



JHARKHAND GOVERNMENT TOOL ROOM

Plot No. 38 Tatisilwai Ranchi-835103



Tender Document
for
conducting online recruitment Test
For
Jharkhand Government Tool Room (JGTR)
Ranchi, Dumka & Ramgarh(Gola)

DISCLAIMER

This tender is not an offer by the Jharkhand Government Tool Room 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 Jharkhand Government Tool Room with the shortlisted appointed agency.



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1. Tenders are invited under two Bids System - The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with cost of tender document if not deposited earlier and the financial bid should contain only commercial information. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily .
2. Details of Tender

Sl. No.	Activities	Details
1.	TENDER ENQUIRY NO.	JGTR/04 Dated 15-10-2020
2.	Cost of Tender Document	INR 1000/- (Rs. One Thousand only) through DD drawn in favor of Jharkhand Government Mini Tool Room & Training Center payable at Ranchi
3.	Earnest Money Deposit (EMD)	NIL
4.	Publishing Date	15 .10.2020
5.	Bid Submission Date & Time	04.11.2020 upto 1 pm
6.	Tender Opening Date & Time	04.11.2020 upto 3 pm
7.	Place of bid submission	Jharkhand Government Tool Room Plot No.-38, Tatisilwai Industrial Area, Phase-I, Ranchi Muri Road, Tatisilwai Ranchi-835103. Contact person: Mr. M. K. Gupta, Principal, JGTR, Ranchi. Phone no. 9431129589, 0651-2265966, Email: principal@jgmsmtr.com info@jgmsmetr.com jg-msmetr@gov.in



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Director of Industries Cum Vice Chairman

Government of Jharkhand

1. Introduction

1.1 About the Institute

The Jharkhand Government Tool Room is a strategic endeavor towards fulfillment of the goals set by the Government of Jharkhand in its industrial policy. The Tool rooms have been setup by the Government of Jharkhand with Central Assistance from Ministry of MSME, Government of India under the supervision of MECON and is registered under Societies Registration Act, 1860.

The Tool Rooms have separate training & production wing. The production wing of the Tool Room is equipped with a comprehensive range of State of the art latest imported and indigenous machine tools including latest CAD/CAM and CNC machine tools, CNC Turing, CMM, CNC machining centre, CNC EDM, CNC Wire cut, The Tool Room have the latest design software like Auto CAD, DELCAM, Pro Engineer, CATIA, etc. It is aimed for impart training in the field of Tool design & manufacturing. It is running 4 years Diploma and 2 years Advance machinist course besides short term courses in the field of CNC, CAD/CAM, TQM, 5S, six sigma, maintenance, design and manufacturing of moulds, press tools, die casting dies and jigs & fixture.

1.2 Aims & Objectives of the Tender

The institute has decided to recruit staff under different categories through an Online Test to carry out the selection process. The institute intends to invite tender from established and reputed service provider who has extensive prior experience in providing similar services to Government and private organizations. The service provider should have the capacity to conduct, evaluate and process the result for papers .



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2. ELIGIBILITY CONDITIONS

- Bidder must have done at least 3 CBT for any government body/undertaking/ subsidiary/PSU etc.
- Bidder must have authorized and globally accepted software certification at least CMMI Level 3
- The bidder's average annual turnover during last three years should be INR 50 Lacs or more in India i.e. for financial years 2016-2017, 2017-18, 2018-19.
- Must be Regd with GST, Bidder should indicate GSTIN Number. (Copy of GST registration to be enclosed) and Permanent Account Number (copy of PAN to be enclosed)
- The agency should not have been blacklisted by central/ state government.

3) Scope of Work

The agency selected for assignment would be required to undertake the process of recruitment and selection in end to end format for about 14 posts spread over 13 categories. The examinations for certain groups of posts can be conducted on 2 to 3 days with one hour duration of each exam having 60 objective type questions for each . The total no. of candidates including all posts will be approx 350 . The posts have been advertised and screening activity have been already completed,

The project shall also include preparation of approximately 13 sets of objective type question papers having 60 question in each as per qualification & experience of the posts.

3.1. Details of the Scope of Work/Services to be rendered by the Service Provider

The selected Solution and Service Provider (S&SP) shall be responsible for end-to-end examination management and undertake the below mentioned (but not 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. pre – examination, conducting examination and post examination. The selected S&SP shall deploy one project manager who would be responsible for communicating the progress of work on the examination, team



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management, issue management, etc. Considering the pandemic situation all the SOP/guidelines as per the instruction of Government of Jharkhand should be followed.

The entire process, expected to be carried out by the successful bidder in end to end format is divided into three broad phases:

A. Pre-examination phase B. Examination phase C. Post-examination phase

A. Pre-examination phase

I. Registration of Candidates

(i) Design, configuration, customization and deployment of e-Forms for registration of candidates / applicants. Server of IT company shall be used, The electrical power and air-conditioning load of the servers will have to be specified by the service provider at the time of finalization of the project.

(iii) Configure system validations and facility to capture applicant data through online mode

II. Examination Centre Management and Examination Schedule

- (i) Arrangement and preparation of test-centers as per the requirement of the examination at least 21 calendar days prior to the scheduled date of the examination, to ensure that the centre is notified to a candidate at least 21 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 3 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) Ensure Examination Centre verification using Capacity Estimation Process. Ensure availability of requisite number of seats at a particular centre along with buffer capacity



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and other logistic arrangement i.e. DG set, water arrangement, security, sufficient toilets & first aid facility, etc.

- (iv) Ensure availability of at least 2 additional Network / LAN switch at each Examination Centre with Internet connectivity from at least 2 ISPs for redundancy.
- (v) Arrangement of necessary power backup arrangement (online UPS) / one (01) DG set in each Examination Centre.
- (vi) Deployment of administrative human resources like Examination Supervisors, Invigilators, Security, peon and other supporting staff including required technical staff at each Examination Centre to ensure successful completion of the examination. University at on its own discretion may deploy one Observer/Flying squad to oversee the overall examination process.
- (vii) Thorough checking of all nodes, network equipment, electrification, CCTV Cameras, Biometric Device & Web Camera at Registration Desk (for capturing fingerprints, photograph & signature of bonafide candidates), QR Code Scanner and other active passive devices as per the test-centre worthiness assessment plan at each Examination Centre location to be done at least 05 calendar days prior to the scheduled date of examination.
- (viii) Preparation of Examination Centre allocation sheet: Examination Centre checklist with the details of each Examination Centre (seating capacity, number of nodes and other required facility) to be prepared and submitted to the institute at least 15 calendar days prior to the scheduled date of examination.
- (ix) Selection, finalization, registration and mapping of Examination Centre in system along with the contact details / address of the Examination Centre, after due auditing of the Examination Centre in terms of: Hardware –Operating System, Processor Speed, RAM, Network and connectivity on intranet. Software – Screen resolution, bandwidth for intranet connectivity. Working conditions of UPS, Generator.
- (x) Each centre should have facilities to cater to the needs of candidates belonging to PwD category.



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- (xi) Besides having adequate hardware, software, LAN connectivity for labs for the Test, each centre 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 area/centre.
 - 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.
- (xii) The Centres must be setup in the Ranchi only. The Examination Centre should be within 15 kms. range from the Railway Station/ISBT/Public transportation system of the Ranchi.

III. Admission Card Generation

- Randomization of candidate data and randomized generation of examination roll number.
-) Allocation of candidates to be system based on the predefined parameters as agreed with the institute.
- Generation of Admission Card in system.
- Randomized allotment of seats to candidates to appear in online test is to be done at the point of biometrics & capturing of data of candidates on the day of examination.
- System generated “Examination-Roll List” detailing Examination Centre wise allocation of the Candidates.



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- (vi) Facility to send PDF / non-editable version of the Admission Card with QR Code (containing Registration No. / Date / Location / Time / Address / Instructions etc. to candidate's registered email ID at least 21 calendar days prior to the scheduled Date of Examination). Alternately, the provision for downloading the admit card could also be made.
- (vii) Generate unique Login ID, Password in system, SMS, and e-mail notification to the candidates on registered mobile number at least 21 calendar days prior to the scheduled date of examination.
- (viii) Getting examination centres in compliance with test requirements including installation of CCTV cameras at examination centres (one CCTV camera per ten candidates) installed in such a manner that it covers the faces of all candidates with continuous recording throughout the examination process which is to be handed over to institute after completion of examination. CCTV cameras to be placed in all the corridors of examination centre and hand videography to be carried out at all the places of online examination throughout the examination process. Frisking of candidates who are to take the test as per law. All invigilation staff and trained security guards as per needs of the JGTR will be provided by the S&SP

B. Examination Phase:

I. Examination Centre Administration to Conduct Examination

(i) To arrange, test and set-up at least one (01) Biometric Device and one (01) Web Camera to capture finger print, thumb impression, QR Code Scanner and photograph for each set of 30 candidates before the examination session. The bidder shall capture photograph & signature of the examinees and reconcile (match) it with the photograph and signature given in the application. Further, the bidder shall also capture finger print and thumb impression of the candidates and match the finger print and thumb impression at the time of skill test/joining, if need for such a verification arise at the time of counseling/joining.

(ii) Final inspection / testing of the servers installed at all Examination Centres and Connectivity at least 01 day prior to the commencement of examination.



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(iii) Ensure availability of the roll sheet and attendance sheet in all the Examination Centres along with the list of candidates who would undertake examination in the designated Examination Centre.

(iv) Candidate identification, admission card authenticity check and verification of candidates at the Examination Centre entrance gate at least 90 minutes prior to the commencement of the examination.

(v) Cancellation of registration in case of any discrepancy in consultation with the institute.

(vi) Allocation of seats and allotment of terminals to all eligible candidates should be completed at least 25 minutes prior to commencement of examination. Sufficient time of 15-20 minutes shall be allotted to orient the candidates on the structure of examination, time limits and guidelines for answering the question paper after they are seated.

(vii) Assigning login credentials to the candidates to undertake the test.

(ix) Circulate attendance sheet in Examination Centre and capture signature of all the candidates on the attendance sheet during conduct of the examination.

(x) Once the candidates' signatures are captured, the S&SP shall submit the signed attendance sheet to the Institute.

(xi) Provision to allot new Desktop/Terminal to candidate in case of failure of any Node and assist them to undertake the examination with minimum delay.

(xii) Examination Centre administration and frisking of candidates [including handheld metal detectors] throughout the examination period. Working mobile jammers to be installed and CCTV camera recording during entire examination process at examination centres, with the cameras installed in such a manner that they cover faces of all candidates with continuous recording throughout the examination process which is to be handed over to the Institute after completion of examination frisking of candidates who are to take the test as per law.

II. Test Delivery and Monitoring



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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 on distributed model (i.e. through local intranet based servers) and centralized internet delivery model will not be accepted.

- (i) 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.
- (ii) Application shall have the facility to push various questions based on the request received from the candidates appearing in the examination.
- (iii) 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.
- (iv) Application shall have the provision to display same question in jumbled manner to various candidates with various options configured for the questions (questions and option choices to be jumbled ensuring that no two candidates have the same question and option choices at a time).
- (vii) Application shall display only one question on the screen at a time with various options.
- (viii) Application shall have the facility for navigation between various questions, ability to navigate to other sections before completing a section or no scroll back, as per needs of the Institute.
- (ix) Application shall have secured storage for answers to questions by candidate.
- (x) Application shall have the facility for instant display of attempted questions anytime during the examination and provision for different colour coding for attempted, not attempted, mark for review or no scroll back of questions as per needs of the JGTR which will be intimated at the time of examination. Availability of colour blind feature at the time of online examination, so that colour-blind people can take the test, if needed.



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(xi) Application shall have the ability to trace candidates' requested questions from Examination Centre and maintain system audit trail.

(xiii) Application shall have the facility to generate monitoring log / system click by click audit trail on the server for every candidate with his/her IP and complete traceability of any single candidate's node.

(xiv) The online assessment examination shall stop automatically after expiry of the scheduled examination duration.

(xv) Uploading of responses along with audit trail to ECU from the test server after completion of the examination.

(xvi) 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.

(xvii) Restart / Resume the Test (in case of node / power / network / application failure etc.).

(xviii) 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.).

(xix) Acknowledgement of examination progress to ECU from Examination Centre Superintendent / Technical team

C. Post-examination Phase:

(i) After completion of exam result duly printed and provided to the candidates for their signature and submitted to JGTR after signature of candidates by the service provider, with authentication mark to ensure that no external stationary is used. Cost for conduct and evaluation of the papers should be included in the financial bid.

(ii) The candidate results and details of answer selected should be provided to JGTR after completion of exam.



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(iii) The service provider shall be responsible for RTI, Court Case(s) and /or third party dispute(s) if any and provide support to the JGTR in responding to such Court case(s), RTI and other related matters.

(iv) All the documents, records and information shall be the property of JGTR and the service provider shall provide the same as and when required by the authorized representative. After the closure of the contract the entire documents, records and information shall be handed over to the JGTR or his authorized representative before submitting the bill.

4) Final Decision Making Authority

The JGTR reserves the right to accept or reject any bid and to annul the process and reject all bids at any time, without assigning any reason or incurring any liability to the bidders. No claim whatsoever will be entertained/paid by the JGTR to the Bidder(s).

5) Amendment of Tender /Submission of Multiple Bids

Before the closing date and time for submission of bid, the JGTR, at its discretion, may modify the tender document by issuing addendum/corrigendum.

Any addendum/corrigendum thus issued would be a part of the tender document and shall be uploaded on the JGTR Website (www.jgmsmetr.com)

Tenderer shall neither be allowed to change or modify the submitted bidding documents by any amendments nor be allowed to submit more than one tender during the validity of the tender due date including extensions period of tender due date.

6) Arbitration and Settlement of Disputes

(i) 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.



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- (ii) 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.
- (iii) 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.
- (iv) 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 be applicable to the arbitration proceeding under this clause. The proceedings of the arbitration shall be carried out in Ranchi which shall be subject to the jurisdiction of courts in Ranchi.

7) Terms of Payment

- (i) 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.
- (ii) No advance payment shall be made. In case the bidder fails to execute the work, the JGTR 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.

8) 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 or the JGTR's business or operations without the prior written consent of the JGTR.

Date:

Signature of the Bidder with Seal

ANNEXURE – I



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FINANCIAL BID

No. of Applicants cumulatively	Cost per candidate in INR	Rate of GST in percentage	GST in INR	Total in INR	Remarks, if any
Upto 500					