

Container Corporation of India Limited
(A Govt. of India Undertaking)

EOI NO: CON/HR/AGENCY EMPANELMENT/2024

Expression of Interest (EOI)

FOR

**Empanelment of Agency for Providing Online Recruitment
Services**

**CONTAINER CORPORATION OF INDIA LTD. (CONCOR)
CONCOR Annexe, NSIC, MDBP Building, 3rd Floor,
Okhla Industrial Estate, New Delhi – 110020**



**CONTAINER CORPORATION OF INDIA LTD
CORPORATE OFFICE/NEW DELHI**

NOTICE INVITING EXPRESSION OF INTEREST

for

EMPANELMENT OF AGENCY FOR PROVIDING ONLINE RECRUITMENT SERVICES

Sealed Expression of Interest (EOI) is invited from reputed firms for empanelment for providing online recruitment services for the Company, Complete document along with detailed instructions, scope of work, terms & conditions can be viewed and downloaded from our website www.concorindia.co.in and CPP portal.

CONCOR will not be responsible for any delay/difficulty/inaccessibility of downloading facility for any reason whatsoever. In case of any discrepancies between the downloaded version and the original version of document, the latter shall prevail.

The EOIs shall be opened in the presence of the responders or their authorized representatives.

EOI No.	CON/HR/AGENCY EMAPNELMENT/2024
Name of Work	Empanelment of Agency for Providing Online Recruitment Services
Date of EOI documents	05.09.2024
Date & Time for Submission of EOI	20.09.2024 upto 15:00 Hrs
Date of Opening of Sealed EOI	20.09.2024 at 15:30 Hrs
Address for Submission and Opening of EOI	<p align="center">EXECUTIVE DIRECTOR (H.R.) CONTAINER CORPORATION OF INDIA LTD. (CONCOR)</p> <p align="center">CONCOR Annexe, NSIC, MDBP Building, 3rd Floor, Okhla Industrial Estate, New Delhi – 110020 Ph. 011-41222500, 600, 700</p>

1. BACKGROUND:

Container Corporation of India Ltd (CONCOR), a Public Sector Undertaking (PSU) under the Ministry of Railways, Government of India is the leading Container Train Operator in India.

The Company is undisputed market leader having the largest network of 66 ICDs/CFSs in India (63 terminals and 3 strategic tie-ups). In addition to providing inland transport by rail for containers, it has also expanded to cover management of Ports, air cargo complexes and establishing cold chain. It has and will continue to play the role of promoting containerization in India by virtue of its modern rail wagon fleet, customer friendly commercial practices and extensively used Information Technology. The company developed multimodal logistics support for India's International and Domestic containerization and trade. Though rail is the main stay of our transportation plan, road services are also provided to cater to the need of door-to-door services, whether in the International or Domestic business.

The Company invites application from agencies, who are willing to be considered for empanelment for providing online recruitment services. Interested agencies are requested to forward their applications **on or before 20/09/2024 by 15:00 hrs.** to **EXECUTIVE DIRECTOR (H.R.), CONTAINER CORPORATION OF INDIA LTD. (CONCOR), CONCOR Annexe, NSIC, MDBP Building, 3rd Floor, Okhla Industrial Estate, New Delhi – 110020, Ph. 011-41222500, 600, 700**

With a view to streamline the process of selection of agencies for providing online recruitment services, whose services are required by the company, CONCOR is desirous of empanelment of qualified agencies.

2. SCOPE OF WORK:

The scope of work covers the complete handling of recruitment activity starting from preparation of online application, receiving of the applications from the candidates through online mode, to submission of final results of examination to CONCOR.

The brief details of the recruitment activities incorporated in the scope of work includes the following:

- (i) Preparation of online application format with related links and necessary instructions for receiving the applications from candidates through online mode. CONCOR may require the Recruitment service provider to develop online application format as per eligibility criteria published in advertisement for each post in CONCOR server and domain with necessary authorization as per the procedure prescribed by CONCOR. The Recruitment service provider shall coordinate with CONCOR and/or CONCOR Banking Service Provider for the activation of 'Online Payment Gateway' for the receipt of application fees from the candidates.
- (ii) Receiving of the applications from candidates through online mode with auto-short listing. Generating 'Registration Slips' for these candidates (containing their unique registration number) and sending automated e-mail/SMS to these candidates containing their unique registration numbers. Uploading of 'Registration Slips' of

candidates applying through online mode at the online link for download by the candidates.

- (iii) Processing and screening of applications regarding eligibility criteria as per the advertisement specifications/as mutually decided for the respective post.
- (iv) Prepare the list of eligible and not eligible candidates indicating reasons for disqualifications and submit to CONCOR. The detailed instructions regarding the short-listing criteria of the applications will be provided to Recruitment Service Provider by CONCOR.
- (v) The Admit Cards required to be uploaded for download by the eligible candidates shall be prepared by the recruitment service provider. The recruitment service provider shall submit the draft Admit Card format to CONCOR for its final approval before issue to the eligible candidates.
- (vi) Further, the recruitment service provider shall also upload the Admit Cards (in the format duly approved by CONCOR) of eligible candidates applying through online mode on the online link for download by these candidates at least 21 days before the date of online examination. Recruitment Service provider shall also send an e-mail and SMS intimation for uploading of Admit Cards on the online link to all candidates called for examination.
- (vii) The examination date and time shall be mutually decided by CONCOR and the Recruitment service provider.
- (viii) Recruitment Service Provider shall simultaneously design and develop Examination Content/Question paper (bilingual) and ensure secure uploading of question paper at its Data Center. Recruitment Service Provider shall ensure secure download of the question paper at each examination center. The question papers with Maximum 150 Multiple choice Questions per Question paper for the post to be fully objective/Majorly Objective with some / fully Subjective Questions, as decided by CONCOR and to be prepared in multiple sets wherein the questions may be shuffled. The total marks allotted as well as the break-up of the marks for the examination and the syllabus & model question paper of the examination for each post will be provided by CONCOR. CONCOR will provide the modalities of examination to be done online and/or offline before commencement of each such process of Recruitment.
- (ix) CONCOR will advise the Recruitment service provider name of cities for conduct of the examination after receiving geographical data (Cities & States etc.) from recruitment service provider for candidates appearing in the examination. The Recruitment service provider shall book the appropriate number of centers for online and/or offline examination based on the number of candidates appearing for examination. The Recruitment service provider shall ensure that the examination centre is conducive with sufficient facilities/infrastructure/Power back-up for holding examination. The recruitment service provider representatives shall take due steps for addressing the grievances or exigencies due to lack of such infrastructure at the venues.
- (x) The Recruitment service provider shall deploy suitable number of trained Invigilators and Technical Support Staff for smooth conduct of the examination. The Recruitment service provider shall maintain secrecy of the examination content and shall be solely responsible for any leakage of examination question paper and shall not discuss the

results with anyone, without prior approval of CONCOR. The Recruitment service provider shall organize and conduct the examination on PAN India Basis in Single/Multiple Shift as per the requirement of CONCOR with the assistance of the staff of the examination center and get the Electronic Biometric Thumb Impression of the candidates, Admit Cards signed by the Invigilator & candidate along-with manual Thumb impression of the candidate on the admit card. The examination shall be monitored through CCTV Command Center by Recruitment Service Provider. The Recruitment service provider shall get the Admit Cards & Rough Sheets packed & sealed and forward the same to CONCOR. The Bio-metric data of the candidates shall be preserved for a period of three years from the date of examination by the Recruitment service provider, and provide the same to CONCOR on demand. The recruitment service provider shall conduct examination at various examination centers simultaneously on the same day at the same time.

- (xi) The examination-center wise attendance sealed and signed by the Centre Superintendents and Recruitment Service provider's representative shall be forwarded to CONCOR.
- (xii) The recruitment Service Provider shall securely upload candidate response and audit trail etc. from Examination Center server to Recruitment Service Provider Data center. The recruitment service provider shall process the results based on correct answer key upload. The recruitment service provider shall ensure correctness of the answer key. The recruitment service provider shall evaluate and prepare examination result in soft and hard copy and hand over the result to CONCOR.
- (xiii) Based on the results of the examination, Recruitment Service Provider will prepare the final merit lists and other lists as per requirement of CONCOR to be called for Document Verification/Group Discussion/ Interview as per requirement of CONCOR.
- (xiv) The Recruitment Service Provider shall upload the Call letters for Interview online at least 15 days before the scheduled date of Document Verification/ Group Discussion/Interview where candidates should be able to take print of the same by mentioning their unique registration number. Recruitment Service provider shall also send an e-mail/SMS intimation for uploading of Result on the online link to all candidates called for Document Verification/Group Discussion/Interview.
- (xv) The recruitment service provider shall share the complete audit trail data with CONCOR for resolving queries, RTI applications and provide timely reply for any information for resolving candidate queries/ RTI applications pertaining to concerned Recruitment to CONCOR.
- (xvi) The recruitment service provider shall provide CONCOR the support of experts panel for conducting group discussion as and when required by CONCOR. The Food, accommodation and travel expenses of the panelist will be borne by CONCOR. The venue for Group Discussion will be arranged by CONCOR. The expert panel will support on the GD process, whereas the score assigned by CONCOR will be final. The Recruitment Service Provider shall ensure Biometric Thumb Impression at the time of Document Verification/Group Discussion/Interview.
- (xvii) The technology used by Recruitment Service Provider for online recruitment service for CONCOR must be secure and should ensure Confidentiality, Integrity, Authenticity and Non-repudiability. It is necessary that online service providing servers at the

Recruitment Service provider end, if any, should be certified by an accredited external agency.

3. ELIGIBILITY/QUALIFICATION CRITERIA:

- 3.1 The agency should be registered company under Indian Companies Act.
- 3.2 The agency net worth should be positive.
- 3.3 The agency or its holding company is working in this field of on-line/computer-based examination for recruitment for the last three years.
- 3.4 The Agency have dealt with at least one on-line/computer-based recruitment during the last three years for a PSU/Government Organisation.
- 3.5 The Agency have dealt with at least one recruitment during last three years in which minimum 5000 candidates have participated.

4. TERMS & CONDITIONS:

4.1 General Terms

- 4.1.1 Applications for EOI shall be submitted in a sealed cover super-scribing **"EOI FOR EMPANELMENT OF AGENCY FOR PROVIDING ONLINE RECRUITMENT SERVICES."**
- 4.1.2 CONCOR reserves the right to verify/confirm all documentary evidence submitted by the responder(s) in support of above-mentioned clauses of eligibility criteria. The responder has to submit specific documents to support the credentials, experience etc. Each page of the documents should be signed by authorized signatory with official seal affixed.
- 4.1.3 Empanelment shall be for a period of (3) years.
- 4.1.4 Empanelment with CONCOR does not confer any exclusive right to the agencies to be invited for participating in any bid, tender etc. floated by CONCOR.
- 4.1.5 CONCOR reserves the right to accept or reject any or all requests for empanelment without assigning any reason thereof.
- 4.1.6 CONCOR reserves the right to waive off any shortfalls; accept the whole, accept part of or reject any or all responses to this EOI.
- 4.1.7 CONCOR reserves the right to cancel or annul the Expression of Interest (EOI) at any stage and call for fresh EOI.
- 4.1.8 CONCOR reserves the right to call for fresh participants at any stage even if the EOI is in evaluation stage or the responders have been empaneled.
- 4.1.9 CONCOR reserves the right to avail services of any item in any task from sources other than those empaneled with CONCOR during the period of empanelment.
- 4.1.10 The firm shall bear all costs associated with the preparation and submission of its response, and CONCOR will in no case be responsible or liable for these losses, regardless of the conduct or the outcome of the EOI process.
- 4.1.11 Mere submission of application does not, in any way, constitute guarantee for allotment of work. After empanelment, the work would be allotted as and when need arises at the sole discretion of CONCOR.
- 4.1.12 No communication will be sent by CONCOR in respect of firms who have not been short-listed for empanelment.
- 4.1.13 The applicants will have to submit the signed copy of this EOI document with official seal affixed along with their applications as acceptance of its all the terms & conditions.

4.2 **Termination of Contract:**

- 4.2.1 The selected agency is expected to comply with the scope of work mentioned above along with respective timelines. In case of unsatisfactory service or non-compliance of the scope of work and/or timelines, CONCOR reserves the right to terminate the contact/ empanelment at any stage.
- 4.2.2 In the event of such termination of contract, CONCOR will be entitled to:
- i. Penalize the selected agency by imposition of liquidated damages;
 - ii. Forfeiture of performance security;
 - iii. Debarring/Back-listing of the agency;
 - iv. Get the work done from alternative arrangement as deemed necessary and recover from the selected agency, any extra expenditure incurred by CONCOR in getting the work done and damages which CONCOR may sustain as a consequence of such action.

5. **DOCUMENTS TO BE SUBMITTED WITH EOI:**

Firm qualifying under the above criteria should submit documents in support of the eligibility criteria as mentioned above along with the following document.

- 5.1 A covering letter addressed to "**EXECUTIVE DIRECTOR (H.R.), CONTAINER CORPORATION OF INDIA LTD. (CONCOR), CONCOR Annexe, NSIC, MDBP Building, 3rd Floor, Okhla Industrial Estate, New Delhi – 110020**" on the official letter head of the company duly signed by authorized signatory.
- 5.2 Profile of the agency with details regarding staff strength and complete address /details of Registered Office and Branch offices of the Agency.
- 5.3 Copy of Certificate of Incorporation of Company.
- 5.4 Copy of Memorandum of Association (MOA) and Article of Association (AOA).
- 5.5 Copy of Audited Financial Statements of FY 2022-23 & 2023-24.
- 5.6 Certificate of Net worth certified issued by a Chartered Accountant (CA) as on 31st March 2024.
- 5.7 CA certificate certifying that the bidding entity is the holding of the agency, wherever applicable.
- 5.8 Copy of letter of award issued to the agency, which testify that the agency or its holding company is working in this field of on-line/computer-based examination for recruitment for the last three years i.e. FY 2021-22, 2022-23 and 2023-24.
- 5.9 Completion certificate issued to the agency, which testify that the agency has dealt with at least one (1) on-line/computer-based recruitment during FY 2021-22, 2022-23 and 2023-24 for a PSU/Government Organization.
- 5.10 Documentary evidence, that the agency has dealt with at least one recruitment during FY 2021-22, 2022-23 and 2023-24 in which minimum 5000 candidates have participated.
- 5.11 Undertaking that the contents of the bidding documents have not been altered or modified and no page is missing. In case of any discrepancies between the downloaded version and the original version of bid document on put on website, the latter shall prevail as per **Annexure-A**.
- 5.12 Confidentiality undertaking as per **Annexure-B**.

- 5.13 Undertaking of qualification/debarment as per **Annexure-C.**
- 5.14 Filled Performa to be provided with EOI as **per Annexure D.**
- 5.15 Valid documentary proof of Goods & Service Tax registration and PAN number.
- 5.16 EOI documents duly signed by authorized signatory and official seal affixed.
- 5.17 A certificate shall be submitted on letterhead of the agency declaring that
- The information furnished is complete and entirely true and correct to their best of knowledge and belief and nothing has been concealed.
 - That they have read and understood the terms and conditions and shall abide by the same and are acceptable.
 - In case any information/document is found as untrue/misleading, CONCOR may take necessary action, including penalizing/debarring/ back-listing of the agency, as it may deem fit.

The applicants should enclose self-attested documentary evidence in support of their credentials above chronologically and separately.

6. Evaluation of Empanelment Process:

- 6.1 On receipt of the applications of EOI, CONCOR will evaluate the suitability of the agency based on the evaluation of documents furnished with EOI and will consider empanelment of the agencies, CONCOR may thereafter communicate the empaneled firms to submit their financial bid in the format to be prescribed in the said communication along with relevant terms and conditions.
- 6.2 The selected agency will be required to submit performance security in form of bank guarantee, the details such as amount and period etc. of the performance security will be provided along with communication to submit financial bid.

Firms may submit their expression to this office on or before 20/09/2024 by 15:00 hrs to:

**EXECUTIVE DIRECTOR (H.R.),
CONTAINER CORPORATION OF INDIA LTD. (CONCOR),
CONCOR Annexe, NSIC, MDBP Building, 3rd Floor,
Okhla Industrial Estate, New Delhi – 110020,
Ph. 011-41222500, 600, 700**

Annexure- 'A'**To,****Container Corporation of India limited,**
CONCOR Bhawan, C-3, Mathura Road,
New Delhi 110 076.**Undertaking for Downloading Documents**

It is hereby certified that the contents of the bidding documents have not been altered or modified and no page is missing. In case of any discrepancies between the downloaded version and the original version of bid document put on website, the latter shall prevail.

Signature with official seal for and on behalf of

M/s.....

Authorized Signatory

Date:

Place:

Annexure 'B'**Confidentiality Undertaking**

Container Corporation of India Ltd (CONCOR) having its Registered office at C-3, Mathura Road (the company), is willing to make available to M/s..... with its office at subject to the terms of this confidentiality undertaking (the undertaking), certain non-public information in respect of the Company for providing online recruitment services.

Any such information & documents received, acknowledged, accessed by M/s.or its representatives for providing the services related to online recruitment will be deemed to be confidential.

M/s..... will hold the above information & documents confidential and will not divulge or disclose the information, or make the information & documents available to any person or entity, other than officials working on behalf of M/s.

M/s will make appropriate arrangements to ensure that all its officials will be covered by the provisions of this undertaking. M/s..... will not use the information for any purpose other than for providing services of online recruitment.

This undertaking will not apply to any information or material, which is in the public domain without any breach of this undertaking.

The agency & its representatives shall also be bound by the applicable regulations and Company's policies, including insider trading policy. This undertaking shall be governed by and construed in accordance with the laws of India.

Signature with official seal for and on behalf of

M/s.

Authorized Signatory

Date:

Place:



Annexure 'C'**Undertaking****To,****Container Corporation of India limited,**CONCOR Bhawan, C-3, Mathura Road,
New Delhi 110 076.

It is hereby certified that our Company/Directors associated with the Company are not disqualified under the provisions of the Companies Act, 2013 and/or no action is pending against the Company/Directors associated by any Statutory body. Further, the Company/Directors associated have not been debarred by any Government Organization/PSU.

Signature with official seal for and on behalf of

M/s.....

Authorized Signatory

Date:

Place:

Performa For Submission of EOI

S.No.	Particulars	Details
1.	Name	
2.	Address	
3.	Year of establishment	
4.	Staff strength	
5.	Copy of audited financial Statements (Attach Document Proof) for previous 02 years (i.e. 2022-23 and 2023-24)	
6.	Certificate of Net Worth at the end of 31.03.2024 as per Audited Financial Statement (C.A Certificate)	
7.	The agency or its holding company is working in this field of on-line exams for recruitment for the last three years (i.e. FY 2021-22 to 2023-24) (attach copy of award of the work to the agency)	
8.	The Agency dealt with at least one on-line recruitment during the last three years (i.e. FY 2021-22 to 2023-24) for a PSU/Government Organisation (attach completion certificate)	
9.	The Agency dealt with at least one recruitment during last three years (i.e. FY 2021-22 to 2023-24) in which minimum 5000 candidates have participated (attach Certificate from the Company/ Department to whom service provided)	