



The Fertilisers And Chemicals Travancore Limited

HR Department, FEDO Building, Udyogamandal
683501, Kochi.

Phone: 0484 2568824;2545810

Website : www.fact.co.in

Tender Document for engaging Service Provider for providing 'End to End Solution for Online Test Process for Recruitment of Management Trainees , Officers , Technicians , Assistants, Fitters, Stenographers , Male Nurse etc.

Tender Number: - FACT RFQ/DGM-HR-ONLINE TEST/2018 dated 6.1.2018



The Fertilisers And Chemicals Travancore Ltd., Udyogamandal-683501, Kochi, Kerala

Request For Quotation
Section 1

Sub: Request For Quotation_ for the job of providing End to End Solution for the Test Process for Recruitment of Management Trainees , Officers , Technicians , Assistants, Fitters, Stenographers, Male Nurse etc.

RFQ reference number : **FACT RFQ/DGM-HR-ONLINE TEST/2018 dated 6.1.2018**

The Fertilisers And Chemicals Travancore Limited (FACT) invites sealed quotation in two-part bid system for providing End to End Solution for the Test Process for Recruitment of Management Trainees , Officers , Technicians , Assistants, Fitters, Stenographers , Male Nurse etc., from experienced Service Providers meeting the Pre-qualification Criteria prescribed in this tender document.

Earnest Money Deposit (EMD)	: Rs.1,00,000/- (Rupees One lakh only)
Due date and time for submission of bid	: upto 29.1.2018 3.00 PM
Date and time for opening of Prequalification-cum- Technical and un-priced Commercial bid (Part A bid)	: 29.1.2018 3.30 PM
Address for submission of bids:	Deputy Officer(Administration), Central Bid Registration Cell PD Admisistartion Building, The Fertilisers And Chemicals Travancore Ltd. Udyogamandal, Kochi,Kerala.683501.
Venue for Opening of Prequalification-cum- Technical and un-priced Commercial bid (Part A bid)	PD Administartion Building, The Fertilisers And Chemicals Travancore Ltd. Udyogamandal Kochi,Kerala 683501.

The Part A bids will be opened by FACT in the presence of bidders' authorized representatives, who choose to be present.

Instructions regarding submission/opening of Part A and Part B bids are given in "Instructions to Bidders and Terms' under Section 3 of this RFQ.

Bids complete in all respects, sealed and superscribed as prescribed should reach the Deputy

Officer(Administration), PD Administration Building, The Fertilisers And Chemicals Travancore Ltd., Udyogamandal-683501, Kochi on or before the due date & time specified above.

Bids received after the due date and time are liable to be rejected. Bids should be valid for One hundred and twenty days from the bid opening date. FACT reserves the right to extend without giving any reason the last date for submission and such extension will be duly notified in the FACT website.

Bids received in sealed covers only will be considered. Bids received through Fax,E-mail etc.will not be considered.

The Bidder shall bear all the costs associated with the preparation and submission of the Bid and FACT will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding Process.

FACT reserves the right to accept or reject any or all the bids received at its absolute discretion without assigning any reason whatsoever and without any obligations. FACT reserves the right to cancel this RFQ at its absolute discretion without assigning any reason whatsoever and without any obligations.

Any further notifications,corrigenda,addenda etc. shall be hosted only on FACT 's official web site www.fact.co.in , Central Public Procurement website or Government (nic) website and **shall not be advertised in the newspapers**. Bidders in their own interest are advised to refer to FACT web site regularly.

The enclosures listed below forms part of this RFQ.

Yours faithfully,

For THE FERTILISERS AND CHEMICALS TRAVANCORE LTD
Deputy General Manager(HR)

List of Enclosures:

1. Section 2:Definitions and Interpretations
2. Section 3: Instructions to Bidders and Terms
3. Section 4: Prequalification Criteria
4. Section 5: Scope of Work
5. Section 6: Price Bid Format
6. Annexure A:Format for Information on Bidder`s Organisation
7. Annexure B:Format for Bidder`s declaration
8. Annexure C:Bidder`s Technical Information Sheet
9. Annexure D:Bid Abstract Sheet
10. Annexure E:Exceptions and Deviations Sheet
11. Annexure F:Bank Guarantee Format for Security Deposit
12. Annexure G:Format for bidder`s bank details for electronic payment
13. Annexure H:Standard Terms and Conditions
14. Annexure I :Format for Undertaking by Bidder



SECTION-2

DEFINITIONS AND INTERPRETATIONS

In this Document, as hereunder defined, the following terms and expressions shall have the meaning hereby assigned to them except where the context otherwise requires:

- 1.1 **“FACT” and “Company”** shall mean The Fertilisers And Chemicals Travancore Limited, having its registered Office at Udyogamandal-683501, Kerala.
- 1.2 **SERVICE PROVIDER** shall mean the successful bidder who is awarded the contract for execution of the work/service, against their bid in response to the Request For Quotation issued by FACT.
- 1.3 **FACT 'S REPRESENTATIVE** means the person appointed or authorized by FACT in connection with execution of the contract.
- 1.4 **SERVICE PROVIDER’S REPRESENTATIVE** means the person appointed by Service Provider for execution of the Contract.
- 1.5 **CONTRACT** shall mean Letter of Intent and the Work Order issued by FACT to the Service Provider and all attached documents , Annexures and documents referred therein and all terms and conditions thereof together with any subsequent modifications thereto issued by FACT.
- 1.6 **CONTRACT PRICE** shall mean the price as per the Letter of Intent / Work Order which is inclusive of all taxes and duties but exclusive of Goods and Service tax.
- 1.7 **SERVICES** mean the duties to be performed and the work/services to be rendered by Service Provider according to the terms and conditions of the Contract.
- 1.8 **REQUEST FOR QUOTATION or RFQ** shall mean and include the present document entitled REQUEST FOR QUOTATION with all its enclosures, for the work/service as described in the scope of work , and such other supplements , corrigenda and addenda which may be issued in connection with the present Request For Quotation(RFQ).
- 1.9 **QUOTATION or TENDER or BID** shall mean the offer received from a bidder for the execution of the work/services in response to the Request For Quotation(RFQ) and includes all enclosures thereto.
- 1.10 **TENDERER or BIDDER** shall mean the firm or corporation submitting a TENDER/BID against the REQUEST FOR QUOTATION and shall include his legal representatives.



SECTION-3

FACT RFQ/DGM-HR-ONLINE TEST/2018 dated 6.1.2018

INSTRUCTIONS TO BIDDERS and TERMS

a) Cost of bidding

The bidder shall bear all costs associated with the preparation and submission of the bid, and FACT, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

b) Request For Quotation (RFQ)

The bidder is expected to examine all enclosures, instructions, forms, terms and specifications in the Request For Quotation (RFQ). Submission of bid implies that (a) all the requirements, terms and conditions of FACT as per this RFQ have been carefully read and understood by the bidder and (b) all the clarifications required are obtained by the bidder from FACT. The Request For Quotation (RFQ) together with all the enclosures thereto, shall be considered to be read, understood and accepted by the bidders. Failure to furnish all information required as per the RFQ or submission of a bid not substantially responsive to the RFQ in every respect will be at bidder's risk and may result in the rejection of the bid. Please note that Bidder must submit the Bid Abstract Sheet as per **Annexure D**, duly filled in, as part of Part A bid.

c) Amendment of RFQ

- i) At any time prior to the bid due date, FACT may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFQ.
- ii) The amendment will be hosted on FACT website, Central Procurement Website and Government (nic) website and will be binding on the bidders. In their own interest, bidders are advised to refer to FACT web-site www.fact.co.in regularly.
- iii) In order to afford reasonable time to prospective bidders to take the amendment into account in preparing their bids, FACT may, at its discretion, extend the bid due date.

d) Language of bid

The bid prepared by the bidder and all correspondence/drawings and documents relating to the bid exchanged by bidder and FACT shall be written in English language.

e) Documents comprising the bids

The details submitted, shall include but not be limited (please refer item m below) to the following:

- i) Bidder's Organisation Profile as per **Annexure A**, with documents to substantiate.
- ii) Details of the work-experience and other documents to prove that the bidder meets pre-qualification criteria prescribed vide Section 4 of this RFQ.
- iii) Details of Bidder's infrastructure in India.
- iv) Details on how the bidder proposes to execute the work within the timeframe specified in the RFQ, manpower and other resources proposed to be deployed etc.
- v) Declaration as per format in **Annexure- B**, that Bidder is not under liquidation / bankruptcy /Blacklisting/Enquiry holiday.
- vi) Technical Information Sheet as per **Annexure C** duly filled, with documents(whenever applicable) to substantiate.
- vii) Bid Abstract Sheet as per **Annexure-D** duly filled.
- viii) Exceptions and Deviations Sheet as per **Annexure E**. In case of no exceptions / deviations "Nil" statement shall be filled.
- ix) Bank details for electronic payment as per **Annexure G**
- x) Undertaking as per Format **Annexure-I** on Rs. 200/-stamp paper.
- xi) Stamped and signed copy of Sections 1 to 6 of RFQ and Annexures F and H, along with its addenda/corrigenda, if any, as token of acceptance of the terms, conditions and other contents therein.
- xii) Any other document as may be required to substantiate the suitability of Bidder for the job.
- xiii) Any other information/details required as per the RFQ.

f) Bid price

- i) The bidder shall quote the price strictly as per the "Price Bid Format" given in Section 6 of the RFQ.
- ii) Prices quoted should be all-inclusive for executing the work as per the RFQ, except statutory GST. Applicable rate of GST must be indicated separately.
- iii) All costs for any other item / services, which are considered necessary for executing the job like all taxes, duties, levies, license fees, payments to any third party, all costs towards carrying out any surveys, travel to site, site visits by its personnel, incidental expenses etc. required to fulfill the Scope of Work specified in the RFQ are deemed to have been included in the lump-sum price.
- iv) Conditional discount, if offered, shall not be considered for evaluation.

g) Fixed price

- i) Prices quoted by the bidder shall be firm and fixed during the performance of the contract, for different recruitment cycles for a period of one year from date of Work Order . One recruitment cycle means recruitments against one

recruitment advertisement. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

- ii) Bidder shall be solely responsible for ascertaining all types of taxes and duties applicable for providing the services as mentioned in the scope of work. FACT shall deduct Indian income tax applicable from the payments due to the bidder under the contract and issue the certificate towards the tax deducted at source.

h) Bid currencies

Bidders shall submit the bid only in Indian Rupees.

i) Period of Validity of bids

- i) Bids shall be kept valid for 120 DAYS from the date of opening of Part A bid.
- ii) The bidder shall not be entitled during the said period of 120 DAYS, to revoke or cancel its Bid.
- iii) FACT may solicit the bidder's consent to an extension of the period of bid validity. The request and the responses shall be made in writing/ by e-mail.
- iv) If the bidder withdraws / revises/ revokes or shows unwillingness to conform with his offer, the Earnest Money Deposit (EMD) remitted by the bidder against the RFQ shall be forfeited by FACT, without prejudice to FACT's other rights to claim damages.
- v) If contract is awarded, the work order rates shall be valid for the entire period of contract inclusive of extension / extensions.

j) Format and signing of bid

- i) The bidder shall prepare the bid in original, clearly marking "Original Bid".
- ii) The bid shall be typed or written in indelible ink and shall be signed by the bidder or a person duly authorized to bind the bidder to the Contract. The name and position held by each person signing, must be typed or printed below the signature. All pages of the bid shall be signed by the authorized person or persons signing the bid.
- iii) The complete bid shall be without alterations, inter-lineations, over-writing or erasures.
- iv) Corrections, if any, shall be signed by the person signing the bid.

k) Preparation and submission of bids

- i) Bidder can download the RFQ from FACT website, central public procurement website or Government (nic) website. All documents as specified in the RFQ shall be submitted duly signed and stamped along with the bid.
- ii) Addenda/Corrigenda to this RFQ, if issued, must be signed and submitted along with the bid.
- iii) Bidders are advised to submit bids strictly based on the terms & conditions and specifications contained in the RFQ. Exceptions/Deviations, if any, should be clearly indicated in the format given as Annexure E to this RFQ.
- iv) Each bidder shall submit only one bid. A bidder who submits more than one bid will be rejected. Alternative bids will not be accepted.
- v) RFQ documents are not transferable.

l) Earnest Money Deposit(EMD)

Earnest Money Deposit shall be in favour of FACT . It must be given in the form of a demand draft issued by a Nationalised/Scheduled Bank acceptable to FACT, drawn in favour of “The Fertilisers And Chemicals Travancore Limited” and payable at Udyogamandal/Ernakulam. Alternately, EMD may be remitted through NEFT/RTGS to our Account No 57017844467 with State Bank of India, Udyogamandal Br. IFSC SBIN0070158. Nature of A/c : CASH CREDIT

Bids without EMD are liable to be rejected. No interest shall be paid on the EMD. EMD of the unsuccessful bidders will be refunded after the contract is finalized.

EMD of the successful bidder shall be returned on submission of Security Deposit as prescribed. EMD amount may be adjusted towards security deposit required on award of the contract, if so desired by the Service Provider.

The Earnest Money Deposit shall be forfeited by FACT in the following events:

- i) If the Bid is withdrawn during the validity period or any extension thereof duly agreed by the Bidder.
- ii) If Bid is varied or modified in a manner not acceptable to FACT during the validity period or any extension of the validity duly agreed by the Bidder.
- iii) If the bidder shows unwillingness to conform with his offer in any manner not acceptable to FACT.

m) Part A and Part B Bids - Sealing and marking

The bid shall be submitted in two parts - Part- A Bid (Pre-qualification cum Technical and Unpriced Commercial bid) and Part- B Bid (Price Bid), each in separate sealed covers, which are put in a third sealed cover as detailed below.

Part A bid shall contain the following documents:

- i) Earnest Money Deposit (EMD) Rs.1,00,000/- (Rupees One lakh only) in the form of a Demand Draft drawn in favour of The Fertilisers And Chemicals

Travancore Ltd., payable at Udyogamandal / Ernakulam (OR) NEFT/RTGS receipt with UTR number, with the firm`s full name and reference number of RFQ written on the reverse, if EMD is paid through NEFT/RTGS.

- ii) **Un-priced** copy of Price Bid Format as per Section - 6 of this RFQ. Please indicate "QUOTED AS PER THIS FORMAT" in the rate column and sign. **Do not enter rate in this format in Part A bid. Rate in the format shall be entered only in Part B bid.**
- iii) Bidder`s Organisation Profile as per **Annexure A**, with documents to substantiate.
- iv) Details of the work-experience and other documents to prove that the bidder meets pre-qualification criteria prescribed vide Section 4 of this RFQ.
- v) Details of Bidder`s infrastructure in India.
- vi) Details on how the bidder proposes to execute the work within the timeframe specified in the RFQ, manpower and other resources proposed to be deployed etc.
- vii) Declaration as per format in **Annexure- B**, that Bidder is not under liquidation / bankruptcy /Blacklisting/Enquiry holiday.
- viii) Technical Information Sheet as per **Annexure C** duly filled, with documents(whenever applicable) to substantiate.
- ix) Bid Abstract Sheet as per **Annexure-D** duly filled.
- x) Exceptions and Deviations Sheet as per **Annexure E**. In case of no exceptions / deviations "Nil" statement shall be filled.
- xi) Bank details for electronic payment as per **Annexure G**
- xii) Undertaking as per Format **Annexure-I** on Rs. 200/-stamp paper.
- xiii) Stamped and signed copy of Sections 1 to 6 of RFQ and Annexures F and H, along with its addenda/corrigenda, if any, as token of acceptance of the terms, conditions and other contents therein.
- xiv) Any other document as may be required to substantiate the suitability of Bidder for the job.
- xv) Any other information/details required as per the RFQ.

Part A Bid, consisting of all documents as mentioned above, duly filled wherever required, signed and seal affixed on all pages, along with EMD, shall be enclosed and sealed in an envelope superscribed with "PART-A bid RFQ No. FACT RFQ/DGM-HR-ONLINE TEST/2018 dated 6.1.2018 due on 29.1.2018" and name and address of the bidder.

Part B bid shall contain the PRICE BID in the format given in Section 6 of this RFQ, duly filled in with rates and signed and affixed with seal. No other document shall be attached with Part-B

bid. No other conditions shall be added therein by the bidder. Tenders not in conformity with the above are liable to be rejected.

Part B bid shall be enclosed and sealed in another envelope, super-scribing "PART-B PRICE BID- RFQ No. FACT RFQ/DGM-HR-ONLINE TEST/2018 dated 6.1.2018 due on 29.1.2018.DO NOT OPEN WITH PART A BID" and name and address of the bidder.

The above two - Part A bid and Part B bid in separate sealed covers - shall be enclosed in a third larger cover super-scribing "Two-part bid RFQ No. FACT RFQ/DGM-HR-ONLINE TEST/2018 dated 6.1.2018 due on 29.1.2018" and name and address of the bidder. The cover shall be addressed to:

The Deputy Officer (Administration),
Central Bid Registration Cell (CBRC)
PD Administration Building,
FACT Ltd., Udyogamandal – 683 501

Name of the bidder and address shall be clearly indicated on all three covers.

The bid document as above shall reach the office of the addressee as above, not later than 3.00 PM on the due date. The Deputy Officer (Administration), FACT-PD is authorised to receive the bids.

FACT will not be responsible for loss/non-receipt or delayed receipt of Bid sent by post/courier.

n) Due date for bid submission

- i) Bids must be received at the address specified in the Request For Quotation (RFQ) not later than the date and time specified.
- ii) FACT may, at its discretion, extend the bid due date. Such notifications shall be hosted only on FACT 's official web site www.fact.co.in central public procurement website or Government (nic) website and shall not be advertised in the newspapers. Bidders in their own interest are advised to refer to FACT web site regularly. In such case all rights and obligations of FACT and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

o) Delayed bids, Late Bids

- i) Delayed/late bids are liable to be rejected. FACT reserves the right to extend without giving any reason the last date for submission and such extension will be duly intimated.
- ii) Bids received in sealed covers only will be considered. Fax/E-mail bids are liable to be rejected.

p) Opening of bids

Part A - Prequalification-cum-Technical and un-priced commercial bids will be opened by FACT at the Administrative Office, FACT PD Administration Building, FACT Ltd, Udyogamandal-683501 in the presence of bidder's representatives, who choose to remain present, on the date and time as mentioned in the RFQ. The bidder's representatives, who are present, shall sign a register evidencing their attendance. Part -B -Price bids of only bidders whose Part-A bids are found acceptable on

evaluation will be opened on a subsequent date. The Price bid opening date, time and place will be intimated to the bidders concerned.

q) Evaluation of bids

- i) FACT will examine the bids to determine whether they are complete and whether the bids are generally in order. The bidder should meet the pre-qualification criteria.
- ii) FACT may, at its discretion, ask the bidders for a clarification of its bid. The request for such clarification and the response shall be in writing/ by e- mail.
- iii) All responses to request for clarifications shall be in writing/ by e-mail.
- iv) Bids which are incomplete and which are not in line with the terms and conditions of tender documents are liable to be rejected.
- v) Conditional Bids and bids with counter-conditions are liable to be rejected.
- vi) FACT reserves the right to accept bids with deviations from RFQ terms, with suitable loadings for deviations.

r) Opening of priced bids

Bidders who are meeting the pre-qualification criteria and whose technical and un-priced commercial bids are acceptable shall be informed about the Price bid opening date, time & Venue and the Price bids shall be opened in presence of those bidders who choose to remain present.

s) Discrepancy in the priced bid

- i) If there is any discrepancy in the price bid like if the price bid is not as per the format given in the tender document, then such bids are liable to be rejected.
- ii) Conditional discounts will not be considered for price evaluation. However, FACT reserves the right to avail of such discount if offered, if such condition prevails.
- iii) Prices shall be written both in words and figures. In the event of difference, the price in words shall be valid and binding.

t) Award criteria

- i) FACT will award the contract to the pre-qualified successful Bidder whose Bid is in line with terms and conditions of the tender /acceptable to FACT and determined to be the lowest on the basis of evaluated price with loadings if any.
- ii) Evaluation of L1 will be based on rate quoted in the Price Bid Format (Section 6)
- iii) In case more than one bidder becomes L1 based on the evaluation, the contract will be finalised based on revised lower rates which will be obtained from the L1 bidders. However, bidders will not be allowed to increase any of the rates originally quoted by them, while submitting the revised bid as above.

u) Right to accept any bid and to reject any or all bids

FACT reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or; any obligations to inform the affected bidder or bidders of the ground for FACT 's action.

v) Notification of award

FACT will notify the successful bidder by issuing Letter Of Intent (LOI). Work Order will be issued subsequently. Completion Period shall be counted from the date of LOI.

w) Acceptance of order

LOI and Work Order shall be returned by the Service Provider, duly stamped and signed as a token of acceptance, within 10 days of issue of LOI and Work Order.

x) Income tax liability

The bidder will have to bear income tax liability, both Corporate as well as for their personnel, pursuant to award of contract against this tender.

y) Submission of forged documents

i) Bidder is required to furnish the complete and correct information / documents required for evaluation of their bids. If the information / documents forming basis of evaluation is found to be false / forged, the same shall be considered adequate ground for rejection of the Bids, forfeiture of Earnest Money Deposit.

ii) Incase, the information / document furnished by the vendor/contractor forming basis of evaluation of his bid is found to be false /forged after the award of the contract, FACT shall have full right to terminate the contract and get the remaining job executed at the risk & cost of such vendor/contractor without any prejudice to other rights available to FACT under the contract such as forfeiture of Security Deposit, withholding of payment etc.

iii) In case this issue of submission of false document comes to the notice after execution of work, FACT shall have full right to forfeit any amount due to the vendor/contractor along with forfeiture of Security Deposit furnished by the vendor/contractor.

iv) Further, such bidder/vendor/contractor shall be put on Blacklist/Holiday List of FACT debarring them from future business with FACT .

z) Performance of duties and services by Service Provider

i) Service Provider shall perform its Services in full accordance with the terms and conditions of the Contract and any applicable local laws and regulations and shall exercise all reasonable professional skill, care and diligence in the discharge of said Project work.

ii) Service Provider shall in all professional matters act as a faithful advisor to FACT , and will provide all the expert commercial/technical advice and skills

which are normally required for the class of Services for which it is engaged.

- iii) Service Provider, its staff, employees shall carry out all its responsibilities in accordance with the best professional standards.
- iv) The Service Provider has to provide project handholding on need base and on dates advised by FACT .
- v) Service Provider will maintain for the performance of the Contract, personnel as determined to be responsible for carrying out this job and such persons shall not be replaced or substituted without approval of FACT.

aa) Service Provider's representative

- i) Service Provider shall nominate the Representative whose CV is submitted against pre- qualification criteria who will be responsible for executing this contract and shall be the contact person between FACT and Service Provider for the performance of the Contract till successful completion. This nomination shall be done within five (5) days after the coming into force of the Contract. In extreme case, Service Provider's Representative can be replaced with FACT 's consent after getting approved his CV from FACT .
- ii) FACT shall be at liberty to object to any nomination and can advise Service Provider to remove their representative in case of violation of terms and conditions of NIT / Contract. Service Provider shall replace immediately such person by competent substitute at no extra cost to FACT .
- iii) Service Provider's Representative shall be entitled through a written delegation of authority to act on behalf of Service Provider with respect to any decisions to be made under the Contract.

bb) Payment and Completion Terms

- i) FACT shall pay for the services rendered as per stipulation in the RFQ through E-Banking only. All Bank charges of Service Provider's Bankers shall be to the Service Provider's account.
- ii) Service Provider will invoice FACT according to the terms and conditions provided in the RFQ. Payment shall be released within 30-days of receipt of invoice subject to satisfactory completion of the defined mile-stone.
- iii) Payment terms:

The payment will be made in two components

- a) 50 % after satisfactory completion of the Online test of each recruitment cycle.
- b) Balance 50% after final selection process of each recruitment cycle i.e., GDs / interviews, offers of appointment, and handing over all relevant documents to FACT, subject to the Service Provider having rendered the support to the satisfaction of FACT.

cc) Priority of works

FACT reserves the right to fix up priorities which will be conveyed by FACT and the Service Provider shall plan and execute work accordingly.

dd) Firm price

The prices quoted by the Service Provider should be firm and not subject to any price escalation. The rate shall be applicable for each recruitment cycle, confirmed during a period of 1 year from issue of Work Order. One recruitment cycle means recruitment against a single advertisement for recruitment.

ee) Insurance of the Service Provider's personnel:

Insurance of the Service Provider's personnel shall be the responsibility of the Service Provider.

ff) Compliance with Statutory laws

The Service Provider shall ensure due compliance with all applicable and governing industrial laws, rules and regulations and bylaws both of the Central and State Governments and all other local authorities and shall keep the Owner harmless and indemnified in respect thereof.

The Service Provider shall abide by all safety regulations, as required statutorily and also as per procedures and instructions from FACT issued from time to time for safe work at the Site.

gg) Security Deposit

The Service Provider shall remit 5% of the contract value as interest free security deposit immediately and not later than 15 days of award of Letter of Intent or Work Order whichever is earlier.

Alternately, an unconditional, irrevocable Bank Guarantee from a Nationalised/ Scheduled Bank acceptable to FACT may be furnished in the format prescribed by FACT as per Annexure F for equivalent amount within 15 days of award of Letter Of Intent or Work Order, whichever is earlier. The Bank Guarantee shall be valid till the expiry of the contract with a claim period of six months thereafter.

In case of extension of completion period, Service Provider shall be required to extend the Bank Guarantee against security deposit for period of 6 months as per contractual requirements.

All expenses incurred in obtaining of such guarantee shall be borne by the Service Provider.

The EMD remitted by the Contractor can be adjusted towards security deposit, if so desired by him. EMD shall be returned only on remittance of requisite Security Deposit.

The violation of any of the terms and conditions of Contract by the Service Provider shall be

liable to forfeiture of the Security Deposit and disqualification from further work with FACT without prejudice to FACT's right to avail other remedies.

The security deposit shall be released after the work as per the contract is satisfactorily completed and accepted and final bill is paid. Any amount due from the Service Provider shall be deducted from the security deposit without prejudice to FACT's right to claim balance amount if any from the Service Provider. The violation of any of the terms and conditions of the contract by the contractor shall entail forfeiture of security deposit.

hh) Confidentiality

Service Provider shall limit the access to confidential information to those of its employees, who reasonably require the same for the proper performance of the Contract provided however that Service Provider shall ensure that each of them has been informed of the confidential nature of the work , confidentiality and non-disclosure provided for hereof.

Both parties and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, commercial details, agreement or FACT's business or operations without the prior consent of FACT.

FACT also reciprocally agrees with the Bidder that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures, employees and business opportunities, its customers either present or prospective and services rendered by the Bidder to such of its customers along with the information pertaining to its businesses and the proprietary information of the Bidder described herein as "confidential information", belonging to the Bidder and which may come into the possession or custody of FACT in the course of providing services by the Bidder hereunder shall not be disclosed or divulged to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly. (Subject to provisions of the law of the land)

ii) Taxes and duties

i) Service Provider shall pay any and all taxes including duties, levies etc. which are payable in relation to the performance of the Contract. The quoted price shall be inclusive of all such taxes and duties. However GST applicable on the quoted price during the contract period shall be payable extra as per the applicable rates by FACT. Any increase in GST beyond the contract period shall be to contractor's account; any decrease shall be to FACT's account.

ii) FACT shall deduct Income tax at source at applicable rates and issue the certificate for the tax deducted at source.

jj) Resolution of disputes and arbitration

i) This contract shall be subject to and shall in all respects be governed by Indian law.

ii) FACT and Service Provider shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Contract.

- iii) All disputes, controversies, or claims between the parties (except in matters where the decision of the FACT is deemed to be final and binding) which cannot be mutually resolved within a reasonable time shall be referred to Arbitration.
- iv) Such dispute(s) arising out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived therefrom, the parties agree to submit the disputes to arbitration under the ICADR (International Centre for Alternative Dispute Resolution) Arbitration Rules 1996. The authority to appoint the Arbitrator shall be the International Centre for Alternative Dispute Resolution. The number of Arbitrator shall be one and the language of the arbitration proceedings shall be English. The place of arbitration proceedings shall be Ernakulam in Kerala.

kk) Legal matters

- i) Any legal proceedings relating to this contract shall be limited to courts of law under the jurisdiction of the Kerala High Court at Ernakulam.

ll) Suspension of services

- i) FACT may suspend in whole or in part - the performance of services of Service Provider any time upon giving fifteen (15) days' notice.
- ii) Upon notice of suspension, Service Provider shall suspend the services immediately.
- iii) Upon suspension of the performance of services, Service Provider shall be entitled to reimbursement of the costs which shall have been actually incurred prior to the date of such suspension. However, the maximum total reimbursement shall be restricted to contract price. FACT's decision shall be final in this matter.
- iv) If the suspension of the duties and services exceeds six months, either party shall be entitled to terminate contract as per the terms and conditions of the Tender.

mm) Price Reduction Clause

The various milestones, time period within which the activities to be completed and penalty on account of delay shall be as follows:

i) **Creation and Operation of website**

Within ten days of providing of recruitment norms and data capture requirements by FACT. This milestone includes thorough testing and validation of the online application by the Service Provider, to the satisfaction of FACT.

For every day of delay, penalty of Rs. 2,000/-

ii) **Development of Question Bank and its validation by FACT**

The sample set of questions in each discipline should be ready for and validation by FACT obtained within 40 days of issue of LOI.

For every day of delay, penalty of Rs. 2,000/-

iii) **Conduct of Online Test and Centre Management**

The Online test should be conducted by the 50th day of the issue of letter of intent or date specified by FACT if a later date is required by FACT.

For every day of delay penalty of Rs.10,000/-

iv) **Processing of result of Online Test**

Results to be supplied to FACT, post-wise , discipline-wise (ie., Management Trainees of Chemical, Mechanical,Electrical, Instrumentation, Civil, Computer, Fire&Safety, Materials, HR etc.;Technicians of Process, Mechanical, Electrical, Instrumentation etc.; Assistants of General, Finance , Fitters, Stenographers, Male Nurse etc.) and category-wise (i.e. General, OBC, SC, ST, PWD, Ex-Serviceman etc.) within 7 working days of completion of the test and in a prescribed format given by FACT in soft and in hard copies duly certified.

For every day of delay penalty of Rs. 10,000/-

In case of requirement of further recruitment cycles, delivery time as at (ii) and (iii) shall start from date of confirmation of such requirement, instead of date of LOI.

FACT may without prejudice to any methods of recovery, deduct the amount of such penalty from any money due or which may at any time become due to Service Provider from its obligations and liabilities under the contract or by recovery against the security deposit. Both Service Provider and FACT agree that the above price reduction is genuine pre-estimates of the loss/damage which FACT would have suffered on account of delay/ breach on the part of Service Provider and the said amount will be payable on demand without there being any proof of the actual loss/or damage caused by such breach/delay. A decision of FACT in the matter of applicability of Penalty shall be final and binding.

Maximum penalty shall be 10% of contract value.

nn) **Assignment**

Service Provider shall not have the right to assign or transfer the benefit and obligations of the contract or any part thereof to any third party.

oo) **Industrial and intellectual property**

- i) In order to perform the services, Service Provider must obtain at its sole account, the necessary assignments, permits and authorizations from the titleholder of the corresponding patents, models, trademarks, names or other protected rights and shall keep FACT harmless and indemnify FACT from and against claims, proceedings, damages, costs and expenses (including but not limited to legal costs) for and/or on account of infringements of said patents, models, trademarks, names or other protected rights.
- ii) All documents, report, information, data etc. collected and prepared by Service Provider in connection with the scope of work submitted to FACT will

be property of FACT .

- iii) Service Provider shall not be entitled either directly or indirectly to make use of the documents, reports given by FACT for carrying out of any services with any third parties.
- iv) Service Provider shall not without the prior written consent of FACT be entitled to publish studies or descriptive article with or without illustrations or data in respect of or in connection with the performance of services.

pp) Liabilities

- i) Without prejudice to any express provision in the contract, Service Provider shall be solely responsible for any delay, lack of performance, breach of agreement and/or any default under this contract.

qq) Termination of contract

- i) Termination for Default

FACT reserves its right to terminate / short close the contract, without prejudice to any other recourse for breach of Contract, by giving one month notice if Service Provider fails to perform any obligation(s) under the Contract and if Service Provider, does not remedy / rectify his failure within a period of 30 days (or such longer period as FACT may authorize in writing) after receipt of the default notice from FACT .

- ii) Termination for insolvency

FACT may at any time terminate the Contract by giving written notice without compensation to Service Provider, if Service Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to FACT .

- iii) Termination for convenience

FACT may by written notice sent to Service Provider, terminate the contract, in whole or part, at any time for its convenience. However, the payment shall be released to the extent to which performance of work executed as determined by FACT till the date upon which such termination becomes effective.

rr) Modification

Any modification of or addition to the Contract shall not be binding unless made in writing and agreed by both the parties.

ss) Force Majeure

Neither the Contractor nor FACT shall be considered in default in the performance of their obligations under the Work Order so long as the performance is prevented or delayed because of Force Majeure conditions like war or hostilities, riots or civil commotion, earth

quake, flood or tempest, drought, accident, fire or explosion, Act-of-God , labour strike or lock-out or because of any law and order proclamation, regulation or ordinance of Government or subdivision thereof or statutory bodies, and situation arising out of our plant break downs. Notice of a Force Majeure situation shall be given by the affected party to the other party within one week of its occurrence.

Service Provider shall advise FACT by a registered letter duly certified by the local Chamber of Commerce or statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over one month, if arising out of causes of Force Majeure, FACT shall have the right to cancel the Work Order at no charge to FACT and FACT shall be entitled to reimbursement of any amount due from the Contractor

For delays arising out of Force Majeure, Service Provider shall not claim extension in completion date for a period exceeding the period of delay attributable to the causes of Force Majeure and neither FACT nor Service Provider shall be liable to pay extra costs provided it is mutually established that Force Majeure Conditions did actually exist.

In the event of any force majeure cause, Service Provider or the FACT shall not be liable for delays in performing their obligations under this order and the completion dates will be extended to Service Provider without being subject to price reduction for delayed completion, as stated elsewhere.

tt) All services shall be rendered strictly in accordance with the terms and conditions stated in the Contract. No deviation from such conditions shall be made without FACT's agreement in writing which must be obtained before any work against the order is commenced. All services rendered by Service Provider pursuant to the Contract (irrespective of whether engineering, design data or other information has been furnished, reviewed or approved by FACT) are guaranteed to be of the best quality of their respective kinds.

uu) Notices

Any notice given by one party to the other pursuant to the Contract shall be sent in the form of mail followed by official letter.

vv) **ENVIRONMENT MANAGEMENT SYSTEM :**

FACT is a company having Environmental Management System according to ISO 14001 standard. The Contractor shall ensure that none of their activities cause damage to the environment.

ww) **FRAUD PREVENTION POLICY OF FACT:**

FACT a Central Public Sector Undertaking (PSU) follows Corporate Governance principles proactively and has formulated a Fraud Prevention Policy. Details of Fraud Prevention Policy of FACT-2012 can be viewed in FACT's Website www.fact.co.in. Contractors shall make themselves aware and also ensure compliance of the same.

xx) OTHER TERMS AND CONDITIONS: All other terms and conditions shall be as per our "Standard Terms and Conditions – Annexure H". In case of any contradiction between

“Instructions to Bidders and Terms” (Section -3) and Standard Terms and Conditions of Contract (Annexure H), “Instructions to Bidders and Terms” (Section -3) shall prevail.

SECTION-4

FACT RFQ/DGM-HR-ONLINE TEST/2018 dated 6.1.2018

PREQUALIFICATION CRITERIA

- 1.1 Service Provider should have at least 3 years' experience in the field of conducting online test including online application processing for PSU / large establishments. Service Provider should have successfully conducted at least three online test for recruitment for any Govt. Department or Public Sector Undertakings / large -organization during the last five financial Years 2016-17, 2015-16, 2014-15 , 2013-14 and 2012-13 involving 5,000 candidates or more in a single day. Completion certificate /documents in evidence of completion, along with the copies of Work Order is required to be enclosed for each of the online test.
- 1.2 Service Provider should be incorporated in India under companies' act 1956, Proprietorship, Partnership firms or societies registered in India under society's registration act 1860 or trusts registered in India under Indian trust act, meeting prequalification criteria specified.
- 1.3 Service Provider should have adequate infrastructure to conduct complete end-to-end processing of recruitment including online applications till issue of offer of appointment.
- 1.4 Service Provider should have adequate infrastructure to conduct complete online test at various centres on All India Basis so as to enable maximum participation by the candidates.
- 1.5 The testing system of the Service Provider should be compliant with ISO 27001 (Former BS7799- 2).
- 1.6 Annual turnover should exceed Rs.50 Lakhs every year in past three years.
- 1.7 Total turnover generated from services related to Online/Computer Based Examination during the last three financial years (as per the last published Income Statement), should be at least Rs.100 Lakhs.
- 1.8 The bidder should neither have been Debarred and / or blacklisted by any Central/State Govt. Department /Universities/ Educational Institutions/Organization
- 1.9 Service Provider should have PAN number and GST registration number.
- 1.10 Service Provider should be able to furnish latest Income Tax return submission copy.

In Support of above Service Provider should submit following:

- 2.1 Information regarding the organization, with supporting documents as per Annexure A of the RFQ.
- 2.2 Details of software systems / Networking to undertake fully online test.
- 2.3 List of clients including PSUs, Educational institutions / Central Government /State Government etc. where similar jobs are executed in past 5 years with self- attested copy of work orders.
- 2.4 List of test centres & Infrastructure facilities available on All India Basis.
- 2.5 Confirmation of testing system compliant with ISO 27001, with certification.
- 2.6 Copy of Annual Report / Balance Sheet for last 3 years.

- 2.7 Latest Income Tax return submission copy.
- 2.8 Copy of PAN & GST registration.
- 2.9 Declaration that the Bidder has not been blacklisted or put on Holiday by any Govt. organization, Public Sector Undertaking in past three years as per Annexure B of this RFQ.



SECTION - 5

FACT RFQ/DGM-HR-ONLINE TEST/2018 dated 6.1.2018

SCOPE OF WORK

1.0 The main activities involved are as under.

- a) Development of web application for End to End recruitment.
- b) Providing web site address/ link to server of Service Provider to FACT.
- c) On-line registration of applications.
- d) Collection of application fees through online mode.
- e) Option to the applicant for choosing city for online test.
- f) On-line screening of applications.
- g) Short-listing of applicants for Online Test.
- h) Issue of hall tickets/admit cards online.
- i) Intimation to the short listed candidates through SMS as well as Email.
- j) Preparation of question bank.
- k) Conducting on-line test.
- l) Preparation of merit lists discipline-wise, category-wise etc.
- m) Provision for downloading call letters for interview.
- n) On-line monitoring/reports of the entire process.

The Professional Service Provider is required to execute the above work as per the details given below.

1.1 CREATION & OPERATION OF WEB SITE:

- 1.1.1 Develop / use fully owned necessary dedicated infrastructure including server, software etc. for End to End process for Recruitment of Management Trainees, Officers, Technicians Assistants, Fitters, Stenographers, Male Nurse etc. of FACT.
- 1.1.2 Service Provider should develop / customize web site for online registration of applications and online test software to complete the recruitment process as per requirement of FACT. The web site should be hosted on Service Provider owned fully secured Server. The web site address is to be provided to FACT to enable inclusion of the same in the advertisements to be published by FACT for access by the applicants.
- 1.1.3 During the online test, response time from server for every access should not exceed two seconds. Vendor should ensure this by providing suitable hardware, software, necessary bandwidth etc.
- 1.1.4 The facility for online application should be ready after thorough testing and validation, within ten days of providing of recruitment norms and data capture requirements by FACT.
- 1.1.5 FACT shall provide the recruitment norms and data capture requirements. The

Service Provider will design an application format with applicable logics and necessary instructions. The format shall also include:

- 1.1.5.1 Provision for choosing a City for online test.
- 1.1.5.2 Uploading of applicant's photograph and signature with a provision to view by the concerned applicant.
- 1.1.5.3 Uploading of Community/Caste/Disability certificates for availing /relaxation in marks/age.
- 1.1.5.4 Uploading of Experience Certificates for applicable posts .
- 1.1.6 The Service Provider shall ensure receipt of application fees through online mode-payment gateway/debit card/credit card/NEFT for each completed application. FACT shall provide designated bank account with bank details. Service Provider will ensure to collect the payment receipt details from each applicant through the process of online application. The Service Provider shall provide detailed statement of the applications and fees received from each of the applicants. If necessary, the Service Provider may be required to provide exclusive email id to receive the correspondence relating to application fees. The registration number will be generated for all eligible applicants belonging to SC, ST, PWD categories without application fees and for all General and OBC candidates after successful payment of application fees.
- 1.1.7 The site shall include facility to upload stage wise instructions/information, if any, with regard to the recruitment, online applications, Online test, result, interview schedule etc. as required in consultation with FACT.
- 1.1.8 The site will also include a facility for Email and SMS based broadcast to the applicants for dissemination of instructions/ information.
- 1.1.9 The Service Provider shall provide services for filtering of duplicate/dummy applications. The criteria for detection for duplicate shall be finalized in consultation with FACT.
- 1.1.10 The site shall include provision for printing of online data filled form (application form) along with registration number only by the applicants short listed for online test. However, provision should be made to print the online data filled form (application form) of any applicant by FACT.
- 1.1.11 The Service Provider should allot roll numbers to the eligible Applicants - City, Test Centre and Discipline-wise excluding duplicate/dummy applications.
- 1.1.12 Provision should be made for downloading and printing of online Admit Cards having Photograph, Name&address, Discipline, Category, Registration Number, Roll Number, City, Test Center, Date and Time etc. for online test with important details as per FACT requirement and customized instructions for appearing for online test. Admit card should have provision for signature of candidate and counter-signature by the respective invigilator at the test centre.
- 1.1.13 A suitable dashboard as per FACT requirement should be provided to FACT for online monitoring of the entire recruitment process including viewing of applications, status of applications during registration with suitable reports, status of online test during the test, etc. and generation of various reports to meet the requirements of FACT till completion of recruitment process.

1.2 DEVELOPMENT OF QUESTION BANK AND ITS VALIDATION BY FACT

- 1.2.1 The Service Provider will develop Question Bank with various difficulty levels and multiple choices for answers.

1.2.2 Questions are required to be developed for:

- (a) Management Trainees with basic qualification of Graduate Engineering in the disciplines of Chemical, Mechanical, Electrical, Instrumentation, Civil, Computer Science, Fire&Safety, Agriculture & MBA in the discipline of Marketing, and MBA in the discipline of Administration (Materials and Human Resources).
- (b) Officers in disciplines of Sales, Finance, Public Relations, and Company Secretary, with basic qualification of BSc Agriculture, CA/CMA, graduation with knowledge of Malayalam, and ACS respectively
- (c) Technicians in Process, Mechanical, Instrumentation and Electrical disciplines with basic qualification of : (i) Degree in Chemistry/Industrial Chemistry or Diploma in Chemical Engineering/ Chemical Technology/ Petrochemical Technology, with experience in operation of Fertilizer/Chemical/ Petrochemical Plant (ii) Diploma in Mechanical Engg with experience in mechanical maintenance/construction/operation in large fertilizer/chemical/petrochemical plant (iii) Diploma in Instrumentation/Electronics Engg with experience in Instrumentation field in large fertilizer/chemical/petrochemical plant and (iv) Diploma in Electrical Engg with experience in the electrical maintenance /construction/operation of a large fertilizer/chemical/petrochemical plant respectively.
- (d) Assistant (General) with basic qualification of degree in any subject and knowledge in office automation systems /computer knowledge especially word processing and spreadsheet like MS word and MS Excel .
- (e) Assistant (Finance) with basic qualification of degree in commerce and knowledge in office automation systems /computer knowledge especially word processing and spreadsheet like MS word and MS Excel .
- (f) Male nurse with basic qualification of SSLC and Diploma in Nursing.
- (g) Fitters with basic qualification of SSLC and ITI in Fitter/mechanic trade.
- (h) Stenographers with basic qualification of graduation and Diploma in commercial practice, with knowledge of typing and office automation systems /computer knowledge especially word processing and spreadsheet like MS word and MS Excel

The standard of questions should be of IIT/NIT/IIM for Management Trainees and leading Indian Universities or Institutes, or equal National level Institutions in the case of others, ensuring that the question papers are set conforming to syllabus prescribed by National Institutions/recognized Indian Universities, covering topics in the respective discipline. Any addition / deletion of discipline will be informed at the time of award of contract.

1.2.3 The sample set of questions in each discipline /post should be ready and validation by FACT obtained within 40 days of issue of Letter of Intent.

1.2.4 Question papers for (a) Management Trainees and (b) Officers shall contain 120 questions each. The questions shall be in two parts- Part I and Part II with 60 questions each as follows:

1.2.4.1 Part -I shall have a total of 60 questions, in 3 sub parts - (a) Aptitude and Reasoning- 40 questions (b) General English - 10 questions and (c) General Knowledge - 10 questions. The 60 questions shall carry one (1) mark for each correct answer and minus one third (minus 1/3) mark for each wrong answer.

1.2.4.2 Part II - Optional subjects - 60 questions on each optional subject. Optional subjects are Chemical, Mechanical, Electrical, Instrumentation, Civil, Computer Science, Fire&Safety, Agriculture & Management, Management (Materials and Human Resources) for Management Trainees, Agriculture and Marketing for Officer (Sales), Finance and Accounting for Officer(Finance), Public Relations and Communication in English and Malayalam for Officer (Public Relations), and Acts/Laws/Rules related to functions of Company Secretary for Company Secretary. The 60 questions shall carry one and a half (1½) marks for each correct answer and minus one half (minus 1/2) marks for each wrong answer. For both Part I and Part II questions, no mark is to be deducted for not answering a question.

1.2.4.3 Duration of the test shall be 120 minutes.

1.2.5 Question papers for (c) Technicians, (d) & (e) Assistants, (f) Male Nurse (g) Fitters and (h) Stenographers shall contain 90 questions in two parts, Part I and Part II as follows:

1.2.5.1 Part -I shall have 30 questions to measure Aptitude and Reasoning. The 30 questions shall carry one (1) mark for each correct answer and minus one third (minus 1/3) mark for each wrong answer.

1.2.5.2 Part II -Subject - 60 questions on subject. Subjects are :

- (i) Chemistry, Industrial Chemistry, Chemical Technology and operation of Chemical, Fertiliser and Petrochemical Plants for Technician(Process)
- (ii) Mechanical Engg and maintenance/construction/operation of Chemical, Fertiliser and Petrochemical Plants for Technician (Mechanical)
- (iii) Instrumentation/Electronics Engg and maintenance/operation of a fertilizer/chemical/petrochemical plant for Technician (Instrumentation)
- (iv) Electrical Engg and maintenance /construction/operation of a fertilizer/chemical/petrochemical plant for Technician (Electrical)
- (v) Commerce and Accounting, office automation systems /computer knowledge, MS Word and Excel for Assistant (Finance)
- (vi) First Aid and Nursing for Male Nurse
- (vii) Office automation systems /computer knowledge, MS Word and Excel and English for Assistant(General) and Stenographers and
- (viii) Fitter/Mechanic trade and maintenance/fabrication /erection in Fertiliser/Chemical/Petrochemical plant for Fitters.

The 60 questions shall carry one and a half (1 ½) marks for each correct answer and minus one half (minus 1/2) marks for each wrong answer. For both Part I and Part II questions, no mark is to be deducted for not answering a question.

1.2.5.3 Duration of the test shall be 90 minutes.

1.2.6 Each question will have four choices to answer. Only one of the choices should be correct.

1.2.7 The medium of test will be Hindi and English.

1.2.7 In each set of questions for a batch, the difficulty level shall be 25 % difficult, 50 % medium and 25 % easy.

1.2.8 Sufficient number of sets of questions shall be developed so that repetition of question for different batches of online test is minimized. Question bank should be necessarily prepared by experts. Zero error should be ensured while designing and

developing question paper. The mathematical symbols, diagrams, pictures etc. should be clearly visible to candidates.

- 1.2.9 The Service Provider should ensure secrecy of question bank without any breach/leaking of questions.
- 1.2.10 The Service Provider shall furnish an Indemnity bond in respect of the officials who will be responsible for maintaining the confidentiality of questions and to ensure secrecy along with the acceptance of contract.
- 1.2.11 Suitable instructions for answering questions during online test should be provided before start of the test.
- 1.2.12 Online demonstration with sample questions (at least two per discipline) including multiple choice answers should be made available in the web site explaining clearly the steps to be followed (how/when/where to click etc.) to facilitate the candidates to understand the interface at least 10 days before appearing in online test.

1.3 CONDUCT OF ONLINE TEST AND CENTRE MANAGEMENT

- 1.3.1 The Service Provider is required to conduct online test including Centre-booking and making arrangements for conducting online test in the following 4 cities, within 50 days of issue of Letter of Intent.

S. No.	City
1	Kochi *
2	Chennai
3	Hyderabad
4	Delhi

* Tests for Technicians, Assistants, Male Nurse, Fitters and Stenographers are to be conducted in Kochi. If required, test centres in other cities like Trivandrum, Thrissur, Kozhikode etc. in Kerala also have to be arranged by the service provider.

- 1.3.2 Number of batches and time schedule for each batch in a day will be decided mutually with FACT immediately after the last date of registration of online application. However provision should be made by the Service Provider to complete the online test for minimum of 7,000 candidates in two/three batches in a single day throughout India in all the cities stated above.
- 1.3.3 Online test in all the centers to be conducted smoothly in a congenial atmosphere.
- 1.3.4 The Service Provider should establish its own Virtual Private Network (VPN) connection for connecting to the dedicated remote server with Online Test centre server for ensuring secured data transfer and to protect confidentiality of the online test.
- 1.3.5 Service Provider should ensure/provide suitable Hardware, Software, connectivity links required at all stages during the conduct of the online test at the respective test centers. Test shall be conducted with Secure Browser Tool, Virtual scientific calculator and any other tools to ensure total security of the online test. Each online test center should have Generator and UPS to

avoid the power failure problem.

- 1.3.6 Detailed address of the online test center should be informed by the Service Provider to FACT within two days from the last date of online application along with the name, mobile, residential and office telephone numbers of respective Test Center in-charge from college/institution where the online test will be held.
- 1.3.7 The Service Provider shall provide the name, mobile, residential and office telephone numbers of respective Test Center Coordinators of the Service Provider for the respective test centers where the online test will be held 10 days before start of online test.
- 1.3.8 The test centers should be located at a convenient place and should be approachable easily from Railway Station and Bus Stand.
- 1.3.9 Appropriate arrangements should be made to maintain security, law & order at each test centre. The tests centres and conduct of test shall be covered by CCTV / webcams and recordings shall be submitted to FACT.
- 1.3.10 Seating arrangements, including the roll numbers and room numbers, if applicable, should be displayed at prominent places at the online test centres on all days of the test, with suitable directions for convenience of the candidates.
- 1.3.11 The online test centers should have proper seating arrangements with required computer system for each applicant, lighting, fan or AC in working conditions, drinking water facility, First aid Box, toilet, etc. to facilitate the applicants.
- 1.3.12 Necessary facilities / assistance should be rendered at the premises of the online test centers to the persons (applicants) with disability.
- 1.3.13 The Test delivery should happen in a secured testing environment. There should not be any key loggers or third party tools/ programs getting access to sensitive data at the test -taking terminals and test center servers.
- 1.3.14 There should be proper invigilation and control at each online test centre to avoid any kind of malpractices, untoward incidences and impersonation. At least one Invigilator should be provided in each room and suitable number of substitute Invigilators may be provided to relieve the regular Invigilator on duty so that at no point of time the applicants are without invigilation during online test
- 1.3.15 One experienced Test Co-ordinator of the Service Provider should be present for over-all supervision along with sufficient technical support personnel during the online test, at each test center.
- 1.3.16 The role of Invigilator and Test coordinator should be clearly defined in writing with the approval of FACT in the form of test manual.
- 1.3.17 Provision should be made for required stationery, if any, at all online test centers.
- 1.3.18 The candidates should be allowed to occupy their respective seats in the respective online test centre 30 minutes before the scheduled test time for verification of admit card, identification of applicant etc.
- 1.3.19 Applicants are expected to reach the test center at least 45 minutes before the scheduled time of online test. Necessary arrangements will be required

to be made at the respective test centers.

- 1.3.20 Before start of the online test the applicant appearing at the test should sign the Attendance sheet having roll no., name, discipline, name of test center, uploaded photograph, etc. prepared in ascending order of roll number. Identity of the candidate shall be verified and certified by the Invigilator based on the photographs in the admit card and the identification document brought by the candidate. The Attendance sheet should have provision for signature of the Invigilator certifying the Identity of the applicant after verifying the Admit card, photograph and any of the photo Identity cards [e.g. Passport/ PAN Card/ Driving License / Voters ID Card/ Adhar (UID) Card] .
- 1.3.21 Test coordinator should be easily accessible at each test center and fully equipped to provide necessary clarification to the applicants, about the logistics, if required.
- 1.3.22 Applicants who have not brought their admit cards shall not be allowed to appear for the online test. Admit cards of the applicants appearing for the online test should be collected by the Service Provider during the online test. Admit cards shall be handed over to the FACT Observer at the end of the test.
- 1.3.23 The questions and the answers should be appearing randomly in a manner such that the questions and answers are not in same order for neighboring applicants taking the online test.
- 1.3.24 Adequate provision of computers should be made at each test center for immediate substitution of the non-functioning computer of applicant.
- 1.3.25 Within one hour of start of online test, statistical data in respect of applicants appeared in each venue of online test should be provided to FACT HQ, Udyogamandal through Email.
- 1.3.26 Arrangement should be made for proper packing and sealing of Attendance sheet of each test center immediately after the completion of the test for each batch. All packed attendance sheets will be required to be properly accounted and retained by the Service Provider for minimum period of two years from that date of online test. However, list of applicants City and Center /discipline/Roll No. / Category wise who have appeared in the test will be submitted to FACT along with soft copy immediately after the last date of online test.
- 1.3.27 Before the start of the test, candidate will be required to enter the unique ID/ Roll Number(provided through admit card) and password to authenticate his candidature for taking the test. The password will be provided by Service Provider on the spot on the date/time of test.
- 1.3.28 The Service Provider will be required to take all precautions for error free conduct of online test and will be fully responsible for default, if any.
- 1.3.29 In case any untoward incident occurs in the administration of the online test, test invigilation etc. which is attributable to the fault of the Service Provider and in the opinion of FACT cause for a retest, the Service Provider shall conduct the retest as per requirement of FACT at no extra cost to FACT.
- 1.3.30 The testing system needs to be certified compliant with ISO 27001 (Formerly known as BS-7799-2).

- 1.3.31 The Service Provider shall ensure the functioning of Online Test delivery system by conducting adequate mock drills of actual test delivery system at all examination centers before and a Final mock drill to be conducted a day before actual examination on all centers at same time just like simulating the examination day. All computers including buffer computers to be used on examination day shall be logged in through dummy roll numbers and report shall be submitted to FACT.

1.4 PROCESSING OF RESULTS OF ONLINE TEST

- 1.4.1 The merit list should be submitted to FACT within seven working days after the last date of online test with seal and signature of the authorized signatory. Results to be supplied to FACT, post-wise , discipline-wise (ie., Management Trainees of Chemical, Mechanical,Electrical, Instrumentation, Civil, Computer, Fire&Safety, Administration etc.;Technicians of Process, Mechanical, Electrical,Instrumentation etc.; Assistants of General, Finance etc., Fitters, Stenographers, male nurse), and category-wise (i.e. General, OBC, SC, ST, PWD, Ex-Serviceman etc.) in a prescribed format given by FACT in soft and in hard copies duly certified.
- 1.4.2 The applicants who appeared in the online test should be shortlisted based on the parameters decided by FACT for each discipline and category. The Roll Nos of such shortlisted applicants should be displayed on the website by the Service Provider for information of the concerned applicants.
- 1.4.3 Reports as per FACT requirements should be provided with various statistical data and other data based analysis (soft and hard copy) as may be required by FACT after the evaluation of online test. The following outputs shall be furnished to FACT by the Service Provider at the appropriate time:

Pre-exam report:

- 1.4.3.1 Test center allocation report
- 1.4.3.2 Test Centre Infrastructure report detailing the number of PCs, Type/configuration of PCs, connectivity, computer tables, chairs, etc.

Post-exam reports to be generated through audit trail:

- 1.4.3.3 Attendance report
- 1.4.3.4 Score report: Results to be supplied to FACT discipline-wise and category-wise (i.e. General, OBC, SC, ST, PWD) within 7 working days of completion of the test and in a prescribed format given by FACT in soft and in hard copies duly certified.
- 1.4.3.5 Question-Answer report: Should be able to give the test paper & answer sheets of each of the individual candidates, as he filled in during the on-line test, and certified by the Service Provider, for MIS/RTI purposes of FACT (in soft copy)
- 1.4.3.6 Feedback report of candidates
- 1.4.3.7 CDs of web-cam video recording of each test center
- 1.4.3.8 Any other report as may be required by FACT Ltd based on available data.

1.5 SUPPORT FOR INTERVIEW AND OFFER OF APPOINTMENT

- 1.5.1 Provision shall be made in the website to download the interview call letter by the concerned shortlisted applicant. The call letter will be required to be customized to meet FACT requirement.
- 1.5.2 The applicants shortlisted for interview shall also be informed about the interview details through E-mail by the Service Provider. Wherever Mobile number of shortlisted applicants is available. SMS alert also is required to be sent to such applicants by the Service Provider about the said email for interview.
- 1.5.3 Email intimation and SMS is to be sent by the Service Provider to the candidates provisionally selected by FACT after interview. Candidates shortlisted for Interview/Group Discussion shall be listed in the website.

1.6 IT INFRASTRUCTURE, SOFTWARE AND SERVICE SUPPORT REQUIREMENTS

- 1.6.1 Disaster recovery / business continuity site / centre should be in place to ensure the similar performance and support as prescribed above in exceptional situations.
- 1.6.2 Website and online test software should have features to support appropriate mechanism to authenticate candidate.
- 1.6.3 All transactions carried out in website/online test applications should be logged and properly maintained for future reference.
- 1.6.4 The data related to applications, test results, etc. should be in encrypted form during transit and in storage.
- 1.6.5 The IT setup and processes used to support the recruitment should be certified for ISO9001 or ITSM 20000 or equivalent.
- 1.6.6 The Service Provider is required to ensure required technical support in the form of a helpline to the telephonic query of the applicant with respect to the functioning of website including online application. This support should be available during online registration period through at least four dedicated telephone numbers to be provided by the Service Provider and displayed in the website. Service Provider should ensure that the identity of the Service Provider is not disclosed during this telephonic conversation, in the emails and SMS sent or at any time.
- 1.6.7 The Service Provider is also required to display an email ID in the website to receive the queries of applicants relating to technical support for registration of online application and to reply the same through email. The record of such email and their replies from the Service Provider should be made available to FACT.

1.7 OTHER REQUIRED SUPPORT

- 1.7.1 The persons including technical expert of the Service Provider in-charge of this assignment should be stationed at Udyogamandal as and when required by FACT for day to day interaction for completion of this assignment.
- 1.7.2 The complete database relating to concerned recruitment should be handed

over to FACT within 7 days from the date of conduct of online test. The data base software should have provision for data analysis.

- 1.7.3 The Service Provider will be required to support for RTI queries, if any, for two years after completion of this recruitment assignment.
- 1.7.4 Safety and security of entire recruitment process and related database, records and software will be the sole responsibility of the Service Provider.
- 1.7.5 The Service Provider should fulfill any and all other requirement which may arise for completion of this assignment of recruitment by FACT.

1.8 OTHER REQUIREMENTS

- 1.8.1 The website developed and the online test software used by the Service Provider for this recruitment process will be made available to the authorized technical experts of FACT for testing and verification at following stages in the recruitment process:
 - 1.8.2 Before release of web site to the applicants.
 - 1.8.3 Before online test.
 - 1.8.4 The audit of online recruitment process including online test process of the Service Provider, if required, shall be done by the technical experts of FACT.

1.9 FACT's Scope for Recruitment & Online Selection Test

- 1.9.1 FACT shall provide free of cost, Rules/ Guidelines/ Formats/ Documents/ information necessary for ensuring accuracy and effectiveness of online test process. Such requirement has to be discussed and finalized by FACT & Service Provider. The selection of candidates for further recruitment process will be done by FACT.
