

INDIAN RAILWAY FINANCE CORPORATION LIMITED



INVITATION OF TENDER FOR CONDUCT OF ONLINE COMPUTER BASED TEST (CBT) INCLUDING ONLINE REGISTRATION OF APPLICATIONS FOR RECRUITMENT OF VARIOUS POST OF NON-EXECUTIVE STAFF IN INDIAN RAILWAY FINANCE CORPORATION LIMITED

Tender Number: IRFC/CBT/NE/2020

Date: 17/11/2020

DEFINITIONS

- A. The terms “IRFC” wherever used shall mean “**Indian Railway Finance Corporation Ltd.**”
- B. The term “**Bidder**” or “**Tenderer**” shall mean and include **the person, firm or a body corporate which is submitting the tender.**
- C. The term “**service provider**” or selected “**Solution and Service Provider (S&SP)**” or “**successful bidder**” shall mean and include **the agency, firm or a body corporate which is submitting the tender and is finalized for provision of the services/work specified in this tender.**

DISCLAIMER

This tender is not an offer by the Indian Railway Finance Corporation Ltd. but an invitation to receive ‘Quotation’ from various agencies conducting online registration and selection process for recruitment. No contractual obligation whatsoever shall arise from the process unless and until the formal contract is signed and executed by the Indian Railway Finance Corporation Ltd. with the shortlisted appointed agency.

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1. Introduction

About the IRFC

Indian Railway Finance Corporation (IRFC) was set up on 12th December, 1986 as the dedicated financing arm of the Indian Railways for mobilizing funds from domestic as well as overseas Capital Markets.

IRFC is a Schedule 'A' Public Sector Enterprise under the administrative control of the Ministry of Railways, Govt. of India. It is also registered as Systemically Important Non-Deposit taking Non Banking Financial Company (NBFC – ND-SI) and Infrastructure Finance Company (NBFC- IFC) with Reserve Bank of India (RBI).

In more than 33 years of existence, IRFC has played a significant role in supporting the expansion of the Indian Railways and related entities by financing a significant proportion of its annual plan outlay.

Aims & Objectives of the Tender

The IRFC has decided to recruit staff under different categories through an Online Computer Based Test (CBT) including online registration of application. To carryout the end-to-end selection process, the IRFC intends to invite tender from service provider(s) who has extensive prior experience in providing similar services to Government of India, Central Public Sector Enterprise, Autonomous Bodies and reputed private organizations. The service provider should be proficient in developing a technology platform to design an online application form with validation controls, keep the form active for a decided period in their data centers with 24x7 uptime, receive application forms along with integration of the receipt of application with a payment gateway if any, exclude ineligible applications, answer queries, issue hall tickets/admit cards, prepare content and conduct online tests in selected centers in major multiple cities in India (to be decided by the IRFC), process the results and forward to the IRFC for composite declaration of results as per requirement of the IRFC. The service provider should also have the capacity to conduct, evaluate and process the result for papers in descriptive mode also. The service provider may also be required to conduct skill test in the form of typing/stenography and Hindi translation.

RELEVANT INFORMATION AT A GLANCE

1. Tenders are invited under Two Bids System (Technical and Financial) through Open Tender process for conducting online registration and selection process for recruitment of different categories of staff in the Indian Railway Finance Corporation Ltd. New Delhi.

2. Details of Tender

Sr. No.	Particulars	Details
1.	Tender Number	IRFC/CBT/NE/2020
2.	Tender Date	17 /11/2020
3.	Tender issued by	Indian Railway Finance Corporation Limited
4.	Cost of Tender Document	Free
5.	Estimated Cost of work	INR 20.0 Lakhs (Rupees Twenty Lakhs only)
6.	Earnest Money Deposit (EMD)	INR 40,000/- (Rupees Forty Thousand only) in form of Demand Draft or Bank guarantee (valid for Six (6) months from the date of opening of tender is acceptable) favouring Indian Railway Finance Corporation Ltd., payable at Delhi
7.	Nodal Officer for Correspondence and clarification	Joint General Manager (HR & Admin.) telephone no. 011-24369766 E-mail id: adm@irfc.nic.in.
8.	Bid Publishing Date	17 /11/2020
9.	Start Date of Bid Submission & Time	18/11/2020, 10.00 A.M.
10.	Last Date of Bid Submission & Time	07/12/2020, 03.00 P.M.
11.	Opening of Technical Bid	07/12/2020, 03.30 P.M.
12.	Opening of Financial Bid of Technically eligible bidders	The date and time for opening of financial bids will be intimated separately to the technically qualified eligible firms.
13.	Performance Security Deposit	INR Rs. 2 lac (Two Lac)

2. A bidder is not allowed to submit more than one Bid.
3. Bidder should have valid GST Registration Number and should meet all legal requirements.
4. IRFC reserves the right to call for any other details or information from any or from all the bidders.
5. IRFC reserves all right to reject any Bid at any time, at any stage, fully or partly for whole process and/or for particular Bidder and also reserves all right at any time to add, alter, modify, change, edit and delete any condition at any stage. The IRFC also reserves the right to cancel the entire tender process without assigning any reason. In this regard, the decision of IRFC Management shall be final and binding on all the Bidders.
6. The details regarding the subject tender are available on the IRFC website –www.irfc.nic.in. Bidders are therefore requested to visit the website regularly to keep themselves updated.

Indian Railway Finance Corporation Limited

TENDER NOTICE

Reference No. IRFC/CBT/NE/2020

Date: 17 .11.2020

Detailed Notice: Tenders are invited by IRFC for conduct of online computer based tests (CBT) including online registration of applicant for recruitment to different categories of staff in the Indian Railway Finance Corporation Ltd. New Delhi.

1. Indian Railway Finance Corporation Limited, New Delhi intends to invite sealed tenders in two Bid systems (Technical and Financial Bid) from reputed company / organization (hereafter referred as Agency/Service Provider) providing end to end services regarding Recruitment examination upto finalizing, mark list/merit list of candidates. The IRFC will use IT Infrastructure owned and managed by the agencies for conducting online examination(s) as per the schedule of examination which will be informed well in advance. The agency should provide the detailed of Hardware/Software system setup, IT tools used, data bases used, operating system used, CCTV/Camera setup details, Own Proctoring staff or third party access control system etc. which can be offered for the purpose if need be.
2. The project information and **scope of work** are detailed below:

Detailed	Earnest Money Deposit (EMD)	Performance Security Deposit
<p>1. Conducting Computer Based Test (CBT), right from the designing and development of software to receipt of online applications from the candidate against the recruitment notice, preparation of online admit cards and its dispatch to the candidate to their registered e-mail id and till submission of merit list to the authorized designated official of IRFC</p> <p>2. The Computer Based Test should consist of</p> <p>(A) objective types multiple choice questions (MCQS) for all the posts.</p> <p>(B) For the post of Private Secretary and Hindi Translator, after their passing</p>	INR 40,000/- (Rupees Forty Thousand only)	Rs. 2 lac (Two Lac)

the Computer Based Test, skill proficiency assessment test (Typing/Stenography & Hindi translation)		
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- 3.0 **Tender Information and obligation of Bidders:**
- 3.1 Earnest Money Deposit of Rs. 40,000/- (Forty Thousand) in form of Demand Draft or Bank guarantee (valid for Six (6) months from the date of opening of tender is acceptable) in favour of Indian Railway Finance Corporation Ltd., payable at New Delhi to be submitted along with Technical Bid.
- 3.2 Bidders must meet the qualifying criteria as mentioned in **Pre-Qualification Criteria (Technical Bid – Annexure - I)**. The Bidder should submit documentary proof in support of their claim for meeting the qualifying criteria.
- 3.3 Bidder is dully bound to observe all the Laws, Rules Regulations, Policies, Procedure and Guidelines etc. of Government of India as in force from time to time. The guidelines include conducting Computer Based Test with social distancing and Sanitization norms to ensure prevention of virus spread during conduct of examination.
- 3.4 The rates should be quoted in Indian Rupees. All prices shall be fixed and shall not be subject to escalation of any description. **The rate must be quoted as per Annexure VII.** Statutory Levies and Taxes if any should be indicated therein separately.
- 3.5 In case of any discrepancy between rate mentioned in figures and words, the later shall prevail.
- 3.6 Any attempt of negotiation, direct or indirect, on the part of the tender with the authority to whom he has submitted the tender or authority who is competent to accept it finally after he has submitted his tender or any endeavor to secure any interest for an actual or prospective tenderer or to influence by any means the acceptance of a particular tender will render liable to be excluded from consideration.
- 3.7 **Last Date of submission of Tender Bid:**
Upto 15:00 hrs of Tender closing date i.e. 07/12/2020. The Tender shall be opened on 07/12/2020 at 15:30 hrs. Official copy of tender document may be downloaded from IRFC Website www.irfc.nic.in , www.eprocure.gov.in
- 3.8 **Technical Bid envelope shall contain at least following documents:**
- (i) Technical Bid as per Annexure – I
 - (ii) Undertaking regarding blacklisting and regarding employee of bidder as per Annexure II A & B
 - (iii) Financial Information of the bidder as per Annexure III
 - (iv) Details of similar works executed during last three years as per Annexure IV
 - (v) Details of works / project under execution or awarded as per Annexure V
 - (vi) Earnest Money Deposit of Rs. 40,000/- (Forty Thousand) in form of Demand Draft or Bank guarantee valid for Six (6) months from the date of opening of tender is acceptable as per Annexure VI.
- 3.9 **Financial Bid envelope** shall contain only financial bid as per Annexure VII.
- 3.10 Both sealed envelopes super scribed with Technical and Financial Bid as applicable to be further submitted in a single envelope super scribed with **“Tender For Conduct Of Online Computer Based Test (CBT) Including Online Registration Of Application For Recruitment Various Post Of Non-Executive Staff in Indian Railway Finance Corporation Limited, New Delhi”** at the office of Joint General Manager (HRM), Indian Railway Finance Corporation Limited, UG Floor, East Tower, NBCC Place, Bhisam Pitamah Marg, Pragati Vihar, Lodhi Road, New Delhi – 110003 on or before **07/12/2020 upto 15:00 hrs.**

- 4.0 IRFC reserves the right to cancel, amend, republish, select or change any vendor on discretion without giving any notice to any concerned. It also reserves right to make any changes/ modification/ cancellation before the completion of the selection process and for this no correspondence shall be entertained.
- 5.0 The bidder fails to comply with the stipulation; the aforesaid amount of EMD will be forfeited by IRFC. The EMD of the unsuccessful bidder will be returned within a period of 30 days on the date of award of the contract.
- 6.0 The conditional Bid shall not be accepted in any case.
- 7.0 The Scope of Work, information to be furnished by the agency, evaluation criteria for selection and other relevant details have been laid down in the Tender Documents.
- 8.0 Bids completed in all respect should be submitted on or before **07/12/2020 at 15:00 hrs.**
- 9.0 In case holiday is declared by the Government on the day of opening bids, the bids will be opened on the next working day at the same time. IRFC reserves the rights to accept or reject any or all the tenders without assigning any reasons.

Joint General Manager (HRM)
IRFC: New Delhi

SECTION – I
PRE – QUALIFICATION CRITERIA

The Tender firms/agency must meet the following eligibility criterion and the evaluation shall be done keeping in view the following parameters.

<u>S. No.</u>	<u>Parameters</u>	<u>Criteria</u>
1.	Name and Address of Bidder	To be filled by the Bidder
2.	Registration (Legal Status) a) Public Ltd./Govt. /PSU: b) Pvt. Ltd: c) Private Society/Trust: d) Partnership: e) Sole Proprietorship/Single Person Co.:	The Bidder should clearly mention the legal status of their company/firm/agency Documentary proof to be attached (Mandatory)
3.	Telephone Number/Fax/E-mail address	To be filled by the Bidder
4.	Past experience in work of similar nature	<p>The bidder should have expertise in conducting Online Examinations for Government Departments/ Autonomous Bodies/ CPSEs and should have adequate experience in conducting such Examination.</p> <p>(a) The bidder should have successfully executed Computer Based Online Exams having 10,000 or more candidates in single/multiple shifts for Government Departments/ CPSEs/Autonomous Bodies under Central or State Government/Reputed organisations.</p> <p>(b) The bidder should have cumulatively conducted Computer Based Online Exams for at least 1 lacs candidates for Government Departments/ CPSEs/ Autonomous Bodies under Central or State Government Departments/ Reputed organizations in the last 03 financial years. (2017-18, 2018-19 & 2019-20)</p> <p>The bidder should have developed or have Developed the software through third party for executing the Computer Based Online Examination.</p> <p>Photocopies of work orders and satisfactory performance report from the user department need to be attached; otherwise bids will be</p>

		treated invalid. (Mandatory as per Annexure)
5.	(i) Not Black listed Company (ii) Undertaking of 'solution – service provider' employee(s)/staff not participating in the recruitment process	(i) The Bidder should not have been blacklisted by any Government Department or its attached offices/autonomous bodies or PSUs on the day of Bidding. (Mandatory) (ii) Undertaking by the solution – service provider' that their employee(s)/staff will not participate in the recruitment process. (Mandatory)
6.	Average Annual Turnover of the company in the last Three financial years (2017-18, 2018-19 & (2019-20-Provisional/Audited))	Minimum 50 lacs. Turnover should be of the bidding agency and not that of group to which the agency belong. The turnover refers to a company not the composite turnover of its subsidiaries/sister concern. Moreover, bidder should be a profitable firm/company during last Three years. Documentary proof i.e. certified copies of companies' balance sheet and profit and loss accounts need to be submitted with the Bid. (Mandatory)
7.	Names and titles of Directors & Officers with Designation to be concerned with this work with designation of individuals authorized to act for the organization.	List of officers authorized act for the organization for executing the work (Mandatory)
8.	Were you or your company/ organization ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reason for not completing the work.	If there is no information, Nil may be mentioned. (Mandatory)
9.	Details of work under execution or awarded	List of works/projects under execution or awarded to be given in the Annexure of this Tender (Mandatory as per Annexure)
10.	List of examination centers in pre identified cities where the Bidder has conducted similar tests with validated nodes/ computers, requisite hardware/ software, appropriate technology, unbridled connectivity, trained proctoring staff etc. with minimum capacity of each center as 150 or more students per shifts.	List of examination centers where bidders has conducted similar test with all the IT infrastructure. (Mandatory)
11.	Earnest Money Deposit	INR 40,000/- (Rupees Forty Thousand only) in form of Demand Draft or Bank guarantee (valid for Six (6) months from the date of opening of tender is acceptable) favoring Indian Railway Finance Corporation Ltd., payable at Delhi. (Mandatory)

12.	Compliance with ISO 9001:2015 & ISO 27001:2013	Desirable
13.	Any other information considered necessary but not included above.	The Bidder may submit any other information considered necessary but not included above. If no information is given Nil may be mentioned.
14.	Break up criteria for Technical Evaluation	The Bidder may fill the required format as per Annexure attached (Mandatory)
15.	If at any stage before or after the award of contract, it comes to the notice of IRFC, New Delhi that company has concealed or manipulated/fabricated any information to mislead the IRFC, New Delhi claim of such companies whatsoever, will be summarily rejected and any money deposited in the form of EMD, performance security etc. will be forfeited and such firm/agency shall also be blacklisted for future examination.	For information

Bids which are not otherwise rejected for the reasons indicated above will be evaluated on the basis of rates quoted by the technically eligible bidders.

SECTION – II

SCOPE OF THE WORK

The selected “Solution and Service Provider (S & SP)” shall be responsible for end to end examination management and undertake the below mentioned activities. However, the Scope of Work will not be limited to these activities. The selected S & SP shall take necessary precaution to safeguard system data from all vulnerabilities/threats and maintain confidentiality and secrecy of all information related to people, process and data during all the three phases’ i.e. (A), Pre Examination phase, (B) Conducting Examination and (C) Post Examination phase.

The S & SP would be required to undertake the process of recruitment and selection in end to end format for about 9 non-executive posts of the Group B and C level i.e. Private Secretary – 2 Number, Hindi Translator – 1 Number, Assistant Finance – 3 Number and Assistant Administration – 3 Numbers (Ministerial and Technical). **The examinations for all posts can be conducted on one single day by making availability of sufficient number of test centers across Delhi and NCR, however provision for centre in Kolkata/Chennai/Mumbai/Guwahati may be considered provisionally.** (Copy of Advertisement shall be provided for design and development of software as per the need and requirement of IRFC).

(A) Pre Examination phase:

The selected bidder is expected to draw the examination plan and implement the design of the examination process as required by Indian Railway Finance Corporation Limited. Broadly the requirement will be as follows:

A. Complete security management process

- Physical security
- Information security
- Server security
- Network security

B. Complete Handling Process

- Mapping of candidates details with exam centers
- Validation and verification of Identity
- Attendance and Biometric (Photograph and Thumb impression handling)
- Machine / Seat allocation and handling of security parameters

1. Online Registration of Candidate

- (i) Design the URL/Application portal for receiving online applications as per IRFC requirement to given website to enable online registration of candidate/applicant (i.e. As per Job Specification Advertised).
- (ii) Online Help / FAQs, with integrated query handling capability (Complete Helpdesk/Grievance Management System) to respond to the relevant queries pertaining to online application received from the applicants on phone/e-mail before closing date.

- (iii) Applicants can apply online only and will be required to upload scan copy of all relevant documents (as specified in advertisement of different categories of the posts) including candidate's photo, signature, thumb impression, etc.
- (iv) Integration of candidate registration module with Nationalized Bank with whom IRFC has tie up to enable receipt of examination fees through the designated Nationalized Bank payment gateway.
- (v) **Rejection of invalid applications:** The main checks shall include qualification, age, payment verification if any, submission of caste certificate, submission of medical report in case of persons with disability, submission of documents for relaxation in age or eligibility condition, etc. (As per Job Specification Advertised).

(II) Test Centre Management and Examination Schedule:

- (i) Arrangement and preparation of test-centers as per the requirement of the examination at least 30 calendar days prior to the scheduled date of the examination, to ensure that the center is notified to a candidate at least 30 calendar days prior to conduct of Examination through email and SMS.
- (ii) Distance between screens of two candidates taking the examination should be at least 2 feet (front and both sides) and wooden/hard board partitions to be installed on three sides of computer system in such a manner that a candidate cannot see other candidates' computer system. Cardboard, transparent material and thermacol are strictly prohibited in partitions.
- (iii) Deployment Administrative Resources i.e. exam supervisor, invigilators, security, peon and other supporting staff at each test center to ensure successful completion of examination. IRFC on its own discretion may deploy Observer/flying squad at each test center to oversee the overall examination process.
- (iv) Besides having adequate hardware, software, LAN connectivity and adequate air-conditioning for labs for the Test, each center should have CCTV surveillance complying with the following:
 - * All the examination halls should have CCTV surveillance cameras/IP cameras installed in a way that activities of each candidate are captured. Bidder should make provision for showing live examination feed for the selected centers.
 - * One CCTV surveillance camera/IP camera should be installed for each additional 10 candidates.
 - * CCTV surveillance camera/IP camera feed should be stored locally on the central server.
 - * CCTV surveillance cameras/IP cameras should record Examination Centre activities.

(III) Admission Card Generation

- (i) Randomization of candidate data and randomized generation of examination roll number.
- (ii) Generation of Admission Card in system. Further randomized allotment of seats to the candidate to appear in online test is to be done on the day of examination.
- (iii) The admit cards to the eligible candidates will be sent through email at their registered email address under the authorized signature of IRFCL. In addition, a SMS alert will also be sent to the candidates for the same.
- (iv) The selected “Solution and Service Provider (S & SP)” shall also provide the facilities of E-Admit Card by providing a link to IRFC website so as to enable candidates to download their E-Admit Cards. The E-Admit Cards shall depict photograph and scanned signature of candidate, date of birth, name of post applied for, date / time of examination and also name and address of examination center.
- (v) Any other activity which relates generation of admission card, its dispatch etc.

(IV) Centralized help desk support services

- (i) The selected “Solution and Service Provider (S & SP)” or the IRFC after mutual agreement, shall provide Centralized help desk support services during registration of applications process as well as 10 days prior to scheduled date of examination. The Centralized help desk support services will be active during normal office working hours from 10:00 AM to 5:00 PM. The landline number or mobile number shall be notified in the advertisement.
- (ii) Any other activity which relates to centralized help desk support services.

(V) Establishment of confidential Examination Control Unit (ECU) which is subject to inspection by IRFC team.

- (i) Deployment of sufficient number of technical experts at the designated confidential Examination Control Unit to facilitate in question paper uploading, configuration in system, test server setup, console monitoring etc. Necessary IT infrastructure would be provided by the agency.
- (ii) Preparation of relevant Question Paper by the agency for each advertised posts. The standard of the questions must be at the appropriate level suitable for the said post as per recruitment rules of IRFC.
- (iii) Any other activity which relates to Establishment of Confidential Examination Control Unit.

(B) Conducting Examination Phase:

- (i) The selected “Solution and Service Provider (S & SP)” shall arrange required online examination centers, desktop / terminal to candidates in case of failure of any known and assist them to undertake the examination with minimum delay.
- (ii) The selected “Solution and Service Provider (S & SP)” shall ensure continues mapping of candidates details including biometric thumb impressions identity at exam centers. Validation and verification of identity of candidates shall be done before the start of exam. Attendance and biometric (Photograph and thumb impression shall be captured before the start of the exam).
- (iii) Allocation of seats and allotment of terminals to all eligible candidates should be completed at least 30 minutes prior to the commencement of examination.
- (iv) Sufficient time should be allotted for providing orientation to the candidates on the structure of exam, time limits and guidelines for answering the question paper. Assigning login credential to the candidates to undertake the test.
- (v) Any other activities like CCTV, Mobile Jammers if any required for conducting exam.

I. Test delivery and monitoring:

- (i) Test will be delivered only over the intranet at the Examination Centre and the candidates will access the test through a computer. The delivery should only be distributed model (i.e. through local intranet based servers) and centralized internet delivery model will not be accepted.
- (ii) Ensure readiness of the server available both at Examination Centre and Examination Control Unit (ECU) along with availability of the required internet bandwidth / connectivity and necessary power backup at Examination Centre to ensure smooth conduct of the entire examination process.
- (iii) Download the list of participants who are going to take the test at the designated Examination Centers.
- (iv) Forward question papers for downloading at Examination Centers from ECU through 256 bit AES + RSA Encrypted data transfer to various Nodes.
- (v) Application shall provide secured access to the participants / candidates based on the provided login ID / Password to allow the candidates to login to the application and undertake the online assessment examination.

- (vi) Application shall display only one question on the screen at a time with various options.
- (vii) Application shall have secured storage for answers to questions by candidate.
- (viii) Scheduling Backup Server to take continuous backup from Main Server at each Examination Centre and availability of continuous Back-Up and restoration facility for Business Continuity Planning / Disaster Recovery purpose.
- (ix) Restart / Resume the Test (in case of node / power / network / application failure etc.).
- (x) In case of machine, power or network failure, software should be able to retrieve candidates' attempted questions and responses entered by the candidate fully along with creation of incident report and system audit trail (downtime details, additional time taken by the candidate etc.).
- (xi) The selected "Solution and Service Provider (S & SP)" shall ensure that at the end of exam, data regarding candidate response and audit trails on secured channel from local server to central server shall be transferred / exported within One Hrs at the close of the exam to main server

II. Collect feedback / grievance from candidates

Provision to download / save / burn the participants list at all the examination centers, biometric details, candidates responses, system audit trail in DVD (single session disc / non-writable DVD, which cannot be overwritten in future) at the Examination Centre as well as at the ECU after completion of the examination. Submit three sets of DVDs (single session disc/non-writable DVD, which cannot be over written in future), in signed & sealed envelope to the IRFC.

(C) Post-examination Phase:

I. Candidate's Response Evaluation and Result publication

- (i) S & SP shall undertake all the activities related to preparation of result by applying the answer keys to the response made by the candidates.
- (ii) Uploading the Answer key within 48 hours after the conclusion of the respective examination on the official website of the IRFC for candidates' objections/ comments. Compilation of all objections, if any, received from the candidates and disposal of the same in consultation with the IRFC authorities must be completed within 10 calendar days of such uploading.
- (iii) To send Question Paper attempted by the candidates along with the candidates' response sheet and the respective answer key through e-mail to the candidate within 72 hours after the conclusion of respective examination.

- (iv) The minimum qualifying marks in CBT shall be available in the advertisement.
- (v) For compilation of marks secured by the candidates in different tests for preparing merit list for each advertised post (category and Gender wise). The S & SP shall provide hard and soft copies of the CBT Result including skill test to the IRFCL.
- (vi) Submit three sets of DVDs (single session disc / non-writable DVD, which cannot be overwritten in future), in signed & sealed envelope to the IRFC containing Result / Merit list. The result shall also be required to be given in hard form.
- (vii) The candidates who have applied for Hindi Translator and Private Secretary after qualifying the CBT has to undergo for a skill test in shorthand and typing and translation. The first 50 candidates on merit shall be called for the skill test. The S & SP shall conduct the skill test and evaluate of stenography & Hindi Translation papers and finally submit the merit list to those post(s).**

II. MIS Reports and other support activities

- (i) Analysis of the candidate results and provision for generation of various MIS reports:
 - Category-wise / Gender-wise / Location-wise / Examination Centre-wise
 - Other reports as desired by the IRFC
- (ii) Analyse the test pattern and answering pattern and submit reports on the answering pattern and feedback on question patterns / difficulty level.
- (iii) Preparation and submission of incident reports (if any).
- (iv) The service provider shall be responsible for RTI, Court Case(s) and /or third party dispute(s) if any and provide support to the IRFC team in responding to such Court case(s), RTI and other related matters.
- (v) All the documents, records and information shall be the property of IRFC and the service provider shall provide the same as and when required by the Registrar or his authorized representative. After the closure of the contract the entire documents, records and information shall be handed over to the JGM (HR) or his authorized representative before submitting the bill.

SECTION – III

INSTRUCTION TO BIDDERS

1. The bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labeling, Regression Testing, QA Certification and Deployment into production.
2. The bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
3. The bidder should have an in-house quality assurance and product testing team with robust quality management processes that are followed to test and certify the system used to conduct the test. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
4. Testing should not be limited to system features and functionality. The system used to conduct the test must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster Recovery.
5. The bidder should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the test. Results of such performance tests should be made available for each major release of the system used to conduct the test.
6. The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the test.
7. The bidder should have suitable emergency management plan towards any crisis situations/redundancy of servers, nodes additional center locations, students' data.
8. The bidder should be able to support the entire solution (across INDIA) on a 24 x 7basis.
9. At any time before the submission of bids, IRFC may amend the tender by issuing an addendum by standard electronic means and shall be displayed on the IRFC website.
10. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment orto submit revised bid and the deadline for submission of bids will be extended by the IRFC.

(A) Standard of performance

The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to the IRFC. The Bidder shall always support and safeguard

the legitimate interests of the IRFC in any dealings with the third party. The security of the system should be foolproof and shall be treated as “**not foolproof**”, where unauthorized person(s) is/are able to access/infiltrate/hack in to the system. The system may be the application software or a process adopted by bidder. The bidder shall be liable to pay to the IRFC for any financial losses by way of some of system and process failure.

(B) Intellectual Property Rights

No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien. The Bidder shall warrant that there is no infringement of any patent or intellectual property rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

(C) Earnest Money Deposit

- (i) INR 40,000/- (Rupees Forty Thousand only) in form of Demand Draft or Bank guarantee (valid for Six (6) months from the date of opening of tender is acceptable) favoring Indian Railway Finance Corporation Ltd., payable at Delhi
- (ii) Bids without the earnest money deposit shall be summarily rejected.
- (iii) The earnest money is liable to be forfeited if at any time after receiving tenders, it is noticed by the IRFC that the tenderer is not earnest in as much as they have withdrawn their offer or sought amendment of their terms quoted which are not acceptable to the IRFC or failed to furnish the performance guarantee as required by the IRFC or is not responding to communication of the IRFC in time for clarifications of some of the relevant terms and conditions of the quotations etc.
- (iv) The earnest money deposited will be refunded to all unsuccessful tenderers as soon as a decision is taken on the tender or soon after the expiry of the validity period whichever is earlier.
- (v) The decision of the IRFC on this issue will be final and binding on the tenderer.
- (vi) In the case of unsuccessful bidders, the Earnest Money Deposited will be refunded without any interest.

(D) Performance Security Deposit

- (i) The successful tenderer will have to make a Security Deposit of INR 2 Lac (Indian Rupees (Two Lak only) in the form of Bank Guarantee/DD of any Nationalized/Commercial Bank which should be valid for 12 months from the date of award of work order and should be drawn in favour of “Indian Railway Finance Corporation Limited” payable at Delhi.
- (ii) In case of termination of the contract for any reason the Security Deposit shall stand forfeited, either wholly or partly and the tenderer (s) shall have no claim whatsoever against the IRFC in consequence of such termination of the contract.

- (iii) In the event, the bidder gives up the work before expiry of the contract, or is unable to service the contract for whatsoever reason; the Security Deposit shall stand forfeited/invoked.
- (iv) No interest shall be payable on the Security Deposit.
- (v) The IRFC shall also be entitled to make recoveries from the tenderer's bills, Security Deposit or from any other amount due to him, against any over payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

(E) Financial bid

The financial bid should be filled in the format prescribed as per Annexure-VI

All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable" or nil. However the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.

(F) Evaluation of Bidder

I. Technical Evaluation-

Detailed technical evaluation shall be carried out by the Technical Evaluation Committee pursuant to pre-qualification criteria and other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.

The technical evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion/presentation.

II. Financial Evaluation-

The financial bid of only those bidders who have been found to be technically eligible shall be opened. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present. The IRFC shall inform the date, place and time for opening of financial bid. However, the IRFC reserves the right to reject all/any of the tenders, and the decision of the IRFC in this regard shall be final and binding.

The lowest bidder (**L1**) shall be determined on the basis of the rates quoted by the bidder for the candidates range upto 9,000/- in the Financial Bid (Annexure VII).

Note: Successful bidder has to sign a formal MoU including **Non-Disclosure Agreement** before execution of the project on the prescribed format of IRFC of Delhi.

SECTION - IV
GENERAL TERMS AND CONDITIONS OF THE CONTRACT

I. Force Majeure

The term “Force Majeure” as employed herein shall mean Act of God, floods, tempest, war, riot, fire and Acts, Rules and Regulations of respective Government of the two parties namely IRFC and the service provider, directly affecting the performance of the Contract.

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this Agreement, the relative obligation of the party affected by such Force Majeure shall, upon notification to the other party be suspended from performing the obligation for the period during which the cause lasts. Time for performance of the relative obligation suspended by Force Majeure, shall then stand extended by the period for which such clause lasted.

If deliveries are suspended by force majeure conditions lasting for more than 60 days, the purchaser (IRFC) shall have the option of cancelling the contract in whole or part, without financial consequences to or entitlement in either party resultant upon such cancellation, which will operate as a discharge of all future obligations under the contract, but without any rights or obligations arising out of any antecedent breach.

II. Arbitration and Settlement of Disputes

If any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, in connection with the construction, meaning, operation, effect, interpretation or breach of the contract which parties are unable to settle mutually, the same may first be referred to conciliation through a committee as agreed to by both parties.

If the parties are not able to resolve the dispute through the committee or do not opt for conciliation through the committee, the aggrieved party may invoke the arbitration clause as provided in the contract.

In the event of any question, dispute or difference whatsoever arising between the parties out of or in relation to the construction, interpretation, application, meaning, scope, operation, performance or effect of this tender contract or the validity or breach thereof, the matter shall be referred to the sole arbitrator agreed to by the parties. The award of the arbitrator shall be final and binding on the parties.

The arbitrator may, from time to time, with the consent of the parties, change the time for making and publishing the award. The Arbitration and Conciliation Act, 1996 and the rules made there under, as amended from time to time shall be deemed to applicable to the arbitration proceeding under this clause.

The proceedings of the arbitration shall be carried out in Delhi which shall be subject to the jurisdiction of courts in Delhi.

III. Tax Clause as per Goods and Services Tax (GST) & Duties

GOODS AND SERVICE TAX (GST)- GST as applicable shall be paid by IRFC as per prevailing law. However, if any new legislation comes into effect under GST, same shall be made applicable.

- i. Rate variation in Taxes and any new promulgated taxes after last date of the submission of price bid only on the goods and/or services applicable to invoices raised on IRFC within the contractual delivery date /period (including extension approved if any) shall be on IRFC's Account against submission of documentary evidence.
- ii. Further, in case of delay in delivery of goods and/or services, any upward rate variation in Taxes and any new promulgated taxes imposed after the contractual delivery date shall be to the Contractor's Account.
- iii. It would be the responsibility of the contractor to get the registration with the respective Tax authorities under provision of GST. Any taxes being charged by the Contractors would be claimed by issuing proper TAX Invoice in a GSTN (Goods & Services Tax Network) acceptable format indicating details elements of all taxes charged and necessary requirements as prescribed under the respective tax laws and also to mention his correct and valid GSTN number along with IRFC's GSTN number as applicable for particular supply on all invoices raised on IRFC under GST Regime.
- iv. The contractor would be liable to reimburse or make good of any loss/claim by IRFC towards tax credit rejected /disallowed by any tax authorities due to non-deposit of taxes or non-updating of the data in GSTIN network or non-filing of returns or noncompliance of tax laws by the Contractor by issuance of suitable credit note to IRFC. In case, contractor does not issues credit note to IRFC, IRFC would be constrained to recover the amount including interest payable along with Statutory levy/Tax, if any, payable on such recovery.
- v. Tax element on any Debit Note / Supplementary invoice, raised by the contractor will be reimbursed by IRFC as long as the same is within the permissible time limit as per the respective taxation laws and also permissible under the Contract terms and conditions. Contractors to ensure that such debit Notes are uploaded while filing the statutory returns as may be prescribed from time to time.
- vi. The contractor will be under obligation for quoting/charging correct rate of tax as prescribed under the respective Tax Laws. Further the Contractor shall avail and pass on benefits of all exemptions/concessions/benefits/waiver or any other benefits of similar nature or kind available under the Tax Laws. In no case, differential Tax Claims due to wrong classification of goods and/or services or understanding of law or rules or regulations or any other reasons of similar nature shall be entertained by IRFC.
- vii. In case, IRFC's Input Tax Credit (ITC) is rejected on account of wrong levy of tax i.e. payment of Integrated Tax in place of Central Tax+ State/Union Territory Tax or vice versa, the contractor is liable to make good the loss suffered by IRFC by issuance of suitable credit note to IRFC. In case, contractor does not issue credit note to IRFC, IRFC would be constrained to recover the amount including interest payable along with Statutory levy, if any, payable on such recovery.

- viii. IRFC shall reimburse GST levied as per invoice issued by the Contractor as prescribed under section 46 of the CGST Rules 2017 and respective states Act and Rules.
- ix. To enable IRFC to avail ITC, the contractor/supplier shall furnish/submit any and all certificates, documents and declarations as are required by IRFC to avail of the ITC with respect to GST reimbursed by IRFC on materials sold to IRFC
- x. The HSN Code under which the goods/service will fall should be clearly mentioned along with the Rate at the time of submission of invoice for releasing payment.
- xi. In case, IRFC is not able to take Input Tax Credit due to any noncompliance/default/negligence of the seller, the same shall be recovered from the pending bills/dues (including security deposit, BG etc.
- xii. Seller shall be responsible to indemnify IRFC for any loss, direct or implied, accrued to IRFC on account of supplier's failure to discharge his statutory liabilities like paying taxes on time, filling appropriate returns within the prescribed time etc.
- xiii. Any benefit by way of reduction in rate of tax or increase in input tax credit arising due to introduction of GST shall be passed on to IRFC through reduction in supply value by way of commensurate reduction in Bill value.
- xiv. Any deductions/penalties/compensations levied on contractors as per the terms of the contract shall attract GST and the contractor is liable to pay the same at applicable rate along with the penalty/deduction amount.
- xv. Payment of GST is subject to reflection of Party's invoice in GSTR 2A /Anx-2 (GST New Return) of IRFC.
- xvi. Vendor has to ensure to that GSTR 2A /Anx-2 (GST New Return) is filed before the due date.

IV. Terms of Payment

The payment shall be released through RTGS (in Indian Rupees) and shall be paid only after successful completion of work without any error and/or delay.

No advance payment shall be made and the successful bidder has to sign an agreement on which shall contain a clause related to liquidated damages on account of delays, errors, cost and time over runs. In case the bidder fails to execute the contract, the IRFC shall be at liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

V. Law of Land

The tenderer shall abide by and comply with all the local as well as national laws in connection with the conduct of online examination/selection process under the contract. The IRFC shall not be responsible for breach of law, if any, by the tenderer.

VI. Applicable Law and Statutory Obligations regarding the work force employed:

The workers employed by the Service Provider to perform the contract, shall be the employees of the Service Provider and the Service Provider alone shall be liable to pay the wages/salaries and all other payments as may be due to the workers and IRFC shall in no

way be liable for the same. The Service Provider shall also comply with all the provisions under the laws of the land pertaining to its workers and their employment for the purpose of performing the contract and the Service Provider shall also indemnify the IRFC for any claims whatsoever made by such workers against the IRFC in that behalf.

The IRFC shall not be responsible for death, disablement, injury, or accident to the Service Provider's employees, which may arise out of and in the course of their duties with the Service Provider. The IRFC shall not be liable to pay any damages or compensation to the Service Provider's employees. The same are to be paid by the Service Provider as per the provisions of law.

The Service Provider shall comply with all the Central, State and Municipal Laws & Rules and shall be solely responsible for the implementation of the provisions of the various Labour Laws and Rules there under and other statutory regulations, rules that are in force.

VII. Consortium

No consortium will be entertained by the IRFC. The bidder shall bear the full responsibility of the contract. Any consortium formed by the bidder at his end which was formed either to gain entry into the agreement with the IRFC or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or the termination of contract with penalty.

VIII. Penalty Clause / Liquidated Damage

If any of the stages specified which forms part of the contract is either not completed or not completed satisfactorily as per the agreed time schedule, due to reasons solely and entirely attributable to the bidder and not in any way attributable to the IRFC, a penalty @ 0.5% which may go up to a maximum of 10% of the bid value of the item delayed, as per the time frame may be imposed on the bidder and accordingly the time for the next stage may be reduced by the IRFC, to account for the delay.

If the delay adversely affects the conduct of examination, the performance security will be forfeited and appropriate legal action shall be initiated as per the terms and conditions of the contract. The IRFC may rescind this part of the contract and shall be at liberty to get it done from any other agency at the risk and cost of the Bidder. The imposition of penalty on the service provider shall be after due compliance with the principles of natural justice as required by law.

IX. Prices

The prices quoted for the items/services shall under no circumstance vary during the period of contract.

X. Termination for Default

Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 60 days to the other party, terminate the agreement in whole or in part, on account of any of the following:

- The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted, by the other party.
- The quality of the delivery of various tasks by the service provider is not up to the satisfaction of the IRFC, or
- The defaulting party fails to perform any other obligation under the contract.

In the event of the IRFC terminating the contract in whole or in part, the IRFC may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the service provider shall be liable to the IRFC for any excess costs for such similar items or services. However, the service provider shall continue with the performance of the contract to the extent not terminated. The service provider shall stop the performance of the contract from the effective date of termination and handover all the software, documents, data and equipment(s) due as per the terms and conditions of the contract to the IRFC for which payment has already been made. The service provider may withdraw items, for which payment has not been made. No consequential damages shall be payable to the service provider in the event of termination of the contract by the IRFC. In case of termination of contract, all Bank Drafts/ FDRs furnished by the service provider in its capacity as bidder in the tender process by way of Bid Security / Performance Security shall stand forfeited. In case of suspension/termination, the service provider shall be liable to pay compensation for any direct loss or additional liability, incurred due to the completion of work by another agency.

XI. Confidentiality

The service provider and its personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the IRFC's business or operations without the prior written consent of the IRFC.

XII. Local Conditions

The bidders shall inspect the cities/sites of its operation and shall satisfy itself of the cities/site conditions and the availability of required resources it shall apprise itself of the procedure for engagement of agencies and shall collect any other information that may be required before submitting the bid. Any claim and/or objection on the ground of ignorance about local conditions will not be considered after the submission of bid.

XII. Responsibilities of the Bidder

The service provider shall be responsible for the successful conduct and processing of online examination (Computer Based Online Test) as per the terms, specifications and direction of the IRFC.

XIV. Interpretation

In these Terms & Conditions:

- References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa.

- References to a particular article, paragraph, sub-paragraph or schedule shall, except where the context otherwise requires, be a reference to that article, paragraph, sub-paragraph or schedule in or to this tender.
- The headings are inserted for convenience only.
- Whenever provision is made for the giving of notice, approval or consent by any Party, unless otherwise specified such notice, approval or consent shall be in writing and the words 'notify', 'approve', and 'consent' shall be construed accordingly.

In case of any inconsistency between this tender and the Bid submitted to the IRFC, the terms of this Tender shall prevail.

TECHNICAL BID

The Tender firms/agency must meet the following eligibility criterion and the evaluation shall be done keeping in view the following parameters.

S. No.	Parameters	To be filled by the Tenderer (Give details with proof)
1.	Name and Address of Bidder	
2.	Registration (Legal Status) e) Public Ltd./Govt. /PSU: f) Pvt. Ltd: g) Private Society/Trust: h) Partnership: e) Sole Proprietorship/Single Person Co.:	
3.	Telephone Number/Fax/E-mail address	
4.	<p>Details of similar completed works during last three years</p> <p>The bidder should have expertise in conducting Online Examinations for Government Departments / Autonomous Bodies / CPSEs/Reputed Organizations and should have adequate experience in conducting such Examination.</p> <p>(a) The bidder should have successfully executed Computer Based Online Exams having 10,000 or more candidates in single / multiple shifts for Government Departments / CPSEs / Autonomous Bodies under Central or State Government/ Reputed Organizations.</p> <p>(b) The bidder should have cumulatively conducted Computer Based Online Exams for at least 1 lac candidates for Government Departments / CPSEs / Autonomous Bodies under Central or State Government Departments/ Reputed Organizations in the last 03 financial years. (2017-18, 2018-19 & 2019-20)</p> <p>The bidder should have developed or have developed the software through third party for</p>	(Annexure IV)

	Computer Based Online Examination. Photocopies of work orders and satisfactory performance report from the user department need to be attached; otherwise bids will be treated invalid.	
5.	(i) Not Black listed Company (The Bidder should not have been blacklisted by any Government Department or its attached offices/autonomous bodies or PSUs on the day of Bidding) (ii) Undertaking of 'solution – service provider' employee(s)/staff not participating in the recruitment process	(Annexure II A & B)
6.	Average Annual Turnover of the company in the last Three financial years (2017-18, 2018-19 & (2019-20-Provisional/Audited)) (Minimum 50 lacs. Turnover should be of the bidding agency and not that of group to which the agency belong. The turnover refers to a company not the composite turnover of its subsidiaries/sister concern. Moreover, bidder should be a profitable firm/company during last Three years. Documentary proof i.e. certified copies of companies' balance sheet and profit and loss accounts need to be submitted with the Bid.)	(Annexure III)
7.	Names and titles of Directors & Officers with Designation to be concerned with this work with designation of individuals authorized to act for the organization.	
8.	Were you or your company/ organization ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reason for not completing the work. (If there is no information, Nil may be mentioned)	
9.	Details of work under execution or awarded (List of works/projects under execution or awarded to be given in the Annexure of this Tender)	(Annexure V)
10.	List of examination centers in pre identified cities where the Bidder has conducted similar tests with validated nodes/ computers, requisite hardware/ software, appropriate technology, unbridled connectivity, trained proctoring staff etc. with minimum capacity of each center as	

	150 or more students per shifts. (List of examination centers where bidders has conducted similar test with all the IT infrastructure)	
11.	Earnest Money Deposit (INR 40,000/- (Rupees Forty Thousand only) in form of Demand Draft or Bank guarantee (valid for Six (6) months from the date of opening of tender is acceptable) favouring Indian Railway Finance Corporation Ltd., payable at Delhi)	(Bank guarantee) as per annexure VI
12.	Compliance with ISO 9001:2015 & ISO 27001:2013 (Desirable)	
13.	Any other information considered necessary but not included above. (The Bidder may submit any other information considered necessary but not included above. If no information is given Nil may be mentioned).	
14.	Area of Specialization and Interest	
15.	If at any stage before or after the award of contract, it comes to the notice of IRFC, New Delhi that company has concealed or manipulated/fabricated any information to mislead the IRFC, New Delhi claim of such companies whatsoever, will be summarily rejected and any money deposited in the form of EMD, performance security etc. will be forfeited and such firm/agency shall also be blacklisted for future examination. (For information)	

**Undertaking Regarding Blacklisting
Status of the bidder**

I/We, M/s(Sole Applicant /
Lead Member
/Member /affiliate) , (the names and addresses of the registered officer) hereby certify
and confirm that we or any of our promoter(s) / director(s) are not barred / blacklisted
by Central Government / State Government /PSU /Supreme Court/ High Court of any
State / District Court of any State from participating in Project/s, either
individually or as member of Consortium as on the
..... (Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project
would be liable for rejection in case any material misrepresentation is made or
discovered at any stage of the Bidding Processor thereafter during the agreement
period and the amount paid (including bank guarantee) shall stand forfeited without
any further intimation.

Dated thisDay of.....2020

Name of the Applicant

.....
.....

Signature of the

Authorized Person

.....
..... Name of the

Authorized Person

(OFFICE SEAL).....

Undertaking Regarding Employees of the bidder

I/We, M/s(Sole Applicant / Lead Member / Member/ affiliate), (the names and addresses of the registered officer) hereby certify and confirm that none of our employees/staff will participate in the recruitment process under reference as an applicant for any of the categories of post so advertised/to be advertised by the IRFC for recruitment.

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Processor thereafter during the agreement period and the amount paid (including bank guarantee) shall stand forfeited without any further intimation.

Dated thisDay of.....2020

Name of the Applicant

.....
.....

Signature of the Authorized Person

.....

..... Name of the Authorized Person

(OFFICE SEAL).....

**FINANCIAL INFORMATION OF
THE BIDDER**

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

S. No.	Details	FINANCIAL YEARS		
		(1) 2017-18	(2) 2018-19	(3) 2019-20 (provisional/ Audited)
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Financial Position : a) Cash b) Current Assets c) Current Liabilities d) Working Capital(b-c) e) Current Ratio: Current Assets/Current Liabilities (b/c)			

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

Note: Attach additional sheets, if necessary.

(Signature of the Bidder with Seal)

ANNEXURE – IV

DETAILS OF SIMILAR WORKS EXECUTED DURING LAST THREE YEARS

Sl. No.	Name of work/Project & Location	Owner or sponsoring organization	Cost of work (in Rs. crores)	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/Arbitration pending in progress if any with details	Name, Designation and address /telephone number of officer to whom reference may be made	No. of candidates in one shift	No. of Examination centre for one shift
1	2	3	4	5	6	7	8	9	10	11

(Signature of the Bidder with Seal)

WORKS/PROJECT UNDER EXECUTION OR AWARDED

Sl. No.	Name of work/Project & Location	Owner or sponsoring organization	Cost of work (in Rs. crores)	Date of commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Show progress if any, and reasons thereof	Name, Designation and address/telephone number of officer to whom reference may be made	Remarks (if any)
1	2	3	4	5	6	7	8	9	10

(Signature of the Bidder with Seal)

**BID SECURITY FORM
BANK GUARANTEE**

PROFORMA FOR BANK GUARANTEE FOR BID GUARANTEE
(To be stamped in accordance with Stamp Act)

M/s Indian Railway Finance Corporation
UG-Floor, East Tower,
NBCC Place, Bhisham Pitamah Marg,
Pragati Vihar, Lodhi Road,
New Delhi- 110 003

Dear Sir,

In accordance with your Tender Specification

No. _____ M/s _____ having its
Registered / Head Office at _____
(hereinafter called the "Bidder") wish to participate in the said bid for
_____ valid for _____

months from the date of bid opening is required to be submitted by the Bidder as a condition
precedent for participation in the said bid which amount is liable to be forfeited on the happening
of any contingencies mentioned in the Bid Documents.

We, the _____ Bank at _____ having our Head
Office at _____ Guarantee and undertake to pay immediately
on demand by Indian Railway Finance Corporation Limited (IRFC), the amount

_____ (in figures & words)

without any reservation, protest, demur and recourse. Any such demand made by said
Corporation shall be conclusive and binding on us irrespective of any dispute or difference raised
by the Bidder.

This guarantee shall be irrevocable and shall remain valid upto _____ if
any further extension of this guarantee is required the same shall be extended to such required
period (not exceeding one year) on receiving instructions from M/s _____ on
whose behalf the guarantee is issued.

In witness whereof the Bank, through its authorized officer has set its hand stamped on this
_____ day of _____ 20_____ at
_____.

Signature & Stamp of Bank

FINANCIAL BID**Table-I . For all Posts to be advertised:****(In Indian Rupees)**

Activity	No. of expected applications	Rate per candidate in INR	Rate of GST in percentage	GST in INR	Total in INR
Conduct of Computer Based Test (CBT)	Minimum 9000 applications received through online				
Conduct and evaluation of Typing and stenography test	Upto 100				
Conduct and evaluation of Hindi Translation Paper	Upto 50				

Note:

1. The number of candidates shall be calculated for all the posts as per advertisement and shall include cost for all the activities and procedures.
2. The candidates who have applied for Hindi Translator and Private Secretary after qualifying the CBT has to undergo for a skill test in shorthand and typing and translation. The first 50 candidates on merit to such posts shall be called for the skill test.
3. The rate shall be inclusive of all costs as well as GST paid or payable.
4. The rates must be quoted in Indian Rupees Only(INR)
5. The payment will be made on the basis of actual application in the concerned slab and table.
6. The element of taxes would be suitably adjusted while processing payment depending on existing rates applicable.
7. L1 shall be determined on the basis of the rates quoted by the bidder in Table-1 for the minimum number of 9000 candidates. In case applications are received beyond 9000, the charges quoted per candidate shall be payable.
8. All prices/rates should be clearly written both in figures and words. Failure to do so will make the bid liable for rejection. Bidder should ensure that there are no alteration/corrections in the prices/rates submitted by them.
9. In case of a discrepancy between the price/rates in figures and words, the price/rates quoted in words will be considered as correct.

Date:

(Signature of the bidder with Seal)

PROFORMA BANK GUARANTEE FOR CONTRACT PERFORMANCE
 (To Be Stamped In Accordance With Stamp Act)
 (Reference Clause of Contract)

(The non-judicial stamp paper should be in the name of issuing bank)

Ref. No Bank Guarantee No
 Date.....

To,
 Indian Railway Finance Corporation Ltd.
 UG- Floor, East Tower, NBCC Place,
 Bhisham Pitamah Marg,
 Pragati Vihar, Lodhi Road,
 New Delhi — 110003

Dear Sirs,

In consideration of the Indian Railway Finance Corporation Ltd. (hereinafter referred to as the 'Owner' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s..... with its Registered/Head Office at.....(hereinafter referred to as the Agency / Firm which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) a Contract by issue of Owner's Letter of Award No..... dated.....and the same having been unequivocally accepted by the Agency / Firm resulting into a contract valued at..... for.....(Scope of Contract) and the Agency / Firm having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire contract, equivalent to..... % (Per cent) of the said value of the contract including GST to the Owner. We..... (name and address), having its Head Office at.....(hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Owner, on demand any and all monies payable by the Agency / Firm to the extent ofas aforesaid at any time up to.....(Days/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the Agency / Firm.

Any such demand made by the Owner on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and Agency / Firm or any dispute pending before any court, tribunal or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the guarantee herein contained shall continue to be enforceable till the Owner discharges this guarantee.

The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance of the contract by the Agency / Firm. The Owner shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any Powers vested in them or of any right which they might have against the Agency / Firm, and to exercise the same at any time in any manner, and either to enforce

or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the Agency / Firm or any other course of or remedy or security available to the Owner. The Bank shall not be released of its obligations under these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other acts of omission or commission on the part of the Owner or any other indulgence shown by the Owner or by any other matters or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Agency / Firm and notwithstanding any security or other guarantee that the Owner may have in relation to the Agency / Firm's liabilities.

Notwithstanding anything contained herein above our liability under this guarantee is restricted to.....and it shall remain in force up to and including.....and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s.....whose behalf this guarantee has been given.

Dated thisDay of (Year)at

.....
Witness
1

.....
(Authorized Signatories of the Bank)

.....
(Signature).....
(Name).....

.....
(Signature).....
(Name).....

(Official address).....
.....

(Designation with Bank Stamp)
Attorney as per Power No.....
Power of Attorney
No.....Date.....

2.
(Signature).....
(Name).....
(Official address).....

- Note: 1. This sum shall be ten percent (10%) of the total lump-sum Contract Price_
- 2. The date shall be 90 days after the end of one year .
- 3. The stamp paper of appropriate value shall be in the name of Bank issuing the guarantee.