

## **SCOPE of WORK:**

To conduct OMR based Test through an experienced, professional Agency on "End to End" Solutions basis for recruitment against the following positions in RFCL:

Sl. No.	Levels of Recruitment	Total Disciplines for which exams to be conducted	Total Vacancies to be advertised
01	Non-Executive (ITI Holders)	06	39
02	Executive (BTech/BE/MSc/MBA)	08	25
Total		14	64

The no. of disciplines and vacancies indicated above *are tentative and may vary at the time of award of Job.*

The OMR based exams will be conducted at test centers in the following cities: New Delhi, NOIDA, Mumbai, Hyderabad, Bhopal, Lucknow, Raipur, Karim Nagar (Telangana state), Bengaluru, and Guwahati. The total number of candidates to be assessed under the contract is estimated to be approx. 30000. The no. of candidates is indicative and may vary based on the actual number of applications received.

The scope of work will include but not limited to carrying out all activities of pre-examination, examination, and post examination phase as per requirements of NFL.

### **I. PRE-EXAMINATION PHASE**

<b>Brief Description</b>
Development of online application portal, online receipt of applications, receipt of application fee as per requirement of NFL.
Creation of Question Bank and prepare 02 Nos. question papers per shift (there may be one or more shifts). Each question paper would have 4 sets (A, B, C, D) with same questions but in different sequence.
Secure printing of question paper (4 sets i.e. A, B, C, D) from IBA certified printing press.
OMR answer sheet (ball point pen markable) along with 02 Carbonless sheets and Question Booklet will be legibly printed with corresponding number to each other.
Secured supply of question paper as well as OMR answer sheet to the test venues.
Booking of test venues in specified cities.
Online issuance of Admit Cards to candidates (Includes generation and uploading of Admit Card and centre allotment to the candidates).
Intimation by SMS and e-mail to candidates for various stages.
Designing and printing of attendance sheets with scanned colour photograph, signature of candidates etc.
Liaison with local/ police authorities.
Helpdesk/ Call centre facility to address/ resolve the queries/ issues of the candidates during the period of the contract.

NFL shall be publishing the advertisement in the leading national newspapers for conducting the above recruitment exercise. The preparation and release of advertisement shall not be a part of tender condition. The advertisement shall be shared with successful tenderer/ Agency for designing/developing of portal/website for receipt of applications online.

### **A. DEVELOPMENT OF ONLINE APPLICATION PORTAL, ONLINE RECEIPT OF APPLICATIONS, AND RECEIPT OF APPLICATION FEE:**

- 1.1. The Agency shall set up, host and maintain a website for comprehensive management of recruitment process from the stage of receiving applications, to display necessary updates regarding this recruitment, to generate and online uploading of admit cards, to receipt of objection/challenge to questions and answer key till declaration of final results.
- 1.2. The web-based application should be hosted on https:// Secured Server. The agency will have to deploy sufficient resources for the website to ensure availability and quick response time to the candidates to the satisfaction of the NFL even at peak loads especially on important events viz during registration, issuance of admit cards, objection/challenge window, result declaration.
- 1.3. A website with 'URLs' will be provided by the bidder for online application with details of General Information. The link will be made available through NFL's website. On clicking on the link, the page will open with proper links for, general instructions to the candidates and to apply for the job against the advertisement.
- 1.4. The Application should work in any modern browser on any operating system without requiring additional installation of software besides the browser itself
- 1.5. Payment portal/ gateway lining up will be arranged by the Agency.
- 1.6. The verifiable Audit trail of all activities undertaken shall be maintained by the Agency.
- 1.7. The application should have provisions for furnishing details under RTI Act. The Agency will also have to provide documented inputs with relevant data and support to handle RTI applications.
- 1.8. The Application environment, including the documents uploaded by the users, needs to be adequately protected against viruses/ other vulnerabilities.
- 1.9. The application should be hosted on secured cloud server so as to ensure that the data is free from hacking and virus.
- 1.10. The server should be connected with good bandwidth so that large number of applicants who wish to apply do not face problem of slow response.
- 1.11. The application should be user friendly and customizable.
- 1.12. Up-to-date important notification should be displayed on the homepage.
- 1.13. For any connection timeout or when application is idle, auto logout should happen.
- 1.14. Develop online application form along with secured and SSL encrypted Payment Gateway to receive online applications and application fee therefor (CERT-IN certified)
- 1.15. Before a candidate is allowed to create login, the candidate is to agree to the terms and conditions.
- 1.16. The application should have single login. Multiple login for any applicant should not be allowed.
- 1.17. The candidate shall be allowed to create a unique login id and password to access / fill up the application. Registration No. shall be provided to the applicant, when the applicants register themselves during Signing Up for the application.

- 1.18. During signing up there should be provision of captcha and separate OTPs for email id and mobile phone number. This would help in verification of the email id as well as mobile phone number.
- 1.19. Application should have facility to reset applicant's Login Password, in case when applicants forget their password. The request for reset of password should be based on OTP.
- 1.20. Multiple applications for a particular post by candidate should not be allowed. Only final application should be considered for determining eligibility.
- 1.21. Application should validate all the constraints regarding eligibility criteria and should also validate mandatory fields mentioned in the tender document.
- 1.22. Application portal should have FAQ module (Frequently Asked Questions), so as to guide applicants on any frequent queries regarding the application.
- 1.23. The Application registration module should have provision for stage by stage saving of the draft of filled application details before the final submission to avoid any loss of data.
- 1.24. However, before entering the main application form, eligibility check page should be shown. There will be checks/validation on age, qualification, category, experience etc. The eligibility will be checked with reference to the age relaxation provided to OBC, SC/ST/ PwBD, Ex-Serviceman and Departmental Candidates and also with reference to relaxation in percentage of marks, for SC& ST category candidates as per the advertisement specifications.
- 1.25. The application format will contain mandatory fields that a candidate is required to fill. Unless these mandatory fields are filled by an applicant he/she will not be allowed to proceed further and submit the online application/registration. Wherever, the system requires filling up of these mandatory fields or filling up of data in particular format, i.e., numeric/ alphabetical/ restriction on use of special characters etc., the system will guide the candidates through popup windows by giving appropriate instructions.
- 1.26. Preview and submission of application by Candidate: After having filled all required fields with the undertaking that he has gone through the complete text of the advt. and agrees to the terms and conditions, a preview of the application should be made visible to the candidate. On viewing the preview, he will have the option either to go back and edit the format or to make the online submission. Provision may be made in the system for the candidates to upload photograph as well as signatures, Qualification degree, caste certificate and ID proof.
- 1.27. The Application should have the features of auto scrutiny of the candidates' information, based on the advertisement specifications of the post advertised. The application format should be designed in such a way that non-eligible candidates should be eliminated at the time of online submission of application i.e. validation and screening of the candidate is done at the time of registration.
- 1.28. On any initiation of payment, a unique transaction ID shall be generated against applicant's Registration No. Transaction ID should be unique and against unique Registration Number there can be multiple Transaction IDs. Transaction ID shall be generated for both successful and unsuccessful transactions and should be used to identify multiple payments and failed transactions.

- 1.29. Payment option to be provided by all the online payment methods i.e. credit card /debit card/ net banking/ UPI/QR code/ wallet etc. Only after confirmation of receipt of payment a successful registration no. will be provided to candidate.
- 1.30. Collection of application fee through all above methods in NFL's bank account. A complete report to be submitted to NFL within within the period specified in the Timeline for completion of work.
- 1.31. The Application will generate a non-editable (PDF format) application form with a unique application number which can be further downloaded and printed by the candidate after successful submission of online application form. The application should indicate the transaction id, date, and time of transaction under the payment details section of the application.
- 1.32. After the last date for submission of application, those candidates who have successfully submitted their applications and desire to edit/ modify the same shall be provided within the period specified in the Timeline for completion of work. The Agency shall provide a 'correction / edit window' for the same.
- 1.33. After closing of window for editing application, agency must share the complete database of application in excel and summary of total applications received in the prescribed format within the period specified in the Timeline for completion of work.
- 1.34. Provide trouble shooting call center facility / help desk facility to address the queries of the candidates from 09.00 AM to 06.00 PM on all 07 days of the week for the duration of the contract.
- 1.35. A dashboard to check candidates being registered and facility to generate various reports e.g. Number of candidates applied for a particular post, category-wise report candidates from a particular state or district etc.
- 1.36 The Agency shall provide copy of application forms of all successful registered candidates in soft copy (PDF Format) to NFL alongwith the other requisite records, documents, data and reports within the period specified in the Timeline for completion of work.
- 1.37 After last date of application, the Agency shall provide a Correction/ Edit window within the period specified in the Timeline to only such candidates who have registered and submitted their application till last date of application to make corrections in their application form.

### **APPLICATION FORMAT**

Application format should contain fields to capture all information of candidates as per requirement of NFL. The fields to be included are:

#### **1.1. Personal Information:**

- 1.1.1. Name of the candidate: First, Middle & Surname
- 1.1.2. Father's name: First, Middle & Surname
- 1.1.3. Date of Birth: dd-mm-yyyy format in drop down box form
- 1.1.4. Mailing Address: It should contain 3-4 rows of boxes for typing mailing address. Specify rows for City/ Village, District, State. In addition, compulsory box will be provided for pin code.
- 1.1.5. State of domicile – with drop down

- 1.1.6. E-mail address to be provided compulsorily.
- 1.1.7. Contact Mobile phones for sending SMSs.
- 1.1.8. Additional mobile number
- 1.1.9. Gender – Male/ Female/ Transgender – drop down box.
- 1.1.10. Marital Status: Married/ Unmarried/ Divorced/ Widow/widower
- 1.1.11. Uploading of photograph, signature, degree & mark sheets for Essential Qualification, Desirable Qualification & Other Qualification, caste certificate, ID proof, AADHAR NO. PAN NO, PwBD certificate, ExSM Certificate, Experience certificate. Specialisation certificate for Essential qualification, if applicable, Grade to Percentage conversion formula, if applicable.
- 1.1.12. Whether belong to minority community – Yes/no – dropdown. If yes – then choice of communities through drop down box.
- 1.1.13. Ex-Serviceman – drop down yes/no, if yes, no. of yrs. of service will be asked through drop down box. Date of Discharge and last rank at the time of separation.
- 1.1.14. Category: General/SC/ST/OBC (NCL)/EWS
- 1.1.15. Person with benchmark disability: drop down – yes/no, if yes two options with radio button shall be displayed- Person with Benchmark Disability (PwBD) i.e. with 40% or more disability & Person with specified Disability (having less than 40% disability),
- 1.1.16. For persons with degree of disability 40% or above - 05 options will be shown:  
Type of disability through drop down box & percentage of disability with text box, Difficulty in Writing–yes/no, Scribe Required–yes/no, Compensatory Time required–yes/no
- 1.1.17. For Person with specified Disability (having less than 40% disability)-04 options will be shown:  
Percentage of disability with text box, Difficulty in Writing–yes/no, Scribe Required–yes/no, Compensatory Time required–yes/no
- 1.1.18. Persons residing in Kashmir from 1980 to 1989 –yes/no, if yes, ask religion through drop down box.
- 1.1.19. Departmental Candidate: Are you a RFCL employee (Yes/ No). If yes, then name of the Office/Unit through drop down box and employee no. as well as Designation.
- 1.1.20. Apprenticeship done in NFL/RFCL. If Yes, Trade of Apprenticeship, Period (From-To) of Apprenticeship, Unit of NFL where Apprenticeship done.
- 1.1.21. Any other information required by agency/NFL.

The above fields/ areas mentioned are indicative and may vary at the time of award of Contract.

## **1.2.Educational Qualification:**

For filling details of qualifications, table has to be provided. Three Separate tables shall be provided namely - Essential Qualification (As per Advt.), Desirable Qualification (If any, as per advertisement) and Other Qualification (10<sup>th</sup> /12<sup>th</sup>/ others). Each table shall contain Course/ qualification (drop-down in Essential & Desirable Qualification Table and Text Box in other Qualification Table), college/Institute/University, Course Duration (from-to DD/MM/YYYY), Date of passing (DD/MM/YYYY), percentage of marks upto 02 decimal points, Mode of Qualification (Regular/ Part time/ Correspondence) etc. 05 rows to be provided for other qualifications table (rows for 10<sup>th</sup> & 12<sup>th</sup> shall be fixed) with provision to add further if required by the candidate.

### **1.3. Post Qualification Experience (only after qualifying degree)**

1.3.1. For filling details of experience, row with boxes will be provided. Provision for Name of Organisation, type of Organisation (drop-down e.g. Central Govt. / State Govt. / Central PSU/ State PSU / Autonomous Body/ Statutory Body / Public Limited Company / Private Limited/ Joint Venture/ Co-operative/ Self Employed ), Employment period (From-To) dd/mm/yyyy – drop down boxes, position held, nature of experience, (drop-down e.g. Regular/ Direct Contract by Company/ through contractor / Ad-hoc/ Fixed Term/ Part Time/ Training), pay scale/ Annual CTC details, Jobs/ Duties Performed or being Performed. For adding new experience, add on button will be provided, in case of Public sector, details or scale will be shown.

1.3.2. The total no. of years of experience will be shown at the end of experience table. (Auto Calculated)

1.3.3. Experience should be calculated from the date of notification of result provided by candidate in qualification table. If the experience commencement date is later than the result notification date, the calculation would be from the later date.

## **B. CREATION OF QUESTION BANK**

1.1. The question papers for each of the post for which recruitment is being made is to be prepared (design, develop) by the Agency with multiple choice based (objective type) questions.

1.2. The question paper should be bilingual (English and Hindi). Same meaning and sense of question should be retained in both the versions i.e. English and Hindi language.

1.3. Every question paper would have a total 150 questions divided into two parts, Discipline related part (100 questions from the relevant discipline) and Aptitude part (50 questions covering General English, Quantitative Aptitude, Reasoning & General Awareness). Duration of test will be 2 hours.

1.4. The level for each question paper set will be of minimum prescribed educational qualification, as applicable for each post. Question paper should have a mix of easy, moderate and difficult questions.

1.5. Agency to prepare 02 Nos. question papers per shift for each post (there may be one or more shifts)

1.6. Each question paper would have 4 sets of questions (A, B, C, D) with same questions but in different sequence. Randomization of questions across all the sets should be ensured i.e. each question in each series should be distributed in a unique manner so that no commonality in position of any question is found across any series.

1.7. The agency must ensure that the question papers have similar difficulty level across various set of question papers.

- 1.8. Ensure proof-reading of each question to eliminate errors/omissions.
- 1.9. Scrutiny/audit of questions should be of the highest level to ensure zero error in question papers and answers. Penalty will be imposed in case there are wrong questions in question paper and/or wrong answer key is published.
- 1.10. Question papers as designed above should be securely and legibly printed (NO PHOTOCOPYING) on good quality white/off white paper with adequate thickness in accordance with the best professional standards of the industry.
- 1.11. Each question papers should be stapled on left hand side twice and sealed from the right side.
- 1.12. The Agency shall provide a sample set of question paper for each post to NFL before test date. The sample papers will be displayed on NFL website.
- 1.13. Timely, safe, and secured supply of question paper as well as OMR answer sheet to the test venues as per count of candidates in accordance with the best professional standards of the industry has to be ensured.
- 1.14. Marking scheme: For every correct answer one mark will be awarded. There will be no negative marking for wrong answer. If a candidate gives more than one answer, it is treated as a wrong answer even if one of the given answers happens to be correct and no marks shall be given for that question. If a question is left blank, i.e. no answer is given by the candidate then no marks shall be awarded for that question and there will be no negative marking too for that question.
- 1.15 In case examination takes place in multiple shifts, a normalization formula will be applied on the raw scores for arriving at the final scores of the candidates. The Agency shall provide 'normalization' formula well in advance before conduct of exam.

**C. OMR Answer Sheet designing, printing and supply:**

- 1.1 Designing and printing of OMR answer sheets with the following features:
  - a) The original OMR answer sheet shall have the barcode and the unique serial number of the answer sheet and it should be readable by OMR scanning machine. The OMR answer sheet will be of two pages. The first page will contain detailed instructions for filling of form, name of candidate, roll number, space for handwriting specimen, and signatures of candidate and Invigilator. The back page will contain details like question booklet number, Roll Number, series, category, examination paper details with desired number of bubbles.
  - b) There shall be 02(two) carbonless copy of the original OMR answer sheet to be printed in different colours for easy identification.
  - c) Thickness of the original OMR sheet shall be in accordance with the best professional standards of the industry.
  - d) Thickness of the carbonless copies shall be in accordance with the best professional standards of the industry.
  - e) Appropriate security features shall be incorporated as required.
  - f) The OMR answer sheets shall be pre-scanned.
  - g) Agency will design and print the OMR Answer Sheets in the desired quantity in accordance with the best professional standards of the industry. Agency will carry 5% of buffer of question papers/OMR sheets to the examination centres, over and above the actual quantity to meet any eventuality.
- 1.2 Printed OMR answer sheets shall be packed in quantities in tamper and water proof envelopes with appropriate labelling.

**D. Booking of test venues in specified cities and allocation of test centres to candidates**

- 1.1. The date of test shall be finalized mutually by the Agency and NFL. The venues should be finalised by Agency and the details shall be conveyed to NFL.
- 1.2. The Agency to ensure Booking of adequate number of test centres in cities specified for the purpose.
- 1.3. . The Agency shall give due consideration to the accessibility and safety aspects while finalizing the test centres. The Agency shall ensure that the test centres are easily accessible through public transport.
- 1.4. The test centres should be reputed Schools / Colleges/ Institutes and should be equipped with all the basic infrastructure and facilities including suitable power back up, potable drinking water, adequate first aid kits, clean and hygienic toilet, proper seating arrangements, well illuminated rooms, etc.
- 1.5. Agency to arrange for seating arrangement for Divyangjan candidates in adherence with statutory provisions and Government of India guidelines.
- 1.6. The Agency shall ensure that the shift timings are finalized after due consideration of the compensatory time of 40 minutes which is to be allotted to PwBD candidates. As such, the shift timings should be finalized considering the examination duration time of 2 hours 40 minutes.
- 1.7. The Agency will preferably deploy regular staff of School/College/Institute Faculty as Centre In-charge as well as Invigilators. There should be adequate no. of invigilators in each room so as to deter any mala-fide activity/ malpractices and to ensure smooth and efficient conduct of exam.
- 1.8. The Agency shall intimate NFL the post wise test date/s, test city, name & address of the test centres, shift-wise no. of candidates allotted in each centre within the period specified in the timeline.
- 1.9. Submission of centre-wise list of all candidates who have been issued Call Letters/ Admit Cards for appearing for the offline OMR based test to NFL as per specified format.
- 1.10. The centre should have the facility / provisions of live CCTV recording of the entire examination premises including entry and exit points of the centre for the entire duration of the exam and all the candidates should be clearly visible while appearing in the exam.
- 1.11. The Agency shall also ensure room-wise display of roll nos. of candidates at the main gate / entrance of each test centre (venue) and any other locations as deemed fit so as to ensure smooth assess of candidates to the allocated rooms. The roll nos. should also be displayed inside each room and also on the seating desks.
- 1.12. Agency shall be responsible to inform local Police Station under which test centre falls for safe and secure conduct of examination and to prevent any untoward incident during the test. Any assistance required from NFL in this regard shall be provided.

**E. Online issuance of admit cards:**

- 1.1. Processing of all applications for database creation of the candidates including photograph, signature and addresses of the candidate from the applications for the



purpose of admit cards. This activity should also include Master database Creation including editing of data.

- 1.2. Intimation to the candidates through SMS as well as Email regarding test city and test date within the period specified in the Timeline.
- 1.3. Generation of Roll-Numbers to eligible candidates **through randomization**, and issue of Admit cards as per NFL's format with the printing option through website as well as through respective email to the candidate.
- 1.4. Intimation to the candidates through SMS as well as Email and provision for downloading Admit Cards for Online Test by candidate from portal within the period specified in the Timeline. The content of the message to be sent to candidates through SMS as well as Email will be shared with NFL before issuance. Notice shall also be displayed in this regard on the portal.
- 1.5. A verifiable audit trail of all activities undertaken shall be maintained by the agency which may be inspected by the NFL anytime.
- 1.6. The duration of Written Test for PwBD candidates who have opted for compensatory time while submission of application form shall be provided Compensatory Time of 40 minutes and the same should be specifically mentioned in the Admit Card of PwBD candidates.
- 1.7. The reporting time for candidates shall be finalized considering the activities to be conducted at the exam center prior to the commencement of exam (Candidate Identification check, Frisking, Biometric Data Capture/ registration).

#### **F. Arrangement for Biometrics Information**

- 1.1. At each of the examination centre, the Agency should arrange, test and set up adequate biometric devices and web cameras to capture 'digital photograph' for all candidates before commencement of exam.
- 1.2. Agency shall download candidates' data including photograph submitted by the candidate in the application from centralized database to biometric devices. For each candidate, the Agency will enter candidate details into device and verify the candidate physically with photograph displayed on the device.
- 1.3. On successful verification of the candidate's identity, digital photograph shall be captured on the biometric device. This information must be transferred to NFL as "PDF file" and as "digital data" within the period specified in the Timeline.
- 1.4. The biometric data of the candidates will also be verified/ reconciled/ matched with the physically present candidates in subsequent stages of the examination i.e. during the skill tests/ interviews. As such, the Agency has to ensure precise clarity and timely transfer of biometric data.
- 1.5. Biometric information collected by the Agency has to be erased/ removed from the Agency's system / storage after a completion of the Defect Liability Period and a certificate to this effect will be furnished to NFL.
- 1.6. The Agency shall commence biometric registration well in advance so as to adhere to the exam schedule timings. The reporting time for candidates should accordingly be finalized by the Agency.

- G.** The seating arrangement at the Examination Hall shall be such that the candidates in adjacent seats do not get Question Papers of same series. Question papers shall be

distributed in such a manner that adjacent candidates will have question papers with different order of questions. Further, proper seating arrangement in exam hall shall be ensured by the Agency so as to eliminate chances of any malpractices/ copying.

## **II. EXAMINATION PHASE**

<u>Brief Description:</u>
Seat allotment is to be displayed at test venue.
All SOPs / Govt. guidelines, including COVID related are to be followed at the time of examination.
Biometric data capturing of candidates and provision for comprehensive CCTV surveillance at entrance, Exam rooms.
Providing of carbonless OMR answer sheets in triplicate (one copy for NFL and one copy for candidate, Original to be retained by the Agency for evaluation).
After exam, the Agency shall provide the centre wise, shift-wise and post-wise scanned copy of the attendance sheet and Admit Cards collected from each candidate to NFL in the PDF format. The hard copy of the same shall be retained by the Agency for a period of 2 years from the date of declaration of final results.
Further, a copy of the post-wise admit card in respect of candidates shortlisted for interviews and skill tests shall be submitted in sealed envelope to NFL within the period specified in the Timeline. .

1. Agency\_would conduct centre preparedness exercise at the centre well in advance and ensure /check the following:
  - a. Supply of examination centre management kits
  - b. Centre wise List of candidates with roll number.
  - c. Seating plan
  - d. The Attendance Sheets should be printed room-wise, with roll number, colour photograph and signatures of candidates, having adequate space for signatures of candidates and Invigilator. The Agency shall ensure usage of good quality white paper with adequate thickness and the contents on the paper should be legibly printed in accordance with the best professional standards of the industry.
  - e. Supply of various Report Forms which are to be filled by the centre in-charge.
  - f. Supply of tamper & water proof packing material for the packing of Attendance sheets and other materials for easy handling and administration.
2. Seat allotment to be displayed at test venue. The Agency shall also ensure room-wise display of roll nos. of candidates at the main gate / entrance of each test centre (venue) and any other locations as deemed fit so as to ensure smooth access of candidates to the allocated rooms.
3. The roll nos. should also be written/ displayed inside each room and also on the individual desks as per seating plan
4. The Agency should ensure the timely start and end of exam at all the centres as per the schedule.
5. Agency should ensure that seating arrangement for PwBD candidates are done as per the applicable statutory provisions and Government of India guidelines. The Agency shall also ensure adherence w.r.t. applicable Covid related protocols/ guidelines as issued from time-to-time.
6. Agency must ensure that for PwBD candidates who have opted for compensatory time while submission of application forms, the duration of Written Test shall be of 160 minutes (including 40 minutes Compensatory Time). Statutory guidelines' regarding allowing / extending services of scribes to such candidates has to be ensured.

7. When a candidate enters the examination venue, the following activities shall be ensured:
  - a) The Agency should verify the identity of candidates based on the admit card and identity proof at the examination centre entrance gate.
  - b) Body frisking (separately for male and female candidates by males & females staff respectively) – The Agency shall deploy adequate devices and staff to ensure timely and efficient frisking of candidates.
  - c) Capture of prescribed biometric details of all candidates. The Agency shall deploy adequate staff and devices for Biometric capturing to ensure prompt and efficient processing.
  - d) The Agency shall start above activities well in advance so as to ensure that the candidates reach their designated seat at least 30 minutes before the scheduled time for commencement of examination. The above aspects must be considered while allotting Reporting time (on the admit cards) to the candidates.
8. The ergonomics of the seats (benches or chairs) should be suitable for an adult.
9. The sealed packets of OMR Answer Sheets and Question Booklets must be delivered at the test venue well in time so as to ensure timely start of test. At least one representative of Agency should be present at each venue during the period of test.
10. The OMR Answer Sheets and Question Booklets should be packed properly for hassle-free and timely distribution to the candidates.
11. If cases of fraud like impersonation etc., coming to light, the Agency shall take appropriate action at their end. In case, police complaint/ FIR are lodged, a copy of the same is to be forwarded to NFL.
12. The signature of the candidate on the Admit Card as well as Attendance sheet should be obtained by the Invigilator in his presence.
13. The Admit Card should be collected from candidates.
14. The left out Question Booklets and OMR Answer Sheets from the examination halls should be collected back after commencement of the examination by the Venue Coordinator from the Invigilators and to be handed over to the Agency. The Agency shall be responsible for their safe and secured custody.
15. Question Booklets will be collected back from the candidates after the test.
16. To retrieve back exam material, both used and unused, directly from the exam centres.
17. To arrange for packing and sealing of both used and unused exam material, separately at exam centre.
18. The Agency shall retain the centre-wise, shift-wise and post-wise Admit Cards collected from each candidate for a period of 2 years from the date of declaration of results. Further, a copy of the post-wise admit card in respect of candidates shortlisted for interviews and skill tests shall be submitted in sealed envelope to NFL; within the period specified in the Timeline. The Agency shall provide carbonless OMR answer sheets in triplicate to the candidates. Immediately after the completion of exam, the Agency shall provide a copy each of OMR answer sheet to NFL and candidate. The original OMR answer sheet shall be retained by the Agency for evaluation.
19. The agency shall submit detailed report of written test in respect of all the test venues including absentee report within time period as specified in the timeline. (A

summary of total candidates issued call letters, appeared, and abstained shall be provided centre-wise, post-wise).

20. Question Booklets of each set along with answer key should be provided to NFL within time period as specified in the timeline.
21. Adequate no. of CCTV camera are to be installed in such a manner that they cover faces of all candidates with continuous recording of the examination process at each exam centre.

### **POST-EXAMINATION PHASE**

<b>Brief Description:</b>
Processing of OMR answer sheets scanning, evaluation, objection resolution and preparation of Result.
Furnishing the recorded biometric data of the candidates and verification data at later stages of recruitment process, as and when required.
Submission of requisite reports in prescribed formats.

#### **(A) Processing of OMR answer sheets:**

1. The agency will scan all the OMR answer sheets on two different scanners and these will be kept separately. The two-scanned data will be compared and in case any discrepancy occurs for any answer sheet, it will be checked manually and edited. The edited/modified data will be made available to the NFL.
2. All answer sheets shall be scanned completely in good quality so that colour PDF image may be generated and stored in a soft copy.
3. A soft copy of all complete answer sheets combined on the basis of unique serial number on OMR sheet shall be provided to NFL.
4. The scanning activity is expected to be completed within time period as specified in the timeline.
5. After scanning, the answer sheets shall be preserved by the Agency for two years after the date of declaration of the final results, duly packed with their scan number and a soft and hard copy for matching of scanned numbers and answer sheet's unique serial number for storage and retrieval, whenever required.
6. A summary report indicating the total no. of call letters issued, details regarding candidates appeared, absent and evaluated shall be provided by the Agency to NFL. This report shall be prepared in the prescribed proforma to be provided by NFL. The centre-wise, post-wise details as mentioned above shall be duly signed and stamped on each page and submitted within time period as specified in the timeline.
7. Processing of data captured on scanning of both parts, matching of data of OMR answer sheet of the candidate, after applying all check to ensure flawless capture of information, will be ensured. The generated database must include details entered in the answer sheets completely with 100% accuracy.
8. Manual data entry stamp will be done only with prior permission of NFL stating in writing, reasons for the same, wherever required, to ensure that all fields are entered correctly.

#### **(B) Objection Resolution and Evaluation**

1. The Agency shall upload the question papers (all 4 sets) and answer key of all the series within time period as specified in the timeline for display of individual candidates and invite objections, if any, within the period specified in the Timeline.
2. The 'Objection/ Challenge window' shall remain open for the period as specified in the timeline. The Agency shall design a 'challenge/ objection window' with provision for 'online payment' towards objection/ challenge fee so that candidates can file challenge/ objection in respect of the question/s and/ or answer key/s. Candidates are required to submit objection regarding the validity/ correctness of any of the question/s or answer/s supported with authentic proofs for each question separately. The challenges/ objections would be lodged only within the period specified in the Timeline.
3. An interface shall be provided for the candidates to assist them during entire process. The candidate should have access only to the questions and answers related to the post applied for. Further, no candidate should be allowed to view data of another candidate.
4. The candidate shall be required to deposit in NFL's bank account an amount of Rs.200/- each for every question/ answer objected/ challenged. The amount so deposited shall be refunded ONLY to those candidate/s in case the challenge/ objection raised by them are found to be valid/ correct.
5. The Selected Bidder shall resolve all the objection/ challenges received within the period specified in the Timeline and submit all such objections/ challenges raised through challenge/ objection window along with the resolution details to NFL for information and record.
6. The Agency shall submit the details of each objection raised post-wise (content, name & post code of the candidate raising the objection) and whether the same was valid or not. Besides this, the Agency shall also provide total no. of objections received post-wise along with the total no. of valid objections. The compiled report in this behalf shall be submitted by the Agency within time period as specified in the timeline. Based on the details received from the Agency, NFL shall release payment towards refund/ reimbursement of 'Challenge/ Objection fee' to candidates against each valid objection.
7. The Agency shall constitute an 'Expert Committee' for each discipline. Before evaluation, the Agency will obtain the model answer key in respect of the question paper for each post from the expert committee. The same will be compared with the answer keys provided by the question paper setter. In case of difference in answer key between question setter and expert committee, the decision of the Expert Committee shall be final.
8. After resolution of all the objections the final answer key for all series of Question Papers for each post will be uploaded. The Agency should also provide response sheet to candidates in the form of evaluated scanned OMR sheet, with number of correct and wrong answer.

**(C) Generation of Result**

1. The final result for examination will be prepared as per instructions of NFL and the Agency will have to provide result to NFL (both in Soft and Hard Copy).
2. It shall be ensured that-
  - All answer sheets are evaluated electronically.
  - Processing for accurate results by way of software on the basis of the answer keys.

- Ensuring integrity of data and total data security during and after the recruitment process.
3. In case examination takes place in multiple shifts, a normalization formula will be applied on the raw scores for arriving at the final scores of the candidates. The Agency shall provide 'normalization' formula well in advance before conduct of exam.
  4. Agency will provide the final scores of the candidates within time period as specified in the timeline.
  5. After evaluation, Question Papers, OMR answer sheet and all related documents shall be retained centre-wise & shift-wise by agency for minimum 02 years after declaration of final result and shall be provided to NFL when desired by NFL.
  6. Confidentiality of documents must be maintained by the Agency. All deliverables mentioned in above paragraphs shall be ensured in consultation with NFL. The Agency would, at all times, conduct the activities with utmost integrity which includes maintaining integrity in all the processes before, during and after the examination.
  7. Any error in preparation of result shall attract penalty as per terms of NIT/Contract.
  8. Preparation of result and handover the same to NFL in soft as well as hard copy duly signed and stamped. Also the desired reports in the requisite formats shall be duly compiled and submitted by the Agency.
  9. The database shall be handed over to NFL in two copies in external drives of appropriate capacity within the period specified in the Timeline. The database shall be in open server architecture and should be fully searchable. An interface for searching the database on all fields shall be provided which will display information in a format required by NFL. The complete database of candidates should be provided in such a way that it can be ported and converted into Service Records.
  10. The recruitment process for selection of candidates after declaration and submission of results by agency will be done by NFL.
  11. A verifiable audit trail of all activities undertaken shall be maintained/ retained by the agency for minimum period of 02 years after declaration of final result.

## **GENERAL**

- i. To handle the entire above-mentioned operation with utmost confidentiality and secrecy in a professional manner maintaining highest professional standards.
- ii. To ensure and expedite all the above activities in consultation with NFL.
- iii. To retain the exam related records for a period of minimum two years from the date of the declaration of final result to provide any data/information/report/ clarification sought by NFL.
- iv. All related & customized MIS/Reports as desired by NFL shall be provided by the agency/organization.
- v. Any other addition/modification in the above scope of work at any point of time even after the engagement of the concerned Agency/Organization shall have to be acceptable and incorporated.
- vi. Anything not mentioned or included in above terms and conditions yet crucial to the arrangement of respective examinations/tests, shall invariably notwithstanding form

a part of the standard inclusions by the Bidder, which may be informed subsequently even after the award of work to the respective bidder and the bidding agencies to have an open acceptability of any such situation.

- vii. The Agency is expected to draw the examination plan and design the examination processes as follows:
- Complete Security management processes: -
    - Physical Security
    - Information Security
    - Server / Network Security
  - Candidate handling process:-
    - Mapping of candidates' details with Exam Centres
    - Bulk/individualized SMS
    - Bulk/individualized emails
  - Any other processes related to conduct of Examination.