

SCOPE OF WORK FOR COMPUTER BASED TEST (CBT)

Hiring of recruitment agency for NTPC – Bongaigaon (for BTR candidates i.e. permanent residents of Kokrajhar, Udalguri, Baksa and Chirang districts of Assam)

(Address: Bongaigaon Thermal Power project , Salakati , Kokrajhar , Assam-783369) "SCOPE OF WORK" Contract for conduct of Written test (Online) for recruitment of of Diploma Trainees [Mechanical, Electrical, and Control & Instrumentation and Civil]; ITI trainees (Fitter, Electrician & Instrument Mechanic); Assistant (Storekeeper / Materials) Trainees for NTPC-Bongaigaon.

The Scope of Work covers creation (designing & developing) and maintenance of a portal for submission of online application forms, customization of online application format, hiring & maintenance of online server, maintenance of a phone-based and mail-based helpdesk, provision of downloading of registration slip, issuance of admit cards & call letters to eligible / shortlisted candidates, reconciliation of application & processing fee collected directly through bank and validation thereof, roll number generation , conducting of computer based test including venue booking with infrastructure facilities for the test, biometric attendance and validation of candidates on the day of exam, preparation of question papers and providing of result of Test etc, maintaining confidentiality of question papers, deputing coordinators to test venue, evaluation of results & display of result, joining details and other important notifications & sending email and SMS to candidates etc. The agency has to provide the link application on existing NTPC career website i.e. www.ntpccareers.net for recruitment of Diploma Trainees in Electrical, Mechanical, Control & Instrumentation and Civil disciplines and ITI Trainees – Fitter, Instrument Mechanic, Electrician, Asst. Material/ Store Keeper Trainee as per details given below: -

A) Diploma Trainee

Sl no.	Category	Discipline	Vacancy
1	Diploma Trainee	Mechanical Engg	11
2	Diploma Trainee	Electrical Engg	2
3	Diploma Trainee	C&I Engg	4
4	Diploma Trainee	Civil Engg	1
Total			18

B) Artisan Trainee

Sl no.	Category	Discipline	Vacancy
1	ITI Trainee	ITI Fitter	7
2	ITI Trainee	ITI Electrician	10
3	ITI Trainee	ITI Instrument Mechanic	10
Total			27

C) Asst. Materials/Store Keeper Trainee NCTVT (Storekeeping) - 5

Total – DTs=18 and ATs=32

The brief of Scope of Work are as under:

1.0 A website with urls will be provided by the agency for online application with details of General Information.

2.0 On clicking on the link, the page will open with proper links for downloading copy of the advertisement, general instructions to the candidates and how to apply for the job.

3.0 Link will be provided to download copy of the bank challan / pay-in slip for making payment of application/processing fee directly in the bank.

3.1 A declaration that permanent resident status of uploaded by him in general and any information if found to be lacking/incorrect, he/she will lose candidature as applicant to the post without any further notice to be given to applicant.

4.0 Preview and submission of application by Candidate: After having filled all required fields and on giving an undertaking that he has gone through the complete text of the advertisement and that he /she agrees to the terms and conditions, a preview of the application is 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.

5.0 Provisions shall have to be made for filling details regarding Permanent Resident Certifications and uploading the PRC certificate of BTR region(i.e. permanent residents of Kokrajhar, Udalguri,, Baksa and Chirang districts of Assam) candidates who are only eligible for the recruitment process along with an undertaking that the candidate is permanent residents of BTR region.

5.1 On submission of online application successfully, a registration number will be generated which will be a unique number.

5.2 Validation of online applications will be carried out by NTPC. On completion of validation of online applications, the list will be provided to agency.

6.0 The agency after validation of the online applications and based on the data pertaining to payment of application/processing fee, will prepare the final list for calling the candidates for online computer based test in consultation with NTPC.

7.0 The system will have provision for generation of admit cards along with roll number and for sending email & SMS to the registered candidates.

8.0 Designing of admit cards for candidates indicating test venue name , roll number, date and time of test, content mentioning selection process and criteria provided by NTPC etc. Admit card format should be finalized in consultation with NTPC - ER-II HQ office.

9.0 The agency will be responsible for preparation of question papers, venue booking, sending coordinators to test venues, evaluation of result etc. The agency shall take utmost care in maintaining confidentiality while preparing & uploading question papers. Conduct of examination

will be done at mutually decided venues. (at 1. BTR Region i.e. Kokrajhar, Udalguri., Baksa and Chirang districts of Assam of Assam, 2. Guwahati, 3. Kolkata) depending on the total no. of applicants and availability of Test Venues.

9.1 Notification of results online in consultation with NTPC. The agency will hand over the result in soft as well as hard copy with certification that it has been prepared as per the prescribed norms /criteria.

10.0 Preparation and uploading of online test results, sending intimation to the selected candidates by email and SMS and by registered post.

11.0 Further improvement in the above process may be carried as per requirement.

Scope of Work with detailed procedure is given below: -

1.0 Creation(Design/Development) & Maintenance of an Online Application Portal: -

1.1 Agency shall carry out hosting of website, designing of online application form and registration of application online. Designing of online Application will be done in consultation with NTPC. The agency shall create (design & develop) and maintain an Online Portal for submission of online application forms from eligible candidates.

1.2 Agency shall ensure the designing provisions of portal in a way that it can capture details regarding Permanent Resident Certifications and uploading the PRC certificate of BTR region(i.e. permanent residents of Kokrajhar, Udalguri., Baksa and Chirang districts of Assam) candidates who are only eligible for the recruitment process along with an undertaking that the candidate is permanent resident of BTR region.

1.2 Agency shall upload advertisement, bank challan / pay-in slip format and other updates on the website as required for the purpose of this recruitment. The agency shall also provide for a phone based and email -based helpdesk for extending all required support and assistance to the prospective candidates for filling up the application forms and answering their queries, as may be required.

1.3 The period during which the portal is displayed in public domain should be duly approved by the Officer -In-Charge(EIC).

2.0 Collection of Application / processing fees from applicants:

2.1 The application portal shall have the provision of capturing the fee payment details and the text may be indicated on portal as: *“This journal no. & the branch code are to be filled up by the candidate during online registration”*

2.2 It is to be ensured that no application is accepted after the last date of the submission of online application form.

2.3 Agency shall carry out the validation of online applications and the detailed procedure is as under :- In case of General/OBC/ **EWS** candidates, online application will be validated against the data pertaining to payment of application fee (bank details to be provided by NTPC). Online Portal to fetch EWS/ SC / ST / OBC / XSM /Women/ PWD Data.

3.0 Issuance of Online Admit Cards to eligible candidates:

3.1 The agency shall issue admit cards to candidates who are eligible for the post as per the advertised criteria and after clearance from NTPC . Agency has to update admit cards and other details as per requirement on website.

3.2 The Admit cards shall be issued only through online mode. No hard copies of the admit cards are to be sent to the candidates. The format of the admit cards shall be approved by EIC.

3.3 After the closure of the last date of applications, the agency shall also forward the complete category-wise and discipline -wise details of the applicants, as well as, the list of the candidates who have been issued admit cards.

3.4 There shall be provision on admit card issued where it will be written that the candidates must keep looking for important information at the application portal.

4.0 Designing & Development of Question paper:

Schedule & Scheme of Examination:

4.1 The agency is required to prepare multiple choice type question papers for the post of

a) Diploma Engineer Trainee: Diploma Trainee(Mechanical) candidates from BTR Region : Full time regular Diploma in Mechanical Engineering with minimum 60% marks, Diploma Trainee (Electrical) : Full time regular Diploma in Electrical/Electrical & Electronics Engineering with minimum 60% marks, Diploma (C&I) : Full time regular Diploma in Instrumentation/Electronics Engineering with minimum 60% marks, Diploma (Civil) :Full time regular Diploma in Civil Engineering with minimum 60% marks for General and OBC candidates . Relaxation for SC/ST/PWD where vacancies are identified- is Pass Marks.

(b) ITI - Fitter, ITI-Electrician, ITI- Instrument Mechanic trades, The required qualification of these posts are: 10th pass + Full time regular ITI in the respective trades of Fitter/ Electrician/ Instrument Mechanic. Course must be approved by NCVT /SCVT.

(c) Assistant Material/Store Keeper Trainee for which the required qualification is NCTVT(Storekeeping) + English Typing 30 wpm / 150 keystrokes per minute OR 10th Pass + Full time regular ITI in the respective trades of Fitter/ Electrician/ Instrument Mechanic. + English Typing 30 wpm / 150 keystrokes per minute.

4.2 Medium of Test will be in Hindi and English. Each question carries 1 marks and 0.25 marks will be deducted for wrong answer. Detail of pattern of question paper is as under:

Sl no.	Name of the Post	Subject	Pattern of Question Paper
1	Diploma Trainees(Electrical, Mechanical, C&I and Civil)	Computer Based Test will be conducted in 2 stages (Aptitude Test and Technical Test) from respective discipline.	1st stage: Aptitude Test of 2 Hours for all disciplines consisting of 120 multiple choice questions comprising of General Awareness, English, Quantitative Aptitude & Reasoning. 2nd stage: Technical Test of 2 Hours for respective discipline of shortlisted candidates in 1st stage consisting of 120 questions
2	ITI - Fitter, ITI-Electrician, ITI- Instrument Mechanic trades	Computer Based Test will be conducted for 1 st stage(Every question paper would be in two parts, first the Technical part & then aptitude part). 2 nd Stage shall be Skill Test.	For Stage one, There will be 120 multiple choice questions of 2 hours single stage test. One part will be Technical part consisting of 70 questions on relevant technical Subject/discipline and second the aptitude part of consisting of 50 questions comprising of General Awareness, English, Quantitative Aptitude & Reasoning. For 2nd Stage Skill test will be taken to assess the technical competency.
3	Assistant Material/Store Keeper Trainee	Computer Based Test will be conducted for 1 st stage(Every question paper would	For Stage one, There will be 120 multiple choice questions of 2 hours single stage test. One part will be Technical part

		<p>be in two parts, first the Technical part & then aptitude part).</p> <p>2nd Stage shall be Skill Test</p>	<p>consisting of 70 questions on relevant technical Subject/discipline and second the aptitude part of consisting of 50 questions comprising of General Awareness, English, Quantitative Aptitude & Reasoning.</p> <p>For 2nd Stage Skill test, typing test will be conducted.</p>
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After single stage CBT of Diploma Trainees, second stage CBT shall be conducted for the shortlisted candidates.

After single stage CBT of ITI Trainees there shall be a Skill Test of shortlisted candidates for ITI - Fitter, ITI-Electrician, ITI- Instrument Mechanic trades and typing test for ITI Trainee-StoreKeepers.

4.3 The entire syllabus should be covered for preparation of the question paper. The syllabus will be provided by NTPC.

4.4 Question bank should be necessarily prepared by different Institutes/ Professors/ experts of repute so as to avoid risk associated with involving single source. Proper checking of the quality of the test / institutes associated in development of the question paper must be done. Further, to assess the quality of the test / the institutes associated in development of the question paper, NTPC may ask the source of some of the randomly selected questions from the question bank.

4.5 The Question Papers of following eight (08) disciplines need to be prepared viz. Diploma Mechanical, Electrical, Control & Instrumentation and Civil Engineering, ITI- Fitter, Electrician, Instrument Mechanic, Asst. Materials / Store Keeper. Syllabus will be provided by NTPC. The difficulty level of the question paper shall be as follows: 60% easy, 20% medium difficulty level & 20% with high difficulty level.

4.6 Provision of randomization is to be incorporated within the same set of questions in the Question papers (discipline-wise) while they are made available to the candidates.

4.7 Encryption of Question papers for on-line test, using necessary passwords protection etc. shall be ensured to safeguard the security and confidentiality of the entire exercise.

4.8 Zero error should be ensured while designing & developing question papers. The mathematical symbols, diagrams, pictures (if any) must be clear and visible to all the candidates

such that there should be no ambiguity in the interpretation of such symbols/pictures/graphs. There should not be any spelling mistake. There shall be no error in four options provided for each question. No two options shall be same and there shall be no repetition of any question. Any error in designing & developing question papers shall attract the penalty as per Clause 13.0.

4.9 The question paper and the master key must be vetted by at least two different persons/ sources before being uploaded on the server. Question papers and master key would be made available to NTPC in later stage after completion of the test, therefore, 100% accuracy is required to be maintained to avoid legal hassles.

4.10 The Question Paper should essentially be bilingual-Hindi and English. Confidentiality of the paper is to be ensured when the question papers are being sent for translation.

The Schedule and scheme of examination shall be finalized after further discussions with NTPC ER-II. However, mentioned below are the details of proposed schedule: -

(i) Duration 120 Minutes (2 Hr) Per Session

(ii) Time / Session 10:00 Hrs – 12:00 Hrs (Diploma Trainee for 1st stage)
and /or

14:00 Hrs – 16:00 Hrs(ITI / Asst.Mtls / Store Keeper Trainee)

The 2nd stage of Diploma Trainee has to be conducted after selection in 1st stage . The Schedule and scheme of examination shall be finalized after discussion with NTPC ER-II HQ

The same can be mutually decided later depending upon the number of applications received for each post. The decision regarding the number of sessions may be mutually decided later.

(iii) Day of Exam Sundays/ Saturdays as per the availability and decided in consultation with NTPC ER-II HQ. (Exact date shall be finalized in consultation with NTPC ER-II HQ)

(iv) Examination centres shall be preferably at 1. BTR Region Districts of Assam i.e. Kokrajhar, Udalguri,, Baksa and Chirang districts of Assam, 2.Guwahati, 3. Kolkata

(In case of non availability of examination centres in the selected cities, nearby towns/cities may also be taken for examination. In case, the exam is to be held in any other city, the same may be mutually decided by NTPC ER-II and agency).

(v) Medium of exam shall be English and Hindi.

(vi) Total Marks & Questions 120 Marks / 120 Questions

(Exact Syllabus & Scheme shall be provided by NTPC ER-II).

(vii) Subjects / Scheme of Exam • Objective Type Multiple Choice Questions (MCQs)

(viii) Each Question will carry One Mark

(ix) For every wrong answer 0.25 marks would be deducted.

(x) Exact Syllabus and the break-up of no. of subject related questions shall be provided by NTPC ER-II

(xi) Question Set Series Different sets of question papers shall be prepared. All sets shall have the same Questions arranged in different sequences.

4.10(A) Note: Since, it is a computer based test/examination and the candidates are required to log-in the computer system at least 30 minutes before the scheduled time of commencement of exam, hence late coming is strictly not allowed. Moreover, the candidates are normally advised to report at the respective examination centre at least 1½ hours before the scheduled time of commencement of examination.

- The above scheme of examination and syllabus is subject to final confirmation by NTPC ER-II.

4.11 The agency will ensure below suggestive availability of following well trained personnel at the venue with a view to conduct test smoothly:

- a) One invigilator for each classroom
- b) One floor supervisor for five classrooms or per floor(in case less than five classrooms per floor)
- c) One peon to assist each floor supervisor
- d) One test coordinator to conduct the test at his venue
- e) One Assistant test coordinator to assist the test coordinator.
- f) One clerk per venue to prepare seating arrangement charts and to fill up the reports.
- g) One Venue In-Charge per venue who should be a representative of the agency and should not be connected to the venue in any manner, to ensure smooth preparations and conduct.

Agency will devise an SOP for invigilators for smooth conduct of test and brief them before the test.

4.12 The agency will produce a venue agreement letter from the institute booked for NTPC for inspection by NTPC officials before test. Roll number generation and venue allotment to all successfully registered candidates will be done in consultation with NTPC. After venue allotment, vendor will send an email / SMS to all successfully registered candidates informing them to download the Admit Card from the site on the due date. The agency has to create a unique email ID for this purpose on his own server. The agency will also send an alert SMS to all such candidates who have been allotted roll number.

5.0 Booking of test venue and setting up of infrastructure for smooth conduct of on-line test.

5.1 It is to be ensured that the test centres are equipped with all the basic infrastructure facilities such as Computer systems with updated and most suited operating systems and software, processor speed, clarity of contents and graphics etc. for the smooth conduct of the exam. Uninterrupted power supply, LAN connection, servers, stand-by servers, UPS & DG Set, drinking water, first-aid, toilets etc. to be also ensured.

5.2 The exams will be conducted at BTR districts and/or Guwahati and/or Kolkata. The exams for all the 08(eight) disciplines, should be completed on the same day in maximum two shifts. The no. of cities and number of days for conducting tests may however, increase or decrease depending upon the actual number of candidates. The 2nd stage test of Diploma Trainee has to be conducted after selection in 1st stage. The Schedule and scheme of examination shall be finalized in consultation with NTPC ER-II HQ.

5.3 Infrastructure facilities for Computer Based Test: Infrastructure facilities such as Computer monitors, CPUs, Key boards, mouse, LAN facilities and other essential peripherals connected to the local server of the test center and those linked to the main server of the agency, should be fast, compatible and most suited for the conduct of the exam in a smooth, fast, free and fair manner.

Specification of Server/Desktop etc:

The configuration of the Server, stand by server, Desktop PCs and Switches have been specified as a minimum of:

Server : Processor : 2.80GHz, Ram : 2 GB

Desktop Processor : 2.80GHz, RAM : 2 GB, Hard Disk : 512MB above, OS: Windows7 and above

Switches : 100Mbps

- UPS & Genset: All terminals at all Centers to have UPS backup. 100% power back up through generator to be provided in case of power cut.
- The backend programs for the Question papers to be made in such a way that the formats of date, decimals, figures, drawings shall be displayed the way suited to the questions and display shall be uniform in every PC in all centers.

Other necessary infrastructure like 100% power back up through generators and UPS, proper furniture for sitting, proper entry and exit from the test centers, drinking water facility, notice boards, ACs, lighting, and separate toilets for male and female candidates, to be ensured for the smooth conduct of the exam. All Computer monitors installed in all venues shall identically display all questions correctly with pictures, columns, grid, decimal or any type of mathematical symbols and color wherever required. There should be adequate space between candidates in the test center in order to avoid cheating or any disturbance from adjacent candidates. Proper seating arrangement(preferably on ground floor) should be made at the test center(s) for PwBD(Persons with Benchmark Disabilities) candidates.

5.4 10% -20% Buffer computer systems to be kept as back-up in each exam hall in order to take care of any technical snag in the exam systems used primarily for the test.

5.5 Arrangements for capturing the Biometric attendance of the candidates is to be ensured on the day of the exam at the centres. Suitable nos. of biometric machines must be deployed for the purpose at the centres, (preferably in the ratio of 01:50). The agency shall also share the biometric

attendance data of the examinees (along with compatible devices/ devices which can read this data), with us for our records and future reference.

5.6 Necessary security gadgets such as hand held metal detectors etc. are to be deployed at the entrance of the exam halls/test centers to check and prevent students carrying any dongles, USB, bluetooth devices or any other such relevant electronic device into the exam hall. CC TV monitoring of the test centres halls is also to be ensured.

5.7 Agency must give prior intimation to the nearest police station of exam centres booked regarding the exam and submit documentary evidence to the EIC of NTPC.

6.0 Engagement of test invigilators by the agency:

Deputing well trained invigilators and all staff as per clause 4.11 at each center and all connected staff as in Cl 4.11, including their traveling charges, lodging, boarding etc. will be exclusively at agency's cost. These invigilators shall ensure that no unfair means are adopted by the candidates. The signature of each and every candidate who takes the test is to be obtained in attendance sheet which will essentially have the candidates' recent photographs. The invigilator shall sign against each candidate's photo to rule out impersonation.

6.1 Guidelines to be followed by the invigilators and other staff at the test centres may be finalized in consultation with NTPC.

6.2. NTPC may depute its representatives to the test centre to act as observers and the agency shall abide the instructions from such authorized representative of NTPC at the venue.

6.3. Facility of safe deposit of personal items of candidates appearing in the test for keeping their personal items like mobile phones, calculators, handbags must be provided.

6.4 Automated surveillance of the test room with webcam. Continuous video recording of the room through overhead webcam where test is conducted in each test center to be submitted by agency for records in the form of Hard Disk(s).

6.5 Provison for a small online feedback at the end of test by each candidate may be made.

6.6 Provision for a demo/mock test online test to all the eligible candidates must be available at the time of downloading the admit cards in order to familiarize the candidates with the on-line test.

6.7 In case of delay in test due to LAN connectivity problems & login problems, non-availability of DG sets, non-adherence of specifications of PC, server & stand-by server shall attract the penalty as per Clause 13.0.

7.0 Schedule of Computer Based Test:

7.1 The no. of candidates to be called for online test is approx. 5,000(for first stage), as the case may be in eight (08) disciplines viz. Diploma Trainee- Mechanical, Electrical, Control & Instrumentation and Civil Engineering, ITI- Fitter, Electrician, Instrument Mechanic, Trainee-Asst. Materials / Store Keeper. and the test shall be completed for all the 08(eight) disciplines on the same day in maximum two shift. The timings of the test should preferably be from 10:00 hrs to 12:00 hrs and 14.00 hrs to 16.00 hrs. The 2nd stage CBT for Diploma Trainee has to be conducted after selection in 1st stage for approx number of 200. For skill test of Artisan Trainee the approx. number of candidates shall be 160. The Schedule and scheme of examination shall be finalized after with NTPC ER-II HQ.

8.0 Conduct of Computer Based Test:

8.1 Eligible candidates shall download the admit cards for the test from the online portal created for the submission of application forms. It is to be communicated to the candidates that hard copies of the admit cards will not be sent post in any condition.

8.2 The test will be only for candidates for whom Admit cards/call letters have been issued.

8.3 The Test will be a Computer based Test through LAN and during the entire duration of the test, access to internet is to be totally disabled from the exam systems, either through LAN or Wi-Fi. Additional precautions are to be taken to rule out any possibility of browsing, chatting, remote access of the systems, hacking etc. Hand held metal detectors are to be deployed at the entrance of the exam halls/test centers to check and prevent students carrying any dongles, USB and bluetooth devices or any other such relevant electronic into the exam hall. All necessary precautions are to be taken to ensure that the test is conducted in an absolutely free and fair manner.

8.4 The Question Papers shall be downloaded from the main servers of the agency to local servers at the test centres, not more than two hours before the exam.

8.5 At the start of the test, candidates will be required to enter the unique registration ID/ Roll Number (provided through admit card/call letter) and password to authenticate his candidature for taking the test. The password shall be provided by Agency. A4 size sheets to be provided to all candidates for rough work and shall be collected back on completion of the test.

8.6 At the designated time of the exam, the question paper will be made available for a total duration of 120 minutes to candidates. The system should be flexible enough to allow the candidate to attempt any of the 120 questions, in any order as per his choice.

8.7 The countdown of the remaining time should be reflected on the screen during the entire duration, after the start of the exam.

8.8 The photograph of the candidate should also be reflected in a corner of the computer screen during the entire duration of the exam.

8.9 The logs of the all the attempts of answers against the questions made by the candidates during the exam should be captured at the back-end and made available to us for answering RTIs etc in future.

8.10 The color based differentiation between attempted questions, un-attempted questions and questions marked for review, should be available in the system for ease of the candidates . Also, provision for increasing the font size on the screen should be available keeping in view the candidates with low vision.

8.11 System should NOT allow for the closure and final submission of the papers by the candidates earlier than ten minutes before the completion of 120 minutes. A pop-up message should also be issued by the system before the final submission in such a scenario. The system should automatically save all the answers as final answers at the completion of 120 minutes.

8.12 Questions which the candidate 'marked for review' should be treated as un-attempted questions and no negative marks should be deducted for un attempted / marked for review questions by the candidate before final submission.

8.13 Salient features of Computer Based Test:

A flexible and robust examination engine with:

- Authentication process done by Venue-In-Charge in the presence of NTPC representative.
- Candidate to login with unique ID/password.
- Instruction page explaining about the exam.
- Multiple sections and randomization of question.
- Type of questions – Multiple-choice objective questions including mathematical symbols, diagrams, pictures (if any) and color.
- Display of each question in Hindi as well as in English on a single page with the four answer alternatives.
- Timer running on top right hand corner or bottom of the page. (Time remaining to be displayed)
- Option to edit the answer submitted earlier within the duration of exam.
- Auto save of the answers in the main server.
- Feedback from candidates on the test service after taking the exam.
- Restart option: In case of any interruption/disconnect in the connectivity during the exam, the engine must ensure that the candidate can restart the exam from the last attempted and saved point. All necessary authentications are carried out prior to displaying the question paper. In such eventuality, time elapsed / time remaining shall not change.

8.14 The answer shall be transmitted back to the main server of the agency through web in secured environment within thirty minutes of the conclusion of test.

8.15 Added Security Features for Question bank upload and generation tool:

- Encrypted upload
- Password based access
- Restricted access from external devices / machines

8.16 Any deviation in the process for computer based test and non-availability of proper infrastructure for the test shall attract the penalty as per Clause 13.0. Any delay in the test due to LAN connectivity problems & login problems, non-availability of DG sets, non-adherence of specifications of PC, server & stand-by server etc. shall attract the penalty as per Clause 13.0.

8.17 Encryption of the Question paper and other data to be used during and after the test should be of suitable advanced technology, which ensures 100% confidentiality and protection from any means/attempts of hacking, whatsoever.

8.18 If at any point of time, COVID protocols are in place during the exam, the vendor shall adhere to government guidelines w.r.t. social distancing norms and providing facility of thermal scanning for conducting the test. Further, the agency should ensure availability of disposable masks, hand gloves, sanitisers etc. for the staff conducting the CBT. Instructions will also be given to the candidates to bring their personal masks, hand sanitisers etc at the test centers.

9.0 Evaluation of the Test:

9.1 Pre-exam report:

9.1.1 Test center allocation report.

9.1.2 Test Centre Infrastructure report detailing the number of PCs, Type/configuration of PCs, connectivity, computer tables, chairs, etc.

9.2 Post exam reports to be generated through audit trail:

9.2.1 Copy of the attendance report along with agency's invigilator's signatures.

9.2.2 Score report: Results to be supplied to NTPC category-wise- **BTR residents** (i.e. General, OBC, EWS, SC, ST, PH, XSM) within three days of completion of the test and in the prescribed format given by NTPC in soft and in hard copies duly certified.

9.2.3 Agency shall provide the response opted by candidates in single sheet (PDF format) along with the question paper displayed for each candidate.

9.2.4 Any other report as may be required by NTPC based on available data.

9.2.5 The logs of the all the attempts of answers of the questions made by the candidates during the exam should be captured at the back-end and made available to us for answering RTIs etc in future. The data shall also be retained by the agency for a period of two years from the date of the Computer Based Test and any deletion of the log data of the exam is to be done only in consultation with NTPC.

9.2.6 Hard Disk(s) of web-cam video recording of each test center (if required)

9.2.7 Any other report as may be required by NTPC based on available data.

9.2.8 Master key in soft for each candidate

10.0 Conduct of Skill Test for ITI Trainees:

10.1 The agency will tie up/book the venue preferably ITI college in the BTR region for SKILL Test of ITI Trainees after stage one of Computer based test.

10.2 The agency shall issue online admit cards / call letters to the candidates who will be shortlisted for skill test for ITI Trainee.

10.3 Assistance shall be extended by the agency for sharing the biometric data of the candidates captured during the the skill test(along with device for reading such data) for the verification of the candidates and prevention of impersonation at the time of skill test.

10.4 Agency shall arrange the venue, provide materials for skill test at the venue to the evaluation team, Deploy sufficient manpower for coordination of activities.

10.5 For skill test of Trainee-StoreKeepers, Agency shall arrange a venue and conduct a typing test as required.

11.0 Payment Terms:

11.1 NTPC ER-II shall intimate the particulars of bank A/C. The details of the amount of registration fee deposited by candidates in the designated bank shall be provided by the agency.

11.2 40% of the scheduled payments shall be released after the successful completion of the online test and handing over of the scores of online test. (1st stage - Diploma Trainee & one stage ITI / Asst.Mtls / Store Keeper Trainee/ Lab Asst Trainee)

11.3 40% of the balance payments shall be released after 2nd stage test for Diploma Trainee and skill test for ITI / Asst.Mtls / Store Keeper Trainee and providing data and other infrastructure assistance for Biometric verification of candidates called for skilled test.

11.4 20% balance payments shall be released within one month of the publication of results and providing data and other infrastructure assistance for Biometric verification of candidates.

12.0 Special conditions:

12.1 The entire activities of the recruitment process as elaborated above must necessarily be conducted in a top secret and highly confidential manner. Any deviation from the above, resulting into any slippage in confidentiality and/ or compromise in secrecy will lead to the immediate termination of the contract entirely at the agency's risk and cost.

12.2 NTPC reserves the right to terminate the contract giving 01(one) month notice on the grounds of non-performance/ unsatisfactory performance/Breach of Terms/Confidentiality. NTPC shall have the right to get the job done through other vendors at your risk & cost. NTPC also reserves the right for termination of the contract with 01(one) month notice without assigning any reason.

13.0 Penalty

13.1 Any error in designing & developing question papers shall attract the penalty to the tune of Rs. 3000/- per error (as at para 2.0 above). In case the entire examination is cancelled due to question paper leak or any other large scale error, the agency shall conduct the entire test afresh on a suitable date in consultation with NTPC without any cost implication to NTPC. All the terms and conditions of the current contract shall remain same and will be applicable in case the test is conducted again.

13.2 In case of delay in the test due to LAN connectivity problems & login problems, non-availability of DG sets, non-adherence of specifications of PC, server & stand-by servers shall attract a penalty to the tune up to Rs. 30,000 /- per centre/sitting as per decision of NTPC Officer In Charge.

13.3 Any deviation in the process for computer based test and non-availability of proper infrastructure for the test (as mentioned at para 5.0 and 8.0 above) shall attract the penalty to the tune of Rs. 1,00,000/- per centre.

13.4 Contract Period: The period of the contract will be for a period of 12 months. Depending upon the requirement, it will be extended for further period of 12 months with the same terms & conditions on mutual consent.

SPECIAL CONDITIONS OF CONTRACT

1. The Contractor has to maintain the quality of work and the work shall be executed/completed to the entire satisfaction of NTPC Officer-In-charge in the given time schedule.
2. The rates shall remain firm and valid till the complete execution of the order.
3. The work shall be carried out as per as per instruction of Officer -In-Charge.
4. The rates should be inclusive of cost of raw materials used in the process and for all the services mentioned in the scope of work. The charges of hiring test centers including infra structures, payment to man power of the agency involved at various stages in the process, traveling, lodging, boarding expenditure of invigilators and test coordinators deputed for conducting the test by the agency and all the administrative/incidental expenditures related with the scope of work should also be included in the quoted rates.
5. The payment shall be made to agency on actual number of eligible candidates who have been issued Admit Card.
6. The agency shall not sublet the contract.

7. The bidder is requested to get familiarized with the conditions, nature of work, the events of the work involved.

8. It shall be the responsibility of the agency and his employees to ensure that all necessary safety precautions are taken to achieve total safety of personnel and equipments at all times.

9. All tools and tackles shall be arranged/ supplied by the agency.

10. If the agency does not work in full or part thereof at the stipulated time, the same may be got done by NTPC at the risk & cost of the agency.

Terms & Conditions

----- Payment Terms

- i) The quantity is assumed to be around 5000 for stage one test. However, since the exact quantity can not be ascertained initially, there can be 100% positive deviation/variation, the payment shall be made to agency on actual number of eligible candidates who have been issued Admit Card.
 - ii) After the successful completion of the online test and handing over of the scores of online test of 1st Stage payment would be released @ 40% of the amount admissible for no. of admit cards issued for 1st Stage online test within one month of submission of the bill.
 - iii) 40% of the balance payments shall be released after 2nd stage test for Diploma Trainee and skill test for ITI / Asst.Mtls / Store Keeper Trainee and providing data and other infrastructure assistance for Biometric verification of candidates called for skilled test within one month of submission of bill.
 - iv) The balance payments(20%) shall be released within one month of publication of results of 2nd stage test for Diploma Trainee and SKILL test of Artisan Trainees and providing other data including biometric details and other infrastructure assistance for Biometric verification of candidates called for Technical test.
 - v) Contract Period: The period of the contract will be for a period of 12 months. Depending upon the requirement, it will be extended for further period of 12 months with the same terms & conditions on mutual consent.
- vi) Special conditions:**
- 1) The entire activities of the recruitment process as elaborated above must necessarily be conducted in a top secret and highly confidential manner. Any deviation from the above, resulting into any slippage in confidentiality and/ or compromise in secrecy will lead to the immediate termination of the contract entirely at the agency's risk and cost.
 - 2) NTPC reserves the right to terminate the contract giving 01(one) month notice on the grounds of non-performance/ unsatisfactory performance/Breach of Terms/Confidentiality. NTPC shall have the right to get the job done through other vendors at your risk & cost. NTPC also reserves the right for termination of the contract with 01(one) month notice without assigning any reason.