KERALA BANK
Kerala State Co-operative Bank

P.B. No. 6515, COBANK TOWERS,
VIKAS BHAVAN P.O., PALAYAM
THIRUVANANTHAPURAM,
PIN-695 033

For details please visit website

www.etenders.kerala.gov.in

NOTICE INVITING e-TENDER(NIT)

Competitive tenders are invited from the online Exam Service Providers ("Bidders") with sound technical, functional and financial capabilities for conduct of promotion test/qualifying test for the employees of State Co-operative Bank as per the Specifications and requirements enclosed in the Tender documents.

Sl. No	Name of work	Earnest Money Deposit (EMD)	Cost of Tender form (Tender Fee)	Online bid submission closing date & time	Date & time of opening of online tender bid
1	Conduct of promotion test/qualifying test	50,000/-	5000/- + GST = Rs. 5900	28/10/2024 3 pm	30/10/2024 3 pm

Date and Time of Submissions

The last date for submission of e-tendering will be at **3 pm** on **28/10/2024.** Technical Bid will be opened at **3 pm on 30/10/2024**. Further details regarding the tender for the work can be had from Human Resource Department, KSCB Ltd (Ph;-0471-2547339) during working days. The Kerala State Co-operative Bank reserves to the right to accept or reject any or all tender without assigning any reason whatsoever.

sd/-

Tender Inviting Authority
Kerala State Co-operative Bank Ltd.

Schedule of Tender

Superscription	Tender No. **KSCB/HRD/PROMOTION TEST/2024-25** Dtd-07/10/2024 for conduct of promotion test/qualifying test for the employees of Kerala State Co-operative Bank.
Download of Tender Documents	http://www.etenders.kerala.gov.in
Availability of Tender Forms and EMD(Online)	http://www.etenders.kerala.gov.in
Pre Bid Meeting	Nil.
Due date and time of Receipt of tender (last date for submission of tender)	28/10/ 2024 at 3pm
Date and time for opening of Technical Bid	30/10/ 2024 at 3 pm
Date and time for opening of Financial Bid	After Analysing Technical Bid
Price of tender form	Rs. 5,000/- + 18% GST (Rs. 5,900/-)
EMDAmount	Rs.50,000/-
Address for Communication	The Chief General Manager, Kerala Sate Co-operative Bank Ltd Head Office, Thiruvananthapuram. Email-hr@keralabank.co.in Ph:-0471 2547339

Tender documents and tender schedule may be downloaded free of cost from the website http://www.etenders.kerala.gov.in. Bid submission fee shall be remitted online during the time of Bids submission.

All bid/tender documents are to be submitted online only and in the designated cover(s)/envelope(s) on the e tender Website. Technical bid and financial bid shall be submitted in their respective designated online covers. Tenders/bids shall be accepted only through online mode on the e-tender, Govt of Kerala website and no manual submission of the same shall be entertained. Late tenders will not be accepted. More details on EMD & Cost of Tender documents/bid submission fee are mentioned tender document.

The technical bids shall be opened online at the Human Resource Department of KSCB Ltd., Thiruvananthapuram on 30/10/2024 at 3 pm in the presence of the available bidder and their representatives with bank officials. If the opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be done on the next working day at same time and place.

Online Tenders/bids are to be accompanied with a scanned copy of preliminary agreement executed in Kerala stamp paper worth Rs.200/- Tenders/bids received online without the scanned copy of preliminary agreement will not be considered and shall be summarily rejected. Further details can be had from the office of the Human Resource Department, Head Office, KSCB Ltd, TVM, during working hours in phone number 0471 2547339

The hard copy of original preliminary agreement shall be submitted before the time fixed for tender opening.

All other existing conditions related to tender will be applicable in this tender also. The KSCB Ltd. will not be responsible for any error like missing of schedule data while downloading/uploading the bidder.

Sd/-

Kerala State Co-operative Bank Ltd.
Thiruvananthapuram

(for and on behalf of KSCB Ltd.)

Station: Thiruvananthapuram Date: ___________________

TENDER DOCUMENTS

Tender No.KSCB/HRD/PROMOTION TEST/2024-25 Dtd-07/10/2024

Name of work: **Conduct of promotion Test/Qualifying Test for the employees of Kerala State co-operative Bank Ltd.**

1 Terms and Conditions for e-Procurement

Competitive E-tenders are invited from the online Exam Service Providers ("Bidders") with sound technical and financial capabilities for conduct of Examination at Thiruvananthapuram, Ernakulam and Kozhikode and processing thereof on behalf of The Kerala State Co-operative Bank Ltd (herein after called Kerala Bank) ,Head Office ,situated in Co-Bank Towers, Palayam, Thiruvananthapuram. The tender is invited in two cover system from the registered and eligible firms through e-procurement portal of Government of Kerala (https://www.etenders.kerala.gov.in). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e-procurement portal.

The tender timeline is available in the critical date section of this tender published in www.etenders.kerala.gov.in

A) Online bidder registration process:

Bidders should have Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on www.etenders.kerala.gov.in website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471-2577088/188/388 or 0484-2336006, 2332262 or 0487-2764788, 2764188 or 0483-273294 or through email etendershelp@kerala.gov.in for assistance in this regard.

B) Online Tender Process:

The tender process shall consist of the following stages:

i. <u>Downloading of tender document:</u> Tender document will be available for free download on www.etenders.kerala.gov.in. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.

ii. <u>Publishing of Corrigendum:</u> All corrigendum shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere.

iii. <u>Bid submission:</u> Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on www.etenders.kerala.gov.in. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.

iv. Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated and short-listed as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids short-listed by this process will be taken up for opening the financial bid.

v. Opening of Financial Bids: Bids of the qualified bidder's shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section

C) Documents Comprising Bid: Two Cover

Qualification or Technical proposal shall contain the scanned copies of the following documents which every bidder has to upload.

i) Scanned copy of the tender duly filled with signed and sealed in each page in as a token of acceptance of all tender conditions.
ii) Technical details.
iii) Proof of remittance of tender form fee and EMD.
iv) The financial bid in excel format (BOQ) and Financial Documents and its split up.
v) Experience criteria evidence.

The Bidder shall complete the Price and (BOQ) in M/s Excel format as per format given for download along with this tender.

Note: The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

D) Tender Document fees and Earnest Money Deposit (EMD)

The Bidder shall pay, a tender document fees of Rs. 5,000/- + 18% GST(ie. Rs. 5900) and Earnest Money Deposit or Bid Security of Rs. 50,000/-. The Bid security is required to protect the purchaser against risk of Bidder's conduct, which would warrant for the feature of security.

Online payment modes: The tender document fees and EMD can be paid ONLINE through e-payment facility provided by the e-Procurement system in e tender Kerala website. Any transaction charges levied while using any of the above modes of online payment has to be borne by the bidder. The supplier/contractor's bid will be evaluated only if payment status against bidder is showing "Success" during bid opening.

E) SUBMISSION PROCESS:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical and Financial bids online on www.etenders.kerala.gov.in along with online payment of tender document fees and EMD.

For page by page instructions on bid submission process, please visit www.etenders.kerala.gov.in and check "Bidders Manual Kit" link on the home page.

It is necessary to click on "Freeze bid" link/icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

2. General Conditions

The following general conditions of the contract shall be read in conjunction with the conditions of the contract. The following clauses shall be considered as extent and not limitation of the obligations of the contractor. The special conditions attached to the conditions also will form part of the conditions of the contract.

2.1. General Terms and Conditions of Tendering, Contract and Execution.

For this tender and subsequent contract, unless in consistent with or otherwise indicated by the context, the following terms shall have the meaning defined here under.

2.1.1 "Bank" shall mean The Kerala State Co-operative Bank Ltd. Thiruvananthapuram Head office or representative duly authorized to deal with matters regarding this work on his behalf

2.1.2 "Tender" shall mean tender notice, and all pertaining documents related to the tender.

2.1.3 "Contractor Or Tenderer Or Bidder or Agency" shall mean the individual or firm or company whose bid with or without later amendments has been accepted.

Successful Contractor/Tenderer/Bidder/Vendor/Agency is the bidder to whom a letter of intent/ work order has been issued by the Bank.

2.1.4 "Contract or Bid" shall mean and include the tender notice/ invitation to tender, all pertaining documents, the letter of intent, the purchase/work order, the correspondence exchanged after receipt of tenders and before issue of the letter of intent, the drawing, technical specification and standards relating to the contract work and the formal agreement executed by the successful tenderer/vendor with the Kerala State Co-operative Bank.

2.1.5 "Work/Works" means and included all the works specified or set forth and required in any, by the Bank requirements, specifications and other documents which form part of this contract or to be implied therefore or incidental there or to be here after specified or required in such further explanatory instructions, drawing etc. as shall from time to time during the progress of the work, be given by the bank.

2.2 DOCUMENTS COMPRISING BID:

(a) The First Stage - Part-I Pre- Qualification cum Technical Bid with Commercial terms without Price Bid. Technical proposal shall contain the scanned copies of the following documents which every bidder has to upload:

- Envelop -1 shall contain, Part-I (this document in PDF form)/ scanned copies of:

    i. Part I of the tender documents downloaded (signed with office seal)

    ii. Agency/Tenderer should submit all the documents of Minimum eligible criteria's in the Technical envelope Mentioned in Tender documents.

    iii. Agreement in the prescribed format on Govt. of Kerala stamp paper worth Rs.200/-

    iv. Copy of Registration Certificate of the bidder firm/ Govt. order of accredited agencies.

    v. Copy of GST Certificate.

    vi. Copy of PAN card of the authorized signatory/TAN

    vii. Documents to prove the annual Turnover of the bidder along with a certificate from Chartered Accountant regarding net worth. (Capital + Reserves)

    viii. Copy of the work orders and certification from the office regarding execution of the order, to prove the experience in executing similar orders, as specified. Any certification or experience mandatory for agency to participate in tender?

(b) The Second Stage (Financial Cover as per two cover system):

Envelop -2 shall contain the Price Schedule as per BOQ in Excel format for this tender to be downloaded from e-tender website, duly digitally signed by the tenderer/ authorized signatory of the tender.

The department doesn't take any responsibility for any technical snag or failure that has taken place during document upload. The Bidder shall complete the Price bid as per format given for download along with this tender.

Note: The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

2.3. TENDER DOCUMENT FEES AND EARNEST MONEY DEPOSIT (EMD)

The Bidder shall pay the Earnest Money Deposit or Bid Security of Rs. 50,000/-. And Tender fee of Rs.5,900/-. The Bid security is required to protect the purchaser against risk of Bidder's conduct, which would warrant the forfeiture of security.

Online Payment modes: The tender EMD can be paid in through e-Payment facility provided by the e-Procurement system. Bidders can make payment only via Internet banking facility.

- Internet Banking: If a bidder has an internet banking account, then, during the online bid submission process, bidder shall select the appropriate option and then select Internet banking option. The e-Procurement system will re-direct the bidder to internet banking page where he can enter his internet banking credentials and transfer the tender document fee and EMD amount.

Any transaction charges levied while using the online payment has been borne by the bidder. The supplier/Firms bid will be evaluated only if payment status against bidder is showing "Success" during bid opening.

2.4 SUBMISSION PROCESS:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and Financial bid online on www.etenders.kerala.gov.in along with online payment of tender document fees and EMD.

For page by page instructions on bid submission process, please visit www.etenders.kerala.gov.in and click "Bidders Manual Kit" link on the homepage.

It is necessary to click on "Freeze bid" link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/opening during bid opening process.

2.5 VALIDITY

The tender offer shall be kept valid for acceptance for a period of 6 months from the date of opening of offers. The offers with lower validity period are liable for rejection.

Further, the tenderer may extend the validity of the Bids without altering the substance and prices of their Bid for further periods, if so required.

2.6 DEVIATIONS

The offers of the Tenderers with Deviations in Commercial terms and Technical Terms of the Tender Document are liable for rejection.

Sd/-

Kerala State Co-operative Bank

1. General Terms and Conditions:

The tender documents can be made available for viewing only at website https://etenders.kerala.gov.in. Please note that tender documents are not transferable. Tender can be downloaded and bided from website address: https://etenders.kerala.gov.in

1. Tender documents are to be submitted in two parts. The First part shall consist of the technical Bid including the EMD and the documents in support of eligibility criteria. The second part shall contain the financial bid showing the detail schedule of work. **Tenders complete in all respects, will be accepted through online up to 3.00 PM on 28/10/ 2024. The bid shall be opened at 3.00 PM on 30/10/2024.** Please note, that bids submitted without EMD are summarily being rejected.

2. The Earnest Money amounting to **Rs. 50,000.00 (Rupees Fifty Thousand only)** as remitted online along with the tender documents in first part (Technical bid). **Tender received without earnest money/ proper document fee will be invalid and rejected.**
3. Kerala Bank does not bind himself to accept the lowest or any tender and reserves the right to accept the tender either in whole or in part of the tender and the tenderer shall be bound to perform the same at the rates quoted. The decision of the Bank shall be final in this regard.

4. Canvassing in connection with the tenders is prohibited and the tenders submitted by the Firms who resort to canvassing are liable for rejection.

5. The Bid shall remain valid for a minimum period of 6 months from the date of opening of the tender for the purpose of acceptance and award of work. Validity beyond 6 months from the date of opening shall be by mutual consent.
6. In case of any queries, necessary clarifications please be sought from the Human Resource Department of the Kerala State Co-operative Bank, ph: 0471-2547350. No claim whatsoever will be entertained in this regard for any alleged ignorance thereof.

7. Taxes as applicable will be deducted from every bill and also from the final bill of the Firms at the rate prescribed by govt. from time to time.

1. Request for Proposal

Competitive E- tenders are invited from the online Exam Service Providers ("Bidders") with sound technical, functional and financial capabilities for conduct of Examination at Thiruvananthapuram, Ernakulam and Kozhikode and processing thereof on behalf of The Kerala State Co-operative Bank Ltd (herein after called Kerala Bank) ,Head Office ,situated in Co-Bank Towers,Palayam, Thiruvananthapuram as detailed out in the Scope of Work of this Document.

2. Background Information

2.1 About Kerala State Co-operative Bank Ltd,(Kerala Bank) Thiruvananthapuram,Kerala.

The Kerala State Co-operative Bank Ltd is the Scheduled Apex Co-operative Bank in the Co-operative Banking Sector. In 1972, it was issued a license to carry on the business of Banking under Section 22 of the Banking Regulation Act, 1966. This Bank is a financing bank as defined in the Kerala Co-operative Societies Act, 1969 and is a Co-operative Society which has other Co-operative Societies as its members. The Bank is engaged in banking business within the frame work of rules/regulations/guidelines stipulated by Registrar of Co-operative Societies, Govertment of Kerala ,Reserve Bank of India and National Bank for Agriculture and Rural Development (NABARD). For more details please visit our website www.keralabank.co.in

2.2. Project Background

The Kerala State co-operative Bank intends to conduct promotion process to its staff in certain cadres, with a qualifying examination for shortlisting meritorious candidates as per the schedule mentioned below:

Sr. No.	Designation	Tentative date of examination for FY 2024-25
1	Deputy General Manager	December 2024
	Manager	December 2024

2		
3	Assistant Manager	December 2024
4	Accountant	December 2024
5	Clerk	December 2024

*Dates may vary due to administrative reasons and same shall be informed to agency.

Total no. of candidates may increase or decrease. The details of the candidates shared along with the work order shall be treated as final.

2.3 Syllabus of qualifying test /promotion test for the employees of Kerala State Cooperative Bank

Promotion to the post of Clerk from Lower posts

SL No	Syllabus
1	Knowledge of banking (including Circulars, General Banking, Banking products of Kerala bank)
2	Customer Service
3	Practice and law of banking
4	Accounting
5	General Knowledge
6	Co-operative Act and Rules

Promotion to the post Accountant

SL No	Syllabus
1	Knowledge of banking (including Circulars, General Banking, Banking products of our bank)
2	KYC, Currency Rules
3	Customer Service
4	Practice and Law banking & Co-operative law
5	Accounting
6	General Knowledge
7	Management
8	Software Application

Promotion to the post Assistant Manager

SL No	Syllabus
1	KYC/AML
2	Legal Aspects and banking law and practice
3	CASA Deposit, Term Deposit
4	Nomination Rules
5	General Advance
6	Priority Sector lending guidelines
7	Agriculture/SME
8	Government Sponsored Scheme
9	NPA & recovery-stressed accounts
10	Digital banking
11	Statements and returns
12	Latest banking/trends
13	Co-operative Management, Kerala Co-operative Societies Act and Rules and other laws
14	Software Application

Promotion to the post Manager

SL No	Syllabus
1	General Banking, KYC, legal issue, system and procedures in our bank
2	CBS & Computer Awareness, Computer Security
3	Product and service of the bank, alternate channel and IT products, Financial inclusions, information security
4	Practical problems in general banking
5	General Awareness
6	Organizational structure and policy guidelines of the bank
7	Retail banking
8	Banking law and practice (BR, RBI, NI, Indian Contract Act, KCS Act and provisions

9	General Administration 1. Co-operative Governance - Poilcy Governance and effective relationship with CEO - four pillars of Co-operative Governance -Teaming, accountable empowerment 2. Strategic leadership and democracy budgeting and budgetary control. 3. Administration and management Administration of Co-operative Department, Departmental setup at State, District and Taluk levels, Co- operative education and training - identification of training needs role of NCUI, NCCT and NCCE
10	Co-operative Management Concept, meaning - definition-unique features, Structure of Cooperative organization and management essential -management functions, planning, organizing, directing and controlling its applicability to Co- operative Democracy- direct and indirect democracy, decision making in co-operatives, types of decision- steps in decision making

Promotion to the post Deputy General Manager

SL.No	Syllabus
1	General banking, retail banking, Balance sheet analysis
2	Banking law & practice (BR,RBI, NI, Indian Contract Act, KCS Act
3	Tool based audit inspection aspects, compliance
4	Grievance redressal mechanisms
5	Legal aspects in banking, HR matters, conflict management
6	Cyber security aspects, awareness on various policies of the bank MBE
7	Credit, market sensitivity, managing span of control, sustainable modes of financing
8	General Administration 1. Decision making - steps in decision making process, problem solving and decision making 2. Planning, delegation, basis of internal communications. Personal policies, personal management
9	Software Applications 1. Introduction to IT, impact of IT on banking changing financial environment and IT as strategic response - hardware, software, system software, operating system (DesktopOS/servers) windows(Desktop, server) Unix Computer language - 1st generation language, 2nd generation, 3rd generation and 4th generation

	languages. Database Management systems (Oracle, log, MS SRL, 2005 My SQL) Application servers, web servers, web browsers, Application software packaged software, custom built software etc., Computer networks. Equipment and data communication system and design Software Development Data warehousing, data mining tools MIS and organisation support system Application in banking - Centralised Banking system - core banking system / system administration, data base administration, Application server and application administration. Network administration domains, ISPS, Hosting, data downloads/uploads, data centre, data storage devices, data backups restoration, disaster recovery centre Delivery channels - ATM, EFTPOS, Phone banking, Internet Banking, SMS banking, Mobile Banking, Credit /debit cards, smart cards E mails, SMS Alerts E-commerce - secure electronic Transfer (SET) payment Gateways Threats of information system.
10	Other Allied subjects Income tax and Goods and Sales Tax Act Fraud, misappropriation of funds, forgery, breach of trust, falsification of accounts , Banking Ombudsman
11	Balance Sheet Management Prudential Norms, Capital Adequacy, Implementation of basel Norms, guidelines, RBI guidelines-Banks Balance sheet-Components of Assests/Liabilities /ALM implementation, RBI guidelines, Gap analysis - Mechanics, Assumptions and Limitations - The relationship between Gap and become statement finding liquidity managing- liquidity Business strategies - profit and Profitability analysis, Asset classification - Provisioning effect of NPA on profitability- Profit planning, measures to improve profitability disclosure guidelines - CRAR-Capital funds Risk weighted Assets.

1. Examination for aforesaid posts should be conducted at Thiruvanathapuram, Kozhikode and Ernakulam in Kerala.

2. Work shall mainly comprise of the following activities:

    1. Arrangements of Centres for online mode examination .
    2. Dispatch of Admit cards to the candidates by e-mail and link for accessing the admit card by SMS on candidates mobile no.
    3. Preparation of Question paper as per syllabus as mentioned above for each posts with highest level of confidentiality.
    4. Final conduct of Computer based Examination and evaluation

5. Examination will be conducted in English.
6. Preparation/compilation of Result
7. Dispatch of result to the Kerala Bank.
8. Each Examination is for 100 marks
9. Minimum mark for qualifying/passing the examination is 50 marks.
10. Arrangements for issuing certificates for the same.

2.3. Key Information

Key Information related to examinations:

1. Duration of each examination will be 2 hours
2. All papers will have Multiple Choice Questions (MCQs) with 04 options each with No Negative Marking.
3. Examination should be conducted 2 times in a year

3. Scope of Work

The Scope of Work has been divided into following three broad phases:

1. Pre- Examination Phase
2. Examination Phase
3. Post Examination Phase

Note – Following shall be made available by Kerala Bank

1. Soft copy of Candidates Application Master Data base having employee ID No., Photographs, Signature and address/e-mail ID.

Note- Following shall be made available by the Bidder

1. Admit cards to the candidates by the bidder.
2. Soft Copy of Centre Master List having Centre No. and Centre Details
3. Complete response related data of all the candidates (Candidate-wise Answer Sheet)
4. Attendance Sheet of all centers (in both hard and soft)
5. Raw Scores and processed result in EXCEL Sheet or any other format as specified
6. Certificates along with marks should be dispatched to the Kerala Bank directly.

3.1. Pre Examination Phase

- The Bidder is expected to draw the examination plan and design the online examination processes as follows:

- Complete Security management processes
    - Information Security
    - Server security
    - Network security
- Candidate handling process
    - Mapping of candidates details with Examination Centre
    - Validation and verification of identity
    - seat allocation and handling of security parameters
    - Bulk/individualized emails

- The Bidder shall prepare and provide Kerala Bank with Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- The Bidder shall provide specifications for Hardware and Software required at all stages of the examination to the hired examination center for suitable provision of computer labs, computers and CCTV coverage .
- The Bidder shall provide Kerala Bank with consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rental basis, whose cost would be covered under the financial bid.
- The bidder shall provide a secured question paper authoring platform for secured question paper creation.
- The Question Paper authoring software should support creation of question paper in multiple choice questions (MCQ) format.
- The Bidder shall securely transmit, download, install and implement Question Papers to the examination Centres.
- The Bidder shall identify required Examination Centres in Thiruvananthapuram, Ernakulam and Kozhikode in Kerala.(**To conduct the examination in a single Centre if the number of candidates are less than one hundred.)**
- The Bidder shall ensure that all Exam Centres have the prescribed Hardware, Software, Internet and LAN connectivity for conducting uninterrupted Online Examination.
- The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power supply.
- The Bidder shall carry periodic audit at Exam Canters for
    - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.

- Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
- Working condition of UPS and Generator.

- The Bidder shall ensure conducive environment for examination, suitable drinking water and separate toilet facilities for both Ladies and Gents at each examination Centre.
- The Bidder shall provide a facility to the candidates for static mock link for mock test within a fortnight of issuing of work order. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.
- The Bidder shall provide help to the candidates through telephone/email ensuring service quality on a 9 A.M. to 5 P.M. basis.
- The Bidder shall host and manage the examination process through intranet based solution at Examination Centers.
- The Bidder shall ensure checking of original documents, identity card and admit card of the candidates at the examination gate in coordination with the Bank.
- The selected bidder shall ensure proper registration process of the candidates and allow candidates to appear for exam at Examination Centre through randomly allotted seat/machine
- Individual password shall be given to each candidate by the Bidder at the examination Centre after the registration process (biometric or as specified by the Bank.
- The Bidder shall ensure that the Signature of the candidate is taken in the attendance sheets and Verification of the signature in attendance sheet is done vis-à-vis the signature in the admit card. **Original signed attendance sheet needs to be sent to the Bank by the bidder.**
- The Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Examination Centres.

3.2 All pre-examination phase processes shall be carried out by the Bidder in consultation with the Bank._

3.3 Examination Phase

- The Bidder shall provide adequately trained manpower as per the ratio mentioned below:

Each Exam Centre should have the following minimum number of personnel, as described below, to be deployed by the Bidder;

- ✓ Exam Centre Administrator – 1
- ✓ Invigilator(s) – 1 for every 40 Employees
- ✓ IT Manager/Technical support personnel.

The above staff should be increased or decreased proportionately on the basis of size of the Centre in terms of nodes for exam, only after intimation to the Bank.

- The Examination shall be computer based with the questions being provided on screen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 10 minutes shall be allotted before the examination for providing orientation to the candidates on the structure of the examination, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- The Bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centres.
- Required number of servers for a Centre must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup need to be provided by the Bidder.
- Bidder should provide reports to Bank, Thiruvananthapuram to view the test progress in real time.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The Bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The Bidder shall provide blank paper sheet/s to the candidates as per requirement.
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- The Bidder shall monitor and supervise Examination Centre activities on monitoring console to be installed by the Bidder in the examination centers

At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 4 Hours from each exam Centre. Other data such as attendance sheet, seating plan etc. (if any) should be sent to Bank's Head Office at Thiruvananthapuram within 7 days of conclusion of each exam shift.

3.4 Post Examination Phase

- The Bidder shall calculate marks obtained by each candidate as per requirement of the Bank.
- The candidate's responses should be uploaded automatically from the local server to Bidder's data Centre in a secured manner.
- The Bidder should be able to hand over the raw responses/data to Bank immediately (same day) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
- The Bidder shall ensure Generation of Merit list based on the rules/validation shared by Bank.

- The Bidder shall provide documented inputs and support for handling
    - Candidates queries
    - RTI queries
    - Court Cases

  Note:

  1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to the Bank before implementation of the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.

- **Test Data Archiving:** The Bidder shall archive the examination data for future references after specified time, as per requirement of the Bank.
- **MIS generation/ customized reports**: The Bidder shall provide adequate exam related information to the Bank as per the requirement of the Bank.

4. Basic Examination Software Requirements

The examination software used by the bidder to conduct the examination should have the following features –

1. The exam should be conducted on LAN with local servers at each center.
2. The **exam client** should be able to run without internet connectivity.
3. The data should be downloaded in the local servers only 1 hour before the exam.
4. The data of each exam should sync at the central servers after completion of exam every day.
5. Raw results should be provided within 2 hours after end of exam for that day through mail as specified by the Bank.

6. Software should capture click by click the audit trail of candidate activity. This audit trail shall be provided to answer any RTI query if required
7. Real time live dashboard should be available to track the progress of examination at each center
8. In case of any technical issue with candidate machine, the exam should restart on a different machine without any loss of data.
9. All questions, options and response of the candidate should be stored in encrypted format (***even if save is not clicked by the candidate***)
10. A separate question authoring tool shall be provided to create the question paper in secured encrypted format. The authoring tool should be on standalone machine without any internet connectivity. Questions paper shall be uploaded in the central server of the agency only 2 hours before commencement of the exam
11. The exam client should block access to remote desktop tools on candidate machine
12. Login with one credential from multiple machines simultaneously should be blocked.
13. The exam software system should be developed internally by the bidder and/or bidder should own the full intellectual property for the code of the exam software. An affidavit for the same should be provided on Rs 100/- non-judicial stamp paper.

5. Essential Technical Pre-requisite

1) The bidder should be a company/ firm registered in India. The registered bidder should be operating in India with an objective of offering relevant online Based Examination Services that are the subject matter of this tender.
2) The bidder should participate as a single entity, no consortium or group companies will be allowed.
3) The bidder shall be single point of contact with the Bank and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.
4) The turnover details provided should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for the year 2021-22,2022-23 and 2023-24
5) The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2024 and the bidder should have a positive net worth.
6) The bidder should have at least 20 employees on its payroll. EPF

challan/certificate should be submitted as proof of same.

7) Any experience as a consortium partner will not be considered.
8) The bidder must be able to conduct computer/manual based examination in multi-disciplinary / multiple subjects / multi-lingual as well.
9) The contract shall be on "End to End outsource basis" and the bidder should have all relevant facilities and logistics available to execute the work.
10) The bidder should not have been blacklisted by Central / State government departments / undertakings/ any organizations.

6. Selection Method & Criteria

The Bidding process shall be a two-stage process. Prior to the detailed evaluation of the Technical Bids, Bank shall determine whether each bid is

a) Complete in all respects
b) Is accompanied by the required information and documents towards fulfillment of Eligibility Criteria.
c) Final selection of bidder will be based on Quality and Cost Based Selection (QCBS) method as per the scoring model shared in this tender document in clause no. 7.

Basic Eligibility Criteria:

1. The Bidder should have a registered entity (Sole Proprietor, Partnership, LLC, Pvt. Ltd. company/firm, Limited Co. / PSU or any other registered body) and the same should be registered with appropriate tax authorities such as Income Tax and GST. The bidder should submit valid certificates of registration with these authorities.
2. The bidder must have successfully executed at least 5 similar projects (Promotion Test/Qualifying Examination)on all India basis with the capability of 5,000 or more candidates appearing in a single day for any Central or State Government Department or PSU or Pvt. Organization. The documentary evidence in the form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation)
3. The Bidder shall be able to demonstrate the system/software to be used for conducting the online mock test in English and share link for the same.
4. The exam software system should be developed internally (in-

house) by the bidder and/or bidder should own the full intellectual property for the code. An affidavit for the same should be provided on Rs. 100/- non-judicial stamp paper.

5. The Question Paper authoring software should support creation of question paper with multiple choice questions with support as per the Key Information stated in point 2.3 above. All questions and their options should be stored in encrypted format and only users authorized/ having the right key should be able to view/modify the questions.

Pre-qualifying Criteria: The details of work submitted by vendor as per 'Part B' of Technical Bid will be vetted by the Bank. If the work execution is found to be unsatisfactory post verification, the Bank holds the right to disqualify the vendor and not open their Financial Bid.

7. **Scoring Model Quality and Cost Based Selection(QCBS)**
(as on 31st March 2024)

Sr No	Technical Criteria	Parameter	Marks	Max Score
1	**Bidder's Profile**			**15**
1.1	Legal Structure	Partnership /Proprietary	1	
		Private Limited Company	2	3
		Limited Company/ PSU/Govt. Dept	3	
1.2	Overall regular staff strength (Project Management/ Development/ Quality Assurance/Implementation/ Operations etc.)	Above 20-40	1	4
		between 40 – 100	2	
		between 100 to 200	3	
		More than 200	4	
1.3	Registered entity with years of registration	Upto 5 years old	3	8
		Upto 10 years old	5	
		More than 10 years old	8	
2	**Bidder's Financial Capability**			**5**
2.1	Average turnover for last 3 years	Less than 1 Cr	3	5
		More than 1Cr	5	
3	**Bidder's experience in conduct of Promotion Test**			**25**
3.1	**Experience with other organizations**			
3.1.1	Details of successful execution of similar projects (promotion Test) on all India basis with the capability of 5,000 or more candidates appearing in a single day for any Central or State Government Department or PSU.	5 or more projects	5	10
		7 project	7	
		10 or more projects	10	
3.1.2	Details of successful execution of similar projects (promotion Test) on all India basis with the capability of 5,000 or more candidates appearing in a single day for any non- govt. /private organization	Up to 3 projects	1	5
		5 project	3	
		7 or more projects	5	
3.2	No of cities covered in a single project in single shift in examination conducted in India	Less than 3 cities	1	5
		Between 3 – 50 cities	3	
		More than 50 cities	5	
		No experience	0	

3.3	Prior experience of conducting Promotion Test for any Cooperative/ Rural/ PSU Bank or its affiliate. (furnishProof)	Having experience	5	5
4	**Bidders Software Requirement & Bidder's Certification for the last 3 years**			**25**
4.1	Weather the exam software system developed internally (in-house) by the bidder and bidder having full intellectual property for the code	Yes, developed by firm/ company in-house	10	10
		No, but purchased from third party with ownership rights and having full intellectual property for the code	5	
		No	0	
4.2	Certification details a. ISO 9001 b. ISO 27001 c. CMMi Certification d. Cert-In/STQC certification for security	ISO 9001	1	10
		ISO 27001	1	
		CMMi Level 3	1	
		Cmmi Level 5	2	
		Cert-In/STQC security certificate	5	
4.3	Experience of conducting exams with question papers in multiple languages.	1 languages	1	5
		2 languages	2	
		3 languages	3	
		More than 3 languages	5	

5	**Presentation and Demonstration of the software as per the essential technical pre-requisites**		**30**
	The bidder shall also submit a demo link of the software along with tender (both dashboard and candidates exam window). The marks for Approach and Methodology will be given by the The Bank based on the demo and presentation made by the bidder on the same (if asked by the Bank) and shall be in the range of zero to 100% depending on the extent of meeting the corresponding requirements. Weightage will be given to following points: • use of technology in preventing impersonation • use of technology in preventing cheating through internet/Bluetooth devices • easy translation view (Switch between languages) • easy upload of question paper in all languages • Candidates display during exam and its clarity • User-friendly display on dashboard and ability of the software to show real-time progress on dashboard both center- wise as well as state-wise • Accessibility and generation of result and other reports • Display of real-time candidates exam progress-question-wise • Ability of 'Software Integration' with other agencies software to meet the Bank digitalization requirements • Other aspect of relevance to Bank's requirements		30
	Total		**100**

Total Score: 100 (Eligibility condition: Any bidder scoring less than 50% in the above Technical Score, will be deemed as technically ineligible.) The Technical Score (Ts) will be carried forward as input for the Quality and Cost Based Selection (QCBS).

8. Evaluation Process

Technical Evaluation

a) Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.
b) The Bank may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for the Bank. However, Bank shall have sole discretion to call for discussion/presentation.
c) Technical bid will be assigned a maximum 100 points. Bidders with technical score of 50 and above will be eligible for the opening of financial bid.

Financial Evaluation

a) The Financial Bid of those Bidders who have been found to be technically eligible will be opened.
b) The Financial bids of ineligible bidders will not be opened.
c) The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. The Bank shall inform the date, place and time for opening of the Financial Bid.

Evaluation and Comparison of Bids

70 % weightage will be awarded for Technical Evaluation and 30% weightage will be awarded for Financial Evaluation. Technical Bid will be assigned a Technical score (Ts) out of a maximum of 100 points, as per the Scoring Model provided in the previous section. The commercial/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.

Final Evaluation Criteria - Quality and Cost based selection (QCBS)

The individual Bidder's commercial/financial scores (CS) are normalized as per the formula below:

Fn= Fmin/Fb * 100 (rounded off to 2 decimal places) Where,

Fn= Normalized commercial/financial score for the Bidder under consideration
Fb= Absolute financial quote for the Bidder under consideration
Fmin= Minimum absolute financial quote

Composite Score (S) = Ts * 0.70 + Fn * 0.30

Award of Contract

The Bidder with the highest Composite Score (S) would be awarded the contract.

7. Integrity Pact (IP)

The Bidder shall sign 'Integrity Pact' with the Bank in the prescribed format as given in Annexure-IV. The duly executed pact has to be submitted by the vendor in a separate envelope at the time of applying for the tender. **Technical Bid will not be opened in case the bidder fails to submit the Integrity Pact.**

8. Terms & Conditions

1. Initially, the contract may be awarded for **3 years or till the completion of examination cycle whichever is later** starting from **December 2024** or a subsequent date indicated in the work order. The tenure may thereafter be extended for a period of full 02 years with mutual consent at the sole discretion of the Bank, subject to satisfactory performance, preferably at the same price as has been accepted by the Bank for the initial tenure. Any decision taken by the Bank in this regard shall be final, conclusive and binding on the Bidder.
2. The Bank will have the option to terminate the contract, after giving notice of three months in writing without assigning any reason thereof, if the contractor commits breach of any of the terms & conditions contained in this contract or

fails to render the services to the satisfaction of Bank. However, the bidder shall not be entitled to terminate the Contract before completion of the aforesaid initial period of 3 years and in the event of the contract being extended by Bank beyond the said period, the agency/firm may terminate the contract by giving **three months** prior notice in writing.

3. The Bank reserves the right to reject any or all offers without assigning any reason thereof. The Bank shall decide not to avail of any services from any bidder as a consequence of this Tender/ Advertisement. The Bank also reserves the right to re-issue/ recommence the entire bidding process without the bidders having the right to object. Any decision of the Bank in this regard shall be final, conclusive and binding on the bidders.

4. The acceptance of offer of work order shall be communicated by the successful bidder such that the acceptance is received by the Bank within 7 days from the date of issue of the Offer. If the 7th day happens to be a holiday, then, by next working day. Failure to accept the offer and communicate accordingly within this period shall result in forfeiture of the EMD and revocation of the offer.

5. Advance up to a maximum of 30% of the total work order, if sought by the successful bidder, shall be paid on finalization of examination centers for all the qualifying/promotion examination against Bank Guarantee issued by SBI /any other Nationalized Bank/ all other reputed Banks to be submitted to the Bank. Final bill may be raised by the agency after completion of the entire work order. Applicable TDS will be deducted at the time of settlement.

6. To ensure effective implementation of this contract, the CEO or an authorized official of the Bank shall issue instructions in writing to the agency/firm and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the agency/firm. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement, the decision of the CEO or an authorized official, Kerala Bank shall be final and binding on the agency/firm.

7. The Bank reserves the right to amend/modify the tender document or issue any corrigendum to the bid process.

8. Financial (Price) Bid may be submitted along with the Cost Analysis, if required.

9. The agency/firm shall maintain and provide all necessary documents, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.

9. Penalty for failure to provide services as per the timelines stated in the work order

During the entire tenure of the work, successful bidder shall take all care, so as to keep the operations and process of conduct of examination across India smooth and hasslefree for both the Bank and candidates.

Delay in Timelines:

If any of the stages specified are either not completed or not completed satisfactorily as per the approved time schedule, forming part of the work order due to reasons solely and entirely attributable to the bidder and not in any way attributable to the delay on the part of the Bank, a penalty @ 1.0% of the bid value/work order value on per day basis for each delay (subjected to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the Bank, to account for the delay.

Unsatisfactory/unacceptable quality of services:

If the service providing agency does not provide the required number of invigilators and technical personnel; sufficient power backup; internet connectivity in exam centers as well as other facilities mentioned in the tender document at Centre/s, the penalty will be imposed to it on the basis of feedback received from the Bank's Invigilators/candidates or any other authentic source deployed at Centre and it may be up to 10% of quoting rates (per candidate rate) for each deficiency.

If the delay adversely affects conduct of examination the security deposit (EMD) will be forfeited and other legal action would be initiated as per terms and conditions of contract and applicable laws. The Bank may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder.

10. Postponement of the examination

If the Bank is compelled to **postpone the examination for reasons beyond its control, no compensation shall be payable** to the agency/bidder for the expenses incurred, if any, with respect to such postponement.

11. Settlement of dispute by Arbitration

i. The bids and any contract resulting therefrom shall be governed by and construed according to Indian laws.

ii. All disputes and differences of any kind whatsoever arising out of or in connection with this offer or in the discharge of any obligation arising under this offer (whether during the course of execution of the order or after completion and whether before or after termination abandonment or breach of the agreement) shall be resolved amicably.

iii. In case of failure to resolve the disputes and differences amicably within 30 days of notice by other party, then such unsettled dispute or difference shall be referred to arbitration by sole arbitrator mutually agreed in accordance with the Arbitration. Arbitration shall not be a means of settlement or disputes or claims arising out of this contract relating to the work. In case of any dispute or difference between the parties of the contract, either during or after the completion of the work or after termination or branch of contract, or as to the interpretation of the provisions of the contract or as to any matter of thing arising there under except as to any matter left to the discretion of the bank under the clauses of the contract, such dispute or difference shall be referred to the arbitrator. Any disputes which may arise between bidder and the bank under this agreement shall be referred to arbitration as per arbitration clause as contemplated under the Kerala Co-operative Societies Act 1969. The place of Arbration shall be at Thiruvananthapuram.

iv. Bidder shall on receipt of the names as foresaid select any one of the persons so named to be appointed as sole arbitrator and communicate to the Bank within 30 days of receipt of the names. The Bank shall there upon without delay appoint the said person as sole arbitrator. If bidder fails to select a person as sole arbitrator within 30 days of receipt of the panel and inform Bank accordingly, then Bank shall be entitled to appoint one of the persons from the panel as sole arbitrator and communicate his name to the bidder. If the person so appointed is unable or unwilling to act or refuses his appointment or vacates his office due to any reason whatsoever, another person shall be appointed by the Bank from the above listsof persons.

v. The language of Arbitration shall be English. The award shall be final and binding to both parties.

vi. The fees, if any of the arbitration shall initially be paid in equal proportion by each of the parties. The cost of the reference and of the award including the fees, if any, of the arbitrator, shall be directed to be finally borne and paid by such party as or parties to the dispute in such a manner or proportion as may be directed by the arbitrator as the case may be in the award.

vii. Work under the tender document / agreement shall be continued by the contractor, during the arbitration proceedings, unless otherwise directed in writing by the Bank, unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those whichare otherwise explicitly provided in the agreement, no payment due, or payable by the Bank, to the contractor shall be withheld on account of ongoing arbitration proceeding, if any, unless it is the subject matter or of the subjectmatters thereof.

Annexure I

Forwarding Letter

(To be submitted on bidder's letterhead)

Place__________________Date_________

....

....

....

Dear Sir,

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No:______________________________________

Name of Tender/Work:-____

This has reference to your tender notice for conduct of Online Examination (Promotion Test/Qualifying Test) and Processing thereof on behalf of Bank(Kerala Bank) . We have examined the tender document and thoroughly understood its nature/scope of workand terms & conditions.

2. I/we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the tender document. I/We confirm that I / we have read the entire terms and conditions of the tender documents from Page No. to (including all documents like Tender document(s), BOQ(s), etc.), which form part of the contract agreement and I /we shall abide here by the terms/conditions/clauses contained therein.

3. I/We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also I/We have neither been terminated/ delisted/ blacklisted by any organization for any reason nor any such proceedings are pending or contemplated. I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.

4. Certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to the Bank verifying any or all the information furnished in this document with the concerned authorities, if necessary.

5. I/We understand that the Bank reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason thereof.

Dated this________________day of_____________________2024.

M/s____

(Signature with seal)

Name :____

Designation : ____

Place : ____

Date :____

Telephone No.:____

Fax No :____

E-mail :____

(Certified true copy of the Power of Attorney shall be enclosed in case of authorized person).

Annexure II

Part A- Basic Information/ Profile of the Bidder

NOTE: All documents to be submitted as on ....

Sr. No.	Particulars	
1.	Name of the Bidder/ Firm/ Organization/ Company	
2.	Telephone No./ Fax No./ E-mail address:	
3.	Type :Proprietorship Partnership Private Ltd. Company,LLC Ltd. Company/PSU/ Govt. Dept. Others, please specify (Furnish copies of registration/ partnership/ memorandum of articles of association etc.)	
4.	Name of the proprietor/ partners/ directors of the firm	
5.	Year of Incorporation/ Registration (Furnish Proof)	
6.	Details of Registration (Firm/ Company etc.) a) Registering Authority b) Registration Number c) Validity Period d) Place of Registration *(Copy to be enclosed of Registration certificate)*	
7.	Registered address of the Firm / Company	
8.	Name, designation, telephone No., e-mail of the contact person/ authorized signatory *(assigned to communicate with the Bank)*	

9.	Details of authorized/ globally accepted software certifications: 1. ISO 9001 2. ISO 27001 3. CMMi Certification (Level3 & 5) 4. Cert-In/STQC certificationfor security 5. Any other mention detailsof same (Copy to be enclosed)	
10.	Whether software is developed in-house? (Yes/No)	
	If yes, then is source code and all its components copyrighted by your company (Copy to be enclosed)	
	No, but purchased from third party with ownership rights and having full intellectual property for the code (Copy to be enclosed) ***NOTE:*** *An affidavit for the same should be provided on Rs 100/- non-judicial stamp paper*.	
11.	Annual Turnover of the firm for the last 3 years (in Rs. Cr.) (Furnish copies of audited/ CA certified statement of Accounts)	a) F.Y. 2021-22 b) F.Y. 2022-23 c) F.Y. 2023-24
12.	Total Number of employees in the firm/ organization	
13.	Does your firm have a dedicated website? If yes, mention the web address.	
14.	Does your firm/ company have in-house or any empaneled translators? (English & other regional languages) If yes, provide details of translation work undertaken in past.	

15.	Does your firm's/companies software support conduct of examination in multi-languages? If yes, then one examination (single shift) can be conducted in how many languages through your firms/organizations software?	
16.	What is the maximum no. of languages in which you have conducted the examination in past? List out these languages and proof of same.	
17.	Weather firm/ organization has any confidentiality policy esp. for Question Papers secrecy. If yes, please enclose a copy of the same.	
18.	Infrastructure Capability in India (either owned or leased) - Examination conducted in past with maximum how many seats per shift? (Furnish details of the project being indicated)	______no. of seats
19.	Details of prior experience of conducting Promotion /Qualifying exam for any Cooperative/ Rural/ PSU Bank or its affiliate. *(furnish Proof- Project Completion letter)*	Yes/No
20.	Total no. of successfully executed** similar projects (conduct of Promotion Test/Qualifying Test) on all India basis with the capability of 5,000 or more candidates appearing in a single day for any Central or State Government Department or PSU. (Provide details in part B, as also furnish Proof of same) *(details of maximum 5 projects can be mentioned in Part B)*	
21.	Total no. of successfully executed** similar projects (conduct of Promotion Test/Qualifying Test) on all India basis with the capability of 5,000 or more candidates appearing in a single day for Private organizations. (Provide details in part B, as also furnish Proof of same) *(details of maximum 7 projects can be mentioned in Part B)*	
22.	No. of cities covered in a single shift in any examination conducted in India. (mention details of highest only along with name & details of project)	

24.	Registration Number under various Statutory Acts viz. i. PAN No. (Copies of Income tax return for last 3 years to be enclosed) ii. GST No. iii. Professional Tax Registration Certificate iv. Valid Trade Certificate *(Copies to be enclosed)*	
25.	Whether registered/ empanelled with any of the Govt., Semi- Govt., Govt. Undertaking, Public Sectors etc. as approved vendors and if so, furnish details	
26.	Weather involved in any litigation earlier with any organization? If so, please submit the details.	
27.	Any civil suits pending in any of the works executed? If so, furnish details.	

28.	Have your firm/company constituent partners been black listed for tendering in any organization at any time? If so, give details. *(A signed undertaking for Non-Blacklisting/ Non-Debarment of your firm/company by any Agency/organization to be submitted by the* firm/company *on the letter head of the organization.)*	
29.	Were you and your firm/ company ever required to suspend the work for a period of more than six months continuously after commencement of the works? If so, give name of the project and reasons for not completing the work in stipulated time.	
30.	Is the software demo being submitted by your firm/organization? If yes, mention web link to access the demo pages.	
31.	Any other information considered necessary but not included above.	

***successfully executed means any examination for which result was generated and letter of completion received from the vendor.*

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

Date:

Documents to be submitted along with Technical Bid:

1. Registration Certificate with year of registration of firm/company
2. Partnership Deed / memorandum of articles of association
3. Proof of Certifications viz.
    i. ISO 9001
    ii. ISO 27001
    iii. CMMi Certification (Level 3 & 5)
    iv. Cert-In/STQC certification for security
    v. Any other mention details of same
4. An affidavit for ownership of intellectual property of examination software on Rs. 100/- non-judicial stamp paper.
5. Copies of audited/ CA certified statement of Accounts
6. Documentary evidence for Turnover details furnished (for all 3 years)
7. Documentary evidence for staff strength of the company/firm
8. Documentary evidence for translation work undertaken in past for any agency
9. Proof for conduct of examination in English
10. Confidentiality policy esp. for Question Papers secrecy
11. MoU or Agreement for Data management by your firm/ company - Primary Data Center (DC) with Secondary DC site managed by the bidder/ group of companies for data Security (if owned then furnish proof for the same)
12. Proof of Infrastructure Capability in India (either owned or leased) - Examination conducted in past with maximum seats. [Testimonial from Sponsor Agency or Work completion certificate indicating the same to be submitted]
13. Proof of no. of cities covered in a single shift in any examination conducted in India. (mention details of highest only along with name & details of project)
14. Project Completion letter or any other documentary proof indicating prior experience of conducting promotion test for any Cooperative/ Rural/ PSU Bank or its affiliate, if any
15. Copies of the work orders & work completion certificate of all the projects indicated in Annexure B
16. Copy of PAN No.
17. Copies of Income tax return for last 3 years
18. GST Registration certificate
19. Professional Tax Registration Certificate
20. Valid Trade Certificate, if any
21. Proof of empanelment with any of the Govt., Semi- Govt., Govt. Undertaking, Public Sectors etc.
22. Detail of litigation or civil suits pending, if any
23. A signed undertaking for Non-Blacklisting/ Non-Debarment of your firm/company by any Agency/organization to be submitted by the firm/company on the letter head of the organization

24. Proof for suspending the work continuously for more than six months after commencement of work (if any) as per point No. 28 in Annexure II
25. Short PowerPoint/video demonstrating details about company, software features and other innovative measures
26. Mock link of Online test in English (with both candidate and dashboardview)
27. Any other document deemed necessary by firm/company

Part B- Details of Similar Works Executed/ Experience**

(Kindly note that works/projects where only infrastructure & logistic facilities were provided shall not be quoted here. Services relating to use of firms/company's software for conduct of promotion test is necessary)

Note: Project/Work (if any) done with the Banks must be indicated below

Sr. No.	Name of Project/ Work & Allocation	Name of sponsoring organization	Type of sponsoring organization (Govt/Pvt)	Total no. of candidates in single shift	Date of commencement as per contract	Actual Date of completion	Litigation/ Arbitration pending progress with detail	Contact details for verification with sponsor org.	Remarks
1	2	3	4	5	6	7	8	9	10

(**Maximum 10 Projects of PSU/Govt. Dept. and 5 Projects of Non-Govt/Pvt. Organizations to be indicated)

Note: Copies of the work orders & work completion certificate should be enclosed.

(Signature and Name of the authorized person of the firm/bidder with office seal)

Name:

Date:

PART II- FINANCIAL/ PRICE BID

Price/ Financial Bid for conduct of online examination (Promotion Test) on behalf of Kerala Bank

Details relating to examination for price Bid

1. Examination will be conducted for examination as per the schedulementioned below: Each category Marks 100

Sr. No.	Promotion to the post of	No. of papers	Tentative date of examination of 2024-25*
1	Deputy General Manager	01	December 2024
2	Manager	01	December 2024
3	Assistant Manager	01	December 2024
4	Accountant	01	December 2024
5	Clerk	01	December 2024

*Dates may vary due to administrative reasons and same shall be informed toagency at least 1 (one) month in advance

Total no. of candidates may increase or decrease. The details of the candidates shared along with the work order shall be treated as final.

Languages:

a. Examination for Promotion Test/ Qualifying Examination will be conducted in English only

Major Deliverables:

I. Venue for examination, and Invigilation arrangements to be made by the company/firm in satisfaction of The Bank for smooth conduct of examination.
II. Display of demo online test in all languages on the Bank website.
III. Dispatch of Admit Cards 10 days before examination and Result Cards after examination to all the candidates within 7 days after same is approved by the Bank.
IV. Communicating the candidates' response to questions attempted and also the overall results to the Bank. The results communicated must NOT be tampered with and to be provided in both hard and soft form. (pdf. and exe./doc. file)
V. The examination software of the bidder shall store questions, options and response of the candidate in encrypted format (***even if save is not clicked by the candidate***)
VI. The bidder shall quote online in E-tender.gov.in site.
VII. The rates Quoted shall be valid for 03 years
VIII. The number of candidates in coming years may rise/fall.
IX. All other activities as per clause 3 on 'Scope of Work' indicating deliverables for Pre- Examination Phase, Examination Phase and Post Examination Phase.
X. All other requirements as mentioned in this tender document.

Annexure-III

Pre- Contract Integrity Pact

Kerala State Co-operative Bank Ltd;

(Kerala Bank)

PRE CONTRACT INTEGRITY PACT

(To be submitted on Rs. 200 Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder) and submitted in envelop duly superscribed as '**Integrity Pact**'.

Between

The Kerala State Co-operative Bank Ltd (Kerala Bank),Kerala,Thiruvananthapuram hereinafter referred to as "ThePrincipal"

And

……………………………………………hereinafter referred to as "The Bidder" (the Exam Service Providers for conduct Promotion/qualifying Examination (and processing thereof on behalf of Kerala Bank)

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for. The Principal values full compliance with all relevant laws of the land, rules, regulation and economic use of resources and of fairness /transparency in its relations with its Bidder(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will, in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in additioncan initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)

(1) The Bidder(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution:

a. The Bidder(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)of Indian Nationality shall furnish the name and address of the foreign principals, if any.

e. The Bidder(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form which put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s) from the tender process.

Section 4 – Compensation for Damages

1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.

2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 – Equal treatment of all Bidders

1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors

3) The Principal will disqualify from the tender process all bidders who do not sign the Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidders(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or are representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor fort his Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/ her to treat the information and documents of the Bidders as confidential. He / she reports to the CEO, Kerala Bank.

(3) The Bidder(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The monitor is under contractual obligation to treat the information and documents of the Bidder(s) Sub-with confidentiality. The Monitor has also signed declarations on 'Non- disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform The CEO, Kerala Bank and recuse himself/herself from that case.

(5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(6) The monitor will submit a written report to the CEO, Kerala Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.

(7) If the Monitor has reported to the CEO, Kerala Bank a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contract or 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharge/determined by the CEO, Kerala Bank.

Section 10 – Other provisions

1) This agreement is subject of Indian Law, Place of performance and jurisdiction is the Head Office of the Principal.
2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5) Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.
6) In the event of any contradiction between the Integrity Pact and its Annexure, if any, the Clause in the Integrity Pact will prevail.

(For & On behalf
of the Principal)
(Office Seal)

(For & on
behalf of the
Bidder)(Office
Seal)

Place____

Date ____

Witness 1:
(Name & Address)

Witness2:
(Name & Address)

******