

**TENDER FOR SELECTION OF
Consultant for
Interview related Event Management**

**TENDER NO.
WBGDRB/Tender/ 01/ July/ 2017**

**West Bengal Group D Recruitment Board
Government of West Bengal
Utility Building, 2nd Floor
Action Area IIC, Near Mangaldeep Rotary
New Town, Kolkata - 700161
www.wbgdrb.in**

Email: wbgdrb@hotmail.com

Kolkata
20 July 2017

1. TENDER NOTICE

The West Bengal Group D Recruitment Board, Government of West Bengal (hereinafter referred to as The Board) intends to select an Interview Event Management Consultant and invites Sealed Tenders from eligible and bona fide organizations / Firms, who have experience in the field, for assisting the Board in the matter of conducting Interview of candidates selected through the W.B. Group D written examination 2017, for preparation of a combined Merit List for selection of Group D personnel in various offices of the State Government, in the manner and to the extent as detailed in the tender document.

Tender Inviting Authority	West Bengal Group D Recruitment Board, Govt.of West Bengal
Name of the Work	Assistance to The Board and the Interview Boards in the matter of conducting Interviews of the candidates selected by the Board through the written examination 2017
Tender Reference	WBGDRB/ Tender/01/July/ 2017
Start Date &Time for dispatch of Tender Documents	21.7.2017 at 1100 hours
Last date and time for submission of written questions by Bidders	28.7.2017, 1500 hrs
Date and Time of Pre-Bid Conference	01.8.2017 1400 hours
Last date and time for submission of Bids	11.8.2017 1700 hours
Opening of Technical Bid	18.8.2017, 1400 hours
Place of Opening of Technical Bid	W.B. Gr D Recruitment Board, Utility Building, 2 nd Floor, Action Area IIC, New Town, Kolkata - 700161
Opening of Financial Bid	18.8.2017, 1500 hours
Earnest Money Deposit (EMD)	Rs 5,000/-
Contact Person and Designation	The Chairman, W.B. Group D Recruitment Board, Kolkata or his nominee to be notified later
Address for Communication	Utility Building, 2 nd Floor, Action Area IIC, New Town, Kolkata – 700161. E-mail: wbgdrb@hotmail.com
Other important criteria specified by the Tender Inviting Authority: 1. Detailed eligibility criteria are given in the Tender Document 2. Two - Bid System will be followed. Technical Bid will be followed by Financial Bid. 3. Financial Bids will be considered in respect of those bidders only who qualify in the Technical Bid. 4. Tender received after due date and time will be summarily rejected. 5. Tender details may be seen in the websites www.wbpar.gov.in and www.wbgdrb.in	

2. TENDER DETAILS

2.1 Introduction

West Bengal Group D Recruitment Board (hereinafter referred to as The Board) is in the process of recruiting 6,000 Group D personnel, in Basic Grade, in various offices of the State Government through open competitive examination (which has already been held on 20 May 2017) and Interview to be conducted by The Board. The eligibility criteria of the candidates and method of holding of the examination and interview are guided by the relevant recruitment rule of the State Government. The basic information about the post and the recruitment process is furnished below.

Post of Group D staff: These are Basic Grade posts in Group D of the State Government employment.

No of vacancies to be filled up: 6,000

Place of Posting: Anywhere in West Bengal.

Pay : In Pay Band-1 Rs 4900 – 16200/- Grade Pay: Rs.1700/-

Eligibility: Both men and women are eligible.

Essential Qualifications: Candidates shall possess class VIII pass certificate from any school recognized by Government of West Bengal.

Age: As notified in the Recruitment Rule vide Fin Deptt (Audit branch) memo no 3326-F dated 5th May 2009 and its subsequent amendment. The upper age limit is relaxable in the case of Scheduled Castes, Scheduled Tribes, Ex-Servicemen and other specified category as per existing rules and orders of the Govt of West Bengal.

Physical Fitness: A certificate of physical fitness is to be produced in the prescribed form from the Chief Medical officer of Health or the Presidency Surgeon or the District Medical Officer of Health, after the issue of offer letter to the selected candidates, testifying the candidate's sound hearing faculty, eye sight, and general fitness for undertaking indoor/ outdoor works in various capacities, as entrusted to him/ her by the office as per job requirement, in the various offices of the State Government. This will however not apply in case of those who are applying under the category for the "Persons with physical disability".

Procedure for Selection: Through competitive examination which comprises written test and Interview. The written test is objective type, based on MCQ, and OMR answer sheets are being evaluated through computerized scanning. On the basis of the written test, candidates will be selected for Interview, based on the Merit List of the written examination.

The written test has been conducted at around 6,010 centres all over the State, on 20th May 2017. Merit lists will be prepared for the candidates who qualify in the written Test. Evaluation of OMR answer sheets are expected to be completed by 2nd week of September 2017 and the Interview process is proposed to start from 2nd week of October 2017 and an estimated 18,000 to 24,000 candidates may be called for the interview..

2.2 Tender Schedule

The following schedule will be followed during the tender process unless otherwise stated by The Board

S. No.	Key Activities	Date	Time
1	Start date of dispatch of Tender Documents	21.7.2017	1100 hours
3	Last date for submission of written questions by Bidders	28.7.2017	1500 hours
4	Pre-Bid Conference	1.8.2017	1400 hours
5	Board's response to Bidders' Questions	4.8.2017	1700 hours
6	Last Date for submission of Bid (as specified in Sec 2.15)	11.8.2017	1700 hours
7	Date of Opening of Technical Bid	18.8.2017	1400 hours
8	Presentation before the committee toward its Capacity, technology, experience, proposed methodology and a work plan	18.8.2017	From 2.30 pm to 5.00 pm
10	Opening of Financial Bids	18.8.2017	1700 hours
11	Declaration of Final Result	24.8.2017	1600 hours

2.3 Scope of Work

2.3.1. The scope of work for the assignment is given below. The Consultant will have to perform any or all of the following jobs, in accordance with the guidelines and directions of the Board to be issued from time to time.

(The terms Consultant, Bidder, Agency or Firm/Company/ Organization, as mentioned in the Tender document, will be synonymous unless otherwise specifically defined)

Overview of Project Scope & Deliverables

- a) Setting up a Help Desk, Credential verification team (CVT) and Floor management team
- b) Making infrastructural arrangements
- c) Organizing day-to-day Interview processes
- d) Generation and Handing over interview-related database to the Board
- e) Biometric Registration of the candidate, appearing for the interview and digital capture of their photographs

The bidder has to provide required manpower by way of Security staff, frisking staff, the registration desk managers, Floor management personnel and Biometric/ Digital photo capture personnel, allocation of candidate to the Interview Boards, security staff to maintain discipline at the Interview Hall etc. .

2.3.2. Scope exclusion:

The scope of work is as given above and the following exclusions apply:

The consultant's scope is limited to providing logistic support to the Board in conducting the Interview process and executing jobs as described above. The job of Database handling, pre-

and post-interview, constitution of the Interview Board, carrying out the Interviews by the Interview Boards and preparation of merit lists are outside the scope of work for this assignment.

2.3.3. Project Location:

Since the project requires regular interaction with the officials of The Board, it is essential that the selected consultant sets up a project camp office in The Board office with the required number of resource persons. It is also required that the Consultant appoints a Team Leader, with sufficient experience in the event management process, to lead the team on-site and provide overall guidance to the team and consultancy to the Board.

2.3.4 Overview of Project Scope & Deliverables

The following table provides the deliverables against the various activities mentioned under the Scope of Work. However, there may be minor changes in the deliverables, depending upon the actual field situation.

	Work Component	Activities	Deliverables
	a	Setting up a Help Desk, Credential verification team (CVT), Biometric Registration Team (BRT) and Floor management team (FMT)	<ol style="list-style-type: none"> 1. Establishment of a Help Desk and the skeleton Project Management Team with a team leader in the designated office of the Board. The Team and the Help Desk will continue till the completion of the entire Interview process. 2. The CVT will have 12 skilled personnel for verification of credentials of the candidates at six Registration Desks, BRT will have 12 personnel experienced in Biometric recording process and FMT will have 10 personnel experienced in management of people participating in meeting/ conference etc. 3. The credential verification team should have personnel who can read Hindi and other State languages like Nepali, Urdu, Oriya, Marathi, Gujarati etc.
	b	Making infrastructural arrangement	<ol style="list-style-type: none"> 1. Six tables for certificate verification – each table has to be equipped with computer/ printer etc and to be manned by two skilled persons for registration and verification of credentials/ certificates of candidates vis-a-vis the stored database. 2. Arrange for 200+ chairs and 20 tables for accommodating between 200 and 300 candidates per day in 2 shifts for entire period of the Interview process 3. Arrange for six tables, equipped with Biometric Finger print capturing machines and webcam for taking digital photographs of candidates.

			<ol style="list-style-type: none"> 4. Arrange for Walky-talky, P.A. system for communication 5. Supplying drinking water and tea/ biscuits (1 time to each candidate) to the candidates 6. Supplying tea, biscuits and working lunch, not exceeding Rs 150/- per Head per day, to the one-man Interview Board member(s)
	c	Organizing day-to-day Interview processes – Interview process will start at 10 am and continue up to 6 pm on each working day with a lunch break of 30 minutes	<ol style="list-style-type: none"> 1. Manning the Interview Hall floor with suitable personnel, experienced in event management 2. Receiving the candidates and arrange for Registration, verification of documents and Biometric Registration/ Digital photo capture of candidates 3. Managing the interviewees including guiding them to the Interview Boards after completion of verifications 4. Submission of daily list of candidates, attending the Interview, including verification of records of the candidates at the end of each day
	d	Generation and Handing over Database	<ol style="list-style-type: none"> 1. Assist the Board in generation of candidate-wise Interview mark list, compatible with the Database of the candidates already supplied to them at the time of initiating the Interview process.

N.B. The procedure outlined above are only indicative and may marginally vary at the time of implementation of the works.

2.4 Time Schedule of the Project

Zero date of commencement of work will be the date of receipt by the Consultant of the Work Order. The time schedule within which the Consultant will have to complete the various tasks and furnish the deliverables as mentioned in 2.3.4 above will be as under: The Board, however, reserves the right to revise or alter the Time Schedule, if deemed necessary at later stage, when the Interview process is on.

Phase	Activities	1	2	14 to 22 (depending upon the no. of candidates)
	Within weeks from start date			
a	Constitution and communication to the Board the Event Management Team			
b	Arrangement of Chairs/ Tables/ Public Address system, Board Room numbering etc			
c	Interview process management (Min 200 and max 300 candidates per day)			
d	Generation and Handing over database			

2.5 Due date and Time

The sealed tenders should be dropped in the tender box in the office of the Chairman, West Bengal Group D Recruitment Board, Utility Building, Action Area IIC, Near Mangaldeep Rotary, New Town, Kolkata 700161 **not later than 1700 hours of 11th August 2017. The Sealed Tenders may also be sent by Registered/ Speed Post or Courier so as to reach the office of The Board within the due date and time.**

The tenders received after the due date and time specified or unsealed or incomplete or by facsimile or email will be summarily rejected.

The Chairman, W.B.Group D Recruitment Board may, in exceptional circumstances and at his discretion, extend the deadline for submission of proposals by issuing an Addendum or by intimating all bidders who have been provided the tender documents, in writing or through Website of the Board or email.

However, till such communication is received by the bidders in the above mentioned form, bidders may not assume any change in the schedule.

2.6 Eligibility Criteria

The Bidder should have the following Eligibility Criteria and should enclose documentary proof in Technical Bid.

- a. The Bidder should be a Registered Firm or Partnership Firm or a Company or an Institute or an Organisation duly registered under the relevant Act.
- b. Annual turnover generated from services related to Interview/ Event Management processes in any two of last three financial years (2014-2015, and 2015-2016 and 2016-17) must be at least of Rs 50 lakhs. **At least one of the projects handled by the Consultant should have had a value of more than Rs 15 lakhs, implemented for a Government Department/ P.S.U/ Autonomous Body.**
- c. The Bidder must have experience in successfully executing an event management process involving at least 250 participants in a single day, over the last 3 years.

2.7 Mode of Submission

- a. The bid document must be addressed to The Chairman, West Bengal Group D Recruitment Board by designation only.
- b. Tenders can be submitted in person or by post or by courier on or before the due date and time specified in the Tender Notice. Such tenders shall be sent to the office of The Chairman, West Bengal Group D Recruitment Board, Utility Building, Action Area IIC, Near Mangaldeep Rotary, New Town, Kolkata 700161 within the due date and time.

2.8 Pre-Bid Conference

The bidder or its official representative is invited to attend a pre-bid meeting to be held on **1st August 1400 hours**. The purpose of the meeting will be to clarify issues and to address clarifications sought by the bidders in this context. The bidders are requested to submit their Request for Clarifications through email (wbgdrb@hotmail.com) only to reach the Board not later than **1600 hours of 28th July 2017**. Any modifications in the bidding documents, which may become necessary as a result of the pre-bid meeting, shall be made by the Board exclusively through the issue of an Addendum. The decision of the Board on the need for any modification shall be final and binding on all.

However, it is not binding on the Board to hold a pre-bid meeting. If it feels, that the clarifications sought by the bidders do not warrant a pre-bid meeting, it may cancel the meeting and send the replies to the bidders by email.

2.9 Bidder's Inquiries and Board's Responses

All enquiries / clarifications from the bidders, related to this tender must be directed in writing exclusively to the contact person notified by the Board. The preferred mode of delivering written questions to the aforementioned contact person would be through mail or email. Telephone calls will not be accepted. In no event will the Board be responsible for ensuring that bidders' inquiries have been received by the Board.

After the start date of issue of the tender document, the contact person notified by the Board will begin accepting written questions from the bidders, who have received the Tender documents. The Board will endeavor to provide a full, complete and accurate response to all questions at the pre-bid conference or any other time informed thereof. However, the Board makes no representation or warranty as to the completeness or accuracy of any response, nor does the Board undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be conveyed to all in the pre-bid conference.

2.10 Proposal Preparation Costs

The bidder is responsible for all costs to be incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the Board to facilitate the evaluation process, and in negotiating a definitive Service Agreement or all such activities related to the bid process. This Tender does not commit the Board to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

2.11 Right to Terminate the Process

- a. The right of final acceptance of the tender is entirely vested with the Chairman, West Bengal Group D Recruitment Board who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever.
- b. There is no obligation on the part of the Board to communicate with rejected Bidders.

2.12 Bid Security and its Amount (Earnest Money Deposit - EMD)

- a. Bidders shall submit, along with their Bids, Bid security or **EMD of Rs.5,000/- (Rupees five thousand only)**, in the form of a Demand Draft of a scheduled Bank, drawn in favour of "**The West Bengal Group D Recruitment Board**", payable at Kolkata. In case the Bidder claims exemption from payment of EMD, they will have to produce the relevant Govt. Order allowing such exemption.
- b. The EMD would be refunded to all unsuccessful bidders at the expense of the Bidders within a reasonable time. The EMD of the successful bidder would be adjusted towards Security Deposit with reference to the deliverables and time frame specified and will be returned only after the successful fulfillment of the Contract.
- c. Bid without adequate EMD will be liable for rejection without providing any opportunity to the bidder concerned.
- d. The above EMD held by the Board till it is returned to the unsuccessful Bidders will not earn any interest thereof

2.13 Bid Opening

- a. The tenders will be received up to **1700 hours of 11th August 2017**. The Technical Bids will be opened at **1400 hours of 18th August 2017** by the official(s) authorized by the Board at the Conference Hall of the Board office in the presence of such of those Bidders or their representatives who may be present at the time of opening.
- b. The Technical Bids will be evaluated as per the evaluation criteria specified in the Tender.

- c. The Financial Bids of technically qualified Bidders alone will be opened at **1700 hours of 18th August 2017** and evaluated. Final results of the Tender will be declared on **24th August 2017 at 1600 hours**. The decision of the Board shall be final in this regard.

2.14 Tender Rejection Criteria

- The tenders with the Technical Bid not containing EMD amount will be summarily rejected.
- Tenders not submitted in the form as specified in this Tender document will be summarily rejected.
- Tenders with incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.
- Tenders with variance/contradiction between Technical Bid and Financial Bid will be liable for rejection. If the offer does not meet the tender requirements, the Board reserves the right to reject any or all the tenders without assigning any reason whatsoever.
- Tenders submitted without the enclosures to prove the Bidder's specific experience in Event Management Programme, Order Value / number of participants involved in the projects handled by the Bidder, and CV's of experts to be deployed, will be liable for rejection.
- Tenders submitted without audited financial statements of the Bidder are liable for rejection.
- In addition to the above rejection criteria, if there is non-compliance of any of the clauses of this Tender Document, the Tenders are liable for rejection.
- Incomplete details as above will be treated as non-responsive offer and the tender is liable for rejection.

2.15 Submission of Tender-Two Cover System

The bidder must submit, in separate sealed covers "Technical Bid" and "Financial Bid". Failure to submit separate technical and financial bids may result in disqualification of the proposal. The technical proposal shall not contain any price/rate details.

1. Pre-Bid Qualification Criteria of the agency intended to undertake the project:

SL NO	Qualification Criteria	Supporting document required to be submitted
1	EMD of Rs. 5,000/- by way of a DD from any scheduled Bank in favor of "The West Bengal Group D Recruitment Board"	
2	The agency must be a Registered Firm	Copy of the Registration Certificate
3	Annual turnover generated from services related to Event/ Logistic Management related activities in any two of last three financial years (2014-15 to 2016-2017) must be at least of Rs 50 lakhs. At least one of the Projects handled by the Consultant/ Firm/Agency for a Government/Public Sector/ Autonomous Body, should have had a value of Rs 15 lakhs	A practising Chartered Accountant's Certificate
4	The agency must have qualified/ trained and experienced manpower for conducting Examination/ Interview related Event Management activities	A declaration from the authorized signatory or from the Head of the Firm
5	The agency should not have been black listed by any Government/ Boards/ institutions and there is no criminal case pending before any court against the Partners/ Directors/ Agents .	A self-declaration from the authorized signatory of the company

8	Registration with Income Tax of India	A copy of the PAN card
9	The agency should have filed its income tax return	Copy of the IT return for Assessment year 16-17
10	The agency should have Tax Registration	Enclose certificate from appropriate authority

2.16 Technical Bid

- a. The Technical Bid cover should be superscribed as **“Technical Bid– Selection of Logistic/ Event Management Consultant – Tender Ref: WBGDRB/Tender/01/July/2017.”**
- b. The technical Bid should contain the signed and sealed completed forms of the Technical bid along with relevant enclosures.
- c. The technical proposal should address, among other things, the following:
 - i. Proposed methodology to be followed by the bidder for the project
 - ii. Project team structure
- d. The technical proposal must not contain any pricing information.
- e. In submitting additional information, please mark it as supplemental to the required response. If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this tender, the proposal must include a description of such services as a separate attachment to the proposal.
- f. The address of the Bidder should be clearly written on the cover.
- g. The Technical Bid format is given in Annexures I and II.

2.17 Financial Bid

The Financial Bid as prescribed in the Tender should be filled up and sealed along with enclosures in a separate cover superscribed as **“Financial Bid- Selection of Recruitment Consultant–Tender Ref: WBGDRB/ Tender/01/July/ 2017.”**

The address of the bidder should be clearly written in the cover.

The financial bid format is given in annexure III

2.18 The financial bid shall have to be quoted in the format as mentioned in Annexure III.

Procedure to be adopted for evaluation of financial bid has been stated in clause 3.2. Actual payment to the successful bidder, on fulfilment of terms and conditions of the contract, shall be determined by the accepted rates of the corresponding activities as applicable to the actual number of candidates/ applicants dealt with.

2.19 Outer Cover

Both the Technical Bid cover and Financial Bid cover should then be put in a single outer cover, to be superscribed as **“Tender for Selection of Consultant for Interview related Event management” - Tender Ref: WBGDRB/Tender/01/July/2017”.**

The address of the bidder should be clearly written on the cover.

The Outer Cover should be sealed and should contain the following documents:

- a. **The Tender Document duly signed on all pages as acceptance of terms and conditions by the bidder.**
- b. **EMD amount of Rs. 5,000/- (Rupees Five thousand only) in the form of DD**

- c. **Proposal covering letter, which must be signed with the bidder's name and by a representative of the bidder, who is authorized to commit the bidder to contractual obligations. All obligations committed by such signatories must be fulfilled.**
- d. **Sealed cover containing the Technical Bid as specified in this Tender**
- e. **Sealed cover containing the Financial Bid as specified in this Tender.**
- f. **Any other information that is required to be submitted in the proposal process**

The covers received without superscription are liable for rejection. **The tenders not submitted as specified in the above clauses will be liable for rejection.**

2.20 Submission of Proposals

The bidder shall ensure that the outer sealed cover containing the documents as described in 2.19 reaches the office of the Chairman, West Bengal Group D Recruitment Board **by 1700 Hours of 11th August 2017.**

2.21 Period of Validity of Proposals

- a. The offer submitted by the bidder shall remain valid for a period of 60 days from the last date of submission of the tender. A proposal valid for a shorter period may be rejected as non-responsive.
- b. In exceptional circumstances, the Board may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing (or by fax or email).

3 BID EVALUATION PROCESS

3.1 All evaluation will be carried out by the Board as detailed below:

The Board will prepare a list of bidders based on the compliance with all the terms and conditions of the tender. The tenders, which do not conform to the tender conditions and tenders from bidders without having the required eligibility as per tender requirements shall be straight away rejected, without specifying any reason. All eligible tenders will be considered for further evaluation. The decision of the Board will be final in this regard

3.2 Bid Evaluation Criteria

The financial bid will be considered only of those bidder (s), who have been found technically qualified by the duly constituted Evaluation Committee of West Bengal Group D Recruitment Board. The short listed bidders may be asked to make a presentation before opening of the financial bid before the committee.

- 3.3 The final evaluation of the agencies shall be done on the basis of the Quality and Cost Based Selection (QCBS) process. The Technical offer shall be given 70% weightage and the financial offer shall be given 30% weightage.

3.4 The criteria for the evaluation of the technical offer shall be as follows-

Sr. No.	Head	Details	Criteria (In Rs)	Marks Alloted	Max marks
1	Turnover	Average Turnover of the firm/company in last three F.Y ending 2016-17 with proof of same enclosed such as Audited Balance Sheet	Between 50 and 100 lakhs	4	10
			Between 101-200 lakhs	7	
			201 lakhs and above	10	
2	Experience with Govt./ PSU etc during last 5 years	Number of Projects of value Rs 15 lakhs and more, implemented for Govt./ PSU/ Autonomous Body	2 Projects or less	4	10
			3-5 Projects	7	
			6 Projects or more	10	
2	Experience In Examination related Event Management activities	Number of such Event management projects handled during last three years	Less than 5	5	10
			More than 5	10	
4	Manpower Resource	Dedicated manpower on rolls deployed in Event management projects	Less than 10	5	10
			More than 10	10	
5	Domain experience	Examination or Interview related Event Management Project	No experience	5	10
			Experienced	10	
6	Biometric Finger Print capturing experience	Biometric Finger prints and Digital photographs captured	Less than 10,000	5	10
			More than 10,000	10	
7	Presentation of solution and examination process flow	The agency will have to make a presentation before the committee toward its Capacity (10 marks), technology (10 marks), proposed methodology (10 marks) and a work plan (10 marks) through which the entire activity will be executed.			40
Maximum Marks					100

- Proof of each of the criteria mentioned above has to be submitted along with bid.
- Experience should not include subletting work.
- Details of technical evaluation must be given in prescribed Performa.

- 3.5 The financial bid(s) of those bidders, who qualify in the technical evaluation as per evaluation criteria, will only be considered. The financial bids of the technically qualified bidders will only be evaluated.
- 3.6 The Financial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

3.7 Quality and Cost Based Selection (QCBS):

The entire evaluation process will be carried out by Quality and Cost Based Evaluation method. The Technical section will carry 70% and the financial section will carry 30% weightage. A bidder will be considered as technically qualified when his technical scores are more than or equal to 40.

3.8 Both the technical and financial scores will be normalized to 100 and will be evaluated.

The individual bidder's Financial scores are normalized as per the formula below:
 $F_n = F_{min} / F_b * 100$ (rounded off to 2 decimal places) where, F_n = Normalized commercial score for the bidder under consideration, F_b = Absolute financial quote for the bidder under consideration. F_{min} = Minimum absolute financial quote

The individual bidder's Technical Score (T_s) will also be normalized as per the formula:
 $T_n = T_b / T_h * 100$
 T_n = Normalized Technical Score, T_h = The bid with highest technical score and T_b = The technical score of the bidder under consideration,

3.9 Financial Bid

The Financial bids of only the technically qualified bidder(s) will be considered subject to the following:-

- (i) The financial bid shall be submitted in the format indicated at Annexure II.
 - (ii) The bidders must quote their rates strictly as per Tender in separate envelopes.
 - (iii) The rates and taxes, if any, must be stated for each item separately both in words and figures.
 - (iv) The Rates once accepted by The Board shall remain valid till the successful execution of the work order. The Taxes as applicable at the time of payment will be paid extra.
 - (v) The Board will prefer to accept a single vendor for the complete process to maintain the quality and integrity of the process. The Board reserves the right to withdraw activities listed under any of the annexure and treat them independently.
 - (vi) Rates shall be applicable till the end of the recruitment process irrespective of the delay in any activity due to whatsoever reason.
- 3.10 The lowest rate will not qualify as claim of receiving the Work order.

4.1 Evaluation of Technical bids

The Technical Bid will be examined by the Evaluation Committee on the basis of the evaluation criteria and points system specified.

The details provided in Annexure-I will be taken as reference for evaluation.

- a. Depending on the evaluation methodology mentioned above, each Technical Bid will be assigned a technical score (T_s) out of a maximum of 100 points.
- b. The bidders, who qualify as per the eligibility criteria mentioned in the tender, will qualify for the evaluation in the Technical and financial process.

4.2 Evaluation of Financial bids

- a. The Financial Bids of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below
- b. **For the purpose of evaluation of financial bid, the bid offered by the bidders for the slab of 71 to 90 Interview days will be taken into consideration.**
- c. The list of Bidders will be ranked in ascending order (i.e.) the Bidder who quoted the lowest price (L1) will be ranked first and so on.
- d. The L1 bidder will be awarded 100% score.
- e. Financial Scores for other than L1 bidders will be evaluated using the following formula
Financial Score of a Bidder (FS) = (Financial bid of L1 bidder) / (Financial bid of the Bidder) X 100% (adjusted to 2 decimals)
- f. However, the Board does not bind itself in any way to select the bidder(s) offering the lowest price (L1).

4.3 Overall Evaluation:

- a. The Board shall follow a selection process, based on the quality and cost.
- b. The overall rating for the bidders shall be done on the basis of weightages to be assigned as described below:
 - a. **Technical score – 70%**
 - b. **Financial score - 30%**
$$\text{Composite Score (CS)} = T_n * 0.7 + F_n * 0.3$$
- c. **The Final list of Bidders with the Composite Score(CS) would be arranged as per descending order of the composite scores.**
- d. In case of a tie in the overall score, the bidder with the superior Technical Score (TS) will supersede the other Bidder.
- e. While the successful Bidder will be selected on the basis of the Overall evaluation, the Board does not bind itself in any way to select the bidder(s) having the highest Overall evaluation.

4.4 Negotiations with the Successful Bidder

The Board reserves the right to further negotiate with the Successful Bidder or any of the empanelled Bidders if the successful Bidder fails to undertake the work. While negotiating, the following aspects may be considered:

- a. **Further reduction in consultancy charges for undertaking the Work**
- b. **Advancing the delivery schedule**
- c. **Additional services**

5. AWARD OF CONTRACT

5.1 Letter of Acceptance

After successful completion of the negotiations, if held, a Letter of Acceptance of tender will be issued to the successful Bidder by the Board.

5.2 Forfeiture of EMD

If the successful Bidder fails to act according to the tender conditions or backs out after his tender has been accepted, his EMD will be forfeited to the Govt of West Bengal.

5.3 Signing of Contract

- a. The successful Bidder shall execute an agreement for the fulfillment of the contract with the Board at the time of execution, **within three days from the date of receipt of the Letter of acceptance** issued by the Board. If the same is not executed within one week, the EMD of the Bidder will be forfeited and their tender will be held as non-responsive.
- b. The expenses incidental to the execution of the agreement should be borne by the successful Bidder.
- c. **Tender document shall contribute a part of Agreement.**

5.4 Security Deposit

- a. The successful bidder shall at his own expense deposit with the Board, **within three days from the date of receipt of the Letter of acceptance** issued by the Board or prior to signing of the contract, whichever is earlier, a Security Deposit of 10% of the accepted Tender Value, within three days of signing of the Agreement.
- b. If the Bidder fails to act according to the tender conditions or backs out when his tender is accepted, his Security Deposit as mentioned above will also be forfeited to the Govt of West Bengal.

5.5 Release of Work Order

After the execution of the agreements specified in the Tender Document and after receipt of the Security Deposit, the Board will release the formal work order to the successful Bidder on behalf of Government of West Bengal.

5.6 Execution of Work Order

The successful Bidder should implementing the Project with immediate effect and as per the terms and conditions of the Tender, Scope of Work and the guidelines.

5.7 Assigning of Tender whole or in part

The successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. He shall not underlet or sublet to any person(s) or body corporate for the execution of the contract or any part thereof.

5.8 Submission of Deliverables

The submission of Deliverables should be made strictly in accordance with the Scope of Work in the Tender Document and should get necessary approval from the Board. If the delivery is not effected as per tender, the Board shall have the right to cancel the order and to take any such action which will be deemed fit in such circumstances.

5.9 Termination of Contract

Except for such matters as, by virtue of their nature, are to be notified or published, the Consultant shall have to exercise absolute confidentiality in all matters, that may include handling of Candidates' list etc. On all such confidential matters, the Consultant shall act in accordance with the guidelines to be issued by the Board from time to time. In the event of any breach of confidentiality, if the Board finds there are enough reasons to believe that such breach of confidentiality or lack of security of information is attributable to any acts of commission or omission on the part of the Consultant, it reserves the right to terminate the services of the Consultant, at any stage during the contract period by giving a notice of seven (7) days. The Board also reserves the right to terminate the services of the consultant, if it finds the work unsatisfactory, at any stage during the contract period by giving a notice of seven (7) days. In case of termination of services at any stage during the contract period, the consultant shall be

paid for only such part the work as has been completed in accordance with the terms of confidentiality and other conditions of the Contract, as per the fees quoted till that stage of the assignment as part of response to this tender document.

6. PAYMENT TERMS

The following table gives the schedule of payments, which shall be milestone based.

Activity	Payment
Completion of Activities, as per deliverables after completion of interview of 30% of total candidates	30% of contract value as per rate as applicable for the slab of actual number Interview days multiplied by actual number of candidates interviewed
Completion of Activities, as per deliverables after completion of interview of 60% of total candidates	30% of contract value as per rate as applicable for the slab of actual number Interview days multiplied by actual number of candidates interviewed
Completion of Activities, as per deliverables after completion of interview of 100% of total candidates	40% of contract value as per rate as applicable for the slab of actual number Interview days multiplied by actual number of candidates interviewed

7. OTHER TERMS AND CONDITIONS

- a. During the evaluation process, the Board reserves the right to request additional information or clarification from bidders. Such request and response to the same shall be purely of a clarifying nature, with no impact on the substantive content, quality or cost of the services offered.
- b. All deliverables and supporting materials (including all data, material, and documentation originated and prepared for the Board pursuant to this Tender, and including correspondence relating to this Tender) shall, upon delivery to the Board become the property of the government. The consultant shall hand over to the Board such materials as and when asked for by the Board, and shall not retain any copy of such materials.
- c. The final decision would be based on the overall evaluation. The Board, however, does not bind itself in selecting the firm offering lowest prices.
- d. The Bids should be submitted neatly and all corrections, over-typing should be attested with seal.
- e. The Board reserves the right to reject any or all the tenders without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of tender as deemed necessary in the best interest of Government of West Bengal for good and sufficient reasons.
- f. The Board will not pay any increase in duties, taxes and surcharges on account of any revision by the Government after expiry of the stipulated delivery period in the Work Order.
- g. In case of any dispute, the matter will be referred to an Arbitrator under "The Arbitration and Conciliation Act 1996". The arbitration shall be held in Kolkata only and the Courts at Kolkata only shall have jurisdiction in relation thereto.

8. Conflict of Interest

Neither the selected consultant nor any of the consultant's personnel shall engage in any personal, business or professional activity which conflicts or could conflict with any of their obligations in relation to this project. The key members quoted in the RFP document shall not be changed in any circumstances other than The Board who will have the right to cancel the Contract at the risk and cost of such bidder without prejudice to the rights of The Board with such penalties as specified in the RFP Document and the Contract.

9. FORCE MAJEURE:

Neither the board nor the consultant shall be liable to each other for any delay in, or failure of their respective obligation under this agreement caused by occurrence beyond the control of the board or consultant, as the case may be, including but not limited to fire including explosion, floods, power shortage, acts of God, hostility, acts of public enemy, wars, insurrections, riots, strikes, lock-outs, sabotages, any law, statute or ordinance order, actions or regulations of the Government, local or other public authorities. Consultant will promptly by not later than 7 days of the commencement thereof notify the Board in writing of such contingency and prove that such delay or failure is beyond their control and affects the implementation of the contract adversely and materially.

Certified that I/We agree to the contents of terms and conditions of the tender.

Annexure I –Technical Bid Format
Form A- General Information about Company / organisation

SI no	Particulars	Details to be provided
	Details of the bidder	
1	Name	
2	Address	
3	Telephone	
4	Email	
5	Fax	
6	Website	
	Details of Authorized person	
1	Name	
2	Address	
3	Contact Ph no	
4	Email	
	Information about the company	
1	Status of company (Public Ltd/ Pvt Ltd etc)	
2	Details of Registration with ROC	
3	Total no. of dedicated manpower on Rolls deployed in Recruitment/ examination management process	
4	Location and address of offices (In India/ overseas)	
6	Income Tax PAN no	(Enclose copy of PAN card)

Form B: Financial Information (Please attach copies of Audited Financial Statements)

Annual turnover generated from services related to examination- related activities (Online/Offline)			
FY (2014-15)	FY (2015-16)	FY (2016-17)	Average of last 3 FYs

Form C: Summary of Examination/ Interview related Event Management Projects

Sl.No	Name of customer	Project name	Start date	End date	Project value	No. Of Participants involved

Form D: Details of the Event Management Projects undertaken during last 3 years(Use separate tables for each project)

S. No	Item	Details
General Information		
1.	Customer Name / Govt Department	
2.	Name of the Contact Person & Contact details for the project	
Project Details		
3.	Name of the Project	
4.	Start Date/End Date	
5.	Current Status (work in progress / completed)	
6.	Contract Tenure	
Size of the Project		
7.	Number of Participants involved	
8.	Order value of the Project (Rs. In lakhs)	

Description of the services provided by the Bidder (Please provide in details in relevance to the scope of this tender)

Annexure II – Technical Bid Format for evaluation

Sr. No.	Head	Details	Criteria (In Rs)	Please Tick Y/N or mention figure as applicable
1	Turnover	Average Turnover of the firm/company in last three F.Y ending 2016-17 with proof of same enclosed such as Audited Balance Sheet	Between 50 and 100 lakhs	
			Between 100-200 lakhs	
			201 lakhs and above	
2	Experience with Govt./ PSU etc during last 5 years	Number of Projects of value Rs 15 lakhs and more, implemented for Govt./ PSU/ Autonomous Body	2 Projects or less Between 3-5 Projects 6 Projects or more	
2	Experience In Examination related Event Management activities	Number of such Event management projects handled during last three years	Less than 5 More than 5	
4	Manpower Resource	Dedicated manpower on rolls deployed in Event management projects	Less than 10	
			More than 10	
5	Domain experience	Examination or Interview related Event Management Project	No experience Experienced	
6	Biometric Finger Print capturing experience	Biometric Finger prints and Digital photographs captured	Less than 10,000	
			More than 10,000	

Annexure III- Financial Bid Format

Work Component	Activities/ Deliverable	Period of Interview	Rates per candidate (Rs)
2.	3.	4.	5
Assist the Interview Board in conducting Interview of candidates @ 200 to 300 candidates per day	As mentioned under para	(i) Between 60 and 70 working days (ii) Between 70 and 90 working days (iii) Between 90 and 120 working days	(i) (ii) (iii)