



Corporate HRD
[21, N S Road, Kolkata – 700001
Phone Number: 033 22225731/278
Email: chrd@balmerlawrie.com]

Notice Inviting Tender (NIT):

Sl. No.	Description	Details
1	Name of Work	Engagement of Professional Agency for carrying out activities pertaining to selection of eligible applicants in various posts in the Officers' Cadre (Group B), managing the process on end-to-end basis.
2	NIT No.	BL/HR/CHR/NUS/PT/201819/0002
3	Validity of Offer	180 Days
4	Contract Period	24 months
5	EMD	Rs. 5000/- (Rs. Five Thousand only) in the form of Demand Draft/Banker's cheque drawn in favour of Balmer Lawrie & Co Ltd , payable at Kolkata from any Scheduled Bank.
6	Security Deposit	Rs 50000/- (Rs. Fifty Thousand only) The bidder who is awarded the contract must deposit within 10 days of notification of contract Security Deposit either in the form of Banker's cheque/ Demand Draft on Scheduled Bank / Bank Guarantee in favour of Balmer Lawrie & Co. Ltd. payable at Kolkata. The Bank Guarantee should be valid till the end of the contract period. No interest to be paid for that.
7	Downloading / Submission of Tender	
	a. Starts on	05.11.2018
	b. Closes on	18:00 hours on 26.11.2018
8	Opening of Un priced Bids	10:00 hours on 27.11.2018
10	Contact Details	033 22225402 chrd@balmerlawrie.com

Balmer Lawrie & Co. Ltd. (herein after referred as company) started its Corporate Journey as a Partnership Firm on 1st February, 1867. Today, Balmer Lawrie is a Mini-Ratna I Public Sector Enterprise, under the Ministry of Petroleum & Natural Gas with its Corporate Office at 21, N. S. Road, Kolkata. Along with its five Joint Ventures in India and abroad, it is a much-respected transnational diversified conglomerate with presence in both manufacturing and service sectors. Balmer Lawrie is a market leader in Steel Barrels, Industrial Greases & Specialty Lubricants, Corporate Travel and Logistics Services.

E-Bids are invited from Agencies for Engagement of Professional Agency for carrying out activities pertaining to selection of eligible applicants in various posts in the Officers' Cadre (Group B), managing the process on end-to-end basis in complete accordance with the enquiry documents/ attachments. Interested Agencies meeting the Eligibility Criteria can apply through Balmer Lawrie e-Procurement Portal <https://balmerlawrie.eproc.in> and also can submit their Qualification Bid Supporting Documents off-line i.e. in the Tender Box placed in Company's below mentioned office address:

Balmer Lawrie & Co. Ltd.

3rd floor, 21, Netaji Subhas Road,

Kolkata - 700001

The tender is in two bid system (1) Technical bid and (2) Price bid

Price bid should be submitted online only.

CONTACT DETAILS OF BALMER LAWRIE

Balmer Lawrie & Co. Ltd.

3rd floor, 21, Netaji Subhas Road,

Kolkata - 700001.

Contact Persons:

Ms. Neha Natani; MOBILE NO. +91-8017003767, Mail ID: natani.n@balmerlawrie.com

Any query on the matter should be sent to us through email only at Natani.n@balmerlawrie.com with the subject line "Engagement of Professional Agency for carrying out activities pertaining to selection of eligible applicants in various posts in the Officers' Cadre (Group B), managing the process on end-to-end basis."

Queries without the appropriately prescribed subject line "Engagement of Professional Agency for carrying out activities pertaining to selection of eligible applicants in various posts in the Officers' Cadre (Group B), managing the process on end-to-end basis." or sent **after 18:00 Hours on 26.11.2018** may not be answered.

Brief Introduction:

Balmer Lawrie & Co. Ltd. (BL) (herein after referred as company) is a Government of India Enterprise under the administrative control of Ministry of Petroleum & Natural Gas. Balmer Lawrie is inviting Bids from competent agencies with prior experience Engagement of Professional Agency for carrying out activities pertaining to selection of eligible applicants in various posts in the Officers' Cadre (Group B), managing the process on end-to-end basis.

Accordingly, interested agencies who fulfill the following eligibility criteria are requested to submit their bids through Balmer Lawrie e-procurement portal "<https://balmerlawrie.eproc.in>" by following the e-bidding procedure described in this inquiry.

Qualification Bids Supporting Documents can also be submitted in a sealed / closed envelop, which should reach us on or before the due date i.e. **26.11.2018** by 06:00 PM at our above office address, super scribing on the envelop "Qualification Bid for Engagement of Professional Agency for carrying out activities pertaining to selection of eligible applicants in various posts in the Officers' Cadre (Group B), managing the process on end-to-end basis" and must be addressed to AVP (HR) – CHRD.

However, Price bids of this tender will have to be submitted only through online mode. Submission of hard copy of price bid is not acceptable in any case.

Every bidder is required to submit his price bid online, however price bids of only those bidders will be opened for those who qualify eligibility/qualification criteria given here below:-

Eligibility Criteria

1. Must have prior experience, working for PSU/ Govt. Department/ Agencies, in the area of conducting end-to-end selection process involving the following:
 - a. On-line submission, acceptance and scrutiny of applications
 - b. Conducting written test including setting of question papers, finalization and publication of Merit ListMust have handled minimum five [05] such assignments during the Financial Years 2016-17 & 2017-18 taken together, wherein at least there should one PSU Client with Turn Over more than Rs. 2000 Cr.
[Copies of Work-orders to be submitted]
2. Must have successfully completed similar works within the three (03) years period starting from 01 Aug, 2015 to 31 Aug, 2018 and should be any of the following:
 - i. Three (3) similar completed works each costing not less than ₹ 6 Lacs however, for MSE category bidder the amount will be ₹ 4 Lacs
 - ii. Two (2) similar completed works each costing not less than ₹ 7 Lacs however, for MSE category bidder the amount will be ₹ 5 Lacs
 - iii. One (1) similar completed works each costing not less than ₹ 8 Lacs however, for MSE category bidder the amount will be ₹ 7 Lacs.

The cost as indicated above shall be exclusive of Service Tax or GST. It shall be ensured that the value of completed job indicated by the prospective bidder is excluding service tax. The Completion certificate submitted by the bidder shall separately indicate the service tax / GST amount included in the value of the completed job OR a separate certification from the respective client, mentioning the service tax or GST amount if any included in the value of the contract should be submitted by the bidder.

- iv. Must have valid ISO – certifications (as on last date of bid submission): ISO 27001: 2013 and ISO 9001:2015
[Copies of certificates to be enclosed].
- v. The Agency must have its office at Kolkata and assign a single point of contact based out of

Kolkata for coordination with BL.

[Trade License with details of address and contact person to be submitted]

- vi. The Agency must have conducted at least 2 [two] written tests involving simultaneous examinations conducted in at least four of the following metro cities: Delhi, Kolkata, Chennai, Hyderabad, Bengaluru and Mumbai. [Certificate/ Work order mentioning the test cities to be provided, during 3 [Three] Financial Years 2015-16, 2016-17 & 2017-18.]
- vii. Must have a Turn Over of Rs. 2 Core and above during any of the 3 [Three] Financial Years 2015-16, 2016-17 & 2017-18].
[Audited Balance Sheet and P&L Statement to be submitted for 3 [Three] Financial Years 2015-16, 2016-17 & 2017-18]
- viii. The Agency should not be black listed by any PSU / Government Agency or Department
[Self-Certification duly signed by authorized person in Vendor's letter head. Power of Attorney confirming the name of the Authorised person should also be made available]

Agencies are to upload online the above documents in support of their Eligibility vis-à-vis each criterion

The Online Qualification bids (Unpriced Part) will be opened on **26.11.2018**. A meeting between the authorized representatives of the Agencies bidding against the NIT and members of the Committee appointed by the Company **may** be held subsequently, if a need is felt, the date/ time venue shall be communicated to the Bidders separately. The purpose of the meeting shall be to gain understanding on the portal, through a demonstration, that the agency proposes to deploy and its functionality/ flexibility. Any or all cost pertaining to attending such a meeting shall have to be borne by the Agencies. If such a meeting is called for then it will be binding for the parties to attend.

The Agency will be shortlisted/ selected on the basis of Eligibility Criteria, evaluation of the supporting documents, credentials furnished by the applicants and performance of Portal during demonstration, if undertaken. If necessary, representatives of the bidding Agencies may be interviewed for the purpose of finalization of such contract.

Price Bids of only shortlisted/selected Agencies, who are qualified based on Eligibility Criteria and performance of Portal during the demonstration as mentioned above (in case such a review is undertaken), will be opened.

Bidders, if required, may visit/contact us on any working day to understand the roles, responsibilities, area and modality in which we expect the assignment should be approached and completed.

Scope of Work

Balmer Lawrie & Co. Ltd. [BL] desires to select a reputed agency, well experienced in developing and handling on-line selection process for selection of personnel in Officers' Cadre (Group B) in its Operating Locations on pan India basis. The process will inter alia include receipt of applications through e-enabled/web enabled application system, managing interface for receipt of application fees (wherever applicable), online display of status of applications received on day to day basis, warehousing and management of data of the applicants, generation of roll numbers/sending admit cards through mail/speed post to the candidates in addition to sending SMS/ Mail for informing candidates about written

test, setting & printing of question papers and OMR Sheets, conducting of written test and all related activities including venue booking, transportation of test materials, deputing invigilators at venue etc, evaluation of written test and submitting the same to BL in time, processing result, preparation of short-list and final merit list, sending e-mails and SMSs to the applicants, etc. as given in the Detailed Scope of Work attached as Annexure – I.

Broadly there are four phases in the Assignment

- a. DEVELOPING, HOSTING & MAINTENANCE of an ONLINE PORTAL for RECEIPT & HANDLING of APPLICATIONS.
- b. PREPARATION for CONDUCTING WRITTEN TEST (OFFLINE)
- c. CONDUCTING WRITTEN TEST (OFFLINE)
- d. WRITTEN TEST EVALUATION & RESULT DECLARATION
- e. POST EXAMINATION ACTIVITIES INCLUDING MAINTENANCE OF ALL RELATED DOCUMENTS FOR ATLEAST 1 YEAR AFTER DECLARATION OF MERIT LIST
- f. RTI AND GOVERNMENT QUERIES

a. Hosting & Maintenance of an Online Portal for Receipt & Handling of Applications

1. Balmer Lawrie & Co. Ltd. [BL], desires to engage a Professional Agency for carrying out activities pertaining to recruitment and selection of eligible applicants in various posts in the Officers' Cadre (Group B), managing the process on end-to-end basis.
2. Agency to develop, host and maintain an online portal accessible to general public through internet. This portal would allow interested candidates to apply and also enable them to pay Application Fees to Balmer Lawrie, where applicable, through a Payment Gateway, to be chosen by BL.
3. The agency will ensure data integrity by taking all necessary precautions as per standard practices including having back-up server facility. The agency will ensure necessary provision to enable audit of the system/ documents if required by Balmer Lawrie.
4. The on-line application module will be designed to capture the information pertaining to the candidate. For capturing information of definite nature like Discipline, Category, examination centre preference, etc., drop-down option will be provided. For capturing rest of the information free-text fields with pre-defined text length to be provided. The detailed format will be finalized in consultation with BL.
5. Agency shall study BL's Advertisement/ Rules and accordingly develop the Interactive Application Blank in English to get the necessary information from candidates as per BL Advertisement / Rules in coordination with authorized persons to suit the organizational purpose. For e.g. category, date of birth, percentage obtained, course duration, Disability percentage etc.
6. Link of web portal to be provided on corporate website (www.balmerlawrie.com).
7. Test Centre's for every recruitment initiative as decided in consultation with BL. Portal to have capability to segregate listing of candidates on account of any entered parameters.
8. Agency to provide reports in formats as and when desired by BL
9. Portal to provide facility for upload of scanned images for the following documents:
 - a. Photograph

- b. Class 10 mark sheet (proof of DOB)
 - c. All Proofs of Qualification
 - d. Caste/ Tribe/ Class/ Disability Certificate
 - e. Signature etc.
10. System should allow candidate for change in examination center based on request by candidate after verification.
 11. Application module should provide facility to save, retrieve and modify incomplete applications while applying online. Candidates should be able to access incomplete applications by using combination of characters, unique system generated BL ID and date of birth of candidate. The edit facility should be available till the application is finally submitted.
 12. The agency will put in place a system to recover this unique ID, if the candidate forgets / misplaces this ID.
 13. On final submission of the application, a PDF format of the application will be available, which the candidate may save and take print out. The module will let the candidate access this PDF and take print out on later date too, till completion of selection or a time schedule as specified by BL.
 14. The module will have facility to send auto-generated e-mail from designated mail ID confirming successful submission of application on the registered email ID and mobile number of the applicant.
 15. The agency shall develop facility for sending bulk SMS. On submitting the application successfully, the candidate will receive an SMS on their registered mobile number.
 16. A copy of all e-mails and SMS to be provided to BL on a designated email id.
 17. The agency will also have help desk / call centre facility from 0800 hrs to 2000 hrs to answer queries of the candidate regarding their difficulties in filling-in the online application. The agency will also have a dedicated e-mail address to handle on-line application related queries till the declaration of final merit list.
 18. Agency to provide BL a report on daily basis with respect to number of applications received in format as desired by BL.
 19. The module should have facility for generating MIS consisting various reports and statistical data of the applications in different combinations as required by BL from time to time on real time basis.
 20. The agency should provide complete data of the candidates on CD/online within 2 days after the last date of receipt of applications for the concerned exercise, i.e. Recruitment exercise.
 21. The online application module will have facilities to host different documents like Detailed Advertisement, FAQs, different declaration forms, format for caste certificates, pre-employment medical format etc. which may be downloaded by the candidates as and when required.
 22. Portal to be totally handled by the agency for the entire period of contract or till such that date which is 1 year after completion, i.e. publication of results, of the last recruitment campaign/ exercise assigned during the pendency of the contract, whichever is later. This shall include providing technical support for trouble shooting in case of issues faced by candidates/ BL while

applying/downloading applications, etc. Agency to provide Customer Service Support contact details in the portal.

23. The agency shall adhere to the provisions of IT Act 2000, wherever applicable.
24. It will be the sole responsibility of the agency to provide sufficient Server space and suitable Bandwidth for uninterrupted receipt of applications and for security of the data received.
25. The proposed software should be protected with latest security features like SSL, Firewall and antivirus in order to make it a trouble free, glitch free and user friendly solution.
26. The agency should take all precautions to prevent the software system from hacking and any other frauds. Foolproof data security and data transfer should be ensured.
27. Software should have facility for auto generated e-mail/ SMS to be sent to the candidates regarding venue, date and time of the test etc. or any other announcement that BL may like to intimate to the candidates.
28. All transactions in the computer should be encrypted.
29. The system/software developed by the Agency will be tested by BL for its correctness of functionality and the Agency is liable to rectify any anomalies. In case of any dispute, the decision of BL shall be treated as final.
30. Customize the software in which the data fields & validation criteria may vary like age, experience, category, qualification etc. Fix up necessary validation for fields to avoid same candidate applying repeatedly and to avoid the registration of candidates who do not meet the eligibility criteria.
31. The online validation should reject the ineligible applications giving the reason for rejection; the reason for not short listing should also be displayed.
32. Provide FAQ (Frequently Asked Questions) sections or “How to Apply” Section with pictorial and text illustrations for easy understanding of the candidates to facilitate their online applications.
33. On scrutiny of database, the list of shortlisted candidates for Written Test to be decided as per the norms specified in advertisement without any deviation. The Checking & Screening of Applications received on the basis of Criteria specified in the advertisement viz. Maximum age (with necessary relaxations to reserved categories), minimum qualification, minimum number of years of experience and any other mandatory criteria as specified in the advertisement, shall be done by the agency and only the candidates meeting the required criteria and having made payment of applications fees shall be called for the written test.
34. Sample Call Letters for intimating the shortlisted candidates to appear for the Written Test to be provided by BL.
35. Download facility for Admit Cards (for Written Test) and Call Letters (for Skill Test if applicable) and any other particulars to be provided to Candidates and eligible candidates to be able to download the same.
36. The format of the admit card for written test, letter for interview, SMS to candidates to be designed

in consultation with BL.

37. Agency to send email and sms to candidate for admits card, written test and interview.
38. Online applications submitted by candidates need to be stored and maintained in the database for a period of 12 months from the date of declaration of merit list..
39. In addition to the above, the agency should carry out any further improvement / development of the module as felt necessary by BL for enhancing the efficiency of the module without any additional cost / financial implication to BL.
40. Post-closing date of receipt of application, the agency should clean the data to eliminate, multiple applications from the same candidate, identification of dummy applications / candidates and also should generate exception reports for cases, where same unique ID have been used for more than one candidate.
41. Agency shall be coordinating for all processes including Test Centers & multiple MISs/Reports with an Executive of BL, as may be communicated by BL, throughout the engagement process.

b. PREPARATION for CONDUCTING WRITTEN TEST (OFFLINE)

1. The agency shall timely plan and prepare properly to ensure smooth conduct of written test.
2. Agency to prepare 4 sets of Multiple Choice Question (MCQ) Paper for each Trade/ Function and corresponding OMR sheets for written test in bilingual (English & Hindi) for stream/ trades as may be specified by BL during each of the campaign/ recruitment drive to be assigned to the Agency during the pendency of the contact.
3. Different question papers shall have to be set discipline-wise/trade-wise/any other basis as per BL directives.
4. Agency shall fully prepare for conducting written test as per BL requirement. BL shall provide specific instructions/ broad guidelines (as the case may be) on certain aspects of conducting written test (like place for conducting exam, venue preference, compliance of Govt guidelines/ Company policies, independent monitoring etc).
5. Agency shall fully cooperate & abide by BL's instructions/ guidelines in this regard.
6. Agency will nominate one officer who will be responsible for all the activities connected with written test & its administration. Officer so detailed by Agency must be on the permanent rolls of agency.
7. Agency shall have qualified and competent faculty/facilities to prepare and print question papers in all Disciplines / Trades with utmost confidentiality.
8. Agency shall set Question Papers (Bilingual) separately in different series - Discipline/Trade-wise, as per the syllabus given by BL.
9. Question Paper of each Discipline / Trade should be prepared in at least four series (Four different patterns with questions being jumbled up.). Candidates sitting next to each other for the Test should be given Question Paper of different series.

10. The Written Test will be of 1.5 - 2 hours duration. The test will be in multiple parts, Part-I will be concerned with Discipline/Trade/Branch, Part-II will consist of Questions on Logical Analysis & Reasoning, English, General Awareness etc. Each question carries one mark each and there is no negative marking. The syllabus and type of questions/ sections, number of question/ section will be mutually discussed and finalized between BL and the Agency. Instructions to the candidates will be placed in the first page.
11. Content of OMR sheets to be designed in consultation with BL.
12. The agency shall arrange printing of suitable Answer Sheets for OMR based evaluation.
13. The agency shall finalize Date, Venue, and Time for conducting written test in consultation with BL.
14. The agency shall select and book adequate number of Test Centers. The Test Centers for conducting Written Tests should suit the convenience of the large sections of candidates wherever possible & feasible.
15. The agency must ensure video recording of the entire examination process from the start of opening of sealed packet of question booklet. The unedited footage of the same must be submitted to Balmer Lawrie along with other deliverables.
16. The Agency shall arrange a visit of BL representative along with his representative, while finalizing test venue.
17. The agency shall hire Qualified and adequate number of persons as Invigilators.
18. The agency shall prepare detailed instructions for the Centre superintendent (representative of the Institution where the test will be conducted).
19. The agency shall arrange adequate Security / Police protection at test Centre.
20. The Agency shall be responsible for collection of self-attested photocopies of all requisite documents, copies of challans, Travel Reimbursement forms along with the necessary tickets/ papers/ details (wherever applicable) from all candidates appearing for the written examination, on the date of the test, as per the format/ guidelines provided by Balmer Lawrie. Necessary communication shall be made by the agency to the candidate with respect to such submissions. Balmer Lawrie shall intervene in such communications made by the agency with the candidate wherever necessary to ensure resolutions of all clarifications sought by the candidates.
21. The agency shall ensure any other related activity, as applicable.
22. Maintaining sanctity/integrity and smooth & proper conduct of the Written Examination will be the party's responsibility. In case of any irregularity or malpractice etc. re-examination will be conducted solely at the expense of agency.
23. As the total selection process work (except conducting Personal Interviews) is being handled by the party, it would be his/her sole responsibility to maintain the integrity and in case of any eventuality leading to legal disputes, the onus shall lie on the party and BL should not be held liable for the same.

24. Agency to ensure that all the Question Papers are properly sealed, before distribution to candidates and that Question Papers are returned before leaving the examination hall.
25. Agency to identify & book suitable number of examination centers in New Delhi, Kolkata, Chennai, Hyderabad and Mumbai or any city as decided by BL. It must be ensured that the candidates are properly seated in a room with adequate distance among them and proper invigilation throughout the period of test to maintain the sanctity of the examination, including CCTV/ Video-graphic surveillances. The examination rooms should be properly ventilated with basic amenities viz, Fans, drinking water, washroom etc. Agency will be responsible for deployment of invigilators/Center Superintendent and other staff related to examination, delivery of materials at all venues on the date of the examination, and collection of all test materials from the centers after completion of examination. Safe custody with proper security arrangements must be ensured. Identity of candidates will have to be verified during the written test through any valid ID Proof (Aadhar, PAN, Voter ID, Driving Licence, and Passport). Proper verification & authentication mechanism to be put in place to ensure that there is no ambiguity regarding the identity of any given candidate, i.e., the candidate giving the examination is same and not different from the applicant.

c. CONDUCTING WRITTEN TEST (OFFLINE)

Smooth conduct of written test would be the responsibility of agency and the Institution where the test is conducted. The agency shall administer the written Test:

The agency shall ensure

1. General facilities at test site for conducting written test smoothly (like proper seating arrangement, lighting, ventilation, water, cloak room, provision of required stationary, Fan, drinking water, wash room etc.)
2. Detailed instructions for the Centre Superintendent (representative of the Institution where the test will be conducted) & Invigilators are prepared and all the concerned personnel are properly briefed.
3. Proper coordination with Centre superintendent for conducting test smoothly
4. Sequencing of seats as per branch-wise, roll number wise with adequate distance between them.
5. To carry out proper quality check regarding Roll number, Candidate Name, Father's Name, Signature of Candidates, Answer Sheets etc
6. Arrangement for strict invigilation - one invigilator for every 30-40 candidates with adequate spacing between two candidates
7. Proper arrangements with respect to 'Person with Disability' (PWD) candidates in order to facilitate them to write the test.
8. Each Test Centre/Venue to have a separate room for briefing and distribution of sealed packets containing Question Books to invigilators.
9. Arrangement for unpacking and packing in cloth and sealing of bundles/packing containing Test Booklets and Answer Sheets in the presence of In-charge of respective Venue.

10. Arrangement for distribution of question Booklets/ Answer sheets and collection of same with proper accounting.
 11. Arrangement for countersigning the Answer sheets and Admit Card by respective invigilators.
 12. The agency shall arrange setting up of a control room at each of the Test Venue on the day of examination to sort out clarification sought by the candidates. The control room shall be operative 2/3 hrs before the commencement of test.
 13. The agency shall display
 1. Test Details, time etc. at entrance gate of Written Test Centre at least one day prior to test for convenience of candidates
 2. Seating arrangements at the Main Entrance of each Test Venue
 14. The agency shall hand over Question Papers and Answer Sheets at all test venues to respective Chief Test Superintendent
 15. The agency shall:
 1. Guide the candidates properly.
 2. Issue proper guidance and instructions to Invigilators to make it sure that normal practice happens in the conduct of exam. Candidates indulged in copying, impersonations or any sort of malpractice is to be debarred from the written test. iii) Obtain signature of the candidates on the attendance Report meant for the purpose.
 3. Collect the Question papers and Answer Sheets from all test venues, immediately after the test.
 4. Compile the issues, if any, raised by the candidates during the written test pertaining to the Question Paper or any other observations. This would be countersigned by BL observer and submitted to BL for necessary action.
 5. Ensure the verification of identity of each candidate. Invigilators have to verify the identity of each candidate against the photograph affixed on the Admit Card & also verify signature from Admit Card.
 6. Ensure conducting of Written Test smoothly.
 16. Agency shall allow independent monitoring by BL's observer. (BL shall depute 'Observer(s)' at each Examination Centers as per its policy/ requirement.)
 17. The agency shall issue necessary instructions (as per BL's guidelines) in writing to all Centre Superintendents where the written test is conducted by agency with regard to the process to be followed for verification of candidates' credentials appearing for the test with the data given in Admit Card with a Photo Identity Card (Aadhar, PAN, Voter ID, Driving Licence, Passport)
 18. Duplicate admit Cards: In case a candidate reports at Test Venue without the Printed & downloaded Admit Card, a duplicate Admit Card will be issued by agency as per BL's policy & guidelines. Agency shall carry printed duplicate Admit Cards (which will have to be carried for all the registered candidates) or blank Admit Cards (to be issued after filling up the requisite details).
 19. The agency will submit the statistics regarding attendance in Written Test to BL.
- d. Written Test Evaluation & Result Declaration

1. The agency shall make sure that evaluation of OMR Answer Sheets is done within set time frame as per Time Schedule for Milestones /Activities
2. In case any inadvertent errors are noticed in the Written Test question Paper or brought out by candidates, agency shall ignore such questions and evaluation would be carried out for the balance questions only.
3. The question paper will be in English and Hindi version. In case of any doubt / discrepancy in Hindi language, the English version of question shall prevail.
4. The agency shall submit two sets of soft copy of data base in CD/DVD in 'pdf' format of all the candidates incorporating marks obtained in the written test along with all the Question and Answer Paper/ Sheet with a covering letter duly signed by the authorized person in sealed cover to HR Head of the region, after the declaration of final merit list only after collating marks of both written test and personal interview.

NOTE:

1. Wherever, the agency has to key in the data, same shall be done in consultation with BL/ as per BL's guidelines. All the fields should be recorded in editable soft copy. Hard copies / pdf format files shall be provided - as per BL's requirement.
 2. If BL has specific requirement regarding soft copy/ hard copy/ number of copies etc. (e.g. file formats, data field formats) agency shall fulfill the requirement.
 3. If BL desires any changes in the Engagement process mentioned herein (arising due to policy changes at BL's end / statutory changes), BL shall issue specific written instructions/ guidelines to agency in this regard. Such changes will be agreed with mutual consent of both the parties. However, if any of the changes required have no cost implications for agency, same shall be binding on the agency.
 4. After completion of selection the agency will return complete records/documents used for the recruitment process namely OMR sheets (Used & Unused), Admit Cards, Soft copy of Scanned data to BL and the agency is required to keep other recruitment related record / data for the period of 12 months after declaration of results.
- e. Post Examination Activities
1. Agency will be checking and pre-validating OMR answer sheets and will arrange OMR scanning.
 2. The Agency based on the Inputs given by BL, should shortlist the candidates on the basis of marks obtained in the Qualifying examination in the ratio as per the rules of the Company. The Cutoff percentage of marks will be provided by BL, based on the data given by Agency. Merit List to be prepared as per BL's requirements and handing over to BL in sealed condition along with other relevant reports.
 3. The Agency shall also co-operate with BL for document verification of the merit list candidates as an additional exercise.
 4. The agency is to assist BL in terms of any registration/Written Examination/ Interview related issues.

5. Once the final result is approve and announced on the portal, the agency will simultaneously mail and SMS the information on the same to all the candidates who have been selected.

f. RTI and Government Queries

Assistance in replying to any RTI application in connection with the registration / written examination. All documents, including the Question paper and Answer Sheets, to be kept in safe custody for a period of 24 months from the date of conduct of the examination. Thereafter, the same will be required to be handed over to BL for future records. This measure is required for enabling BL to answer any future query, e.g., RTI, etc, on Engagement Process.

The Agency has to assist and co-ordinate with BL if required for replying queries made under RTI Act. In case of any RTI, or any other related issues, the party should assist actively in providing documents to protect the interests of the Corporation.

Complete sanctity and secrecy of the recruitment process will be the responsibility of the party. The contractor will intimate in writing the name of authorized representative (s). The contractor shall ensure that his authorized representative(s) is/ are available to coordinate with BL on any such matter which is covered under the Scope of Work.

Time Schedule with Milestones

The time schedule for milestones/ major activities is given below. The final schedule will be worked out in consultation with the agency, after placement of work order. This schedule shall be referred (wherever applicable) for calculating any Liquidated Damages, as per conditions of the contract.

Sl. No.	Activity	Dates/ Days
1	Testing of software for receipt of Online application & Finalization of software	7 days from issue of work order
2	Application Module going live	2 days after software finalization
3	Closure of online application module	As decided by BL
4	Application processing, venue allocation, Admit Card issuance etc.	5 days after closure of online application module
5	Written examination	As decided by BL
6	OMR sheet scanning, Devising merit list, Hosting merit list, etc.	2 days after written examination
7	Hosting final selection list	Within 2 days after confirmation from BL
8	Replying to queries of candidates through e-mail	Within 24 hours

Payment Schedule

1. 'Year' for the purpose of this contract will mean a cycle of 12 months from the date of acceptance of LOI. The same cycle will follow for the subsequent years during the validity period of contract.
2. Bills shall be submitted to BL after completion of the various processes of the recruitment exercise including handing over of the final results in the format as directed by Balmer Lawrie.

3. Payment would be made on the basis of:

BLOCK A: Hosting of Online Portal and maintenance of the same as per the terms of the NIT

BLOCK B1: Actual number of applications received & screened [Block – B1]

BLOCK B2: Actual number of applicants called for the written test [Block – B2]

BLOCK C: Aggregate of the following:

- a) Additional number of Question Papers/ disciplines for which Written test (in Bilingual mode) is administered after 4th Set.
- b) Additional Number of shifts/days of the written test
- c) Number of additional cities where written test is administered

Phase	Stage of Project	Payment Amount	Block
1	Hosting of Online registration Portal as per the requirements specified in the Scope of Work Part (a) of the Tender Document. To be paid in 4 instalments on six monthly basis with the first installment starting after 6 months of date of acceptance of LOI.	25% of the Lump sum amount quoted by the Agency in each installment.	A
2	After successful completion of receipt of applications and checking and screening of applications. Payment will be made after issuance of admit cards	100% based on number of applications received per campaign	B1
3	On Issuance of Admit Cards	25% [to be calculated based on number of candidates called for WT]	B2
4	On completion of Written Test	40%	
6	On submission of Merit List	30%	
7	On submission of all examination related papers to BL after 1 year from the date of submission of Merit List	05%	

Separate payment will be released for each Officer Recruitment exercise for Blocks B1 and B2.

NOTE

1. All payments will be made after submission of service Bill against each completed job/activity.
2. Completion of activity above will be intimated by the Agency to us for processing and releasing the payment.
3. For payments against actual, the invoice/bills must be supported by appropriate documents.
4. Goods & Service Tax (GST) as applicable shall be payable to the service provider based on the document / proof submitted.
5. All payments will be made through electronic mode.

Terms and Conditions

1. Your Technical/ Qualification Bid should specify all the elements, mentioned above, as has been asked for. Your offer must be valid for a period of 180 days for our acceptance, from the last date

of bid submission i.e. 26.11.2018.

2. The Contract of the Agency shall be valid for a period of 24 months.
3. During the period BL shall be releasing several advertisement for selection in Officers' Cadre (Group B) the agency shall be required to handle each such selection process on an end to end basis.
4. Your Qualification Bid must accompany this enquiry duly signed and stamped on each page, as your acceptance to the terms and conditions mentioned herein.
5. No Agency will have any claim for representation and getting the order.
6. No enhancement / escalation in the agreed rates would be entertained during pendency of the contract.
7. Successful bidder will not be able to sublet the contract to other party without the written consent of the Company.
8. Balmer Lawrie reserve the right to amend or withdraw any of the terms and conditions contained in this notice or reject any or all without giving any notice or assigning any reason thereof.

Earnest money Deposit (EMD)

1. The Bid must be accompanied by Earnest Money Deposit in the form of Demand Draft on any Scheduled Bank in favour of Balmer Lawrie & Co Ltd, payable at Kolkata. Or Banker's Cheque or Bank Guarantee in the prescribed format. Bid not accompanied by EMD is liable to be rejected.
2. EMD amount will be refunded to the unsuccessful bidder within 30 days from the date of finalization of order and placement of Work Order on the successful bidder.
3. The successful bidder will be refunded the EMD amount on submission of Security Deposit amount as required in the NIT
4. EMD is liable to forfeiture in the event of –
 - a. Withdrawal of offers during validity period of the order.
 - b. Non acceptance of the order
 - c. If the bid submitted by the bidder is found to be false/ forged after placement of Work Order
 - d. Non Confirmation of acceptance of order within the stipulated time after placement.
 - e. Any unilateral revision made by the bidder during the validity period of the offer.
 - f. Non execution of the order after acceptance of the contract due to any dispute of the bidder or any reason whatsoever.
 - g. In case of failure to comply with any enquiry terms/conditions.
5. EXCEPT AADHAR LINKED MSMEs, OFFERS RECEIVED WITHOUT EARNEST MONEY DEPOSIT WILL BE REJECTED.

Instruction to the Bidders

General:

1. Scope of Bid :
The successful bidder must complete the work within the period stated in Scope of Work or in other relevant section of the NIT or in terms of the Work Order issued.
2. Eligibility of Bidder:
Apart from meeting the Minimum Qualification Criteria as stated in Techno Commercial Bid, the Bidder should not be blacklisted by any Government Department / Public sector undertaking.
3. One Bid per Bidder:
An Agency / Bidder must submit only one bid in the same bidding process. Bidder submitting multiple bid is liable to be disqualified and none of the bid submitted by such bidder will be entertained. Sub-contracting of work is not permitted.
4. Cost of Bidding :
Bidder shall bear all costs associated with preparation and submission of the Bid.
5. Site Visit :
The Bidder is advised to visit and examine the site and its surrounding and obtain for itself, on its own responsibility, all information that may be necessary for preparing the Bid. The cost of visiting the site shall be borne by the Bidder.

Bidding Documents:

1. Content
The bidder is expected to examine all instructions, forms, terms and conditions stated in the Bidding Document. The NIT together with all attachments thereto, shall be considered to be read, understood and accepted by the Bidders. Failure to furnish all information required as per the Bidding document or submission of Bid not substantially responsive to the Bidding documents in every respect will be at Bidder's risk and may result in rejection of his Bid.
2. Clarifications on Tender Document:
Clarifications, if any, shall have to be forwarded to following e-mail id: natani.n@balmerlawrie.com. Clarifications received by Balmer Lawrie, in the specified mail id, less than 24 hours prior to last date of submission of bids shall be considered as "no clarification sought / required".
3. Amendment to Tender Document:
Any amendment/corrigendum, as and when, required will be uploaded only on the website of the Company www.balmerlawrie.com and related Government of India e procurement website where this tender is floated and interested bidders should regularly visit these websites for updation.

Preparation of Bid:

Language of the Bid

The bid and all correspondences with the bidder will be in English.

Documents forming part of the Bid

- a. Commercial Bid as per Annexure – I, along with relevant supporting documents
- b. Price Bid as per Annexure II
- c. EMD

- d. Letter of Authority as per Format A-1
 - e. "No Deviation Confirmation" as per Format A-2
 - f. Certificate from the bidder as per Format A-3
 - g. All relevant supporting document as detailed in the Eligibility Criteria
- Note: All pages of the bid must be signed by the authorized signatory of the Bidder.

All the aforesaid documents along with copy of EMD should be uploaded on e procurement site and hard copies of the aforesaid document should also be forwarded prior to opening of Unpriced Bid.

Demand Draft drawn on Scheduled Bank in favour of Balmer Lawrie & Co Ltd. towards EMD must be send in sealed envelope mention " EMD " and the Tender No before opening of Unpriced Bid to the following address failing which the bid will be rejected notwithstanding the fact that a copy of EMD/ Bid Security was earlier uploaded by the bidder.

Balmer Lawrie &Co. Ltd.
3rd floor, 21, Netaji Subhas Road,
Kolkata - 700001

Price Bid

- a. The prices are to be submitted strictly as per the PRICE BID format as attached at Annexure II.
- b. The price quoted by the bidder should be net of discount/ rebate. Discount/ Rebate, if shown separately, will not be considered for evaluation purpose. However, in the event of the bidder emerging as the lowest bidder, the Discount/ Rebate offered by the bidder will be considered for Award of Contract and same shall be binding on the bidder.
- c. Taxes and Duties is payable at actuals as per the prevailing statute.
- d. The price/ rate quoted will be firm till the completion of contract.
- e. Amount must be quoted in figures as well as words. In case of discrepancy between figure and word the rate quoted in word will be considered for evaluation.
- f. Price quoted should be in Indian Rupees only.
- g. Price quoted will be valid for 180 days from the date of opening of Price Bid. Balmer Lawrie may request the bidder for extension of Price validity beyond 180 days, in such a situation the bidder has to communicate in writing his willingness to extend the price validity.
- h. The agency shall indicate cost in the following order:

- I. Hosting of Online registration Portal as per the requirements specified in the Scope of Work Part (a) of the Tender Document.
- II. Per Recruitment Instance cost for execution of the following as per terms of Tender:
 - (a) Registration and Application Process
 - (b) Process of payment of Application Fee
 - (c) Checking and Screening of all the applications received as per the requirements mentioned in Scope of Work Part (a) Clause 33 of the Tender Document
 - (d) Generating and Communicating Admit Cards to all the shortlisted candidates.
- III. Per Recruitment Instance cost for execution of the following as per terms of Tender:
 - (a) Setting bilingual Test Papers (up to 4 types (posts) of QP)
 - (b) Conducting examination in a single shift in 5 cities
 - (c) OMR sheet preparation
 - (d) Printing and scanning
 - (e) Result processing and Merit list generation
- IV. Cost for additional city, over & above 5 cities
- V. Cost Per Extra shift of examination across 5 cities on the same day
- VI. Cost per Extra day of Examination
- VII. Cost for Additional Sets of Question Papers (beyond 4th set)

As regards Cost Per position for application processing, para point [h.II] & [h.III] above, the agency must give cost per candidate as per slabs indicated hereunder:

Block B (1)	Per Recruitment Instance cost for execution of the following as per terms of Tender: a) Registration and Application Process b) Process of payment of Application Fee c) Checking and Screening of all the applications received as per the requirements mentioned in Scope of Work Part (a) Clause 33 of the Tender Document d) Generating and Communicating Admit Cards to all the shortlisted candidates.
Slab	Per Unique Application Cost
0 – 500	(i)
501 – 1000	(ii)
1001-2000	(iii)
2001 & above	(iv)

Block B (2)	Per Recruitment Instance cost for execution of the following as per terms of Tender: a) Setting bilingual Test Papers (up to 4 types (posts) of QP) b) Conducting examination in a single shift in 5 cities c) OMR sheet preparation d) Printing and scanning e) Result processing and Merit list generation
Slab	Per Unique Application Cost
0 – 200	(i)

201 – 400	(ii)
401 - 800	(iii)
801 & above	(iv)

The payment shall be made per campaign (advertisement) basis irrespective of the number of positions advertised for.

As regards Cost pertaining cost heads covered in para points [h- IV to VII] the agency must give cost per candidate as per format indicated hereunder:

Block C	Cost Head: Written Examination and Result Publication		
Sl. No.	Cost Head	Cost Per Unit	Remarks
1	Cost for additional city, over & above 5 cities (Other than Delhi, Kolkata, Chennai, Hyderabad and Mumbai)	Per city	Per campaign approximately 4 set of question papers shall be needed
2	Cost Per Extra shift of examination across 5 cities on the same day	Per extra shift for 5 cities	
3	Cost per Extra day of Examination	Per Day for 5 cities	
4	Cost for Additional Sets of Question Papers (beyond 4th set)	Per set of QP	

For costing purpose it is estimated that over the two years the Company will fill around 120 positions. Each campaign will be launched with approximately 4 positions, from varying trades/ functions.

For the purpose of tender evaluation, L1 shall be determined on the basis of the total amount calculated as follows:

$A1 + B1(i)*250 + B1(ii)*750 + B1(iii)*1500 + B1(iv)*2001 + B2(i)*100 + B2(ii)*300 + B2(iii)*600 + B2(iv)*801 + C1 + C2 + C3 + C4$

Zero Deviation

Deviation to the terms and conditions of NIT may lead to rejection of bid. Technical and Commercial query (s) may be raised by the bidder, decision for which will be solely based on circumspection by Balmer Lawrie.

Rejection Criteria

Deviation to the following clauses of NIT will lead to rejection of Bid:

- Firm Price
- Validity of price
- Non submission of EMD.
- Scope of Work.
- Non fulfillment of requirement of Unpriced Bid
- Non Fulfillment of conditions in Price Bid
- Non submission of required documents
- Any other condition where it is specifically mentioned in the tender document elsewhere that non-compliance will lead to rejection of tender.

E- Payment:

Successful bidder must submit details of bank account as per the bank mandate form to facilitate payment through e- banking.

Submission of Bids

Sealing and Marking of Bid:

Bids must be submitted in e tendering mode in the manner specified elsewhere in the tender document. Hard copy of the bids along with EMD should be submitted prior to the opening of Unpriced Bid.

Deadline for submission of Bids:

1. Bids should be received in e-tendering mode not later than the date and time specified in NIT.
2. Balmer Lawrie, at its own discretion, may extend the deadline for submission of the bid, notification of which will be uploaded on BL website. In such scenario, bidder may submit their bid as per the extended deadline.
3. Late Bid : Not acceptable

Modification / Withdrawal of Bid:

1. Modification or Withdrawal is possible before the due date for submission of tender as per the provisions of the tendering system of Balmer Lawrie.
2. No bid can be withdrawn after the opening of the Bid.
3. Withdrawal/ Modification during the intervening period between the Opening of Bid and expiration of period validity will not be allowed and shall result in forfeiture of EMD submitted by the bidder.

BID Opening and Evaluation:

1. BID Opening :
Bids will be opened on the due date at stipulated time. Price Bids of only those bidders who qualify in the Techno commercial / Unpriced Bid will be opened. Price Bids of those bidders who have not qualified in the Techno commercial bid will not be opened.
2. Confidentiality of Bid Evaluation Process:
 - a. Information relating to examination, evaluation and comparison of Bids and recommendation of award of contract shall not be disclosed to the Bidders or any other interested party. Any effort by the Bidder to influence the bidding process may result in rejection of their Bid.
 - b. From the time of opening of Bid till the time of award of contract, if any Bidder wishes to contact Balmer Lawrie on any matter related to the Bid, the same should be done in writing only.
3. Bid Examination and its evaluation :
Prior to the detailed evaluation of Bids, Balmer Lawrie will determine whether following points have been covered in the Bids submitted:
 - a. Meets the Techno commercial requirement.
 - b. Documents have been properly signed
 - c. Is accompanied by EMD.
 - d. Is substantially responsive to the tender requirements, in other words meets all the tender terms and conditions without material deviation/ reservation.
4. Correction of Errors :
 - a. Bids which have meet all tender terms and conditions will be checked for any arithmetical errors. Errors will be corrected by Balmer Lawrie in following manner :-
 - b. Where there is discrepancy between amount in figure and amount in words, the amount stated in word will be considered for the purpose of evaluation.
 - c. Where there is discrepancy in unit rate and total amount resulting from multiplying unit rate

with quantity, then unit rate will be considered for evaluation purpose.

- d. The amount stated in the Bid will be corrected as per the aforesaid procedure and concurrence of the Bidder will be obtained before final evaluation. In case the correction as stated above is not acceptable to the bidder, the bid will be rejected by Balmer Lawrie and the EMD amount will be forfeited.

5. Conversion to Single Currency for Comparison of Bid :

In case Bids are received in currencies other than Indian Rupees , then in order to facilitate evaluation and comparison , Balmer Lawrie will convert the currency quoted in the Bid in Indian Rupees at the Bill selling exchange rate declared by State Bank of India on the day prior to opening of Price Bid.

6. Evaluation and Comparison of Bids :

Bidder must quote for all items and exactly as sought in the PRICE BID. Any deviation will result in rejection of Bid.

Award of Contract

1. Contract will be awarded to successful Bidder whose Bids meets all the terms and conditions laid down in the tender and whose overall quote has been determined as the lowest, in context of the estimated volume of work.
2. Balmer Lawrie reserves the right to accept or reject any Bid or all the Bids at any time prior to the award of contract without assigning any reason to the Bidders or incurring any liability to the affected Bidder(s).
3. Prior to expiry of "Period validity" or "Extended Period Validity", Balmer Lawrie will notify the successful Bidder in writing either in the form of letter of intent (LOI) or issuance of Work Order (WO). The successful Bidder will acknowledge the receipt of LOI /WO within a day's time. Acknowledgement of LOI/ WO by bidder will be deemed to acceptance of order. Execution of Order will commence from the date of acknowledgement of Order.
4. Within 10 days from the date of receipt of notification of award of contract the Bidder must deposit the amount specified towards Interest free Security Deposit. Such Security Deposit shall be held by Balmer Lawrie till the completion of contract. Security Deposit may be deposited in the form of Banker's Cheque / Demand Draft from Scheduled Bank/ Bank Guarantee. Security Deposit will be refunded after successful completion of contract. Security Deposit shall be subject to forfeiture/encashment by Balmer Lawrie on failure to execute / perform the contract satisfactorily as per its terms. Failure by the successful Bidder to deposit the Security Deposit within the specified time shall constitute sufficient ground for annulment of award of contract. In such a scenario Balmer Lawrie will have the right to either refloat the tender or award the contract to the next lower bidder.

Corrupt & Fraudulent Practices:

1. Balmer Lawrie requires the bidders/contractors to maintain highest standard of ethics during the bidding process as well as execution of the contract. Definition of corrupt and Fraudulent practices is as follows:-
2. "Corrupt practice" means offering or giving anything of value to influence the public official in procurement process or contract execution.
3. "Fraudulent practice "means misrepresentation of facts to influence the procurement process or execution of contract to the detriment of Balmer Lawrie.
4. Bids/ Award of contract of the Bidders who are found to indulge in corrupt / fraudulent practices shall be liable for rejection and EMD/ Security Deposit will be forfeited.
5. Bidders are required to furnish complete and correct information required for evaluation of Bid. If

the information/ documents forming part of the Bid is found to be false or forged the same shall be sufficient ground for rejection of Bids. In case, the information/ document submitted by the successful Bidder is found to be false/forged after the award of the contract, Balmer Lawrie has full right to terminate the contract and get the remaining part of the contract executed at the risk and cost of such agency/ contractor without any prejudice to any other right available to Balmer Lawrie such as withholding payment, Security Deposit etc.

Micro and Small Enterprise:

Government guidelines in respect of MSME will be adhered to.

Instructions to bidders for E tendering

Registration with e-Procurement platform

The Bidder would be required to register on the e-procurement site <https://balmerlawrie.eproc.in> and submit their bids online.

For registration and online bid submission Bidder may contact the following officials at the HELP DESK of M/s C1 India on browsing to the website <https://balmerlawrie.eproc.in> during business hours (10:00 a.m. to 06:30 p.m.) from Monday to Friday (Excluding holidays of the Company):

Tuhin Ghosh	ghosh.tuhin@c1india.com	+91-89811 65071
-------------	--	-----------------

Tirtha Das	tirtha.das@c1india.com	+91-91632 54290
------------	--	-----------------

Mr. Ravi Gaiwal	ravi.gaiwal@c1india.com	+91-022-66865633
-----------------	--	------------------

The Bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-procurement platform and the bids not authenticated by digital certificate of the Bidder will not be accepted on the e-procurement platform.

All the Bidders who do not have digital certificates need to obtain Digital Certificate (with both Signing and Encryption Components). They may contact help desk of M/s C1 India or any other DSC service provider.

The Bidder shall invariably furnish the original DD/BG in favor of Balmer Lawrie & Co. Ltd, Kolkata towards EMD which must reach on or before the due date and time of the Tender either personally or through courier or by post and the receipt of the same within the stipulated time shall be the responsibility of Bidder.

The Company shall not take any responsibility for any delay or non-receipt. If any of the documents furnished by the Bidder is found to be false/fabricated/bogus, the Bidder is liable for black listing, forfeiture of the EMD, cancellation of work and criminal prosecution.

The bidders found defaulting in submission of hard copies of original Demand Draft/BG for EMD and other documents to the Tender Inviting Authority on or before the stipulated time in the Tender will not be permitted to participate in the Tender.

The bidder has to keep track of any changes by viewing the Addendum / Corrigenda issued by the Tender Inviting Authority on time-to-time basis in the e-Procurement platform. There will be no paper advertisement on this. Interested parties have to keep referring to the website for further information. The Company calling for tenders shall not be responsible for any claims/problems arising out of this.

The Bidder should complete all the processes and steps required for bid submission. The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the process and steps.

M/s C1 India or Balmer Lawrie will not be responsible for incomplete bid submission by users. Bidders may also note that the incomplete bids will not be saved by the system and are not available for the Tender

Inviting Authority for consideration.

Neither the Company (Balmer Lawrie & Co. Ltd.) nor the service provider (M/s C1 India) is responsible for any failure or non-submission of bids due to failure of internet or other connectivity problems or reasons thereof.

Submission of Hard Copies

All the bidders are required to upload all the supporting documents and certificates as asked in this tender enquiry (except price bid) along with their BID and send the hard copy on or before the last date of submission of Bid in a sealed envelope as described above.

Bidders will also submit Demand Draft of Rs. 5,000/- towards EMD in original along with duly filled ANNEXURE-A (which is given with this NIT). All supporting documents in proof of ANNEXURE-A will also be submitted as above.

General Conditions of the NIT

1. The following terms shall have the meaning hereby assigned to them except where the context requires otherwise:-
 - a. Balmer Lawrie & Co. Ltd shall mean a Company registered under Indian Companies Act 1956, with its Registered Office at 21, N.S Road, Kolkata 700001 and its Authorized Officers or its Engineer or other Employees authorized to deal with this contract.
 - b. "AGENCY" OR "BIDDER" shall mean the individual, or firms who enters into this Contract with Balmer Lawrie and shall include their executors, administrators, successors and assigns.
 - c. "SITE" shall mean the place or places, including Project site where the system will be delivered and installed or work is to be carried out.
 - d. "CONTRACT" or "CONTRACT DOCUMENT" shall mean and include the agreement, the work order, the accepted General Terms and Conditions of Contract, Instructions to Bidder, etc.
 - e. Any conditions or terms stipulated by the bidder in the tender documents or subsequent letters shall not form part of the Contract unless specifically accepted in writing by Balmer Lawrie and incorporated in the Agreement.
 - f. "TENDER SPECIFICATIONS" shall mean the Scope of Work, Special Instructions / Conditions, Technical specifications/requirement, etc, pertaining to the work and any other relevant reference in the Tender Document for which the Bidder are required to submit their offer.
 - g. "APPROVED" "DIRECTED" or "INSTRUCTED" shall mean approved, directed or instructed by Balmer Lawrie.
 - h. "SINGULAR AND PLURAL" etc. words carrying singular number shall also include plural and vice versa, where the context so requires. Words imparting masculine gender shall be taken to include the feminine gender and words imparting persons shall include any Company or Association or Body or Individuals, whether incorporated or not.

- i. "VALIDITY OF THE CONTRACT" The contract will remain valid till all the activities specified therein are completed in all respects to the satisfaction of Balmer Lawrie.
- j. "COMPLETION OF THE CONTRACT" The contract will be treated as complete on full and final settlement of all Bills / invoices raised under the contract with no claim on either side.
- k. All conditions are relevant for our site.

1. Commencement of Work

The Agency shall commence the work immediately on acknowledgement of notification of award of contract either in the Form of LOI or WO and shall proceed with the same without delay. If the agency fails to commence the work as per the terms of Order / Contract, Balmer Lawrie, at its sole discretion will have the right to cancel the Order / Contract. His Earnest Money and/or Security Deposit will stand forfeited without prejudice to any and all of Balmer Lawrie's other rights and remedies in this regard.

2. Invoices and Payments

- a. The Agency will be required to raise the Invoice for the services rendered. The Invoices will have to be raised according to the explicitly agreed rates and payment terms of the contract.
- b. The tax element to be shown separately in the invoice.

3. Observance of Local Laws:

- a. The Agency shall comply with all Laws, Statutory Rules, and Regulations etc.
- b. The Agency shall pay all taxes, fees, license charges, deposits, duties, tolls, royalty, commissions or other charges that may be accrued on account of any of the operations connected with the execution of this contract.
- c. The Agency shall be responsible for the proper behavior and observance of all Regulations by the staff employed.

4. Safety of Men, Equipment, Material and Environment:

Agency should have HSE Policy as applicable at site and shall be observed by the Agency and his workmen without exception. The Agency shall be responsible for the safety of the equipment/materials and work to be performed by him including the safety of the candidates within the examination centre.

5. Force Majeure:

The following shall amount to force majeure conditions:-

- a. Acts of God, Act of any Government, war, blockades, Sabotage, riots, civil commotion, insurrection, terrorist acts, acts of Public enemy, Flood, Storms, Washouts, Fire, Explosion, landslides, lightning, Cyclone, Earthquake, epidemics, quarantine restrictions, arrest and restraints of the government, necessity for compliance with any court order, law ordinance or regulations promulgated by any governmental authority having jurisdiction, either federal /state /civil or military, strikes or other industrial disturbances, lockouts and other similar causes / events

over which the Agency has no control.

- b. If the Agency suffers delay in the due execution of the contract, due to delays caused by force majeure conditions, as defined above, the agreed time of completion of the work covered by this contract may be extended by a reasonable period of time provided notice of the happening of any such cause / event is given by the agency to Balmer Lawrie within 14 days from the date of occurrence thereof.
- c. The Agency by the reason of such events shall neither be entitled to terminate this contract nor shall have any claim for damages against Balmer Lawrie in respect of such non-performance or delay in performance and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of Balmer Lawrie as to whether the deliveries have been so resumed or not shall be final and conclusive.
- d. Force Majeure conditions will apply on both sides.

6. Prevention of Corruption

- a. Canvassing in any form or any attempt to influence directly or indirectly any official of Balmer Lawrie will lead to rejection of the bid and forfeiture of the Earnest Money Deposit.
- b. Balmer Lawrie shall be entitled to cancel the contract and to recover from the Agency the amount of any loss resulting from such cancellation, if the agency has offered or given any person any gift or consideration of any kind as an inducement or reward for doing or intending to do any action in relation to the obtaining or the execution of the contract or any other contract with Balmer Lawrie or for showing or intending to show favour or disfavor to any person in relation to the contract with Balmer Lawrie, if the like acts shall have been done by any persons employed by him or acting on his behalf whether with or without the knowledge of the Agency in relation to this or any other contract with Balmer Lawrie.

7. Arbitration

- a. If any time, any questions, disputes or differences what so ever arising out of or in any way concerning the contract between Balmer Lawrie and the Agencies, the same shall be referred to the sole arbitrator i.e. Director (Finance) or nominee appointed by him in writing. The arbitration shall be conducted in line with the provisions Indian ARBITRATION AND CONCILIATION ACT, 1996. The award of the arbitrator shall be final and binding on both the parties. The fees of the arbitrator, if any, shall be paid equally by both the parties
- b. The contract shall continue to be operated during the arbitration proceedings unless otherwise directed in writing by Balmer Lawrie or unless the matter is such that the contract cannot be operated till the decision of the arbitrator is received.
- c. The place of Arbitration will be 21, N S Road Kolkata 700001.

8. Laws Governing the Contract:

The contract shall be governed by the Indian Laws for the time being in force and only courts in Kolkata, India shall have jurisdiction over this contract.

9. Indemnity:

The Agency shall indemnify and keep indemnified Balmer Lawrie all losses, claims etc. arising out of any of his acts or out of the acts of his agents or associates or servants during the currency of the contract.

Cancellation and Termination

Cancellation

The Balmer Lawrie [BL] shall be entitled at its discretion to cancel the Contract at any time if in the opinion of the BL it is not prudent to continue with the project. One month's notice in writing shall be given by the BL to the AGENCY of such cancellation and the reason(s) therefore. Upon cancellation of the Contract the BL may require the AGENCY:

1. To perform to completion or to any other intermediary stage of completion to the satisfaction of the BL, any work(s) already commenced by the AGENCY; and
2. To take steps as are considered necessary by the BL for properly protecting and securing the works performed by the AGENCY, to the satisfaction of the BL.

Termination of the Contract

This contract with the selected agency, will automatically expire at the end of contract (including extension period, if any). The contract can also be terminated at any time of by Balmer Lawrie if the performance of selected agency is found unsatisfactory or found violating of any terms/conditions of this tender document.

Notwithstanding anything elsewhere herein provided and in addition to any other right or remedy of the Owner under the Contract or otherwise, the Owner shall be entitled to terminate the Contract by written notice at any time during the currency on or after the occurrence of any one or more of the following events or contingencies, namely:

1. Default or failure by the Contractor of any of the obligations of the Contractor under the Contract, including but not limited to
 - a. Failure to commence any work in accordance with the time prescribed in this behalf;
 - b. Failure to execute the works or any of item in accordance with the Contract;
 - c. Disobedience of any order or instruction of the officer-in-charge.
 - d. Negligence in carrying out the works or carrying out of work found to be unsatisfactory by the officer-in Charge;
 - e. Abandonment of the works or any part thereof;
 - f. Commission, permission or sufferance of any other breach of any of the terms, conditions or provisions of the Contract on the part of the CONTRACTOR to be paid, performed and/ or observed
 - g. Failure to deposit the Security Deposit within specified number of days mentioned elsewhere in the tender document by the Contractor of Acceptance of Tender;
 - h. Failure to execute the Contract in terms of the Form of Contract forming part of the Tender Documents within 10(ten) days of notice in this behalf from the Owner;
 - i. If the Contractor is incapable of carrying out the work;
 - j. If there is any change in the constitution of the Contractor (if a firm) or in the circumstances or organization of the Contractor, which is detrimental to the interests of the work or the Owner;
 - k. Dissolution of the Contractor (if a firm) or commencement of liquidation or winding up (whether voluntary or compulsory) of the Contractor (if a company) or appointment of a receiver or manager of any of the Contractor's assets and/ or insolvency of the Contractor (if a sole proprietorship) or any Partner of the Contractor (if a firm);
 - l. If upon any change in the Partnership/constitution of a Contractor's organization if a Partnership), the OWNER shall refuse to continue the contract with the reconstituted firm

- a. Before uploading scanned documents, the bidders shall sign on all the statements, documents, certificates uploaded by him, owning responsibility for their correctness / authenticity.

Vendor's undertaking:

We have studied the tender document carefully and have quoted our rates in accordance with the terms and conditions as laid down in the tender document. We also confirm to have accepted all terms and conditions mentioned herein.

For BALMER LAWRIE & CO. LTD

AVP [HR] – CHRD

Signatures of the Agency with
official seal/stamp

TENDER REF BL/HR/CHR/NUS/PT/201819/0002 **DATE: 02.11.2018**
DUE DATE: 26.11.2018

Annexure – I

Sl. No	Particulars	Details	Doc Evidence
1	Name of Bidder		
2	Postal Address		Shop & Establishment Cert (Xerox to be enclosed)
3	Registered/Head Office		
4	Contact Person's Name , phone no., Email id		
5	Whether Partnership firm/Limited Company		
6	Name of Directors/ Partners/ Proprietor		
7	Date of incorporation & Number		Certificate of Incorporation
8	PAN CARD	Number to be mentioned	Copy to be attached
9	GST Registration	Number	Copy
10	MSME / NSIC Regd	No.	Copy to be enclosed
11	Turnover of the Company during last 3 Yrs	2017-18	Balance Sheet
		2016-17	
		2015-16	
12	PAT of the Company for last 3 Years	2017-18	Profit and Loss Statement
		2016-17	
		2015-16	
13	Income Tax filed for the last 3 years	2017-18	INCOME TAX CLEARANCE CERTIFICATE
		2016-17	
		2015-16	
14	Names of 5 assignments/ Contracts with Companies in 2016-17 & 2017-18	1. 2.	Copies of Work Orders

	taken together, where Agency has experience in the area of conducting end-to-end selection process involving the following: a. On-line submission and scrutiny of applications b. Conducting written test including setting of question papers, finalisation and publication of Merit List	3. 4. 5.	
15	Three (3) similar completed works within the three (03) years period starting from 01 Aug, 2015 to 31 Aug, 2018 each costing not less than ₹ 6 Lacs however, for MSE category bidder the amount will be ₹ 4 Lacs	1. 2. 3.	The cost as indicated shall be exclusive of Service Tax or GST. It shall be ensured that the value of completed job indicated by the prospective bidder is excluding service tax. The Completion certificate to be submitted by the bidder separately indicating the service tax / GST amount included in the value of the completed job OR a separate certification from the respective client, mentioning the service tax or GST amount if any included in the value of the contract should be submitted by the bidder.
16	Two (2) similar completed works within the three (03) years period starting from 01 Aug, 2015 to 31 Aug, 2018 each costing not less than ₹ 7 Lacs however, for MSE category bidder the amount will be ₹ 5 Lacs	1. 2.	
17	One (1) similar completed works within the three (03) years period starting from 01 Aug, 2015 to 31 Aug, 2018 each costing not less than ₹ 8 Lacs however, for MSE category bidder the amount will be ₹ 7 Lacs.	1.	
18	Is ISO 27001: 2013 and ISO 9001:2015 certified		[Copies of certificates to be enclosed]
19	Locations where the Agency has its offices		[Trade License with details of address and contact person to be submitted]
20	Details of at least 2 [two] written tests involving simultaneous examinations conducted in at least four of the following metro cities: Delhi, Kolkata, Chennai, Hyderabad, Bengaluru and Mumbai.	1. 2.	Certificate/ Work order mentioning the test cities to be provided, during 3 [Three] Financial Years 2015-16, 2016-17 & 2017-18.
21	Is the Agency black listed by any PSU / Government Agency or Department		Self-Certification duly signed by authorized person in Agency's letter head. Power of Attorney confirming the name of the

			Authorized person should also be made available
22	Whether, the Agency has supplied any such service, for any office of Balmer Lawrie & Co Ltd.		Copy of the Work Order
23	Whether any dispute is pending against your firm, if so Please give details.		
24	Details of EMD	1. Demand Draft / Banker's Cheque No. 2. Date of Issue 3. Banker's Name 4. Amount Paid	EMD
25	Bank Details	1. Name of Bank 2. A/c Number 3. IFSC code	Cancelled Cheque

Annexure – II

PRICE BID (TO BE FILLED ON-LINE ONLY)

NIT No. **BL/HR/CHR/NUS/PT/201819/0002**

NIT Date: **02.11.2018**

Schedule of Rates

Block	Sl. No.	Service Description	Unit Slab	Unit Rate (in Fig)	Unit Rate (in Word)	Tax %
A	1	Hosting of Online registration Portal as per the requirements specified in the Scope of Work Part (a) of the Tender Document.	LUM SUM for a 24 month period			
B1	1(i)	Per Recruitment Instance cost for execution of the following as per terms of Tender: (a) Registration and Application Process (b) Process of payment of Application Fee (c) Checking and Screening of all the applications received as per the requirements mentioned in Scope of Work Part (a) Clause 33 of the Tender Document (d) Generating and Communicating Admit Cards to all the shortlisted candidates.	Fixed Charges up to 500 candidates for up to 4 types (posts) of QP. Rate to be quoted per candidate			
	1(ii)	Per candidate rate for point no 1 To be charged over and above item no 1 fixed charges	501 – 1000 candidates in an instance			
	1(iii)	Per candidate rate for point no 1 To be charged over and above item no 1 fixed charges	1001 – 2000 candidates in an instance			
	1(iv)	Per candidate rate for point no 1 To be charged over and above item no 1 fixed charges	Above 2001 candidates in an instance			
B2	2(i)	Per Recruitment Instance cost for execution of the following as per terms of Tender: (a) Setting bilingual Test Papers (up to 4 types (posts) of QP) (b) Conducting examination in a single shift in 5 cities (c) OMR sheet preparation	Fixed Charges up to 200 candidates for up to 4 types (posts) of QP. Rate to be quoted			

		(d) Printing and scanning (e) Result processing and Merit list generation	per candidate			
	2(ii)	Per candidate rate for point no 1 To be charged over and above item no 1 fixed charges	201 – 400 candidates in an instance			
	2(iii)	Per candidate rate for point no 2	401 – 800 candidates in an instance			
	2(iv)	Per candidate rate for point no 2	Above 801 candidates in an instance			
C	1	Cost for additional city, over & above 5 cities covered by Block B	Per city			
	2	Cost Per Extra shift of examination across 5 cities on the same day	Per extra shift for 5 cities			
	3	Cost per Extra day of Examination	Per Day for 5 cities			
	4	Cost for Additional Sets of Question Papers (beyond 4 th set)	Per set of QP			

We agree to keep the above price valid for acceptance for a period of 180 days from the date of submission of our offer.

Note:

1. Rates shall have to be indicated against all the items numbers BLOCK A to C separately above. The rates as above shall be firm during the pendency of the contract.
2. For the purpose of tender evaluation, L1 shall be determined on the basis of the total amount calculated as follows:

$$\mathbf{A1 + B1(i)*250 + B1(ii)*750 + B1(iii)*1500 + B1(iv)*2001 + B2(i)*100 + B2(ii)*300 + B2(iii)*600 + B2(iv)*801 + C1 + C2 + C3 + C4}$$

Format A1 : Letter of Authority (to be issued on the letter head of the Bidder)

Balmer Lawrie & Co Ltd.

Kolkata -700 001

Sub : Engagement of Agency for conducting written test for selection of various posts in the Officers' Cadre (Group B)

Tender ref no

Dear Sir,

I/ We , hereby authorize the following representative(s) for attending meeting Pre Bid Meeting / Negotiation and for any further correspondence/communication in relation to the aforesaid tender

1 Name & Designation

Contact No

E mail ID

Signature

2 Name & Designation

Contact No

E mail Id

Signature

We confirm that we shall be bound by the commitment made by the aforesaid authorized representative(s)

Yours faithfully,

(Signature of Authorised Person)

Name

Designation

Seal

Place :

Date :

Format A2 : No Deviation Confirmation

Balmer Lawrie & Co. Ltd

Kolkata – 700 001

Sub : Engagement of Agency for conducting written test for selection of various posts in the Officers' Cadre (Group B)

Tender Ref No

Dear Sir,

We understand that any deviation / exception in any form may result in rejection of Bid. We , therefore, certify that we have not taken any deviation / exception anywhere in the Bid.

Signature of authorized person

Name

Designation

Seal

Place :

Date :

Format A3 : Certificate

Balmer Lawrie & co. Ltd

Kolkata – 700 001

Sub : Engagement of Agency for conducting written test for selection of various posts in the Officers' Cadre (Group B)

Tender Ref No :

Dear Sir,

In case we become successful bidder and contract is awarded to us as per the provisions of the referred Tender documents , the following certificate is automatically enforceable .

“ We agree and acknowledge that Balmer Lawrie & co Ltd. is entering into agreement solely on its own behalf and not on behalf of any other person or entity. In particular, it is expressly understood and agreed that Government of India is not a party to the Agreement and has no liability what so ever.”

Signature of Authorised Person

Name

Designation

Seal

Format A-4: BANK GUARANTEE AGAINST PERFORMANCE

BANK GUARANTEE AGAINST PERFORMANCE

(ON NON-JUDICIAL PAPER OF APPROPRIATE VALUE)

Letter of Guarantee No.

Dated: the day of

THE GUARANTEE is executed at Kolkata on the day of by
.....(set out full name and address of the Bank) (hereinafter referred to as "the Bank" which
expression shall unless expressly executed or repugnant to the context or meaning thereof mean and
include its successors and assigns).

WHEREAS Balmer Lawrie & Co. Ltd. (local address), an existing company within
the meaning of the Companies Act, 1956 and having its Registered Office at 21, Netaji Subhas Road,
Kolkata – 700 001 (hereinafter referred to as "the Company") issued a Tender being No. Dated
(hereinafter referred to as "the said Tender") for (set out purpose of the job) and pursuant thereto Messrs.
/ Mr. (Set out full name and address of the Contractor) (Hereinafter
referred to as "the Contractor" which term or expression wherever the context so requires shall mean and
include the partner or partners of the

Contractor for the time being/his/its heirs, executors, administrators, successors and assigns) (Delete
which is not applicable) has accepted the said Tender and fields its quotation.

AND WHEREAS the quotation of the Contractor had been accepted by the Company and in pursuance
thereof an Order being No..... dated (Herein after referred to as "the said Order") has
been placed by the Company on the Contractor for (set out purpose of the job).

AND WHEREAS under the terms of the said Order the Contractor is required to furnish the Company at
their/his/its own costs and expenses a Bank Guarantee for Rs..... (Rupees
..... only) as performance guarantee for the fulfilment of the terms and conditions of the
said Tender and to do execute and perform the obligations of the Contractor under the Agreement dated
the Day of (hereinafter referred to as "the Agreement ") entered into by and
between the Company of the one part and the Contractor of the other part, the terms of the said Tender
and the terms contained in the said Order which expression shall include all amendments and/or
modifications/or variation thereto.

AND WHEREAS the Contractor had agreed to provide to the Company a Bank Guarantee as security for the
due performance of their/his/its obligations truly and faithfully as hereinbefore mentioned.

NOW THIS GUARANTEE WITNESSETH as follows:

1. In consideration of the aforesaid premises at the request of the Contractor, we
(Set out the full name of the Bank) the Bankers of the Contractor shall perform fully and faithfully
their/his/its contractual obligations under the Agreement dated the day of

Entered into by and between the Company of the one part and the Contractor of the other part, the terms and conditions of the said Tender and the said Order.

2. We, (set out full name of the Bank) do hereby undertake to pay to the Company without any deduction whatsoever a sum not exceeding Rs..... (Rupees only) without any protest, demur or proof or condition on receipt of a written demand from the Company stating that the amount claimed is due by way of loss and damage caused to or would be caused to or suffered by the Company due to bad workmanship or by reason of breach of any of the terms and conditions of the Agreement, the said Tender and the said Order hereinbefore mentioned.
3. The Guarantee is issued as security against due performance of the obligations of the Contractor or under the Agreement aforesaid and the said Tender and the said Order hereinbefore mentioned and subject to the conditions that our liabilities under this Guarantee is limited to a maximum sum of Rs..... (Rupees only) or the amount of loss or damage suffered or to be suffered by the Company in its opinion at any period of time, whichever is lower.
4. We, (set out full name of the Bank) further agree that the undertaking herein contained shall remain in full force for a period of months from the date of the satisfactory execution of the Contract.
5. This Guarantee shall not be affected by any amendment or change in the Agreement or change in the constitution of the Bank and/or the Company and/or the Contractor.
6. We (Set out full name of the Bank) undertake not to revoke this Agreement during its currency except with the previous consent of the Company in writing.
7. All claim under this Guarantee must be presented to us within the time stipulated after which date the Company's claim/right under this Guarantee shall be forfeited and we,(set out full name of the Bank) shall be released and discharged from all liabilities hereunder.
8. This instrument shall be returned upon its expiry or settlement of claim(s) if any, thereunder.
9. Notwithstanding anything contained hereinbefore our total liabilities under this Guarantee shall not exceed a sum of Rs..... (Rupees only) and unless a demand or claim in writing under this Guarantee reaches us on or before the date of (last date of claim) and if no claim is received by us by that date all rights and claims of the Company under this Guarantee shall be forfeited and we,(set out full name of the Bank) shall be released and discharged of all our liabilities under this Guarantee thereafter.

10. We have power to issue this guarantee in your favor under our Memorandum and Articles of Association and the undersigned has full power to execute this Guarantee under Power of Attorney dated the day of granted to him by the Bank.

Place :

Date :

SIGNATURE OF AGENCY