterrupted until 60 minutes after the final shift concludes.

**e) Data Transfer and Storage:**

- The service provider is responsible for transferring recorded CCTV feeds, along with necessary metadata, to the designated data center server within 72 hours of each examination.
- In exceptional circumstances (e.g., natural disasters), and with prior approval, the transfer deadline can be extended to 7 days.
- The service provider must share the CCTV footage with AMPRI via a secure file transfer mechanism or by providing access to the storage servers.
- The service provider must maintain a secure copy of the footage for one year after the expiry of the contract with AMPRI.

**f) System Functionality:**

- CCTV cameras must be IP-enabled.
- Web-based access to live camera feeds must be provided to a designated control room at AMPRI during examinations.

### 3.2 Manpower Support

The Service Provider must ensure the deployment of the following key personnel at each venue for the seamless conduct of examinations:

1. Chief Coordinator:

A senior representative of the Service Provider (Must be on roll employee of the ECA) responsible for overall coordination between CSIR-AMPRI and examination functionaries. He/she will act as the key liaison between CSIR-AMPRI and the ECA for all examination-related activities. His /her duties include :

- Venue finalization, score processing, RTI responses, reporting, and handling grievances.
- Overseeing score processing, merit list preparation, and handling challenges raised by candidates.
- He shall also be responsible for overseeing and managing the Central Dashboard at CSIR-AMPRI to monitor examination processes.
- Submitting all required reports to CSIR-AMPRI as mandated/agreed in the work order/agreement.

2. Nodal Coordinator: One Nodal Coordinator (Must be on roll employee of the ECA) will be deployed in each Examination City. He/she will coordinate all examination-related activities between CSIR-AMPRI and the functionaries appointed by the ECA for that city.

3. Venue Manager: Responsible for complete venue management, credential verification, discipline enforcement, and handling examination-related contingencies, including malpractice reporting.
4. Invigilators (1 per 25 candidates): Must be 21+ years old with prior experience and regularly shuffled among venues. He/she cannot be a registered candidate for the examination and must not be related to any appearing candidate.
5. Server and Network Administrator: A dedicated software technical support staff must be present at each venue to handle Infrastructure & Network and any software-related issues arising during the Computer-Based Test (CBT). Must provide immediate assistance to both the venue staff and candidates in case of software-related challenges.
6. Security Staff: Engaged from registered security agencies, responsible for venue security, frisking candidates, and maintaining discipline. A Security Supervisor must be stationed in the Control Room.
7. Multi-Tasking Staff: Adequate support staff to assist with various tasks while ensuring no conflict of interest (no candidates or relatives appearing in the same exam).

Additionally, the Service Provider must conduct a thorough requirement analysis to assess infrastructure, training, and customization needs for smooth implementation.

## Escalation Mechanism

The Chief Coordinator will oversee the entire examination process and will be supported by the Nodal Coordinators and Venue Managers at each location. In the event of operational challenges or disputes, the following escalation path will be followed:

First Level: Venue Manager

Second Level: Nodal Coordinator

Third Level: Chief Coordinator

Any unresolved issues will be escalated to CSIR-AMPRI within 24 hours for resolution."

CSIR-AMPRI

## 4.1 Post-examination data sharing and Record keeping

### 1. Data Submission Process

Upon completion of the examination, the exam conducting agency shall ensure the secure transfer of all examination-related data to CSIR-AMPRI within 7 days. The process shall include the following steps:

#### 1.1 Data Collection & Verification

- All candidate responses from the Computer-Based Test (CBT) and Typing Test shall be compiled and verified for accuracy.
- The agency shall prepare detailed reports, including candidate attendance, system logs, and any anomalies encountered during the examination.

#### 1.2 Encryption & Secure Storage

- The data, including answer scripts, biometric records, logs, and result sheets, must be encrypted using industry-standard encryption protocols (AES-256 or equivalent) before transmission.
- The encryption keys must be securely stored and shared only with authorized CSIR-AMPRI personnel.

#### 1.3 Data Submission to CSIR-AMPRI

- The agency shall submit the encrypted data in a structured format via a secure digital transfer method (such as SFTP or physically in an encrypted external drive).
- A formal acknowledgment of data submission shall be obtained from CSIR-AMPRI.

#### 1.4 Submission of Physical Documents

- The agency shall provide printed reports, including candidate attendance, exam logs, invigilator reports, and result summaries, duly signed by the designated personnel.
- All original biometric attendance records and relevant physical documents shall be handed over in sealed envelopes.

### 2. Data Retention & Deletion Policy

#### 2.1 Data Retention

- The agency shall retain all encrypted examination data securely for a **minimum period of one year** from the date of examination completion.
- The stored data must be protected against unauthorized access and cyber threats.

#### 2.2 Data Deletion

- Data deletion shall only be carried out upon receiving explicit written instructions from CSIR-AMPRI.
- The agency shall document the deletion process and submit a compliance report, confirming the permanent and irreversible deletion of all related data.

### 3. Compliance & Auditing

- CSIR-AMPRI reserves the right to audit the data security measures employed by the agency at any time during the retention period.



- The agency shall provide access to encrypted storage locations, security logs, and deletion records upon request by CSIR-AMPRI.

#### **4. Penalty for Non-Compliance**

- Any deviation from the above protocol, including unauthorized data access, loss, or failure to comply with retention and deletion policies, shall result in penalties as per the contract agreement.
- CSIR-AMPRI holds the right to take legal action in case of any breach of data security or confidentiality.

This protocol shall be strictly followed to ensure the integrity, confidentiality, and security of examination-related data.

#### **4.2 Compliance to Standards**

- i. The Service Provider shall ensure industry standard formats for capturing, storage, processing, transmission and reporting of data.
- ii. The system shall support Hindi & English languages.
- iii. The Service Provider must ensure that all the technology components adhere to flexibility, interoperability, usability, availability, manageability, security and integration standards as mentioned in this document.
- iv. The service provider should follow standard methodologies in software development and operations as per ISO standards for Compliance Certification for Quality Management System, Information Security and Cert-In Empanelment.
- v. Maintain comprehensive documentation, including Standard Operating Procedures (SOPs), Minutes of Meetings (MoMs) and Other relevant project documentation

#### **4.3 Terms & Conditions on Patent Rights**

- The Service Provider (SP) shall ensure that none of the deliverables supplied under this tender infringe upon any patent, intellectual, or industrial property rights, as per the applicable laws of relevant jurisdictions.
- The SP shall be solely responsible for ensuring that all equipment, systems, or any part thereof supplied under this contract are free from any claims of infringement of patent, intellectual, or industrial property rights.
- In the event of any third-party claims regarding infringement or unauthorized use of patents, intellectual, or industrial property rights, the SP shall fully indemnify CSIR-Advanced Materials and Processes Research Institute (CSIR-AMPRI), Bhopal, against all costs, legal claims, or liabilities arising from such claims.
- If any infringement of patent rights is discovered after the supply, the SP shall be solely liable, and CSIR-AMPRI shall be indemnified against any consequences from such infringement.

## **5. General Information and Instruction to the Bidders**

### **(a) Submission of Bids & Mode of Submission:**

Online Bids must be submitted on CPPP portal. CSIR-AMPRI will not accept bids submitted via any other means.

The technical proposal should not include any commercial information. The bid must include certified copies of approvals authorizing the bidder's representative to sign, act, and execute documents related to the bid. It is bidder's responsibility to upload the online bid at designated portal within the time limit.

Bidders failing to qualify in the technical evaluation stage will not proceed to the commercial bid evaluation. Among the technically qualified bidders, the contract will be awarded to the bidder quoting the lowest cost (L1 bidder) as per the prescribed format which will be determined based on the total quoted price for conducting both the Typing Test and Written Test for all candidates. No negotiations will be conducted with the L1 bidder unless required as per government procurement rules.

Bids shall remain valid for 90 days from the date of opening. Withdrawal of bids before the completion of the evaluation process is not permitted. However, bid validity may be extended upon mutual consent.

CSIR-AMPRI may request an extension of bid validity under exceptional circumstances, with written communication to the bidders.

### **(b) Bid Preparation Costs**

Bidders are responsible for all costs associated with bid preparation, including due diligence, participation in discussions, proposal drafting, and negotiations. CSIR-AMPRI is under no obligation to reimburse any expenses incurred by bidders. Submission of a bid does not guarantee contract award or negotiation.

### **(c) Amendments and Supplementary Information**

CSIR-AMPRI may issue amendments or supplementary information to clarify any part of the bid document. Any such updates will be communicated to all bidders through CPPP Portal and will be considered an integral part of the bid document. If amendments are made close to the submission deadline, CSIR-AMPRI may extend the deadline to ensure bidders have sufficient time to incorporate changes.

### **(d) Right to Terminate the Process**

CSIR-AMPRI reserves the right to discontinue the bidding process at any stage without any obligation to bidders. Participation in the bidding process does not guarantee selection or contract award. Engaging in discussions or negotiations does not imply a binding commitment from CSIR-AMPRI. The decision of the Director, AMPRI shall be final and binding on all the parties.

### **(e) Language of Bids**

All bids and related documents must be in English. If any document is in another language, it must be accompanied by an authenticated English translation. The English version will prevail in case of any interpretation issues.

#### **(f) Bid Prices**

Bid prices must be firm and final, with no provision for escalation. Prices should be quoted inclusive of all applicable taxes and duties as per price bid format / Bill of Quantity (BoQ). Price/Commercial bid value should not be disclosed before the opening of the Commercial Bid. Violation of this condition may result in bid rejection.

#### **(g) Bidder Qualifications**

The bidder must be the Principal Officer or an Authorized Representative. A certificate of authority or power of attorney must accompany the bid. All clarifications and subsequent correspondences must be signed by the Principal Officer or Authorized Representative.

If the bidder is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Procuring entity for the fulfilment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Purchaser.

#### **(h) Earnest Money Deposit (EMD)**

- An EMD of Rs. 5,40,000/- must be submitted via Demand Draft in favor of the Director, CSIR-AMPRI, payable at Bhopal. Unsuccessful bidders will receive a refund within one month of notification.
- The successful bidder's EMD will be refunded upon submission of a 5% Performance Guarantee.
- The EMD is non-interest-bearing.
- EMD/BSD should remain valid till 45 days beyond the bid validity period i.e. 90 days.
- Bids without EMD &/or Bid security Declaration (BSD) shall be rejected.
- Special category bidders must submit relevant government-issued certifications to claim EMD exemptions.
- The bid security may be forfeited or/ Action can be taken as per Bid Security Declaration Form if:
  - If a Bidder withdraws or amends or modifies or impairs or derogates its bid during the period of bid validity specified by the Bidder.
  - In case of a successful Bidder, if the Bidder fails to furnish order acceptance within prescribed period of the order or fails to sign the contract and/or fails to furnish Performance Security within specified period as per contract.

**Note** - The Earnest Money Deposit (EMD) shall not be applicable for Micro, Small, and Medium Enterprises (MSMEs) and Startups, as defined under the relevant government regulations, provided they submit a valid certificate of registration with the MSME/Startup category issued by the Ministry of Micro, Small, and Medium Enterprises (MSME) or any other recognized authority. Bid Security Declaration shall be submitted by them in lieu of EMD compulsory.

**(i) Late submission of Bids**

Any bid received by the Purchaser after the deadline for submission of bids prescribed by the Purchaser will be rejected. Such tenders shall be marked as late and not considered for further evaluation. They shall not be opened at all and be returned to the bidders in their original envelope without opening.

**(j) Bid Validity**

Bids must be valid for at least 90 days from the date of opening. Prices finalized after bid opening will remain fixed for the contract duration. Bid validity may be extended by mutual consent, and EMD validity will also be adjusted accordingly.

**(k) Correction of Errors**

Bidders should ensure accuracy in price quotations. Any discrepancies identified may lead to disqualification.

**(l) Price Components**

Bidders must quote prices for all required components and services in Indian Rupees. No price adjustments will be allowed due to cost variations in labor, materials, or exchange rates. Prices shall be inclusive of taxes, duties, and statutory levies.

Price details must be provided in the prescribed format, including applicable GST details. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected.

CSIR-AMPRI reserves the right to request proof of tax payments from the successful bidder.

**(m) Tender Conditions**

This bid document does not constitute an offer and does not commit CSIR-AMPRI to award a contract. CSIR-AMPRI may withdraw or modify the bid at any stage.

Bidders must not attempt to influence officials or employees involved in the bidding process.

**(n) Bid Ownership**

All bid documents submitted will become the property of CSIR-AMPRI and will not be returned.

**(o) Modification and Withdrawal of Bids**

Once submitted, bids cannot be withdrawn before the expiry of the validity period.

EMD shall be forfeited if a bidder withdraws their bid.

**(p) Non-Conforming Bids**

Bids that do not comply with the specified requirements will be considered non-conforming and rejected.

Promotional materials or irrelevant submissions will lead to disqualification.

#### **(q) Disqualification Criteria**

A bid may be disqualified if:

- Required information is missing or not submitted in the prescribed format.
- The bid form is incomplete or lacks necessary documents.
- The bidder submits only part of the project scope.
- False or misleading information is provided.
- The commercial bid is included with the technical bid.
- Any form of influence or unethical practices is attempted.
- A bidder submits multiple bids or colludes with other bidders.
- Conditional Bid shall be summarily rejected.
- The bidder fails to deposit the EMD &/or BSD within the Technical Bid.

#### **(s) Right to Accept or Reject Bids**

CSIR-AMPRI reserves the right to accept or reject any bid at its discretion without incurring any liability.

#### **(t) Statutory Concessions**

Bidders must factor in all applicable statutory concessions while quoting. Any reduction in tax rates must be passed on to CSIR-AMPRI.

#### **(u) Tax Liability**

Bidders must indicate all applicable taxes and GST in their bids.

#### **(v) Uniformity in Submission**

All information must be submitted in a clear, structured, and concise manner. Bidders must adhere to all prescribed formats and guidelines provided in this document.

## 6. Bid Opening & Evaluation Process

### 6.1 Bid Opening Session

CSIR-AMPRI will ensure total transparency while opening the bids. During bid opening, preliminary scrutiny of the bid documents shall be made to determine whether the bid documents are complete, the required bid fees has been furnished, the documents have been signed by the authorised signatory of the bidder, and the bids are found to be in order. Bids not conforming to the given preliminary requirements, shall be summarily rejected at the discretion of CSIR AMPRI. Preliminary scrutiny should not be construed that the bid submitted by a bidder has been found to be complete in all respects.

CSIR-AMPRI reserves the right to postpone or cancel the scheduled bid opening date/time at any stage.

### 6.2 Overall Evaluation Process

- A two-tier evaluation process will be adopted:
  1. Technical bids will be reviewed to determine compliance with the BID requirements. Non-compliant bids will be rejected.
  2. Price/Commercial bids of technically qualified bidders shall be opened.

### 6.3 Pre-Qualification Criteria (Mandatory)

1. Earnest Money Deposit (EMD):
    - Rs. 5,40,000/- to be submitted through a Demand Draft drawn on a Scheduled Bank, payable at Bhopal.
  2. Non-Blacklisting:
    - An affidavit signed by the authorized signatory confirming the bidder is not blacklisted or under a ban by any Government entity in India as of the bid submission date.
  3. Government Authorization & Credentials:
    - Authority letter confirming the bidder is a government agency or Government Authorised agency to conduct and participate in the tender process, along with PAN, GST registration certificates, and evidence of similar work completed in the last five financial years (2020-21 to 2024-25).
- Suppression of information/facts will lead to immediate disqualification.
  - Consortium bidding is not allowed.

### 6.4 Technical Bid Requirements

The technical bid must include:

Mandatory undertakings in the specified format, including:

1. Non-Disclosure Agreement (NDA).
2. EMD & Tender Paper cost.
3. Bid Documents.
4. Undertakings on Service Level Compliance and Deliverables.

Detailed descriptions addressing the requirements of the BID, including:

1. Solution overview, technology, and deployment architecture.
2. Security, integration, and network architecture.
3. Methodology for conducting computer-based examinations, including project plans.
4. Project governance structure and escalation mechanisms.
5. Training strategies for officials/employees.
6. Key deliverables, such as question bank management, reporting, and review methodology.
7. Experience in relevant projects as outlined in the bid evaluation criteria.
8. Team structure and resumes of key project officials.
9. A contingency plan addressing potential challenges.
10. Additional services (beyond the scope of the Tender) must be submitted as a separate attachment.
11. Tender Acceptance letter.

### **6.5 Commercial Bids**

- Rates must be quoted per candidate for both stages of examination i.e. Computer based Written Examination and Proficiency Typing test for JSA and Jr Steno applicants, including all applicable levies and incidentals.
- Prices should be clearly written in figures and words.
- Lowest commercial bid will be determined based on the total quoted amount.
- Tax rates and levies must be substantiated with documentary evidence.

### **6.6. Price matching facility for procurement from MSEs**

In case L1 is not an MSE and there is more than one MSE within the range of L1+15%, only the lowest MSE shall be considered 100% in case order quantity is not divisible, subject to matching the L1 prices. Only on refusal of such lowest MSE to accept L1 price, second lowest MSE within the range of L1+15%, shall be considered. This process shall be continued till a MSE in the range accepts the L1 price or the MSEs in the L1+15% range are exhausted. In case no MSE accepts the L1 price or there is no MSE available, in L1+15% range, then the order shall be placed without applying this principle. Tender services are not divisible.

For claiming Purchase preference as MSE, the bidders registration shall cover the tendered item. The registration certificate submitted must also specify the category of enlistment as "Micro or Small enterprise".

No relaxation of Norms for Startups and Micro & Small Enterprises (MSEs) on Prior Experience - Prior Turnover shall be given to the bidders.



## 7. Award of Contract

### 7.1 Notification of Award

- CSIR-AMPRI will notify the successful bidder in writing prior to the expiry of the bid validity period. EMDs of unsuccessful bidders will be returned promptly.
- The successful bidder shall not, sublet, transfer, or assign the contract work to any other firm/ company in any manner whatsoever.

### 7.2 Contract Finalization and Award

- CSIR-AMPRI reserves the right to negotiate with the bidder with the lowest evaluated bid (L1) to finalize reasonable rates.

### 7.3 Signing of the Contract

- The contract must be signed within 15 days of the work order issuance. Delays attributable to the bidder may result in annulment of the award.

### 7.4 Performance Security

- The successful bidder must submit a Performance Security of 5% of the estimated contract value within 15 days of the work order.
- The Performance Security must remain valid for the contract period plus six months post-completion.

### 7.5 Service Level Agreement (SLAs)

The following SLAs apply:

1. Computer Based examination and Typing Test:
  - Critical: If not conducted as planned, re-tests must be conducted within two weeks, free of cost.
2. Question/Answer Key Leak:
  - Critical: Re-examinations must be conducted within one month, free of cost.
3. Other Penalty Clauses

#### A. Examination Process Delays & Non-Compliance

Issue	Penalty / Action
Delay in submission of examination center details beyond the stipulated timeline	First Instance: Written warning Subsequent Delays: ₹10,000 per week (capped at ₹50,000)
Delay in setting up examination infrastructure (computers, CCTV, biometric, etc.)	First Instance: Written warning ₹5,000 per week
Delay in conducting exams without justified reason	First Instance: Written warning Subsequent Delays: ₹25,000 per week

## B. Technical Failures & Other matters

Issue	Penalty / Action
System failure (server crash, exam software malfunction) causing disruption for more than 30 minutes	₹1,00,000 per affected center
Data breach, unauthorized access, or leakage of exam content	Major breach: Termination of contract + 100% forfeiture of PBG Minor breach: ₹1,00,000 penalty after investigation
Delay in result processing beyond the agreed timeline	First 3 days: No penalty Beyond 3 days: ₹20,000 per day (capped at ₹5,00,000)
Re-examination required due to agency error (e.g., question paper leak, system failure)	Cost of re-exam borne by the agency

4. Contract Termination & Blacklisting - If cumulative penalties exceed 10% of the contract value, CSIR-AMPRI reserves the right to review or terminate the contract and blacklist the firm as per Ministry of Finance guidelines.

### 7.6 Terms of Payment

100% Payments will be made after satisfactory completion of work as per the work order and certification by CSIR-AMPRI after completion of Recruitment Cycle. Deductions will be made for statutory levies, taxes, penalties, and liquidated damages as per contract terms. CSIR-AMPRI reserves the right to recover any dues related to levies, taxes, or penalties from subsequent payments.

### 7.7. Dispute Settlement Mechanism

In case of Dispute or difference arising between the Purchaser and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. All such cases shall be referred to Delhi International Arbitration Centre (DIAC), Delhi High Court, New Delhi for final decision.

## 8. Technical Bid & Evaluation criteria

**Name of Service:** “ Outsourcing of Recruitment process to Exam Conducting Agency for Recruitment of Junior Secretariat Assistants under Advertisement Nos.RECT-01/2021 & RECT-01/2025 at CSIR-AMPRI, Bhopal” for recruitment of vacancies of Junior Secretariat Assistant, (JSA) of CSIR - AMPRI through open tender through CPP Portal from amongst participating bidders.

**Note :** The recruitment process for both Advertisement No. RECT-03/2021 and Advertisement No. RECT-01/2025 shall be conducted concurrently.

SI No	List of documents required as per NIT	
	Name, Designation, address, email ID and Contact No of authorized official to attend for opening of Technical and Price Bid	
1	List of Successfully Conducted Computer-Based Exams (CBT) Minimum three Recruitment cycles completed during period 2019-20 to 2024-25 (till last date of submission of bid) with <b>minimum 20,000 candidates per exam in single shift.</b>	(Work award with work completion certificate / Proof of completion of work)
2	Copy of valid registration certificate of the agency (Shop & Establishment act / Registration under company act etc.)	
3	List of empanelled venues with capacity / infrastructure for conducting CBT & Typing test for at least 20,000 candidates in single shift across Madhya Pradesh (as on last date of submission of bid)	(List of centers with details of computers/nodes)
4	Availability of hosting of Application in Tier III Data Centre (DC) & Disaster Recovery (DR) in India with ISO & CMMI Certifications (9001, 27001 & CMMI Level 5)	Yes / No (list of certificates to be attached)
5	Copy of PAN card	
6	Copy of GST registration certificate	
	Copy of Declaration of non-Insolvency / non-bankruptcy of current FY 2024-25 / issued by Scheduled Bank.	
7	Average turnover of the Company in last 3 financial years issued by Chartered Accountant (minimum Average Annual Turn over of Rupees Six crore in last 3 years)	Rs _____
9	1. DD in Original towards EMD 2. Bid Security Declaration (BSD) for MSME in lieu of EMD	DD No. _____ Dt. _____ Amount _____
10	Signed copy of Tender Acceptance letter, Code of Integrity, Price certificate, non-disclosure agreement. (Annexures I - VII).	

11	If the bidder falls under category of MSEs for the purpose of Price Matching, bidder must submit valid MSEs certificate for the relevant activity of exam conducting.	
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\*\* Bid without EMD / BSD as applicable may be considered non-responsive in the Technical Bid evaluation.

Date:  
Place:

Signature - \_\_\_\_\_  
Name - \_\_\_\_\_  
Designation - \_\_\_\_\_  
Official Seal - \_\_\_\_\_

NB: Bidders may note that a hard copy of this summary to be submitted compulsorily while submitting the bid on e-Tender portal.

CSIR-AMPRI

## 9. PRICE BID

**Name of Service:** “ Outsourcing of Recruitment process to Exam Conducting Agency for Recruitment of Junior Secretariat Assistants under Advertisement Nos.RECT-01/2021 & RECT-01/2025 at CSIR-AMPRI, Bhopal” for recruitment of Junior Secretariat Assistant, (JSA) of CSIR - AMPRI through open tender through CPP Portal from amongst participating bidders.

**Note :** The recruitment process for both Advertisement No. RECT-03/2021 and Advertisement No. RECT-01/2025 shall be conducted concurrently.

### BILL OF QUANTITIES

Brief Details	Unit	Rate inclusive of all taxes	Rate in figures inclusive of all taxes
<p>Total cost per candidate</p> <p>This includes the following activities, (not comprehensive, refer NIT):</p> <ul style="list-style-type: none"> <li>• Application Processing &amp; Data Management (For Recruitment Cycle - RECT-01/2025)</li> <li>• Aadhar based biometric verification for registration of candidates and subsequent stages (For Recruitment Cycle - RECT-01/2025)</li> <li>• Notifying eligible candidates and issuing of admit cards</li> <li>• Infrastructure for Exam Conduct (Computer-Based Test, Typing Test, etc.)</li> <li>• Manpower Deployment &amp; Exam Supervision</li> <li>• Security &amp; Surveillance Arrangements</li> <li>• Question Paper Management</li> <li>• Result Processing &amp; Merit List Generation</li> <li>• Logistics and Support Services</li> <li>• Post-Examination Activities (Answer key challenge handling, RTI responses, etc.)</li> <li>• Taxes, Duties, and Miscellaneous Costs</li> </ul>	Each		

#### Important Points for Bidders

- Bidders shall quote a consolidated rate per candidate covering both recruitment cycles – Advertisement No. RECT-03/2021 and Advertisement No. RECT-01/2025.
- Rate to be quoted per unit basis inclusive of all expenses and including GST charges which shall be paid on submission of GST e-invoice.
- The quoted price must include all direct and indirect costs related to the recruitment process. Any additional charges beyond the quoted price will not be entertained.
- **The actual payment shall be made depending on the number of registration of candidates for the recruitment process through application processing portal of ECA.**
- The rates quoted must remain firm and valid for the entire contract period. No price revisions will be allowed due to market fluctuations, exchange rates, or unforeseen circumstances.
- Both the Typing Test and the Written Test will be conducted on the same day at one or more centers simultaneously across agreed list of centers across Madhya Pradesh.

## 10. SCHEDULE OF ACTIVITIES

### Outsourcing of Recruitment process to Exam Conducting Agency for Recruitment of Junior Secretariat Assistants under Advertisement Nos.RECT-01/2021 & RECT-01/2025 at CSIR-AMPRI, Bhopal

The recruitment process for both Advertisement No. RECT-03/2021 and Advertisement No. RECT-01/2025 shall be **conducted concurrently**. The Examination Conducting Agency (ECA) is required to make all necessary arrangements, including but not limited to infrastructure, manpower, logistics, and secure data management, to ensure seamless execution of both recruitment cycles simultaneously.

S. No.	Activity	Tentative Timeline from issue of Award Letter
1	Tendering & Selection of Exam Conducting Agency	As per CSIR-AMPRI procurement process
<b>Timeline for Recruitment cycle for JSA posts vide Advertisement No RECT-03/2021</b>		
2	Transfer of Candidate Data to ECA	Within 5 days of contract signing
3	Preparation of Question Papers	Within 10 days of data transfer to ECA
4	Issuance of Admit Cards	15 days before the CBT
5	Conduct of Computer-Based Examination (CBT) & Typing Test	Within 30 days from the contract signing
6	Answer Key Publication & Candidate Challenge Mechanism	Within 3 days after CBT
7	Seeking representation from candidates after CBT and resolving issues	Within 10 days of conducting CBT
8	Submission of Final CBT Results to CSIR-AMPRI	Within 15 days of conducting CBT
<b>Timeline for Recruitment cycle for Advertisement No RECT-01/2025</b>		
9	Development of Secure Online Application Portal & Helpline Setup	Within 10 days of contract signing
10	Development of Online Application Form and Finalization of Advertisement	Within 15 days of contract signing
11	Opening of Online Registration & Application Submission	Within 5 days of advertisement release
12	Closing of Online Registration & Application Submission	30 days from the start of the application process
13	<b>Issuance of Admit Cards:</b> 15 days before the exam (Date & Shift to be communicated 15 days prior via email & SMS)	15 days before CBT

15	<b>Conduct of Computer-Based Examination (CBT) - Includes Paper I, Paper II &amp; Typing Test on the same day)</b>	Within 30 days from the last date of receipt of applications
16	Answer Key Publication & Candidate Challenge Mechanism	Within 3 days after CBT
17	Seeking representation from candidates after CBT and disposing of representations	Within 10 days of conducting CBT
18	Submission of Final CBT Results to CSIR-AMPRI	Within 15 days of conducting CBT
19	Document Verification of Shortlisted Candidates	Within 10 days after CBT result publication
20	Final Result Processing & Merit List Preparation	Within 10 days of document verification
21	Post-Exam Grievance Redressal Mechanism	Within 7 days after final result declaration
22	Declaration of Final Selection List	As per CSIR-AMPRI's timeline



**Exam scheme - Junior Secretariat Assistant (Gen/F&A/S&P)**

The selected service provider shall conduct both the **Proficiency Typing Test** (English & Hindi) and the **Computer-Based Objective Type Examination** (bilingual) for eligible shortlisted candidates by CSIR-AMPRI. The entire examination process will take place on the same day, with the Paper I & Paper-II scheduled in one shift and Typing Test in a separate shift.

- **Typing Test:** Candidates must demonstrate English/ Hindi typing proficiency at a minimum speed as mentioned in the advertisement. (35 w.p.m for English typing and 30 w.p.m. for Hindi typing)
- **Paper I & II:** A Computer-based Objective Type Examination, which will have two papers. Paper I is qualifying in nature and for those who qualify in this examination, their marks obtained in paper-II will be the primary criterion for merit-based selection.

Exam scheme for JSA posts is attached as below: .

**Skill Typing Test Norms on Computer**

A typing test will be conducted on a computer. Proficiency in computer typing speed and usage will be of a qualifying nature only. The typing test norms are as follows:

- **English Typing:** 35 words per minute (w.p.m.)
- **Hindi Typing:** 30 words per minute (w.p.m.)
- **Time Allowed:** 10 minutes

(Note: 35 w.p.m. corresponds to 10,500 key depressions per hour (KDPH), assuming an average of 5 key depressions per word.)

For computing the typing speed, instructions in respect of error calculation shall be communicated in further communication after award of work.

**Syllabus of Written Test**

There will be two papers (Paper-I and paper-II). The paper-II will be evaluated only for those candidates who secure the minimum threshold marks (to be determined by the Selection Committee) in the Paper –I. Paper-I is qualifying in nature. Merit list will be prepared based on marks obtained in Paper – II.

<b>Mode of Examination</b>	<b>OMR / Computer Based Objective type multiple Choice Examination</b>
Medium of Questions	The questions will be set both in English and Hindi except the questions
Standard of Exam	Class XII
Total No. of Questions	200
Total time allotted	2 hours 30 minutes

**Paper – I** (Time allotted – 90 minutes)

<b>Subject</b>	<b>No. of question</b>	<b>Maximum Marks</b>	<b>Negative Marks</b>
Mental Ability Test*	100	200 (two marks for every correct)	There will be no negative

*\*Mental Ability Test will include General Intelligence, Quantitative Aptitude, Reasoning, Problem solving, Situational Judgement, etc.*

**Paper – II** (Time allotted – 1 hour)

<b>Subject</b>	<b>No. of questions</b>	<b>Maximum Marks</b>	<b>Negative Marks</b>
General Awareness	50	150 (three marks for every correct)	One negative mark for every wrong answer
English Language	50	150 (three marks for every)	One negative mark for every wrong

CSIR-AMPP

**Documents to be signed by the bidder**

**1. NON-DISCLOSURE AGREEMENT (NDA)**

[On Company Letterhead]

This Non-Disclosure Agreement ("Agreement") is made and executed at CSIR-AMPRI, Bhopal on this \_\_\_ day of \_\_\_ [Month], [Year], by and between:

**Council of Scientific and Industrial Research (CSIR), New Delhi**, a society registered under the Societies Registration Act, 1860 (hereinafter referred to as the "Council"), which term shall include its successors, assigns, and all persons managing the Society, of the one part; and

**[Name of the Bidder]**, having its registered office at **[Address]** (hereinafter referred to as the "Bidder"), of the other part.

**WHEREAS:**

1. The Council ("Purchaser") has invited bids from various government organizations for hiring services related to a specific project at CSIR-AMPRI ("Project").
2. The Bidder has expressed interest in submitting a proposal for the Project.
3. The Purchaser agrees to provide the Bidder with confidential information necessary for bidding purposes.

**NOW, THEREFORE, BOTH PARTIES AGREE AS FOLLOWS:**

**1. Confidentiality Obligations:**

The Purchaser will provide the Bidder with a detailed document containing confidential information regarding the Project ("Confidential Information"). The Bidder agrees to:

- Maintain absolute confidentiality and apply the same level of protection as it does to its own confidential and proprietary information.
- Use the Confidential Information solely for the purpose of preparing and submitting the bid.
- Not copy, reproduce, or disclose the Confidential Information to any third party, except as required for bid preparation.
- Keep a documented record of the number of copies made in relation to the Project.
- Upon completion of the bidding process, if unsuccessful, return all Confidential Information in tangible form or certify in writing that such information has been destroyed.

**2. Exclusions from Confidentiality Obligations:**

The confidentiality obligations shall not apply to information that:

- Was already known to the Bidder, free from confidentiality obligations, as evidenced by written records prior to disclosure.
- Becomes publicly known without any breach of this Agreement by the Bidder.
- Is independently developed by the Bidder's personnel without access to the Confidential Information.

### 3. Scope and Enforcement:

- This Agreement applies to all confidential information disclosed by the Purchaser regarding the Project.
- The Purchaser retains all rights, titles, and intellectual property rights over the Confidential Information. No rights, licenses, or transfers of ownership are granted to the Bidder.
- The Purchaser has the right to seek an injunction or pursue any legal remedies in case of a breach.

### 4. Duration and Termination:

- This Agreement is effective from the date of the last signature and shall remain in force indefinitely.
- Upon written request from the Purchaser, the Bidder shall immediately cease using the Confidential Information, return all copies, and certify compliance in writing.

### 5. General Provisions:

- This Agreement constitutes the entire understanding between the parties and supersedes all prior agreements, discussions, or correspondence.
- Any amendments to this Agreement must be in writing and mutually agreed upon by both parties.
- Confidential Information is provided "as is," and the Purchaser makes no warranties regarding its accuracy or completeness.
- This Agreement shall be binding upon and inure to the benefit of both parties, their affiliates, successors, and assigns.
- This Agreement shall be governed and construed in accordance with the laws of India.

#### For and on behalf of the Bidder:

[Signature]

**(Name of Authorized Signatory)**

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_

**2. Bid-Securing Declaration Form**

(Bid Security Declaration)

**(Must submit with Technical Bid)**

Date: \_\_\_\_\_

Bid No. \_\_\_\_\_

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- (a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity (Minimum 90 days) specified in the form of Bid; or
- (b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of : (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)

**(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)**

**3. Bid Security Bank Guarantee Format**

1. In consideration of CSIR-Advanced Materials and Processes Research Institute (CSIR-AMPRI), Bhopal (hereinafter referred to as the "Government"), on the first part, and M/s. \_\_\_\_\_ (hereinafter referred to as the "Bidder"), on the second part, having agreed to accept the Earnest Money Deposit (EMD) of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) in the form of a Bank Guarantee/Demand Draft for the Request for Proposal for the procurement of \_\_\_\_\_ from (Name of the Bank), (hereinafter referred to as the "Bank"), we hereby undertake to pay the Government, on demand and without demur, an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_). This guarantee shall remain valid for a period of one year from the date of the Award of Contract. However, the Government reserves the right to return the Guarantee earlier if the Service Provider does not qualify for commercial negotiations as determined by the Commercial Negotiations Committee (CNC), based on its evaluation of the bids.
2. In the event that the Service Provider withdraws the tender before completing all stages leading up to the commercial negotiations or during the commercial negotiations, the Performance Bank Guarantee deposited by the Service Provider shall be forfeited to the Government. We also undertake not to revoke this guarantee during its validity period except with prior written consent from the Government. Furthermore, we agree that any modifications to the terms of the tender shall not discharge our obligations under this Guarantee, and we shall be deemed to have accepted any such variations.
3. No interest shall be payable by the Government to the Service Provider on the Performance Bank Guarantee during its validity period.

Dated this \_\_\_\_ day of \_\_\_\_\_  
For the Bank of \_\_\_\_\_  
(Authorized Signatory/Manager)

**4. Format for declaration by the Bidder for Code of Integrity & conflict of interest**

**(Must enclosed with Technical bid )**

**(On the Letter Head of the Bidder)**

Ref. No: \_\_\_\_\_

Date \_\_\_\_\_

To,

\_\_\_\_\_

(Name & address of the Purchaser)

Sir,

With reference to your Tender No. \_\_\_\_\_ dated \_\_\_\_\_ I/We hereby declare that we shall abide by the Code of Integrity for Public Procurement as mentioned under Para of your Tender document and have no conflict of interest as mentioned under Para of Tender.

The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

- a
- b
- c

We undertake that we shall be liable for any punitive action in case of transgression/contravention of this code.

Thanking you,

Yours sincerely,

Signature  
(Name of the Authorized Signatory)  
Company Seal

**T&C of Code of Integrity/Conflict of Interest :-**

1. The bidders/suppliers should sign a declaration about abiding by the Code of Integrity for Public Procurement in bid documents. In case of any transgression of this code, the bidder is not only liable to be removed from the list of registered suppliers, but it would be liable for other punitive actions such as cancellation of contracts, banning and blacklisting or action in Competition Commission of India, and so on.
2. **Code of integrity for Public Procurement:** The Purchaser as well as bidders, suppliers, contractors and consultants should observe the highest standard of ethics and should not indulge in the following prohibited practices, either directly or indirectly, at any stage during the procurement process or during execution of resultant contracts:
  - A. **“corrupt practice”:** making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the



procurement process or to otherwise influence the procurement process or contract execution;

- B. **“Fraudulent practice”**: any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a tender process or to secure a contract or in execution of the contract;
  - C. **“anti-competitive practice”**: any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the purchaser, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;
  - D. **“coercive practice”**: harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
  - E. **“conflict of interest”**: participation by a bidding firm or any of its affiliates that are either involved in the consultancy contract to which this procurement is linked; or if they are part of more than one bid in the procurement; or if the bidding firm or their personnel have relationships or financial or business transactions with any official of purchaser who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) bidder from the purchaser with an intent to gain unfair advantage in the procurement process or for personal gain; and
  - F. **“Obstructive practice”**: materially impede the purchaser’s investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the purchaser’s Entity’s rights of audit or access to information;
3. **Obligations for Proactive disclosures**
- A. The Purchaser as well as bidders, suppliers, contractors and consultants, are obliged under Code of Integrity for Public Procurement to sue-moto proactively declare any conflicts of interest (coming under the definition mentioned above – pre-existing or as and as soon as these arise at any stage) in any procurement process or execution of contract. Failure to do so would amount to violation of this code of integrity; and
  - B. The bidder must declare, whether asked or not in a bid document, any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity. Failure to do so would amount to violation of this code of integrity;
  - C. To encourage voluntary disclosures, such declarations would not mean automatic disqualification for the bidder making such declarations. The declared conflict of interest would be evaluated and mitigation steps, if possible, taken by the purchaser.
4. **Punitive Provisions** Without prejudice to and in addition to the rights of the Purchaser to other penal provisions as per the bid documents or contract, if the Purchaser comes to a conclusion that a (prospective) bidder/supplier, directly or

through an agent, has violated this code of integrity in competing for the contract or in executing a contract, the purchaser may take appropriate measures including one or more of the following:

**A. If his bids are under consideration in any procurement:**

- i. Forfeiture or encashment of bid security;
- ii. Calling off of any pre-contract negotiations; and
- iii. Rejection and exclusion of the bidder from the procurement process.

**B. If a contract has already been awarded**

- I. Cancellation of the relevant contract and recovery of compensation for loss incurred by the purchaser;
- II. Forfeiture or encashment of any other security or bond relating to the procurement;
- III. Recovery of payments including advance payments, if any, made by the purchaser along with interest thereon at the prevailing rate.

**C. Provisions in addition to above:**

- i. Removal from the list of registered suppliers and banning/debarment of the bidder from participation in future procurements of the purchaser for a period not less than one year;
- ii. In case of anti-competitive practices, information for further processing may be filed under a signature of the Joint Secretary level officer, with the Competition Commission of India;
- iii. Initiation of suitable disciplinary or criminal proceedings against any individual or staff found responsible.

**5. Price Certificate**

**(To be submitted with Technical Bid)**

“Certified that rates quoted in this tender is/are not higher than the rates quoted for the same / similar work/services charged to any other govt. organization / PSUs / CSIR Labs/ or any other firm/organization”.

**Signature and seal of Bidder**

**Annexure-VI**

**6. Declaration on Blacklisting**

I/We, M/s. \_\_\_\_\_ do hereby solemnly affirm and declare as under:

1. That my/our firm is not black-listed / debarred / suspended / terminated as per terms of Department of Expenditure, Ministry of Finance, GOI Order No. 1/20/2018-PPD dated 02.11.2021 .
2. That my/our firm have not been convicted by any court of law in any matter and no case pending related to tendered services.

**Sign . and seal of bidder (name) the sole proprietor/partner of company / firm**

**TENDER ACCEPTANCE LETTER**

(To be given on Company Letter Head)

Date:

To,

\_\_\_\_\_  
\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender,

Tender Reference No: \_\_\_\_\_

Name of Tender/Work: \_\_\_\_\_

Dear sir,

1. I/we have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:  
\_\_\_\_\_  
\_\_\_\_\_ as per your advertisement, given in the above mentioned website(s).
2. I / we hereby certify that I / we have read the entire terms and conditions of the tender documents from Page no. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide herby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I/ We hereby unconditionally accept the tender conditions of above mentioned tender document (s)/ corrigendum(s) in its totality /entirety.
5. I / We do hereby declare that our Firm has not been blacklisted / debarred by any Govt.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department /organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

Seal & Signature of the Bidder,

**Note: This Form is to be filled mandatorily & is to be submitted along with the technical bid, failing which tender may be declared as non- responsive and rejected.**

## Checklist for Bidders

Bidders must submit all required documents as per the checklist and the technical bid requirements. Failure to provide any of the mandatory documents listed in the tender document may result in rejection of the bid at the discretion of CSIR-AMPRI. No further clarification or opportunity for submission of missing documents shall be provided after the bid submission deadline.

### 1. General Requirements

- Verify eligibility criteria as per the tender document.
- Ensure the company is legally registered and possesses the necessary certifications.
- Confirm no blacklisting or legal proceedings against the firm.
- Ensure experience in conducting Computer-Based Tests (CBT) for government organizations.
- Demonstrate compliance with prior experience requirements (minimum 3 CBTs with 20,000+ candidates).

### 2. Bid Submission Documents

- Technical Bid**
  - List of successfully conducted CBT exams (last three years).
  - Valid registration certificate.
  - List of venues with at least **500+ computers** in Madhya Pradesh.
  - Proof of **Tier III Data Center & Disaster Recovery facility** in India.
  - Copies of **PAN card & GST registration certificate**.
  - Financial statements showing an **average annual turnover of ₹6 crore** in the last three years.
  - **Manpower strength declaration** (minimum 250 employees).
  - Earnest Money Deposit (EMD) details.
  - Signed **Tender Acceptance Letter**.
  - Signed **Non-Disclosure Agreement (NDA)**.
  - **Bid Security Declaration Form** (if applicable).
  - Declaration for **Code of Integrity & Conflict of Interest**.
  - Compliance certificate for **secure question paper preparation & encryption standards** (AES-256 bit or equivalent).
- Financial Bid**
  - **Quotation per candidate**, inclusive of all applicable taxes.
  - Cost breakdown covering **application processing, exam infrastructure, supervision, and post-exam activities**.

### 3. Compliance Requirements

- Ensure adherence to all **security, confidentiality, and data protection** guidelines.
- Establish **biometric verification, CCTV surveillance, and secure question paper transmission**.
- Submit necessary **performance guarantees and service-level agreements**.
- Prepare for **technical evaluations, mock drills, and venue audits**.

- Submit a **detailed contingency plan** for examination disruptions.
- Confirm capacity to manage **concurrent recruitment cycles** efficiently.

**Instructions for Bidders:**

1. Ensure all supporting documents are attached with proper labeling.
2. All certificates must be valid as of the date of bid submission.
3. The bidder must provide self-certification wherever required.
4. The checklist must be signed and submitted along with the Technical Bid.

**Authorized Signatory:**

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Company Name & Seal: \_\_\_\_\_

CSIR-AMPRI