CENTRAL SILK BOARD
(A Statutory Body functioning under the
administrative control of the
Ministry of Textiles, Govt. of India)

EXPRESSION OF INTEREST (EOI)

FOR

Hiring of a Government Recruitment
Agency under the Republic of India
for undertaking end to end recruitment process
for filling direct recruitment posts
under Central Silk Board

LAST DATE OF SUBMISSION: 15.00 HRS on 27.12.2021

EOI No.: CSB-5(11)/2010-ES.III (Vol. XII) dated 24.11.2021

Issued by

Member-Secretary,
Central Silk Board,
CSB Complex,
B.T.M. Layout, Madivala,
Hosur Road,
Bangalore - 560 068

www.csb.gov.in

CENTRAL SILK BOARD
(A Statutory Body functioning under the
administrative control of the
Ministry of Textiles, Govt. of India)

Sub: Expression of Interest (EOI) for hiring of a Government Recruitment Agency for undertaking End to End recruitment process for filling approximately 139 direct recruitment posts in Group A, B and C cadres under Central Silk Board

I. Introduction:

Central Silk Board (CSB) is a Statutory Body created by an Act of Parliament viz. Central Silk Board Act, 1948 and CSB is functioning under the administrative control of the Ministry of Textiles, Government of India. The funds for all the activities of CSB are provided by the Ministry of Textiles in the form of Grants-in-Aid.

CSB invites EOI for hiring of a Recruitment Agency under the Government including Statutory Bodies/Autonomous Bodies, Public Sector Organizations thereunder according to the provisions of Rule 162 General Financial Rules 2017 which are deemed applicable to Central Silk Board vide notification dated 8th March 2017 Ministry of Finance, Govt. of India for:

(Note: The recruitments of Group-A posts in CSB are expected to be entrusted to Union Public Service Commission (UPSC) and the recruitments of Group-B & C posts are to be entrusted to Staff Selection Commission (SSC) as per orders of the Ministry of Textiles. The Ministry has already taken up the matter with the UPSC and SSC for taking up the recruitment process of CSB from inviting applications to final selection of candidates for recruitment to Group-A and Group-B & C level posts respectively and the procedural formalities are yet to be completed. In the meantime the issue regarding the urgent need for filling vacant posts in Group A, B & C was placed before the General Body of CSB and the Board has preferred approaching a Reputed Agency for entrusting the recruitment assignment. In terms of Proviso to Rule 22(1) of the CSB Rules 1955, the Board has full financial powers to execute contracts only in respect of Government /Government owned agencies.)

End to End recruitment process for filling approximately 139 direct recruitment posts in Group A , B and C under Central Silk Board

#	Name of the Post	Level in the Pay Matrix	Speciali-zation	No. of Posts	Minimum Qualification	Experience	Age limit
GROUP-A							
1	Scientist-C	Level-11	Zoology	One (1)	Master's degree in Science or Master's degree in Agriculture Sciences from a recognised University. **Desirable Qualification:** Doctorate degree in Agricultural Sciences	Four years' experience in Research and Development and/or academic Institutions and/ or Science and Technology organisations in Agriculture One year experience in Agricultural Sciences	Not exceeding forty years
			Bio-technology	One (1)			
			Silkworm Pathology	One (1)			
			Silkworm Physiology	One (1)			
2	Assistant Director (Admn. & Accts.)	Level-10	--	Two(2)	Chartered Accountancy with Preliminary Examination-I from Institute of Chartered Accountants of India with one year experience in Finance or Masters degree in Commerce with five years experience in Accounts and Finance, in Government Departments or Public Sector Undertakings or registered Companies.		Not exceeding 35 years (relaxable for Government servants upto five years in accordance with the instructions or orders issued by the Central Government).
GROUP-B							
3	Computer Programmer	Level-7	--	One(1)	Graduate with II class in Computer Science with 2 years experience in Electronic Data Processing (EDP) or Graduate with II Class, in Science, Mathematics, Statistics, Commerce, Economics and Post Graduate Diploma Course in Computer Applications and 2 years experience in EDP or M.Sc. in Computer Science		Below 30 years

4	Assistant Superintendent (Technical) *	Level-6	--	Five(5)	2nd Class Bachelor's degree with at least 50% marks in Entomology/Zoology/Botany Agriculture/Sericulture/ Chemistry or an equivalent qualification from a recognised University.	Below 30 years
5	Assistant Superintendent (Administration)	Level-6	--	Twenty-five (25)	Bachelor's Degree from a recognised University and having five years experience in Accounts or Administration in a Government Department, Public Sector Undertaking or registered Company.	Not exceeding 30 Years (relaxable for Government servants upto five years in accordance with the instructions or orders issued by the Central Government).
6	Stenographer (Grade-I)	Level-6	--	Two (2)	(i) Bachelor's Degree from a recognized University and having five years experience in a Government Department or Public Sector Undertaking or registered Company. (ii) Skill Test Norms: Dictation: Ten minutes at the rate of hundred and twenty words per minute. Transcription (on Computer): Seventy five minutes (English) Ninety five minutes (Hindi) (iii) Skill Test shall be conducted only on Computer. Note: The particular language (that is English or Hindi) in which the skill test shall be conducted shall be specified each time a vacancy is notified.	Not exceeding 30 years (relaxable for Government servants upto five years in accordance with the instructions or orders issued by the Central Government).

7	Library & Information Assistant	Level-6	--	Two(2)	Essential : (i) Bachelor's Degree in Library Science or Library and Information Science from a recognised University or Institute. (ii) Two years professional experience in a Library under Central Government or State Government or Autonomous or Statutory Organisation or Public Sector Undertaking or University or Recognised Research or Educational Institution. Desirable: Diploma in Computer Application from a recognised University or Institute.	Not exceeding 30 years (relaxable for Government servants upto five years in accordance with the instructions or orders issued by the Central Government).
8	Junior Engineer	Level-6	--	Five(5)	Three year Diploma from a recognised Institute in Mechanical or Electrical or Refrigeration or Sanitary Engineering.	Not exceeding 30 years (relaxable for Government servants upto five years in accordance with the instructions or orders issued by the Central Government).

9	Junior Translator (Hindi)	Level-6	--	Two(2)	Master's Degree from a recognised University in Hindi with English as a compulsory or elective subject or as the medium of examination at the Degree level; OR Master's Degree from a recognised University in English with Hindi as a compulsory or elective subject or as the medium of examination at the Degree level; OR Master's Degree from a recognised University in any subject other than Hindi or English, with Hindi medium and English as a compulsory or elective subject or as the medium of examination at the Degree level; OR Master's degree from a recognised University in any subject other than Hindi or English, with English medium and Hindi as a compulsory or elective subject or as the medium of a examination at the degree level; OR Master's Degree of a recognised University in any subject other than Hindi or English, with Hindi and English as compulsory or elective subjects or either of the two as a medium of examination and the other as a compulsory or elective subject at degree level; AND Diploma or Certificate course from a recognized Institute or University in translation from Hindi to English and vice versa or two years' experience of translation work	Not exceeding 30 years (relaxable for Government servants upto five years in accordance with the instructions or orders issued by the Central Government).

					from Hindi to English and vice versa in Central or State Government Department or Public Sector Undertaking or Autonomous body.	
				GROUP-C		
10	Upper Division Clerk	Level-4	--	Eighty-five (85)	Bachelor's Degree from a recognised University, with a speed of thirty-five words per minute in English or thirty words per minute in Hindi Typewriting (thirty-five words per minute and thirty words per minute correspond to ten thousand five hundred key depressions per hour or nine thousand key depressions per hour on an average of five key depressions for each word). (Time allowed – Ten minutes). Note: (a) Typing test shall be conducted only on computer. (b) The particular language (that is English or Hindi) in which Typewriting test shall be conducted shall be specified each time a vacancy is notified.	Between 18 and 25 years (relaxable for Government servants upto 40 years in the case of general candidates and up to 45 years in the case of candidates belonging to the Schedule Castes or the Schedule Tribes in accordance with the instructions or orders issued by the Central Government).

| 11 | Stenographer (Grade-II) | Level-4 | -- | Three (3) | (i) Bachelor's Degree from a recognized University.
(ii) Skill Test Norms:
Dictation: Ten minutes at the rate of eighty words per minute. Transcription (on Computer):
Fifty minutes (English) Sixty-five minutes (Hindi).
(iii) Skill Test shall be conducted only on Computer.
Note:
The particular language that is English or Hindi in which the skill test shall be conducted shall be specified each time a vacancy is notified. | Between 18 and 25 years (relaxable for Government servants upto 40 years in the case of general candidates and up to 45 years in the case of candidates belonging to the Schedule Castes or the Schedule Tribes in accordance with the instructions or orders issued by the Central Government). |
| 12 | Field Assistant | Level-3 | -- | One(1) | Matriculation (with Science) or Diploma in Sericulture or an equivalent qualification depending on from a recognised Institution.

DESIRABLE: Candidates with experience preferred | Below 25 years |

13	Cook	Level-2	--	Two(2)	Diploma from a recognised Institute in Catering with three years experience in cooking of Indian or Continental Dishes in hostel or canteen or guest house of Central or State Governments or Public Sector undertaking or registered hotel.	Between 18 and 25 years (relaxable for Government servants upto 40 years in the case of general candidates and up to 45 years in the case of candidates belonging to the Schedule Castes or the Schedule Tribes in accordance with the instructions or orders issued by the Central Government).
	Total			One hundred thirty nine (139)*		

* Filling up of the Five(5) post of Assistant Superintendent (Technical) is subject to further review.

Note: 1. The number of vacancies indicated against each post is tentative and likely to slightly vary.

2. Details of reservation for the above 139 posts are available at **Annexure-A**.

3. Age relaxation as per DoPT guidelines is to be given to eligible candidates (**Annexure-B**).

4. Common Computer Based Test will be conducted for the posts of Assistant Superintendent (Technical), Assistant Superintendent (Administration) and Stenographer (Grade-I). The eligibility of candidates will be considered in respect of the post for which they shall apply.

5. If the candidates apply for more than one post, and get selected in multiple posts they will be offered the higher post/Post in case they qualify in the Skill

Test (among the posts applied) subject to the marks secured by them.

6. The typing test for the post of Upper Division Clerk and the Skill Test in Stenography for the posts of Stenographer (Grade-I) and Stenographer (Grade-II) is of qualifying nature and the same will be conducted for a
maximum of 50 marks out of which the candidate should secure minimum qualifying marks of 20. In case there is a tie at the top in the ranking list based on Computer Based Test, the marks obtained by the candidates in the typing test / stenography test shall be considered for awarding final ranking for selection.

Application Fee

As per the decision taken at the 138th Board Meeting of Central Silk Board held at New Delhi on 31.03.2021, the details of Application Fee to be charged to the candidates for various posts and categories of applicants to be exempted from payment of Application Fee are as under:-

Sl. No.	Category / Group of Direct Recruitment Post(s)	Amount of Application Fee Recommended for General/OBC and others	Exempted categories from payment of Application Fee
1	Group-'A' All Scientific Posts including the post of Director	Rs.1000/-	SC/ST* /PWD** / Women***
	All Non-Scientific Posts	Rs.800/-	SC/ST/PWD/Women
2	Group-'B' All direct recruitment posts	Rs.500/-	SC/ST/PWD/Women/ Ex-Servicemen ****
3	Group-'C' All direct recruitment posts	Rs.300/-	SC/ST/PWD/Women/ Ex-Servicemen

Application Fee Schedule

Sl. No.	Post	Group	Application Fee payable	Remarks
1	Scientist-C	A	Rs. 1000/-	Separate Syllabus as per Qualification in Recruitment Rules (RR)
2	Assistant Director (Administration & Accounts	A	Rs. 800/-	Separate Syllabus as per Qualification in RR

3	Computer Programmer	B	Rs. 500/-	Separate Syllabus as per Qualification in RR
4	Library & Information Assistant	B	Rs. 500/-	Separate Syllabus as per Qualification in RR
5	Assistant Superintendent (Technical), Assistant Superintendent (Administration) & Stenographer (Grade-I),	B	Rs. 500/- (Single combined fees)	Separate Syllabus as per Qualification in RR & Combined Exam
6	Junior Translator (Hindi)	B	Rs. 500/-	Separate Syllabus as per Qualification in RR
7	Junior Engineer	B	Rs.500/-	Separate Syllabus as per Qualification in RR
8	Upper Division Clerk & Stenographer (Grade-II)	C	Rs. 300/- (Single combined fees)	Separate Syllabus as per Qualification in RR & Combined Exam
9	Field Assistant & Cook	C	Rs. 300/- (Single combined fees)	Separate Syllabus as per Qualification in RR

*   SC/ST candidates are exempted from payment of Examination / Application Fees as per FAQs issued by the DoPT on the Policy of Reservation to SCs, STs and OBCs

**   Persons with Benchmark Disabilities are exempted from payment of Examination / Application Fees vide DoPT O.M. No.36035/2/2017-Estt.(Res) dated 23.08.2019.

***   Women candidates are exempted from payment of Examination / Application Fees vide DoPT O.M. No.39020/03/2009-Estt (B) dated 03.08.2010.

****   Ex-Servicemen are exempted from payment of Examination / Application Fees for recruitment to Group-B (Non-Gazetted) and Group-C posts vide Department of Personnel & Administrative Reforms O.M. No. 39018/1/79-Estt. (C) dated 20.9.1979.

Note: 1. The Applicant who is exempted from payment of Application Fee need not pay any Application Fee irrespective of the number of posts in different Groups for which they apply.

2. Other non-exempted categories of applicants have to pay the Application Fee as indicated above.

II.   Procedure for Engagement:

EOI is invited from reputed Government Recruitment Agencies dealing in end to end recruitment process including conduct of Computer Based Test (CBT) as per the following two stage procedure:

Stage-I: Screening of EOIs as per the basic qualifying criteria / conditions based on the documents submitted and accordingly shortlisting of agencies.

Stage-II: Shortlisted Agencies will be asked to submit Price bids as per prescribed Quote. This will be done separately after shortlisting.

III   Duration of Engagement

The engagement will be only for the recruitment to the posts indicated above..

IV   Qualifying Criteria:

Only those agencies who meet the following qualifying criteria will be short listed for Stage-II:

a. Type of Organisation: The agency must be a Government Organisation which includes Statutory Bodies/Autonomous Bodies, Public Sector Organizations owned / controlled by the Government.

b. Facilities: The agency should have a full-fledged office/branch in India for the last two financial years.

c. Experience: The agency should be in Recruitment business for a period of at least three years (documentary proof to be submitted)

d. Capabilities: The agency should have successfully completed three such projects from start to end wherein **total number of online applications processed** for conducting CBT is **ten-thousand (10,000)** or more in each test / job during the last 3 years, out of which the agency should have undertaken Computer Based Test **of at least one** PSUs / Central Govt. / State Govt. /Autonomous Bodies. Copies of work orders and successful completion certificates of each such project to be submitted as proof. For work experience with the Private sector the completion certificate should be supported with copies of the corresponding TDS certificate.

e. Financial Strength: The agency should not have incurred any loss in more than one year during the last three years ending 31.03.2021.   The bidders are required to upload and submit a summarized page of Balance Sheet of last Financial Year (Audited) as on 31.03.2020 and also a summarized page of Profit & Loss Account (Audited) for the last three years ending on 31.03.2020.

f. Tax Registration / Certificates: The Agency should possess PAN, GST Registration / Certificate.

V. Evaluation of EOI

Screening and short listing: A Committee will undertake the screening of all the applications based on the qualifying criteria. The EOIs submitted by the Agencies will be evaluated by the Committee as per various guidelines issued by Government of India on the issue including OM dated 13th July, 2020 issued by Department of Expenditure (Procurement Policy Division), Ministry of Finance, Government of India, New Delhi. Applicants not meeting any of the qualifying criteria and other essential conditions etc., mentioned in the EOI document will be summarily rejected.

VI   Scope of work

For Scientist-C post: As per the syllabus of CSB, there are two parts viz. Part-A and Part-B.

Part-A - Specialization Paper: The Content for Part A will be prepared by the Central Silk Board containing the questions along with the answer keys indicating the correct answer. The question Paper questions for this Part-A shall be electronically transferred to the Agency by Central Silk Board under password protection after entering into MoU.

Part-B – Paper on Numerical Ability and Reasoning: The Question Paper and keys for the correct answer for Part-B shall be prepared by the Agency as per the approved Syllabus of CSB

Thereafter, the Agency shall prepare a single question paper based on the questions provided by the CSB for Part-A and questions set by the Agency for Part-B. The Computer Based Tests should be conducted on a different date i.e. in two sessions (Forenoon and Afternoon)

For other posts:

The Agency shall prepare a common Question Paper as per the combined syllabus prescribed by the CSB for the posts of Assistant Superintendent (Technical), Assistant Superintendent (Admn.), and Stenographer (Grade-I). Similarly, the Agency shall prepare a common Question Paper as per the combined syllabus prescribed by the CSB for the posts of Upper Division Clerk and Stenographer (Grade-II). The Agency shall prepare separate question papers for the posts of Assistant Director (Admn. & Accts.), Computer Programmer, Library & Information Assistant, Junior Translator (Hindi), Junior Engineer, Field Assistant and Cook as per the syllabus of CSB.

The Agency should preferably conduct Computer Based Test (CBT) for the above posts in two sessions per day (Forenoon and Afternoon) to minimise the days of examination. The posts for which Computer Based Test should be conducted on a particular day in two sessions shall be decided by the Selected Agency in consultation with CSB.

There shall be Typing/Skill Tests for certain Posts to be conducted for those candidates who have secured minimum cut off in the respective CBT. The Agency shall conduct a typing test for the short-listed candidates for the post of UDC and skill test in stenography for the short-listed candidates for the posts of Stenographer (Grade-I) and Stenographer (Grade-II) as per the contents in the syllabus.

The Agency shall take necessary precaution to safe-guard system data from all vulnerabilities / threats and maintain confidentiality and secrecy of all information related to people, process and data. The Agency shall nominate one Project Manager who will be responsible to communicate the progress of work on the examination, team management, issue management etc.

I - Online Registration of Candidates

i)   Design configuration, customization and deployment of registration forms on official / given websites to enable online registration of candidates / applicants.

ii)   Configure system validations and facility to capture applicant data through Online payment mode.

iii)   The application form should be designed in such a way that only eligible applicants should be able to apply.

iv)   Applicant data as entered by the applicant to be captured online as per the eligibility criteria mentioned in the advertisement by CSB and the data will be accessible only to authorized personnel of CSB.

v)   Applicants should be able to create a login account, fill in the application form and save / review the filled-in information any number of times before final submission.

vi)   Agency will have to provide a facility to upload scanned photos, scanned signatures and other essential documents of candidates. All the candidates' data is required to be uploaded online only.

vii)   Helpline number, Frequently Asked Questions (FAQs) and online help to be provided to the candidates.

viii)   Provision for updation of application status automatically based on successful fee receipt from candidates.

ix)   Application form submitted by applicant and report should be shared with CSB in soft and hard copy in a format as desired by CSB.

x)   Agency will have to maintain the secrecy of applicants' data.

xi)   Online payment gateway - payment gateway option will have to be provided by the agency to facilitate online payments. The Agency will integrate and set up this feature into the online form. Reconciliation of payments will be done by the Agency with the Bank.

xii)   Have to disable application form after expiry of the scheduled application submission date.

xiii)   System generated "Candidate Registration Report" detailing day-wise registration, gender / caste categorization, fee confirmation details and valid candidates enrolled for the online assessment examination, etc.

xiv)   Alerts - To ensure timely communication to candidates through sms and e-mail, alerts during various stages of registration (subject to Government / TRAI regulations). The application form submitted by the candidate online to be e-mailed to the candidate in .pdf form on their registered e-mail id.

II. Pre Examination Phase

A. Scrutiny of Online Applications

Screening / scrutiny of online applications, as per the criteria / benchmark stipulated in the advertisement in respect of the candidates who have applied for various posts will be done by the Agency.

B. Test Centre Management and Examination Schedule (For all cadres)

i)   Arrangement and preparation of Test Centres as per the requirement of the Examination at least ten days prior to the scheduled date of the examination and to ensure that Centre is notified to a candidate at least 21(twenty one) days prior to the date of conduct of examination or as advised by CSB.

ii)   Availability of sufficient number of Test Centres across the country to ensure conduct of examination in a single session covering all candidates for a particular post

iii)   Ensure availability of at least two additional network / LAN switches at each Test Centre.

iv)   Arrangement of necessary power backup / one (01) DG set in each Test Centre.

v)   Availability of drinking water & first aid facility at Test Centres.

vi)   Deployment of the following minimum number of Technical Resources to administer servers, hardware devices, networking and facility management at each of the Test Centre.

* One IT technical administrator per 30 nodes.
* One IT technical manager per 200 nodes.

vii)   Thorough checking of all nodes, network equipment, and other active / passive devices at each Test Centre location at least Three (03) days prior to the scheduled date of examination.

viii)   Preparation of Test Centre allocation sheet, Test Centre checklist and fill out the details of each Test Centre (seating capacity, number of nodes and other required facilities) and submit the same to CSB at least 12 days prior to the scheduled date of examination.

ix)   All the Test Centres should have one Centre Administrator who will be responsible for smooth conduct of CBT as per scope of work and send status reports of all the Centres to CSB.

x)   Cities where more than one Test Centres are there should have one City Administrator under whom all the Test Centres of the City will conduct the CBT. He will send the status report of all the Centres to CSB.

xi)   Project Manager of the Agency will be available at CSB Head Office for overall monitoring of the Computer Based Test pan India basis.

xii)   All logistic arrangement as well as deployment of supportive staff for conducting CBT viz. Invigilators, Relievers, Clerks, Peons/Field Boys for each examination Centre. Scribe in case of persons with Disability wherever required is to be provided by the Agency.

xiii)   The Agency is responsible to take photographs and thumb impressions in digital form of the candidates who attended for the examination and the entire data has to be submitted to CSB.

C.   Admit Card Generation (For all cadres)

i)   Randomization of candidate data and Randomized generation of examination roll number.

ii)   Allocation of Candidates in various Test Centres in the system based on the pre-defined parameters as agreed with CSB.

iii)   Generation of Admit Cards in online systems.

iv)   System generated "Exam-Roll List" detailing Test Centre-wise allocation of the candidates.

v)   Facility to send PDF / non-editable version of the Admission Card (containing Registration No. / Date / Location / Time / Address / Instructions etc. to candidate's registered email ID at least 10 days prior to the scheduled Date of Examination). The Admit Card should also contain detailed syllabus for the post for which the CBT is to be held.

vi)   Generate unique login id and password in system and send SMS and e-mail notification to the candidates on registered mobile number and email id at least 10 days prior to the scheduled Date of Examination to enable the candidates to download from the CSB Website.

D.   Centralised Help desk support services (For all Cadres)

i)   Set-up centralized help desk 10 days prior to the scheduled date of examination. The Help Desk will work from 10 AM to 6 PM for attending to queries of the candidates. Help desk mail id and phone number should be displayed on CSB Portal.

ii)   To provide Telephonic / email support to the candidates and guide them in taking print out of the Admission Cards, other Examination / Test Centre related queries, etc.

iii)   Provide daily call-log details and intimate CSB team via e-mail.

E.   Setting of Question Papers

For Scientist-C post:

i)   The Question Paper shall contain 2 parts –

Part-A - Specialization Paper: The Part-A of the Question Paper on the particular specialization in which the posts are to be filled shall contain 75 Objective Type questions. Marking scheme shall be as per syllabus. The Content for Part A will be prepared by the Central Silk Board containing the questions along with the answer keys indicating the correct answer. The question Paper questions for this Part-A shall be electronically transferred to the Agency by Central Silk Board under password protection before the actual date of Computer Based Examination. The answer keys indicating the correct answer for the Questions in the Part-A of the Question Paper shall be made available to the Agency after conducting the Computer Based Examination for evaluation work.

Part-B – Paper on Numerical Ability and Reasoning: The Part-B of the Question paper shall be to judge the ability of the candidates on Numerical Ability and Reasoning which are essential   for   selection of a well-rounded Scientist. The questions on Numericals/Elementary mathematics will be of the Matriculation (10th) Standard Examination. This part of the Question Paper shall contain 25 (Twenty-five) Objective Type questions. Marking Scheme shall be as per syllabus. The Question Paper and keys for the correct answer for Part-B shall be prepared by the Agency. The Question Paper for Part-B shall be prepared by the Agency as per the approved Syllabus of CSB for Part B of Scientific cadre **(Annexure-C).**

ii)   The Agency shall prepare a single Question Paper for 100 marks comprising Part-A (Specialization Paper – Content will be supplied by Central Silk Board) and Part-B (Paper on Numerical Ability and Reasoning – To be prepared by the Agency).

iii)   Negative Marking: For each wrong answer marked by the candidates in both Part-A and Part-B, 0.25 marks will be deducted as negative marking. Thus, for negative marking calculations, 0.25   multiplied by the number of wrong answers shall be deducted from the total marks obtained to avoid frivolous responses to the questions.

iv)   Qualifying Marks: The total marks obtained in Part A and Part B will be reckoned for qualifying in the Online Test

v)   Duration: 90 minutes for both Part-A & Part-B inclusive.

For other posts:

i)   Agency will prepare multiple choice objective type question papers for different posts as per the approved Syllabus of CSB (**Annexure-D**) as indicated in Application Fee Schedule by subject experts bilingually in English and Hindi, ensuring complete accuracy and maintaining complete confidentiality and secrecy.

ii)   Randomize jumbling of questions and answer options to be ensured by the Agency for Pen paper test or during CBT.

iii)   The question paper should be of moderate level of difficulty.

iv)   The duration of the test will be 02 (Two) hours.

v)   Total number of Questions should be 120 as per the syllabus provided by CSB.

vi)   After declaring the results of Computer Based Examination, candidates will be shortlisted for appearing for Typing Test for the post of Upper Division Clerk and Skill Test in Stenography for the post of Stenographer (Grade-I) and Stenographer (Grade-I). The Agency has to conduct the Typing Test and Skill Test for the shortlisted candidates in different venues depending upon the number of candidates shortlisted. The Agency should arrange for the facilities to conduct the Typewriting Test and Skill Test in Stenography in different venues and the results / performance of the candidates should be handed over to CSB as indicated in the case of Computer Based Examination. The typing test and skill test in stenography are of qualifying nature.

F.   Test Centres

i)   Agency will ensure sufficient number of Computer Based Test facilities in various major Cities in India as per the requirement of CSB. Major Test Centres as per past experience are given below:-

Delhi, Mumbai, Kolkata, Chennai, Bengaluru, Guwahati, Jammu, Chandigarh, Jaipur, Ahmedabad, Lucknow, Patna, Bhubaneswar, Indore, Pune, Hyderabad, Kochi, Dehradun, Ranchi, Raipur.

ii)   The above list is only suggestive and this may increase or decrease. The final list of test centres in each cadre will depend on the number of candidates.

III   Examination Phase

a) Test Centre Administration to conduct Examination

i)   Minimum Candidate System Prerequisites

Screen Resolution	1024 x 768
Operating System	Should be a widely used platform with updated Service Packs
Browser	Secured and compatible with above Operating Systems
Browser settings	Javascript /Applescript etc enabled
	Pop-up blocker disabled
	Under 'Settings' of 'Temporary Internet Files', set 'Check for newer versions of stored pages' to 'Every visit to the page'
	USB disabled, Keyboard disabled during exam after login

ii)   Minimum Exam Centre Server Prerequisites

Processor	CPU Speed : 4 GHz or above.
RAM	8 GB or higher
Screen resolution	1024 x 768
Operating System	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	Must support all the candidates systems without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with a time stamp for audit purposes. Response time for question / page loading must be less than one second. All responses to be acted upon in real time.

iii)   Ensure availability of the roll sheet and attendance sheet in all the Test Centres along with the list of candidates who would undertake examination in the designated Test Centre.

iv)   The Agency shall allow only those candidates who are carrying original photo ID Proof with them. The Agency shall match the candidate with the photograph given in the application and in the photo ID proof.

v)   Attendance of the candidate to be taken in the Attendance sheet by capturing signature of the examinees and reconciling (match) it with the signature given in the application.

vi)   Candidate identification, admission card authenticity check and verification of candidates should start at the Test Centre entrance gate at least 60 minutes prior to the commencement of Examination.

vii)   The candidates having any discrepancy should not be allowed to appear in the examination and the same to be intimated to the CSB representative available at the Test Centre.

viii)   Allocation of seats and allotment of terminals to all eligible candidates should be completed at least 15 minutes prior to the commencement of Examination.

ix)   Assigning login credentials to the candidates to undertake the test.

x)   Once the candidates' signatures are captured, the Agency shall submit the signed attendance sheet to the CSB representative, who will countersign on the attendance sheet.

xi)   Provision to allot new Desktop / Terminal to candidates in case of failure of any Node and assist them to undertake the examination with minimum delay.

xii)   Candidates are not allowed to bring mobile phones, pen drives, any electronic devices, cameras, bags, papers etc., other than the Admit Card.

b)   Test Delivery and Monitoring

i)   Tests will be delivered uniformly across all Test Centres and the candidates will access the test through a computer. The delivery should only be done securely and adequate encryption/defence against any information leakage/breakdown to be ensured.

ii)   Agency shall provide adequate mechanisms to securely transfer question sets for upload at the central server and secure link to transfer the test papers at test centres.

iii)   Ensure readiness of the Server available at Test Centre along with availability of the required Internet bandwidth / connectivity and necessary power backup to ensure smooth conduct of the entire examination process.

iv)   Download the participant list who are going to undertake tests at the designated test centres.

v)   Application shall provide secured access to the participants / candidates based on the provided login ID / password to allow the candidates to login to the application and undertake online computer based tests.

vi)   Application shall have the provision to display the same question in jumbling manner to various candidates with various options configured for the questions (questions and option choices to be jumbled ensuring that no two candidates are having same question and option choices at the same point of time).

vii)   Application shall display only one question on screen at a time with various options.

viii)   Application shall have the facility for navigation between various questions, ability to navigate to other sections before completing a section or no scroll back, as per needs of CSB.

ix)   Application shall have secured storage for answers to questions by candidate.

x)   Application shall have the facility for instant display of attempted questions anytime during the examination and provision for different colour coding for attempted, not attempted, mark for review or no scroll back of question as per needs of CSB which will be intimated at the time of Examination.

xi)   Application shall have the ability to trace candidates requested questions from the test centre and maintain system audit trail.

xii)   Application shall have the facility to generate monitoring log/system click by click audit trail on the server for every candidate with his/her IP and Complete traceability of any single candidate's node.

xiii)   The online assessment exam shall stop automatically after expiry of the scheduled examination duration.

xiv)   Report on responses along with an audit trail from the test server after completion of the examination.

xv)   Scheduling Backup Server to take continuous backup from Main Server at each Test Centre and availability of continuous Back-up and restoration facility for Business Continuity Planning / Disaster Recovery purpose.

xvi)   Restart / Resume of Test (in case of node / power / network / application failure etc.).

xvii)   In case of Machine, Power or Network Failure, software shall be able to retrieve candidates attempted questions and its responses entered by the candidate fully along with creation of Incident report and system audit trail (downtime details, additional time taken by the candidate etc.).

xviii) Acknowledgement of Exam progress from Test Centre Superintendent / Technical Team.

xix)   The Examination venue and the examination halls shall have CCTV surveillance and the CCTV recording shall be handed over as a part of deliverable to CSB.

c)   Collection of feedback from candidates

Application shall have the facility to receive feedback from the candidate after successful submission of the test by the candidate. A report on the feedback submitted by the candidates should be submitted by the Agency.

IV-Post Examination Phase

a)   Candidate's Response Evaluation and Result publication

i)   Uploading the Answer key on the CSB website for candidate's objections / comments, if any, within 03 days of such uploading, compilation of all objections received from the candidates and disposal of the same in consultation with CSB authorities.

ii)   Question-wise detailed evaluation of the candidate responses.

iii)   apply scoring rules and cut-off to arrive at the final merit list.

iv)   Generation of result (category wise or in any format based on the rules defined by CSB)

v)   Submission of three sets of DVDs (single session disc / non-writable DVD, which cannot be overwritten in future), in a signed and sealed envelope to CSB containing Result / Merit list.

vi)   Assist CSB team to publish category-wise merit list on CSB website / given website.

vii)   Hand over to CSB the audit trails of all candidates of the entire exam process within 48 hours of completion of examination and keep a backup copy of the same so as to provide information as & when required by CSB.

b)   MIS Reports and other support activities

i)   Analysis of the candidate results and provision for generation of various MIS reports:

> Category-wise / Gender-wise / Location-wise / Test Centre-wise
> Other reports as desired by CSB

ii)   Results of the Computer Based Test will be uploaded on the website in such a way that the candidate will be able to login and see his/her result.

iii)   Analyse the test pattern and answering pattern and submit reports on the answering pattern and feedback on question patterns / difficulty level.

iv)   Preparation and submission of Incident reports (if any).

v)   Provide support to the CSB team in preparation of Court cases, RTI, Complaints, Grievances and other related activities.

V - Schedule of Activities:

SI. No.	Activity
1.	Receipt of final advertisement, approved IRD and syllabus from CSB
2.	Design, Development & testing of tailor made software for registration of on-line application
3.	(i) Duration of gateway for online registration of Application (ii) Receipt of Questions with password protection from CSB for Part-A of the Syllabus in respect of 4 advertised posts of Scientist-C, preparation of Question Paper for Part-B of the Syllabus and thereafter preparation of combined Question Paper, Moderation and Translation of Question Papers, (iii) Preparation of Question Paper based on information submitted by CSB for remaining 135 advertised posts, Moderation and Translation of Question Papers (iv) Identification and Fixation of Computer based Test Centres
4.	Finalisation of data and Generation of Roll range of the candidates for each city and center
5.	(i) Hosting of e-admit card link on CSB's website. (ii) Preparation of soft copies of encrypted Question Papers for Computer Based Test / Examination
6.	Setting up of Facilitation Counter one day prior to the Examination for issuance of Duplicate Admit Cards and also address the grievances of candidates, if any

7.	Conduct of Computer Based Test / examination in the cities as per the advertisement released by CSB or as mutually decided by Agency and CSB
8.	Objection Management: Notice in CSB's website inviting concerns of the candidates related to questions and answers keys of the examination, if any.
9.	Review of objections of questions and answers keys, if any, from the candidates
10.	Preparation of Final Results and submission in non-editable form to CSB
	Agency to Indicate Total (in days) required

VI.   General

1.   The EOI documents are sent to the Agencies through email only.

2.   Please submit your response fulfilling the Qualifying Criteria with all credentials along with copies of supporting documents and also Work Order copies of all the jobs performed during the last three years in CPPP portal on or before 15.00 hrs. on 27.12.2021

3.   Clarifications, if any, required on the above issue may be obtained by sending email to estab.csb@nic.in within 2 weeks from the date of publication of this EOI.

4.   Basic information asked for, along with credentials and supporting documents shall be submitted in the format as at **Annexure-I** & Financial Bid in **Annexure-IA** of the EOI.

5.   Letter of Authentication to be submitted **as per Annexure-II** of the EOI documents.

6.   The Agency should submit a duly signed letter as per **Annexure-III** unconditionally accepting the EOI conditions and EOI documents in its entirety of the above work.

7.   Parties who are interested to participate are requested to sign and stamp on each page of this EOI document and submit within due date and time.

8.   CSB reserves the right to reject any or all EOI at their sole discretion without assigning any reason whatsoever.

9.   In case of discovery at any stage about false information and submission of fake documents in support of the above said items, the application shall be rejected and engagement, if already done with CSB, shall be cancelled. In such a case, CSB reserves the right to suspend business dealings with such agency,

10.   Certificates of Experience and List of Major Clientele, Awards received if any, including details of major works undertaken for the Government / Public Sector Undertakings / Autonomous Bodies / PSU Bank should be attached with submission of application.

11.   Mere fulfilling the eligibility criteria shall not entitle any agency to claim certainty of engagement.

12.   Any dispute arising out of or relating to this contract, including any question regarding its existence, validity or termination, shall be with reference to the place of issue of the EOI, i.e. Jurisdictional Authority at Bengaluru.

(   )

(On the Letterhead of the Organization)

To,
The Member Secretary,
Central Silk Board,
CSB Complex,
BTM Layout, Madivala,
Bangalore - 560 068.

APPLICATION FOR ENGAGEMENT OF RECRUITMENT AGENCY
*Enclosure to be sent with the application

	PARTICULARS	DETAILS	
1	Name of Organization		
2	Address for correspondence		
3	Official email for communication		
4	Contact Person : Telephone Nos. : Fax Nos. Mobile		
5	Type of Organization : a) Government of India b) State Government c) Central / State / - Autonomous/ Statutory Body. d) Public Sector Undertaking e) Any Other (mention type of Organization)		
6	Place of Head Office		
7	Name of in-charge of Officer with Designation		
8	Name(s) and Designation of the person(s), who is/are authorized to deal with CSB (Attach copy of Power of Attorney)		
9	Bank Details : Name of Bank, Address of Bank Branch, Account No., IFSC Code		
10	Year of establishment		
11	Brief details of the Organization		
12	PAN/GIR No. (Self-Attested copy to be enclosed)		
13	GST Registration No. (Attested copy to be enclosed)		
14	Copies of income Tax return for last **three** financial years ending on 31.03.2020		
15	The agency should be in Recruitment business for a period of at least three years (documentary proof to be submitted)		
16	Profit & loss accounts for the year 2017-2018, 2018-2019 & 2019-2020	Year-wise	Profit/Loss (Rs. In lakhs)
		2017-2018	
		2018-2019	
		2019-2020	

17	Brief details of successfully completed **at least three** such projects from start to end wherein receiving of online applications of **ten thousand (10,000)** or more candidates were received in each test/job during the **last three years,** out of which the agency should have undertaken written test process of **at least one** PSUs/Central Govt./State Govt./ Autonomous Bodies.	Sl. No.	Year of Exam	Name of the company	No. of candi-dates
		1			
		2			
		3			
18	For work experience with the Private sector the completion certificate should be supported with copies of the corresponding TDS certificate.				
19	Copies of work orders and successful completion certificates of each such project as above (as per clause No. (e) of eligibility Criteria)				

20	Past experience of the Agency (Tract Record)
	(a) Number of years of relevant experience
	(b) Past experience of similar nature
	(c) Past experience in carrying out
	    (i) Projects in the related Sector
	    (ii) Project carried out in the Region				

21	General profile of qualification, experience and number of key staff (not individual CVs) (a) Qualifications (b) Relevant Experience				
22	Overall financial strength of the Agency in terms of turnover, profitability and cash flow (liquit assets) situation: (a) Turnover figure for last three years (b) Net profit figure for last three years				

Signature _____

Full Name _____

Designation _____

Address _____

(SIGNATURE OF AUTHORIZED PERSONS)

STAMP OF THE AGENCY

Place : _____   Date :_____

FINANCIAL BID
(In Indian Rupees)

Cost per candidate for providing end-to-end service for recruitment to various posts under Central Silk Board)

Sl. No.	Name of the Activity	Rate per candidate in Indian Rupees	
		In figures	In words
1	Providing end-to-end service for recruitment where skill test is not involved		
2	Providing end-to-end service for recruitment where skill test is involved		
3	Other charges, if any (details to be indicated)		

Note:
1) The rates quoted includes Operational cost of implementation of Social Distancing measures as per Government of India / concerned State Government protocols.
2) The rates quoted are excluding admissible taxes.

(Signature and Seal of Bidder)
Name in Capital letter: _____
(in the capacity of: _____
Duly authorized to sign Bid for and on behalf of

_____

LETTER OF AUTHORIZATION FOR SIGNING OF EOI DOCUMENTS

AFFIDAVIT

(To be submitted on a non-judicial stamp paper of Rs. 100/-)

I_____ son/daughter/wife of Shri_____ is authorized / competent to sign this declaration and execute this EOI document on behalf of the Agency mentioned.

Our Agency is not involved in any litigation that may have an impact of affecting or compromising the delivery or services as required under this EOI.

Our Agency is not black-listed by any Central/State Govt./CPSU/State PSU/Semi-Govt./Autonomous Bodies of India.

Our Agency shall maintain complete secrecy and confidentiality regarding all documents/information during the period of tenancy of contract. In case of breach of confidentiality at any stage, like leakage of question papers, cheating during the examination, leakage of results before the actual declaration etc., our Agency shall be liable to be blacklisted and all dues shall be forfeited.

Our Agency accepts all the terms and conditions of the EOI unconditionally.

The information / documents furnished along with the above application are true and bonafide to the best of our knowledge and belief. Our Agency is well aware of the fact that furnishing any false information/fabricating document would lead to rejection of our bid at any stage besides liabilities towards prosecution under appropriate law.

I_____ hereby declare that the above information/declaration are true and correct to the best of my knowledge and nothing has been concealed there to. Further I hereby confirm that in case any document, information and/or certificate submitted by me is found to be incorrect/false/fabricated, CSB at its discretion may disqualify/reject/terminate the bid/contract and also forfeit all dues.

Yours faithfully,

`   (Signature of Authorized person)

Name :
Designation
Seal :

Place :

Date :

Acceptance of EOI conditions

From : (On the letter head of the organization by the authorized officer having power of attorney)

The Member Secretary,
Central Silk Board,
CSB Complex,
BTM Layout, Madivala,
Bangalore - 560 068.

Sub. : Hiring of Recruitment Agency, EOI No. : CSB-5(11)/2010-ES.III (Vol. XII) dated …………..

Sir,

This has reference to the above referred EOI. I/We are pleased to submit our bid for the above work and I/we hereby unconditionally accept the EOI conditions and EOI documents in its entirety of the above work.

I/We are eligible to submit the EOI for the subject work and I/We are in possession of all the documents required.

I/We have viewed and read the terms and conditions of this contract carefully.

I/We have submitted documents in physical form in the form and manner as described in EOI

Should our bid be accepted, I/We agree to abide by and fulfill all terms and conditions referred to above and as contained in EOI documents elsewhere and in default thereof, to forfeit and pay CSB, or its successors or its authorized nominees such sums of money as are stipulated in the notice for EOI and EOI documents.

If I/we fail to commence the work within stipulated period, I/we agree that CSB shall, without prejudice to any other right or remedy, by at liberty to cancel the Letter of Award and to forfeit the full/partial amount paid to CSB.

Yours faithfully

(Signature of Authorized person with rubber stamp)
Dated _____