

File No. 4-ITPO(2)/EI/2024
India Trade Promotion Organisation
(Administration Division, EI Section)

27.03.2025

Selection of a Recruitment Agency for Conducting Recruitment for the posts of Deputy Managers in Various Cadres of ITPO through UPSC Civil Services Examination, 2023 scores

CORRIGENDUM II

It is informed that the following is the clarification in respect of Tender ID: 2025_ITPO_853590_1 dated 18.03.2025:

S. No	RFP Reference (Clause & Page No.)	Content of RFP requiring clarification	Request for Clarification/ Queries/ Relaxation	Clarification
1.	Page no. 17, Point-1 of Eligibility Criteria & Page no. 28, Point-3 of Annexure2: Technical Proposal	The Bidder should be a company registered under Companies Act /LLP since the last three years. And Status of the organization i.e. company registered under Companies Act /LLP	We have noticed that the current tender document does not mention the eligibility of a registered Society. We respectfully request to include provisions allowing for the participation of registered Society.	The qualification requirements mentioned in Sl. No. 1 of the table under paragraph 4.1 ("Qualification Requirements") in paragraph 4 ("Eligibility Criteria") have been modified as follows: The bidder should be a: Government Public Sector Undertaking (PSU)/ Autonomous Organisation OR Company registered under Companies Act /LLP since the last three years. OR Society/Trust/Association/Not-for-Profit Company registered in India under the relevant Act. Note: Consortium is not allowed. Accordingly, the following

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				<p>Documentary Evidence are required:</p> <ul style="list-style-type: none"> • Statutory Act or Gazette Notification (for PSUs established under a special Act of Parliament or State Legislature) • Articles of Association • Memorandum of Association • Certificate of Incorporation. • Certificate Registration under the Societies or Trust Registration Act. • Permanent Account Number (PAN) • GST Registration <p>To be attached along with Annexure 2</p> <p>Accordingly, the particular mentioned in the table of the Annexure 4 (Details of Experience) i.e. “Whether company registered under Companies Act/LLP” has been modified as follows:</p> <p>“Whether Government Public Sector Undertaking (PSU)/ Autonomous Organisation. OR Company registered under Companies Act /LLP since the last three years. OR Society/Trust/Association/Not-for-Profit Company registered in India under the relevant Act.”</p>
2	Page no:18, Clause No:4.1 /Point no: 03	The Bidder shall have satisfactorily completed Recruitment	Kindly consider The Bidder shall have satisfactorily completed Recruitment/C	No change

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		<p>Works for at least three (3) Government Departments / Government Institution/C PSE / State PSE/ State Govt.</p> <p>“Recruitment Works” means the activities undertaken by the selected agency under this RFP, including recruitment and selection processes for various posts, managing online recruitment platforms, publishing job notifications, screening and shortlisting candidates, conducting interviews, ensuring compliance</p>	<p>omputer Based Examination related Works for at least three (3) Government Departments / Government Institution/CPS E / State PSE/ State Govt</p>	

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		with recruitment policies and laws, maintaining documentation and reports, and providing post-recruitment support.		
3.	Page no. 17, Point-2 of Eligibility Criteria	<p>The bidder must be having minimum Average Annual Turnover of INR 2 Crore during any 3 of the last 5 Financial Years i.e. from 2019-20, 2020-21, 2021-22, 2022-23, 2023-24.</p> <p>The bidder should attach CA Certificate clearly certifying annual turnover for the corresponding financial</p>	<p>The turnover criteria are intended to demonstrate an organization's credibility and growth, highlighting its strong background and operational processes. In light of this, we respectfully request an increase in the minimum average annual turnover to INR 20 Crore. We propose the following revised clause:</p> <p>"The bidder must be having minimum Average Annual</p>	No change

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		years and average annual turnover as per Annexure 8	<p>Turnover of INR 20 Crore during the last 5 Financial Years i.e. from 2019-20, 2020-21, 2021-22, 2022-23, 2023-24"</p> <p>Additionally, obtaining the CA certificate for the annual average turnover as per Annexure-8 is a time-consuming process. Therefore, we kindly request that the agencies be allowed to provide their standard format for the certificate and the same shall be accepted. If Annexure-8 is also necessary, it will be provided, but please note that it will not be certified by the CA.</p>	

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4.	Page no. 19, Point-5.1 of Scope of Work	The agency will manage application screening, shortlisting candidates from the pool of Union Public Service Commission (UPSC) available under public disclosure scheme, document verification, and interview strictly in accordance with ITPO's recruitment guidelines and rules. Comprehensive databases for shortlisted and non-shortlisted candidates will be maintained, including reasons for rejection.	We assume that the candidates data will be provided by the ITPO.	Para 5.13 of the RFP is self explanatory
5.	Page no. 20, Point-5.4.1 of Scope of Work	Screening and sorting the applications received	We assume that this will be system based shortlisting.	Yes and the same will be in accordance with the recruitment guidelines (including the Recruitment Rules of ITPO)

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		based on a pre-defined set of criteria.		
6.	Page no. 20, Point-5.4.2 of Scope of Work & Page no. 22, Point-5.6.3 of Scope of Work & Page no. 23, Point-5.7.6 of Scope of Work	Verifying the data and documents submitted online based on the recruitment guidelines of ITPO and check documents submitted accordingly. And Verifying the supporting documents of all shortlisted candidates with the original documents at the time of the interview process. And Interviews and Document Verification: 4 weeks post shortlisting.	It is assumed that the verification/authenticity of supporting documents uploaded by the candidates will be managed by the ITPO. Our representative will only check whether the candidates are carrying the original documents or not at the time of the interview.	Regarding Point-5.4.2, the selected Recruitment Agency will verify the data and documents submitted online in accordance with the recruitment guidelines (including the Recruitment Rules of ITPO) and will check the submitted documents accordingly. With reference to Point-5.6.3 and Point-5.7.6 of the Scope of Work, the verification of the supporting documents of all shortlisted candidates with the original documents will be done at the time of the interview process, wherein the officials of ITPO and representatives of the selected Recruitment Agency will be present. With reference to Point-5.6.3 and Point-5.7.6 of the Scope of Work, the verification of the supporting documents for all shortlisted candidates will be conducted against the original documents during the interview process, with officials from ITPO and representatives of the selected Recruitment Agency present.
7.	Page no. 22, Point-5.6.1 of Scope of Work	Sharing the list of qualified/shortlisted	Regarding the pre-interview scores, we assume you are	Yes. The UPSC has released the Reserve list for the Civil Services Examination, 2023 and other examinations including the scores &

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		candidates with ITPO, along with their pre-interview scores and application forms.	referring to the UPSC scores. Kindly confirm.	details of the candidates who appeared for the interview but not recommended for final selection and opted for disclosure of their details. These details will be provided to the selected Recruitment Agency to facilitate the recruitment process.
8	Page no. 22, Point-5.6.4 of Scope of Work	Developing interview assessment sheets and criteria to facilitate the evaluation of shortlisted candidates during interviews.	Developing the interview assessment sheet, we understand that it refers to the sheet where the interviewer assigns marks to candidates based on their expertise level in each area.	Self explanatory
9.	Page no. 22, Point-5.6.5 of Scope of Work	The agency shall ensure the inclusion of at least one external domain expert(s) in the selection panel, identified in consultation with ITPO, to provide independent assessment and maintain transparency, with ITPO	Since providing domain expert(s) involves cost implications, we kindly request you to confirm the total number of experts along with their areas of domain specialization, number of days required & number of sessions each day.	The ITPO do intend to fill up the vacant posts in different cadres at Dy. Manager level, such as DM (Law), DM (Fin.), DM (Civil), DM (Arch), DM (Fire), DM (Electrical) etc. Accordingly, the recruiting agency needs to ensure the inclusion of at least one external domain expert(s) in above discipline(s) and the same will be in accordance with the recruitment guidelines (including the Recruitment Rules of ITPO and directions/orders of the Competent Authority. The agency may like to quote bid accordingly.

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		retaining the right to review and approve the external domain expert(s).		
10	Page no. 22, Point-5.6.6 of Scope of Work	Scheduling and organizing interviews in coordination with ITPO. The interview panel will be constituted and decided by ITPO.	We assume that the organizing the interview will be managed by the ITPO at their own premises, along with all necessary infrastructure and facilities. Request you to confirm.	The interview will be held at the ITPO premises. Further, the para is self explanatory.
11	Page no. 23, Point-5.10 of Scope of Work	The selected recruitment agency shall obtain the candidate's feedback through online Feed Back Form, after the examination is over.	We assume that feedback can be collected from the candidates after the interview is completed, using the physical feedback form provided to them. Request you to confirm.	Point-5.10 of Scope of Work has been modified as follows: "The selected recruitment agency shall obtain the candidate's feedback through offline Feed Back Form, at the time of interview."
12	Page no. 23, Point-5.13 of Scope of Work	The recruitment agency will be provided with the details of	We assumed that this data will be provided by the ITPO.	Self explanatory

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		non recommended 1410 candidates, who have appeared in the P.T./Interview and opted for disclosure of their details under the Disclosure Scheme of UPSC.		
13 .	Page no. 23, Point-5.14 of Scope of Work	All the raw data (including click-by-click audit trail) captured during the recruitment will have to be deposited to ITPO in a form that will be acceptable to any legal authority in case such need arises.	This requirement is applicable only when a system-based examination is conducted. Click-by-click audit trail is not feasible, and we kindly request its removal.	No change
14 .	Page no. 23, Point-5.17 of Scope of Work	All recording and photographs related to interview of the	Given that the interview will take place at the ITPO premises, we assume that	Self explanatory and will be managed by the Agency

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		prospective candidates shall be made available to the ITPO.	the ITPO will manage this aspect.				
15 .	Page no. 24, Point-3 of Evaluation Criteria	Resources/m anpower working in the organization for each of the past 3 years (FY2021-22,2022-2023,2023-2024) More than 150– 20 Marks upto 150– 15 Marks 100 upto 125 – 10 Marks	We have successfully delivered examination and related services for the numerous government departments with a workforce of 100 employees. Setting up the maximum marks for more than strength of 150 is not necessarily required as per the scope of work given in the tender document. Therefore, we respectfully request you to change as under: More than 100– 20 Marks 76 upto 100– 15 Marks 50 upto 75 – 10 Marks	Pg. no. 24, para 6 (point 3 of the table) have been modified as follows			
				S. No.	Parameter	Mark ing Crite ria	Maxi mum Marks
				3.	Resources/m anpower (all regular and contractual) working in the organization for each of the past 3 years (FY 2021-22,2022-2023,2023-2024) along with relevant supporting document duly signed by the authorised signatory with official seal on the letterhead of the Agency	More than 150– 20 Marks upto 150– 15 Marks 100 upto 125 – 10 Mark s	20

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16	Clause No:6.1 /Point no: 03 /Page no: 25	Resources/manpower working in the organization for each of the past 3 years (FY 2021-22,2022-2023,2023-2024) Marking Criteria More than 150– 20 Marks 126 up to 150– 15 Marks 100 up to 125 – 10 Marks Note: Provident Fund registration (EPFO)or Insurance certificate (ESIC). Nil contribution in both i.e. Provident Fund and Insurance certificate will not be considered for marking.	We would like to clarify that our employees' salaries exceed ₹25,000 per month. As per the prevailing regulations, organizations where employees earn above the prescribed limit are not mandated to register under the Provident Fund (EPFO) or Employees' State Insurance Corporation (ESIC). Therefore, we request you to kindly consider this and acknowledge that PF and ESIC registrations are not applicable in our case. Resources/manpower working in the organization for each of the past 3 years (FY	

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			<p>2021-22,2022-2023,2023-2024) Marking Criteria More than 150– 20 Marks 126 up to 150– 15 Marks 100 up to 125 – 10 Marks Note: Undertaking/Pr ovident Fund registration (EPFO)or Insurance certificate (ESIC). Nil contribution in both i.e. Provident Fund and Insurance certificate will not be considered for marking.</p>	

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17	Page no. 25, Point-6.3 of Evaluation Criteria &Page no. 26, Point-6.4.1 of Evaluation Criteria	Normalisation of technical bid scores & Normalisation of Financial Bid Scores	We kindly request that the example for the normalization of the financial bid score be reviewed. We have concerns that the method for calculating normalization and evaluating it, as per the example provided in the tender document, may be incorrect. We also request you to share the bid evaluation methodology in Excel format.	<p>The normalization of technical bid scores mentioned in Sl. No. 6.3 of paragraph 6 ("Evaluation Criteria") is clear.</p> <p>Further, the example illustrating the proposed methodology for calculating the Financial Score of the bidders, related to the normalization of technical bid scores in Sl. No. 6.4.1 of paragraph 6 ("Evaluation Criteria"), has been modified as follows:</p> <table><tr><th>Proposa l</th><th>Quoted Lumpsum Bid (assumed)</th><th>Financial Score</th></tr><tr><td>A</td><td>INR 08 Cr</td><td>30*08/08=30</td></tr><tr><td>B</td><td>INR 10 Cr</td><td>30*08/10=24</td></tr><tr><td>C</td><td>INR 12 Cr</td><td>30*08/12=20</td></tr></table>	Proposa l	Quoted Lumpsum Bid (assumed)	Financial Score	A	INR 08 Cr	30*08/08=30	B	INR 10 Cr	30*08/10=24	C	INR 12 Cr	30*08/12=20
Proposa l	Quoted Lumpsum Bid (assumed)	Financial Score														
A	INR 08 Cr	30*08/08=30														
B	INR 10 Cr	30*08/10=24														
C	INR 12 Cr	30*08/12=20														
18	Page no. 27, Point-2 of Annexure-1: Index Compliance Sheet &Page no. 28, Point-12 of Annexure-2: Technical Proposal	Proof of Performance Bank Guarantee. And Details of Performance Bank Guarantee	Since the performance bank guarantee is to be submitted only after the work order is allotted, we request that this requirement be	Para 3.6 of the RFP document is self explanatory. Accordingly, the details regarding the Performance Bank Guarantee may be included in the relevant column of Annexure1 and 2 of the RFP.												

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			removed from Annexure-1 and Annexure-2.	
19	Page no. 27, Point-6 of Annexure-1: Index Compliance Sheet	Detail of Experience as per Annexure-4, along with the copies of relevant work orders and completion / performance certificates in the same sequence. The Feedback from client will also have to be submitted along with the proof of experience under technical bid.	The departments only provide the work order, completion certificate and in some cases, an agreement executed in between both parties. Additionally, we have the invoice as a supporting document. No department or institution provides feedback in this regard. Therefore, acquiring feedback is not possible. We kindly request that the clause be revised accordingly.	The document mentioned in S.No. 6 of the table of the Annexure 1 (Index Compliance Sheet) has been modified as follows: “Detail of Experience as per Annexure-4, along with the copies of relevant work orders and completion/ performance certificates in the same sequence.”
20	General	Bid Submission Deadline	We kindly request that a minimum of 15 days be provided after the release of	No change.

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			the corrigendum to ensure we have adequate time to thoroughly address all aspects of the tender.	

2. The other terms and conditions of the RFP will remain the same.

