

(RFP) for Online Conduct of Departmental Examination 2022

(RFP) for Online Conduct of Departmental Examination 2022

File No.01-Exam/Bid/2020-DIT (Exam)

(Revised)

**Tender for Online Conduct of the Departmental
Examinations**

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(RFP) for Online Conduct of Departmental Examination 2022

Table of contents

Clause	Contents	Page
1	Disclaimer	3
2	About Income Tax Department	3
3	About this Tender	4
4	Scope of Work	6
5	Pre-Qualification Criteria	7
6	Earnest Money Deposit	9
7	Availability of Tender	9
8	Online Bid Submission	9
9	Validity of the Bids	10
10	Critical Dates	10
11	Technical Bid	11
12	Financial Bid	12
13	Deviations	14
14	Demonstration and Presentation by the Bidding agencies	14
15	Evaluation of Bids	15
16	Contours of the Award	21
17	Performance Guarantee	21
18	Mode of Payment and Penalty Clauses	21
19	Indemnity	22
20	Security	22
21	General Terms & Conditions	23
22	Limitation of Liability	24
23	Termination for Insolvency	25
24	Force Majeure	25
25	Termination for Default	25
26	Arbitration and Conciliation	26
27	Applicable Laws	26
28	Annexures	27-73

(RFP) for Online Conduct of Departmental Examination 2022

1. Disclaimer

This Tender is not an agreement and is not an offer by the Office of the Directorate of Income Tax (Exam), New Delhi but an invitation to receive offer (bid) from parties/bidding agencies, who are qualified to submit their proposals (bids). No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officer of the Income tax department with the bidding agency.

The information contained in this online Open Tender Document or subsequently provided to Bidding agency/s, whether verbally or in documentary form by or on behalf of any of their representatives, employees or advisors (collectively referred to as Income tax Representatives), is provided to Bidding agency(s) on the terms and conditions set out in this Open Tender Document and any other terms and conditions subject to which such information is provided. The purpose of this Open Tender Document is to provide the Bidding agency with information to assist in the formulation of their Proposal. This Open Tender Document does not purport to contain all the information each Bidding agency may require. This Open Tender Document may not be appropriate for all persons, and it is not possible for the Income Tax Representatives, to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Open Tender Document. Bidding agencies should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Open Tender Document and wherever necessary, obtain independent advice from appropriate sources. The Income Tax Representatives, make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the Open Tender Document. The Income Tax Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Open Tender Document.

2. About Income Tax Department

The Income Tax Department is a government agency undertaking direct tax collection of the Government of India. It functions under the Department of Revenue of the Ministry of Finance. Income Tax Department is headed by the apex body Central Board of Direct Taxes. The Directorate of Income Tax (Exam) headed by the ADG (Exam) has been vested with the responsibility of conducting departmental examinations.

(RFP) for Online Conduct of Departmental Examination 2022

3. About this Tender

The Examination Wing of the Income Tax Department, New Delhi has been conducting various Departmental Examinations in the manual modes since inception.

These are:

- Ministerial Staff Examination
- Examination for Income Tax Inspector
- Examination for Income Tax Officer

As of now, these examinations are held once in a year, across **49 centres** as shown below: -

All Departmental Examination Center and Sub-center

S. No.	Main Center	Sub-Center
1.	Ahmedabad	Ahmedabad
2.		Baroda
3.		Rajkot
4.	Amritsar	Amritsar
5.		Jalandhar
6.		Ludhiana
7.		Jammu
8.	Bangalore	Bangalore
9.		Hubli
10.	Bhopal	Bhopal
11.		Indore
12.		Jabalpur
13.		Raipur
14.		Gwalior
15.	Bhubaneswar	Bhubaneswar
16.	Chennai	Chennai
17.		Coimbatore
18.		Madurai
19.		Trichy
20.	Kochi (Cochin)	Cochin
21.		Thiruvananthapuram
22.		Calicut
23.	Delhi	Delhi
24.	Guwahati	Guwahati
25.		Shillong
26.	Hyderabad	Hyderabad
27.		Vishakhapatnam
28.		Vijaywada

(RFP) for Online Conduct of Departmental Examination 2022

29.	Jaipur	Jaipur
30.		Jodhpur
31.	Kanpur	Kanpur
32.		Agra
33.		Meerut
34.	Kolkata	Kolkata
35.		Asansol
36.		Jalpaigudi
37.	Lucknow	Lucknow
38.		Allahabad
39.		Varanasi
40.		Bareilly
41.	Mumbai	Mumbai
42.	Nagpur	Nagpur
43.	Patiala	Patiala
44.		Rohtak
45.		Chandigarh
46.	Patna	Patna
47.		Ranchi
48.	Pune	Pune
49.		Nasik

Out of the above said examination; the current bid is to conduct departmental examinations for Income Tax Officer & Income Tax Inspector in online mode (which were earlier conducted offline).

The first examination for which bid is being invited is likely to be held in the month of **October, 2022**. The syllabus for the departmental examinations is hosted on Income Tax Website www.incometaxindia.gov.in and can be accessed by clicking the following link:

https://www.incometaxindia.gov.in/Lists/Latest%20News/Attachments/320/Revised_Syllabus_ITO_2019.pdf

https://www.incometaxindia.gov.in/Lists/Latest%20News/Attachments/320/Revised_Syllabus_ITI_2019.pdf

This tender document details the operational expectations from prospective bidding agencies for the Conduct of Online Departmental Examinations for the Income Tax Inspector and Income Tax Officer of the Income Tax Department.

(RFP) for Online Conduct of Departmental Examination 2022

4. Scope of work

The Scope of work involves–**Part A & Part B**

Part A: Computer based examination for Objective Papers of Departmental Examination for Income Tax Inspector consisting of 4 papers & Income Tax Officer consisting of 3 papers as below:

Sr. No.	Particulars of Objective Papers	Marks	Hours
INCOME TAX INSPECTOR– 4 Objective Papers			
1	IT Law & Computation	150	3
2	Book Keeping	100	2
3	Allied Laws	100	2
4	Office Procedure	100	2
INCOME TAX OFFICER– 3 Objective Papers			
1	IT Law & Computation	100	2
2	Advance Accountancy	100	2
3	Allied Laws	100	2

Part B: Subjective examination for Income Tax Officer as below:

INCOME TAX OFFICER– Subjective Papers*			
1	IT & Accountancy (Subjective)	100	3

*The question paper (set of questions provided by the Income Tax Department) shall be displayed on the computer screen and the answer writing/inputs by the candidates shall be typing based except for subjective paper which will be handwritten. Detailed Scope of Work is given in Annexure I

The Parts A & B of the examinations will further include the following:

- Database management (Pre-During-Post Examination: It includes management of data related to each candidate w.r.t past year exams and current exams for awarding grace marks, counting number of attempts taken, remaining grace marks with each candidate, remaining number of attempts with each candidate, recording category of candidates, etc.)
- Online Registration of Candidates

(RFP) for Online Conduct of Departmental Examination 2022

- Issue of Admit Cards
- Delivery of a fixed set of questions provided by Income Tax Department to the computer screens of candidates at every exam center.
- Conduct of Examination
- Evaluation & Result Preparation
- MIS Reports
- Handling Grievances & Revaluations

In this document bidding agency, bidder agency, agency/company, outsourced agency means one and the same.

Important:

- At present, the manual form of examination is administered simultaneously in 49 city centers, including those in the Union Territory of Jammu and Kashmir and all states of North-East India.
- It would be a pre-requisite for the bidding agency that it has a Computer Based Test delivery solution and an appropriate interface that enables presentation of questions bilingually, in both **Hindi** and **English**, with facility for jumbling of both questions (MCQs) as well as answer responses.

5. Pre-Qualification Criteria

In order to participate in the online tendering, the bidding agency should fulfill the following basic requirements (**Pre-Qualification Criteria**) and must submit supporting documents:

Ref. No.	Criteria	Documents to be submitted (scanned copy)
5.1	The bidding agency must be an individual company registered in India under the Companies Act, as amended from time to time, and should have been in existence in India for at least 5 (five) completed financial years (2017-18, 2018-19, 2019-20, 2020-21 and 2021-22).	Valid company registration certificate

(RFP) for Online Conduct of Departmental Examination 2022

5.2	The bidding agency should have GST Registration and must have a minimum turnover of Rs 5 crores in each of the last three financial years (2019-20,2020-21 and 2021-22).	Valid GST Registration certificate, audited Financial Statements (Balance Sheet and Profit & Loss A/c.)
5.3	The bidding agencies should have PAN Card and must have filed Income Tax Return for the Assessment Years (2019-20, 2020-21 and 2021-22).	PAN Card and Income Tax Return Acknowledgement
5.4	The bidding agencies should not be blacklisted/debarred by any Govt. Department/Public Sector Undertaking as on the date of bid submission. In this context, Govt. Department will include Central and State Ministries/ Departments and Autonomous Bodies.	Affidavit & self-declaration.
5.5	<p>The bidding agency should have successfully completed online conduct of examinations in the last five years (as on date of bid submission) for at least 3 (three) different clients, including at least one Government agency (i.e., Ministry/ Department/ Autonomous Body/ Public Sector Entity).</p> <p>The above exams should have been conducted in 50 or more centers/cities simultaneously.</p> <p>The bidding agency must submit documentary evidence: Work Order/ contract and corresponding completion certificate/ performance report/ testimonial on the client's letterhead in support of fulfillment of the criteria.</p>	All the documents in support must invariably be indexed so as to facilitate quick verification.

Note: Against Sl. No. 5.5 above, bidding agency is required to submit documentary evidence in support of fulfillment of the following criteria:

(RFP) for Online Conduct of Departmental Examination 2022

- a) The bidding agencies should have successfully completed online conduct of examinations for **at least 3 (three) different clients**, including at least one Government agency (i.e. Ministry/ Department/Autonomous Body/Public Sector Entity).
- b) The bidding agency should have successfully completed computer-based online examinations in 50 or more centers spread across more than five States simultaneously for at least **five consecutive examinations** for the same client. For this purpose, a series of examinations held during a single spell or one continuous phase/period will be reckoned as single examination.
- c) The bidding agency should have successfully completed assignments, in conduct of online **examinations in bilingual mode** (English and Hindi) for both Objective type and Subjective type, with Objective type questions (Multiple Choice Questions) having randomization and jumbling of questions and answers.

All the documents in support of the above must invariably be indexed so as to facilitate quick verification.

6. Earnest Money Deposit

There is no bid security or EMD but bidding agencies have to give Bid Security Declaration as per Form-3

7. Availability of Tender

- a) The prospective bidding agencies desirous of participating in this tender may view and download the tender document free of cost from the Central Public Procurement (CPP) Portal **<https://eprocure.gov.in/eprocure/app>**
- b) The Tender Documents will also be uploaded on the Income Tax Department website and can be accessed by following the path Home>Tenders and Contracts or by clicking the following link **<https://www.incometaxindia.gov.in/tenders>**

8. Online Bid Submission

- a) Bids shall be submitted online only at CPP Portal:

<https://eprocure.gov.in/eprocure/app>

- b) Manual bids will not be accepted.
- c) Bidding agencies are advised to follow the “General Instructions” and

(RFP) for Online Conduct of Departmental Examination 2022

the “Instructions for Online Bid Submission”.

- d) Two-cover system has been adopted for submission of the bids. Bidding agencies shall submit their bids as shown below:

Cover Details, No. of Covers-2 (Two)

Cover No.	Cover	Document Type	Description
1.	Fee/Pre-Qual/Technical	.pdf	(i) Pre-Qualification Documents (ii) Technical Bid
2.	Finance	.XLS	Price Bid in the form of BoQ

9. Validity of the Bids

- a) The bids will be valid for a period of 180 (one hundred and eighty) days after the closing date of bid submission. In case the tendering process/public procurement process is not completed within the stipulated period, Income Tax Department Representative may request the bidding agencies to extend the validity period of the bid.
- b) The rates finalized shall remain valid during the validity of the contract, which will be for a minimum period of 03 years (Three years) extendable for a period of 2 years with mutual consent on same terms and conditions. Any up-gradation, if required, in application or in development or in technology during the contract period, it would be borne by the bidding agency.

10. Critical Dates

Published Date	28 th June 2022	05:30 PM
Document Download Start Date	28 th June 2022	05:30 PM
Pre-Bid Meeting Date	5 th July 2022	10:30 AM
Bid Submission Start Date	19 th July 2022	10:30 AM
Document Download End Date	28 th July 2022	03:00 PM
Bid Submission End Date	28 th July 2022	03:00 PM
Bid Opening Date	29 th July 2022	03:30 PM

(RFP) for Online Conduct of Departmental Examination 2022

Note:

- 1. No Bid will be accepted after the deadline given in the time schedule above.**
- 2. Any change in the schedule of Tender process will be notified at CPP Portal.**

11. Technical Bid

a) Bidding agency's Particulars

The bidding agency is required to furnish the particulars of the company and the authorized signatory.

b) Technical Documents

The bidding agency must also **furnish the following information and submit the supporting documents as below:**

Sl. No.	Information to be furnished by the bidding agency	Documents to be submitted (scanned copy)
(i)	Average Annual turnover for the period-(2018-19,2019-20 and 2020-21).	Audited Profit & Loss A/c. for the financial years 2018-19, 2019-20 and 2020-21
(ii)	Overall IT staff strength & Infrastructure details	Documentary proof regarding IT staff strength & Infrastructure Details along with Letter with number of staff, certified by Head of HR of the bidding agency/ organization.
(iii)	CMMi Level 3 / 5 Certification (Development & Service)	Certificate- CMMi Level3/5 Certification (Development & Service)
(iv)	No. of Assignments in computer-based online examination in bilingual mode (English and Hindi) with Objective type and Subjective type questions and answers completed in India in the last five years	Work Order/contract and corresponding completion certificate/ performance

(RFP) for Online Conduct of Departmental Examination 2022

	(as on date of bid submission)	report/testimonial on the client's letterhead in support of fulfillment of the criteria
(v)	Maximum no. of States/UTs (including J&K and NE States) covered in a single project in Indian Last five years (as on date of bid submission)	

c) Technical Proposal

The bidding agency must have the capabilities to fulfill the requirements of the conduct of online examination of the Income Tax Department. The bidding agencies should **submit a Technical Proposal detailing their approach and methodology for conducting the computer-based examinations of the Income Tax Department** taking into consideration the **Detailed Scope of Work**.

Important aspects to be covered in the Technical Proposal are given below:

- (i) **Technology**
- (ii) **Manpower**
- (iii) **Infrastructure**
- (iv) **Incident Management**
- (v) **Process management**

The Technical Proposal may be structured as above, so that it can be easily ascertained how the bidding agency plans to cover the different aspects of the examinations of the Income Tax Department. Bidding agency should also take note of the Scoring Model.

Printouts and Power Point presentations will be accepted.

12. Financial Bid

Financial Bid in the form of BoQ should indicate the **rates (excluding taxes)** for the Services required under the Scope of Work. The bidding agency is required to quote the rates accordingly.

(RFP) for Online Conduct of Departmental Examination 2022

Sr. No	Description	In Figures (INR) excluding Taxes	In words
1	Rate per candidate per paper for conducting objective-type papers (PART A)		
2	Rate per candidate per paper for conducting subjective-type papers (PART B)		

Instructions for filling up the BoQ:

- a) **For Part A** The bidding agency is required to quote the following:
- i. **Rate per candidate per paper for Objective Paper.**
 - ii. **Minimum Guarantee is 10,000 units per annum** i.e. the minimum quantity to ensure that the quote is financially sustainable for the bidding agency.
- b) **For Part B** The bidding agency is required to quote the following:
- i. **Rate per candidate per paper for Subjective Paper.**
Note- Conducting of Subjective exam will include Display of Subjective question papers at computer screens of each candidate. The examinees will write the answers in handwritten mode at present. However, it may be changed to typing-based response in future. Immediately after completion of subjective exam, the answer sheets will be collected, put in sealed cover of convenient size, and dispatched to the office of Directorate of Income Tax (Exam) on the same day by the Invigilators of the Income Tax Department. Subsequently, these answer books will be scanned and uploaded to the system by the bidder agency. The answer sheets for recording of responses for the Subjective paper will be provided by Income Tax Department and evaluation will also be done by Income Tax Department. The bidder agency is required to make necessary arrangements for the Online Evaluation of scanned answer sheets of subjective exam by the expert committee nominated by the Income Tax Department.
- c) For both Part A and Part B
- i. All rates should be exclusive of taxes.
 - ii. **Taxes** at prevailing rates should be shown in a separate column.
 - iii. Bidders may refer to Data of the last 5 years Examinations (Annexure VI) to have an idea about paper counts.
 - iv. The cost for assessing the financial bids will be worked without taxes as shown below

Cost (without taxes) =Quantity (mentioned in BoQ) x Rate (quoted by the bidding agency)

The rates quoted in the Financial Bid should be inclusive of all the arrangements to be made and all the services to be provided in accordance with the Tender Documents and Corrigendum, if any.

Bidding agencies may refer to the Data on earlier examinations to have an idea about the Paper Counts of the above Examinations.

13. Deviations

Any deviations from the Detailed Scope of Work should be mentioned clearly with suitable justification by the bidding agency in a separate sheet under the heading 'Deviations', outlining the advantages. This sheet should be included in the technical proposal. If no deviations are mentioned, it will be assumed that the bidding agency has accepted the scope of work in its entirety as mentioned in the tender document and is bound to deliver the same.

14. Demonstration and Presentation by the bidding agencies

All the bidding agencies shall be required to make a presentation on their capabilities to conduct the online examination and convert the question papers to deliverable form as specified in this tender document. In this presentation, these agencies shall be bound to give a demonstration of their methodology/ software for online examination using dummy papers and approach for conducting subjective papers.

The bidding agencies should make the demonstration/presentation before the Online Examination Committee/Evaluation Committee in the Office of the Income Tax Department of India, New Delhi. The date, time and exact venue will be communicated to the bidding agency by email.

14.1 Conducting of Online Mock Test Exam by bidding agencies

All the bidding agencies shall be required to conduct Mock Test at 1 or 2 centers to demonstrate their capabilities of conducting Online Examination and on the basis of performance in this mock test, '**Committee for Technical Bid Evaluation**' shall decide the selected bidder. 30 Marks, out of 100 for evaluation of technical bid, are earmarked for rating of performance for conducting of Online Mock Test. In order to measure the performance of the bidding agencies in Online Mock Test, the below mentioned parameters shall be adopted:

(RFP) for Online Conduct of Departmental Examination 2022

- a. User Friendly Software and interface
- b. Accessibility for candidates
- c. Speed
- d. Storing of data into database
- e. Time taken for declaration of results
- f. Configuring different type of Questions.

15. Evaluation of Bids

Selection of the bidding agency shall be based on Quality and Cost Based Selection (QCBS) system with 70% weightage for technical evaluation and 30% weightage for financial evaluation.

(a) Evaluation of the Technical Bid

Selection of the bidding agency shall be based on Quality and Cost Based Selection (QCBS).

The proposals submitted by the bidding agencies will be evaluated by taking the following factors into consideration:

Sr.No	Particulars	Marks
1	Bidding agency's Profile including financial capability	20
2	Bidding agency's experience in conducting computer based online examinations across India, particularly in J&K and all the States of North East	20
3	Bidding agency's Security and Software Quality Certification	20
4	Approach and Methodology proposed for conducting the online examination of the Income Tax Department. Marks for Approach and Methodology will be given by the Committee for Technical Bid Evaluation based on the Technical Proposal and Demonstration/Presentation of the bidding agency	10
5	Performance in Online Mock Test shall be measured considering the following factors: a. User Friendly Software and interface b. Accessibility for candidates c. Speed d. Storing of data into database e. Time taken for declaration of results f. Configuring different type of Questions.	30
TOTAL MARKS		100

(RFP) for Online Conduct of Departmental Examination 2022

Technical evaluation will be based on above items (explained in detail below along with further breakup of points) with a total score of 100 points.

S. No.	Criteria	Technical Criteria	Parameters & Scale	Marks
1	Bidding Agency's Profile including financial capability			20
1(a)	Overall Experience of Bidding agency for conduct of exams in India			10
	Standing of the Bidding agency	The bidding agency should be Operational for the conduct of CBT examination for at least 5 Years in India.	=5 years and < 7 Years	2
			>=7 years and < 10 Years	5
			>=10 Years	10
1(b)	Financial Position of the Bidding agency			10
	Turnover	The bidding agency should have a minimum average Annual Turnover of at least INR 5 Crore in preceding three financial years (FY 2018-19, 2019-20 and 2020-21)	>5 Crore and <10 Crore	2
			>=10 Crore and <15 Crore	5
			>=15 Crore	10
2	Exam delivery experience of the Bidding agency			20
	Delivery of Online/Computer-based Examination (CBT)	The bidding agency should have successfully completed computer-based	4-5 Computer-based Online Exam	4
			6-8 Computer-based Online Exam	10

(RFP) for Online Conduct of Departmental Examination 2022

		examinations in last five years (as on date of bid submission) for at least 3 (three) different clients, including at least one Government agency (i.e. Ministry/ Department/ Autonomous Body/ Public Sector Entity). Above exams should have been conducted in more than 50 centres / cities simultaneously.	>=9 Computer-based Online Exam	20
3	Security and Software Quality Certification			20
		Bidding agency should have Cert-In (for Computer-based Examination Software), CMMI Level 3 certifications, ISO 9001, ISO 27001 (Proofs to be submitted)	ISO 9001, 27001, CMMI level 3 or above.	5
			ISO 9001, 27001, CMMI Level 5, Cert-in Certificate (For Computer Based Examination Software)	10
			ISO 9001, 27001, CMMI Level 5, Cert-in (for Examination Software) and STQC certificate for test platform.	20
4	Presentation/Demonstration of capabilities of conducting online exam			10
		Presentation to Technical Evaluation Committee on Technical Solution and methodology for conduct of CBTs		

(RFP) for Online Conduct of Departmental Examination 2022

5	Performance of the bidding agency in Online Mock Test			30
	The performance of bidding agency in conducting the Online Mock Test shall be evaluated considering the various factors by Committee for Technical Bid Evaluation.	User-Friendly Software and interface	5	
		Accessibility for candidates	5	
		Speed	5	
		Storing of data into database	5	
		Time taken for declaration of results	5	
		Configuring different type of Questions	5	

Eligibility Conditions: Any bidding agency scoring less than **60 per cent in Technical Score** will be deemed as technically ineligible. The technical score (Ts) will be carried forward as input for the Quality and Cost Based Selection (QCBS).

The Online Examination Committee may call the bidding agencies for clarifications to assess the understanding of the bidding agency regarding the scope and magnitude of the work.

(b) Evaluation of Financial Bid

Financial Bids of the technically qualified bidding agency(s) will be evaluated on the basis of the sum total of the following:

Sr. No	Description	Amount
1.	Price per candidate per paper for conducting objective-type papers (PART A)	
2.	Price per candidate per paper for conducting subjective-type papers (PART B)	

The financial proposal has also been assigned weightage, with **90 per cent for Part A i.e.** Conduct of the examinations for objective papers and **10 percent for Part B i.e.** Conduct of the examinations for subjective paper.

The total financial scores would be normalized on a scale of 100,

(RFP) for Online Conduct of Departmental Examination 2022

with lowest being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, as explained below:

The individual Bidding agency's financial scores are normalized as per the formula below:

$F_n = (F_{min}/F_b) * 100$ (rounded off to 2 decimal places) Where, F_n = Normalized financial score for the Bidding agency under consideration

F_b = Absolute financial quote for the Bidding agency under consideration

F_{min} = Minimum absolute financial quote

Illustration while assuming that four bids have been received as under:

	Financial Quote		Financial Weightage		Financial Proposal
	Conduct of Objective papers examination	Conduct of Subjective exam	Computer-based test for Objective papers- 90% weightage	Conduct of Subjective exam - 10% weightage	Financial Score
	1	2	3= 1*0.90	4 = 2*0.10	5 = 3+4
Bidding agency 1	12	12	10.8	1.2	12
Bidding agency 2	15	13	13.5	1.3	14.8
Bidding agency 3	18	20	16.2	2.0	18.2
Bidding agency 4	20	18	18	1.8	19.8

	Technical Proposal	Financial Proposal				Combined Score
	Technical Score (Tn)	Bid amount (in Rs.)	Financial score (Fn) = (minimum amount	Technical weightage	Financial weightage	Total weighted score

(RFP) for Online Conduct of Departmental Examination 2022

			/ bid amount) *100			
	1	2	3	4 = 1*0.70	5 = 3*0.30	6 = 5 + 4
Bidding agency 1	60	12	100	42	30	72
Bidding agency 2	65	14.8	81.08	45.5	24.32	69.82
Bidding agency 3	70	18.2	65.93	49	19.78	68.78
Bidding agency 4	80	19.8	60.60	56	18.18	74.18

Bidding agency 4 having emerged with the highest total score will be awarded the work.

IMPORTANT NOTE FOR BIDDING AGENCIES

Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, terms and required specifications in the tender document with full understanding of its implications. Notwithstanding the fulfillment of the Pre-Qualification Criteria and other requirements prescribed in this Tender, the bids may be rejected on the following grounds:

- a) Unsigned and unstamped bids may be summarily rejected.
- b) Ambiguous/Incomplete/Illegible bids may be out rightly rejected.
- c) Bids not complying with all the given clauses in this tender document are liable to be rejected.
- d) Conditional tenders shall not be accepted on any ground and may be rejected straightway.
- e) Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the tender document in all respects will be at the bidding agency's risk and may result in the rejection of the bid.
- f) Bidding agencies should not make any enquiry during the course of evaluation of the bids. However, the authorized representative of the Income Tax Department can make any enquiry and seek clarifications/documents from the bidding agencies, which the bidding agencies must furnish within the stipulated time else the bids of such defaulting bidding agencies may be rejected.

(RFP) for Online Conduct of Departmental Examination 2022

16. Contours of the Award

As and when award is made, Income Tax Department may enter into an initial Three- year contract, which could be extended further for two years, based on mutual consent on same terms and conditions and subject to yearly review of performance. Income Tax Department reserves the right to make more than one award, partial awards, or no awards.

17. Performance Guarantee

Upon selection, the successful bidding agency has to submit a Performance Guarantee within fifteen days in the form of a Bank Guarantee of any Scheduled Bank for the bid period of Three years in favour of Pay & Accounts Officer, Office of the Income Tax Department of India, New Delhi, payable at New Delhi. The performance guarantee shall amount to 3% (three percent) of the accepted Financial Bid value.

18. Mode of Payment and Penalty Clauses

- a) The payment to the selected agency shall be made in Indian rupees and shall be paid only after the successful completion of the work set out for each set of examinations which is annual at present.
- b) Payment to the agency shall be made only after completion of entire work. No part payment in this regard shall be made. In other words, if the agency successfully conducts examination in 45 centers out of 49, then the agency shall not be entitled to claim any payment for 45 centers. Payment would be made only if the agency conducts the examination in all 49 centers.
- c) No advance payment shall be made.
- d) Agency shall strictly adhere to the examination calendar provided by the Income Tax department. Any deviation from the calendar shall invite penalty at the rate of 1 % of total contract value per week. For example, if agency is required to conduct the examination in first week of July, and for whatever reasons it conducts the exam in first week of September then it would have to pay a penalty of 4% of the contract value to the department. These penal provisions are applicable for all the events of the examinations starting from notifying the exam to declaration of results.
- e) The agreement will be on non-judicial stamp paper, which will contain penalty clauses related to liquidated damages.
- f) In case successful bidding agency fails to sign the contract in accordance with the terms and conditions or fails to furnish the Performance Guarantee within the prescribed time of fifteen days or refuses to honor its own quoted rates for the services, the successful bidding agency will be suspended from being eligible for bidding/award of all future contract(s) of Income tax Department for a period of THREE years. It will be treated as breach of contract and in that condition, the Office of the ADG (Exam) will be titled to make

(RFP) for Online Conduct of Departmental Examination 2022

other arrangements at the risk, cost and expenses of the bidding agency.

- g) The total liability of the bidding agency/service provider under this clause as well as under any other clause of this document shall be limited to total amount payable by Income Tax Department to the bidding agency/service provider (under the terms of contract), provided, however, that this limitation shall not apply to any liability of damages arising from willful misconduct or negligence.

19. Indemnity

- a) Income Tax Department and its client organizations stand indemnified of all legal obligations, past/present/future, the agency may have with its professionals.
- b) Income Tax Department and the clients stand absolved for any liability on account of death or injury sustained by the agency's staff during the performance of the contract and also for any damages or compensation due to any dispute between the agency and its staff.
- c) The selected Agency will indemnify the Income Tax Department of any infringement of third-party rights be they under the Patents Actor the IPR.

20. Security

- a) Directorate of Income Tax (Exam) deals with datasets, which requires a high degree of authenticity and integrity. The datasets also require confidentiality for the defined period. Therefore, a very strong and comprehensive information security system based on the leading standards such as ISO 27001 and guidelines from Department of Information Technology (DIT) will be required for implementation. Information within the system will be classified as Public, Confidential and Restricted and Non – Modifiable. Most important part of the data is data authenticity and integrity and right of data modification. Roll numbers ones allotted as per the defined logic, Response made by the candidate, marks obtained by the Candidates on the basis of logic and the final answer key, to be kept intact without any modifications forever. The rest of the data will generally be 'Read Only Access' until and unless, it is categorically permitted by the ADG (Exam) (online Examination in charge).
- b) ADG, Exam shall have the authority to review or to authorize any other officer/committee to review periodically to determine the level of security measures adopted to maintain the authenticity, integrity and confidentiality of data. Access to information should be provided based on the role and needs of various functionaries.

(RFP) for Online Conduct of Departmental Examination 2022

- c) The system should have provisions for preventing unauthorized access and damage or tempering to information resources.
- d) The system should be accessible only after approval from application owner and the competent authorities.
- e) The access should be on a role basis rather than designation.
- f) The access control system should cover: • Identification • Authentication • Authorization and Access Control • Administration • Audit
- g) The system should be compliant with Public Key Infrastructure (PKI) and at all the level, confidential data should be encrypted using composite public keys of at least 2 officers of the rank of ADG/ Additional/Deputy/Assistant Director.
- h) The system should maintain a highly secured data repository for storing # (hash) values of datasets generated at various levels as well as archiving permanent examination records after completion of examination process.
- i) The system should be able to maintain access control mechanisms, data security and audit trails to ensure that databases are not tampered or modified by unauthorized users. The following measures should be complied for security:
 - Build a complete audit trail of all transactions (add, update/modify and delete) using transaction log reports, so that errors or alterations in data /processes logic, intentional or otherwise, can be traced and reversed.
 - Alert through SMS and emails should be sent to the prescribed authorities for any attempt of change in system database or any unauthorized access (read/write) is performed.
 - Access Controls must be provided to auditors to ensure that the databases are not tampered with or modified by the system operators.
 - Implement data security to allow for changes in technology and business needs.

21. General Terms & Conditions

- a) The selected agency/agencies will provide the technology and the operational solutions for the conduct of online computer-based examination. If the selected agency involves any subcontractor in the process of conducting online examination, then, it is mandatory to duly sign Non-Disclosure Agreement with that subcontractor.
- b) The party will not claim against the services of other party if any, for their performance as another entity.
- c) **Timely and successful completion of the Departmental**

(RFP) for Online Conduct of Departmental Examination 2022

examination is a main criterion for continuation of this contract for the successful bidding agency. Any delay would amount to breach of contract with its consequences.

- d) Income Tax Department may, by written notice sent to the selected agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that the termination is for Income Tax Department's convenience, the extent to which performance of work under the work order and/or the contract is terminated and the date upon which such termination becomes effective. Income Tax Department reserves the right to cancel the remaining part and pay to the selected agency an agreed amount for partially completed Services.
- e) In the event of the company (agency) or the concerned division of the company is taken over/ bought over by another company, all the obligations under the agreement with Income Tax Department, should be passed on for compliance by the new company/new division in the negotiation for their transfer.
- f) Selected Agency automatically agrees with Income Tax Department for honoring all aspects of fair-trade practices in executing the work orders placed by Income Tax Department.
- g) The agency will be responsible for any damage to equipment, property and third-party liabilities caused by acts on part of its deployed manpower at User Department premises. All equipment will be used only for the purpose of carrying out legitimate business of client organization and will not be put into any other use.
- h) Income Tax Department stands absolved for any liability on account of death or injury sustained by the Agency's employee(s) during the performance of this contract and also for any damages or compensation due to any dispute between the agency and its employee(s).
- i) The agency must provide escalation matrix for problem resolution.
- j) The selected agency has to maintain ISO certification including Security, Application, Network, Functional Audits, VA (Vulnerability Assessment, PT (Penetration testing) for the project on yearly basis and expenses for the same would be borne by the agency only.
- k) The agency has to sign the Non-Disclosure Agreement (NDA) with the Department (attached as Annexure II).

22. Limitation of Liability

Selected agency and/or the agency acting on behalf of the Selected agency shall be liable to the Income Tax Department with respect to damage caused by the Selected agency and/or the agency acting on behalf of the Selected agency to the Income Tax Department:

- i. For any in direct or consequential loss or damage; and
- ii. For any direct loss or damage, only to the extent of

(RFP) for Online Conduct of Departmental Examination 2022

- A. The total payments payable under this contract to the Selected agency, or
- B. The proceeds the Selected agency may be titled to receive from any insurance maintained by the Selected agency to cover such liability,

Whichever of (A) or (B) is higher. This limitation of liability shall not affect the Selected agency's liability, if any, for damage to Third Parties caused by the Selected agency or any person or firm /company acting on behalf of the Selected agency in carrying out the work.

23. Termination for Insolvency

Income Tax Department may at any time terminate the workorder/contract by giving four weeks written notice to the selected agency, without any compensation to the selected agency, if the selected agency become bankrupt or otherwise in solvent.

24. Force Majeure

If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, strikes, natural calamities or acts of God (hereinafter referred to as "events"), provided notice of happening so any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may a this option, terminate the contract.

25. Termination for Default

- a) Default is said to have occurred

(RFP) for Online Conduct of Departmental Examination 2022

- If the agency fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by Income Tax Department.
 - If the agency fails to perform any other obligation(s) under the contract/work order
- b) If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from Income Tax Department (or takes longer period in spite of what Income Tax Department may authorize in writing), Income Tax Department may terminate the contract/workorder in whole or in part. In addition to above, Income Tax Department may at its discretion also take actions as it may deem fit.
- c) Income Tax Department may transfer upon such terms and in such manner, as it deems appropriate, work order for similar support service to the agency, and the defaulting agency will be liable to compensate Income Tax Department for any extra expenditure involved towards support service to complete the scope of work totally.

26. Arbitration and Conciliation

- a) If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived therefrom, the parties agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996/ ICADR Conciliation Rules, 1996 for arbitration/conciliation in accordance with Arbitration & Conciliation Act, 1996.
- b) The Authority to appoint the Arbitrator(s)/Conciliator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
- c) The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996.

27. Applicable Law

- a) The Agreement/Contract/Work Order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
- b) The agency and its deployed personnel either during the contract or after its completion shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of Income Tax Department without the prior written consent of Income Tax Department. Confidential Information means

(RFP) for Online Conduct of Departmental Examination 2022

all material, non-public, business-related information, departmental examination related information written or oral, whether or not it is marked as such, that is disclosed or made available to the agency, directly or indirectly, through any means of communication or observation. It would also include the information gathered by the agency during the process viz. credentials of the examinees who are participating in the computer-based examination conducted by the agency. The agency shall enter into a separate Non-disclosure Agreement for enforcement of this clause.

28. Annexures

Annexures given in separate file form part of the Tender documents.

Pre-Qualification/Completeness of Bid Proposal & Technical Bid Templates

The bidding agencies are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification / Technical Evaluation Criteria.

Pre-Qualification/Completeness of Bid Proposal & Technical Proposal shall comprise of following forms:

Forms to be used in Pre-Qualification/Completeness of Bid Proposal

Form1: Compliance Sheet for Pre-qualification/Completeness of Bid Proposal

Form2: Particulars of the Bidding agencies

Form3: Format of Bid Security Declaration in lieu of EMD

Form4: Compliance Sheet for Technical Proposal

Form5: Letter of Proposal

Form1: Compliance Sheet for Pre-qualification/Completeness of Bid Proposal

(The pre-qualification/completeness of bid proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, need to be a part of the Pre-Qualification/Completeness of Bid proposal)

(RFP) for Online Conduct of Departmental Examination 2022

Sr. No.	Basic Requirement	Required	Provided	Reference & Page Number
1	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes/No	
2	Particulars of the Bidding agency	As per Form 2	Yes/No	
3	Bid Security Declaration In lieu of Earnest Money Deposit	As per Form 3	Yes/No	

Form 2: Particulars of the Bidding agencies

Sr. No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the Firm/company (public limited/ private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate Authorities for GST	
H	Name, Address, Email, Phone nos. and Mobile Number of Contact Person	
I	Blacklisting/debarment details if any	
J	Service details as per point 5.5	
K	PAN and last three-year Income Tax Return	
L	Last three years turnover	

(RFP) for Online Conduct of Departmental Examination 2022

Form3: FORMAT OF BID SECURITY DECLARATION FROM BIDDING AGENCIES IN LIEU OF EMD

(On Bidders Letter head)

I / We, the authorized signatory of M/s , participating in the subject tender No for the item / job of , do hereby declare :

- (i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
- (ii) That in the event I/we withdraw/modify our bid during the period of validity Or I/we fail to execute formal contract agreement within the given timeline Or I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions/ Contract which attracts penal action of forfeiture of EMD then I/we will be suspended from being eligible for bidding/award of all future contract(s) of Income Tax Department for a period of THREE years from the date of committing such breach.

Signature and Seal of Authorised Signatory of bidder
Name of Authorized Signatory
Company Name

Form4: Compliance Sheet for Technical Proposal

(The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal)

Sr No	Specific Requirements	Documents Required	Compliance	Reference & Page No.	Remarks
1.	Covering Letter for Technical Proposal	As per Form5	Yes/No		

(RFP) for Online Conduct of Departmental Examination 2022

2.	Average Annual turnover for the period, 2018-19, 2019-20 and 2020-21	Audited Profit & Loss A/c. for the financial years 2018-19, 2019-20 and 2020-21	Yes/ No		
3.	Overall IT staff strength & Infrastructure	Documentary proof regarding IT staff strength & Infrastructure	Yes/ No		
4.	CMMi Level 3/5 Certification (Development & Service)	Certificate-CMMi Level 3/5 Certification (Development & Service)	Yes/ No		
5.	No. of Assignments in computer-based examination in bilingual mode (English and Hindi) with Objective and Subjective type questions and answers completed in India in Last five years (as on date of bid submission)	Work Order/contract and corresponding completion certificate/performance report/testimonial on the client's letterhead in support of fulfillment of the criteria	Yes/ No		
	Maximum no. of States/UTs (including J&K and NE States) covered in a single project in India in last five years (as on date of bid submission)				

All the Bidding agencies are required to mention the document reference number and Page number for each criteria.

Form5: Covering Letter

<Location, Date>

To:

<Name>

<Designation>

<Address>

<Phone Nos.>, <Fax Nos.>

<email id>

(RFP) for Online Conduct of Departmental Examination 2022

Subject: Submission of the Financial bid for <provide the name of the consulting assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the consulting services for <<*Title of consulting services*>>in accordance with your Request for Proposal dated [*Date*]and our Proposal-Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<*Amount in words and figures*>>. This amount is inclusive of OPEs, Miscellaneous expenses & Service taxes.

I understand that the payment would be made on the basis of actual GST prevalent during the time of payment.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., <<*Date*>>

We understand you are not bound to accept any Proposal you receive.

Your's sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

**Income Tax Department:
Additional Director General (Exam)
Office of the Directorate of Income Tax (Exam)
5thFloor, Mayur Bhawan,
New Delhi-110001
Tel: (011)23415312
FAX: (011)23415313
Email:__**

(RFP) for Online Conduct of Departmental Examination 2022

ANNEXURE I

Detailed Scope of Work

As mentioned in Para4, the Scope of work involves:

Conduct of Online Departmental examinations of ITIs & ITOs for objective and subjective papers.

On Award of Work, the successful bidding agency will be required to provide the services as per the Detailed Scope of Work, starting with the next Departmental Examinations, which is likely to be held in the end of October 2022, subject to administrative convenience.

The Detailed Scope of Work is given below.

1. Conducting the Online Departmental examinations

The successful bidding agency is expected to conduct the Examinations as per the pattern prescribed by the Income Tax Department by providing their technology and operations.

The bidding agency should have the capability to conduct the online departmental examinations in bilingual mode (English and Hindi) for both Objective type and Subjective type.

The objective type questions (multiple choice questions) shall have randomization and jumbling of questions and answers (same set of questions appearing at different serial numbers for different candidates).

The scope of the work includes all processes required for holding the above-mentioned examinations (as provided in para 4 of RFP) in Computer Based Test methodology.

- The selected agency shall be liable for capturing the data of candidates for registration for exams, and generating & delivering Admit cards.
- The selected agency shall be liable for conversion of question paper, provided by Income Tax Department, in deliverable form and its display on computer screen of candidates.
- The response of the candidates shall be recorded by clicking the chosen option for objective type papers, however, for subjective paper

(RFP) for Online Conduct of Departmental Examination 2022

as described earlier in Para 4 (Part B) only question paper shall be displayed on computer screen and answers shall be recorded in handwritten form by the candidates. The answer sheet for subjective paper shall be provided by Income Tax Department.

- Further, the answer sheets of subjective paper will have to be scanned at the office of ADG (Exam), New Delhi and made available in appropriate form for Expert Committee nominated by Income Tax Department for online checking.
- It shall be liable for ensuring safe delivery of question papers in prescribed format for conducting of the examination in the designated centers, evaluation of responses, score reporting, generation of reports and declaration of results in time bound manner.
- The selected agency shall be required to safely carry forward and maintain the data related to attempts taken, grace marks used and final results of candidates in the Registering application software for all purposes including future examinations.

Technology

1.1 Examination Software

1.1.1 The bidding agency must have ownership of the source code of the software proposed to be used for conducting the Computer-based Tests or have the full rights to use the complete source code of the software and make necessary customization for the Examinations of the IT department.

1.1.2 The agency should be able to make relevant changes as and when required in any of the components of the software/source code being utilized for the purpose of conducting the said computer-based examinations throughout the term of exam in accordance with the requirements and/or changes made by the Income Tax Department for the examination question paper or format of the examinations or in any other manner.

The proposed software should be Govt. of India compliant CERT-IN certified for IT security. The bidder has to bear the expenses for any new change requirement or development of codes, during the period of contract.

(RFP) for Online Conduct of Departmental Examination 2022

1.1.3 The examination software should have the functionality to convert question papers in deliverable form in bilingual i.e. English and Hindi languages and to attach tables, pictures, graphs, and symbols, wherever required with the MCQs as decided by the Department. This has to be ensured that Mangal font shall be made available for Hindi typing.

1.1.4 The bidding agency must use **256-bit encryption / or industry norm which is higher than 256 bit encryption** for Question paper storage and transfer.

1.1.5 The system should support randomization of a fix set of questions with the option of shuffling the answers also to ensure that no two question papers are alike.

1.1.6 The bidding agency should provide web application to monitor, from the control center at Office of Additional Director of Income Tax (Exam), New Delhi, for the duration examinations are held, for the pre-examination and post-examination activities for all the centers in India.

1.1.7 The Examination Software should include the following features:

- (i) Display of details (including roll number, employee id and photograph) of candidate upon login for verification by the candidate.
- (ii) Display of instructions to candidates upon login and before start of examination. The candidate must be able to retrieve instructions at any time during the examination as well.
- (iii) The software must obtain concurrence of the candidate having read the instructions before start of examination.
- (iv) Start and auto closure of the examination at scheduled time (unless otherwise instructed by authorized representative of Income Tax Department). Candidates must not be able to start their examination even if they login before the scheduled time). Facility to be provided so that time cut for latecomers to the tests is enabled in accordance with the rules prescribed by Income Tax Department from time to time.**
- (v) The Examination Software should facilitate tests of papers of different subjects/examinations in bilingual mode in English and Hindi to be held simultaneously in a single session.

(RFP) for Online Conduct of Departmental Examination 2022

- (vi) Display of a selected question with choices of answers for multiple choice type questions.
- (vii) Display of a selected question for subjective answer type questions.
- (viii) Marking/unmarking a question (answered or unanswered) for review.
- (ix) Display of status of questions using different colors for all questions of the paper.
- (x) Switching between questions in the question paper.
- (xi) Exit from test software after due confirmation.

1.2 Minimum requirements for the Test Centres

1.2.1 For the client system/node

Screen Resolution	1024x768(Pixel) or more, TFT/LCD/LED Monitor with Screensize:15inch or more
Processor	Compatible for candidates' systems as clients must meet the performance criteria as well as support the level of software applications being tested in the Computer Skill paper (At present MS Office 2013).
RAM	
Operating System (licensed version)	

1.2.2 For the servers

Performance criteria	Must support at least 200 clients per center without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second.
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1.3 Security Standards

1.3.1 The bidding agency should be certified for compliance with established Information Security Standards such as ISO 27001. **Duly signed copy of certificate should be submitted along with the technical bid.** The bidding agency shall ensure that such certificate is valid. Any renewal of such certificate

(RFP) for Online Conduct of Departmental Examination 2022

shall be the sole responsibility of the bidding agency without any recourse to either of the Organizing Institutes in any manner whatsoever.

1.3.2 The bidding agency should design a secure system and conduct security tests to verify that measures to prevent known vulnerabilities, which render the system susceptible to attacks, are in place. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the examinations.

1.3.3 The bidding agency should have an in-house quality assurance and product testing team with proven and robust quality management processes required for online conduct of Departmental examinations.

1.3.4 The bidding agency must employ a backup system to securely maintain the software and its corresponding source code.

2. Manpower

2.1 The bidding agency should provide the following minimum adequately trained manpower at each Test Centre as per requirements mentioned below:

(i)	Test Administrators (TAs)	:	Commensurate with no. of candidates (min 1 in a centre)
(ii)	IT Manager	:	01 per 200 nodes
(iii)	Support Staff	:	Min 01 per 100 candidates
(iv)	Security Guards	:	As per requirement
(v)	Examination Assistants	:	Min 02 per 100 candidates

2.2 Test Administrators (TAs) in every Test Center should be **certified service manager**, and the selected agency must have duly signed the **Non Disclosure Agreement** with that Hired Technical Expert. The TAs will administer the conduct of test and provide the technical support for maintaining the servers used in the conduct of examination at a Test Center.

2.3 In addition, bidding agency is required to provide trained support Staff for

(RFP) for Online Conduct of Departmental Examination 2022

the smooth conduct of the examinations. They should be commensurate with the number of candidates taking the test at one time and the layout of the test centre and facilitate candidates taking the tests from arrival to conclusion of test.

2.4 Income Tax Department's representatives shall only be available for monitoring the conduct of the examinations and will in no way assist the bidding agency to conduct the examinations. Minimal oversight staff from Income Tax Department will be present.

3. Infrastructure

3.1 Master Control Facility

3.1.1 There will be a Master Control Facility in the Examination Wing of the Income Tax Department during the period and one day before and one day after the Examinations.

3.1.2 The activities at each Test Center will be monitored in the Master Control Facility.

3.1.3 At the Master Control Room, the bidding agency should provide at least 3 (three) technical personnel who are well versed with the Online Examination Software. These personnel will interact with the Test Administrators in each of the Test Centers for smooth conduct of the examinations.

3.1.4 Provide the daily attendance reports session-wise, batch-wise, paper-wise, both at the test centers as well as to the Examination Wing at the Directorate of HRD, New Delhi.

3.1.5 Receive feedback on question paper import, start of test, conclusion of test and status of responses.

3.1.6 Provide the facility for conveying important messages from test centers to the Office of the Additional Director of Income Tax (Exam), Directorate of HRD, New Delhi.

3.1.7 At the end of examination in a session, the candidate response data and audit trail data from each of the Test Centers will be delivered at the Master

(RFP) for Online Conduct of Departmental Examination 2022

Control Facility.

3.2 Test Centre

3.2.1 Currently the Departmental Examinations for ITI and ITO are being held in 49 cities (at one or more centers in each city), as shown in Para no 3 of RFP. The **bidding agency has to arrange to identify and provide Test Centers which are certified and audited by the bidding agency** in the city where the examinations would be conducted. The bidding agency should have all relevant facilities and logistics available to execute the conduct of Online Exam.

3.2.2 The bidding agency has to submit a complete finalized list of the centers at least 45 days before the commencement of the examinations. There could be more than one centre in the city depending on the number of candidates taking the tests and the capacity of the centers.

3.2.3 A functional local area network and power backup so as to ensure continuous access to the systems are made available to each candidate during the course of the Examination.

3.2.4 The bidding agency has to provide for servers necessary to conduct the examination at each Test centre. There should be at least one main server and one backup server for every 200 candidates and part thereof at a Test Centre.

3.2.5 The main server, backup server and client systems at each test centre would be provided with functional UPS and a backup generator. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.

3.2.6 The bidding agency has to provide for 01 (one) client system for every candidate registered for each paper at each Test Centre. In addition, the bidding agency has to maintain a reserve pool of client systems, which should be at least 10 percent of total number of registered candidates in a session at a Test Center.

3.2.7 There must be adequate spacing between two adjacent seats. In addition, partitions of appropriate size between the adjacent seats wherever required are provided to prevent a candidate's access to monitor screens of other candidates.

3.2.8 The bidding agency will ensure the secrecy of the examination material and will support the Income Tax Department in maintaining the secrecy of the

(RFP) for Online Conduct of Departmental Examination 2022

examination material. Any decision by the Income Tax Department representatives in this regard shall be final.

3.2.9 The selected bidding agency should ensure that the necessary physical and logical security of the network of the center is in place.

3.2.10 All client nodes are to be sanitized and should not be connected to the internet so that external access and disruption are to be avoided.

3.2.11 The entire operations of the conduct of online examination of Income Tax Department will be under the name of Income Tax Department and its designated logo. At no point of time and location will the identity of bidding agency be displayed in public domain.

3.2.12 The bidding agency shall ensure that the Test Centers are kept in examination-friendly environments with no disturbances from external sources. The bidding agency will also ensure that adequate security arrangements are in place for the safety of examination material and the people involved in the conduct of examination. It should also ensure medical help in case of emergency.

3.2.13 The bidding agency shall make arrangements for visually impaired and other specially-abled candidates if required.

3.2.14 The bidding agency has to provide CCTV recording facilities at all the exam centers.

3.2.15 The bidding agency has to provide reception areas, halls for seating candidates before commencement of tests, clean washrooms/toilets, and drinking water facilities at all the test centers be provided free of cost. Basic snacks, tea/coffee if any are to be provided on payment basis to candidates.

3.2.16 The Bidding Agency shall make arrangements for Adhar-based identification of candidates at the Examination centres.

4. Incident Management

4.1 Emergency Preparedness

4.1.1 There should be suitable emergency management plans towards any crisis situations/redundancy of servers, nodes, additional centre locations, and data of

(RFP) for Online Conduct of Departmental Examination 2022

candidates. **The bidding agency is required to indicate these plans clearly in the technical proposal.**

4.1.2 The bidding agency should be able to support the emergency situation/emergency preparedness plan across India.

4.2 Incident management process

4.2.1 The bidding agency must provide its defined process for incident response clearly indicating the following:

- Incident categorization
- Login process
- Response time
- Resolution time

4.2.2 The bidding agency must also provide the escalation matrix for problem resolution, indicating the procedure for escalation of incidents and the person/authority responsible for resolution of the same. The bidding agency should mention the name and designation of the higher management executives to whom any major/critical issues can be escalated.

5. Process Management

5.1 Managing the Registration process

The Registration process involves capturing of the data of fresh candidates and validation of earlier data in case of repeaters appearing in the Departmental Exam. The bidding agency is required to provide a registration link through which the candidates can register by providing basic details and employee id etc. as specified by Directorate of Income Tax (Exam). The verification of details of candidates captured during registration process is required to be carried out in the designated offices all over India under the overall supervision of the bidding agency's trained personnel.

The bidding agency may provide its own software application to facilitate the Registration of candidates and related processes. The steps involved in the Registration process are:-

- (i) Enabling the web link for Registration process and providing input screen for registration of candidates.
- (ii) Provide and activate password codes as well as update list of authorized offices located in all parts of the country **to enable registration and**

(RFP) for Online Conduct of Departmental Examination 2022

verification of details provided by the candidates.

- (iii) Provide and activate password codes for authorized offices of Directorate of Income Tax (Exam), Income Tax Department **to approve the eligible candidates.**
- (iv) Carry out **corrections of details** of candidates after submission of data by authorized officers for the candidates, if any.
- (v) Preparation of **Date Sheet** (schedule of the tests) with inputs from Directorate of Income Tax (Exam), Income Tax Department based on the grouping of papers to be taken by candidates along with dates of examinations.
- (vi) Using details of eligible approved candidates, **assignment of slots for Departmental exam** at Centers to facilitate taking of exam by candidates as per the approved schedule.
- (vii) Using the candidates data after assignment of their slots for taking tests, **generate their admit cards, generate overseer's copy** (copy for the authority overseeing the examination) of eligible approved candidates. The overseer's copy would also be used as the attendance sheet.
- (viii) Provide and activate password codes for downloading admit cards, overseer's copy in respect of eligible approved candidates. Also provide facility/link for downloading of Admit cards by candidates.
- (ix) Maintaining the data of candidates in the Registering application software for all purposes including future examinations.
- (x) Provide data as and when required from the details in the Registration Module for the use of Income Tax Department.

5.2 Mock Tests

5.2.1 The bidding agency has to generate a link for the mock tests of sample question papers for the interested applicants for practice and to acquaint them with the pattern of examination before appearing in the actual examination. It may be available on secured network.

5.2.2 The bidding agency must conduct mock tests as per schedule provided by Income Tax Department and upload results of mock test.

(RFP) for Online Conduct of Departmental Examination 2022

5.3 Question Bank and Question Paper generation

5.3.1 The bidding agency would provide the Question Paper authoring software and should be willing to modify the Question Paper Authoring Software as per the requirements of the Income Tax Department.

5.3.2 The Question Paper Authoring software must allow for creating multiple versions of a question paper by jumbling the questions and the choices for a question.

5.3.3 The Question Paper Authoring software must allow for encryption and password protection of the question bank following appropriate industry standards.

5.3.4 The Question Paper Authoring software must allow for insertions into MCQs tables, picture, graphs, symbols wherever required as well as the Hindi version of the content in Unicode.

5.3.5 The necessary software must ensure that the encrypted and password protected content (questions) is generated.

5.3.6 Bidding agency is required to–

- (i) Convert the electronic version of questions, both objective & subjective (at present 8 in total) to deliverable form of question papers to be held in bilingual mode, English and Hindi in encrypted form.
- (ii) Check the question papers for ensuring display of complete questions, total number of questions, display errors and any errors which may impact the departmental exams.
- (iii) Transfer the encrypted test papers in a secure medium to make it available for Examinations.

5.4 Distribution of Question Packs to the Test Centres;

The Online Examination Software/ Online Examination Platform developed and/or used by the bidding agency must support the following two modes of loading the Question Papers (QPs):

- (i) Locally at the server via Compact Disc/Pen Drive collected from

(RFP) for Online Conduct of Departmental Examination 2022

Income Tax Department Representative;

- (ii) Over the network from Master Control Room.

In the former model the authoring software must ensure that encrypted and password protected content (questions) is generated which can be loaded on to a CD or a pen drive.

In the latter mode, the bidding agency must ensure confidentiality and protection of the Question Papers content both at the Master Control Room as well as during transfer over a network.

The loading of QP into the online examination software on the servers at an Examination Centre must be password protected.

5.5 Pre-Examination formalities

The bidding agency shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for exam at Exam Centers. The bidding agency is also required to make requisite arrangements for effectively matching each candidate with his or her records, captured earlier with details on admit card, to ensure that the genuine candidate is permitted to take the test. The bidding agency should assign client systems randomly to candidates taking the examinations.

5.6 Test Delivery

The test will be delivered over the intranet at a Test Centre. Typically, 200 client systems can be connected to the main server and a backup server. The proposal submitted by the bidding agency should indicate the limits to which the server has been tested in terms number of client systems connected simultaneously without loss of performance in the examination environment.

5.7 Invigilation

5.7.1 Bidding agency is required to arrange the following:

- Announcement of instructions to the candidates
- Admit card check;
- Candidate identity verification;
- Help in Attendance recording of candidates by Income Tax Department Invigilators.
- CCTV recording facilities should be available at all the exam centers.

Bidding agencies should ensure proper conduct of examination, so that candidates use no unfair means.

(RFP) for Online Conduct of Departmental Examination 2022

5.8 Zero Loss of Data

The bidding agency will ensure that there is no loss of response-related data for any candidate or any other data related to the examination either from the client systems or from the main and backup servers.

5.9 Generation of Event-based Log (Audit Trail)

The bidding agency will ensure that the event (click) based log (audit trail) for every candidate will be generated and saved on the servers. The audit trail for every candidate would be provided at the end of session in the format agreed upon.

5.10 Saving of Response

The bidding agency will ensure that the click-based activity of every candidate will be saved on servers. This means that the answer responses which have been effectively tagged with candidate's details for each question at that click time will be saved & updated. The candidates need to press "save" button after answering the question and subsequently, response data will be saved to the database server. After saving the answer of any question, the candidates will not have the option to change the responses. Even, the questions which are saved by candidates without a response is also recorded in the database as 'Not attempted'. For the questions, which are not attempted and also not saved by the candidates, there shall be option to revisit those questions within the scheduled time. On completion of scheduled time all the responses shall be saved to the Database Server, even not attempted shall be saved as not attempted. The final response data should be uploaded to the server in the Master Control Room at Income Tax Department headquarters.

Security

5.10.1 The computers administering the examinations shall be disconnected from the Internet and any other network other than the one on which the examinations is being conducted.

5.10.2 No computers other than the client systems used for the examination shall be on this network during the examination.

5.10.3 The computers shall be sanitized during pre-examination preparations.

5.11 Monitoring

The server should have the capability to start the examination for all candidates, monitor the status of each candidate (whether logged in, examination started, idle/active, disconnected, submitted, etc.) and close the examination. The server MUST maintain an audit trail of every operation on the server. All server-side audit trails shall be the property of Income Tax Department.

5.12 Post-Examination Operations

(RFP) for Online Conduct of Departmental Examination 2022

The data will also be uploaded to a server at the Master Control Facility. After the confirmation of proper transfer of data to the server at the Master Control Facility, the Test Administrators in the presence of Income Tax Department's Representatives will delete the responses and audit trails in the hard disks of the main and backup servers.

5.13 Evaluation and Score Reporting

5.13.1 The bidding agency is required to provide the following:

- (i) A secure module for online evaluation of **subjective portions of ITO paper** (IT & Accountancy), both for evaluator and validator.
- (ii) Software program driven evaluation process of **multiple-choice questions /computer skills papers**. The evaluation process should be robust as confirmed by appropriate tests.

5.13.2 The results are to be computed from the evaluation based on the parameters prescribed, which include negative marks calculation, provision of grace marks and other moderations as per prevalent instructions and rules issued by the appropriate/competent authorities of Income Tax Department. The related instructions and rules of Departmental Examination for ITIs/ITOs are enclosed as Annexure-V.

5.13.3 The results should be made available in PDF formats and necessary provisions should be made to enable the authorized offices to download the results for their reference using the username and password for uploading at Income Tax Department website.

5.14 Others

5.14.1 The detailed Standard Process Manual (SPM) will be prepared by the bidding agency and submitted for use of Income Tax Department.

5.14.2 The data required by the Directorate of Income Tax (Exam) from time to time will be made available by the selected agency.

5.14.3 MIS reports related to the Departmental Examinations as required will be made available from time to time by the selected agency.

5.14.4 Only the Office of the Additional Director General (Exam) or Additional Director of Income Tax (Exam) of the Income Tax Department will communicate with the bidding agency for all requirements and all queries including those of the candidates.

5.14.5 The selected bidding agency shall at all times during the period of contract conform to and comply with the regulations and bye-laws of the Government or all other local authorities, the provisions contained in the various labour acts enacted by the State Legislature and Parliament in force and the rules made thereunder.

(RFP) for Online Conduct of Departmental Examination 2022

5.14.6 The selected bidding agency shall indemnify the Income Tax Department against any liability for compensation due to injury to his own workmen/engineer or to other persons while executing the contract and for any damage to the property. The selected bidding agency shall obtain candidate's feedback through online Feed Back Form, after the examination is over.

5.14.7 The selected bidding agency shall provide rough pad(s) to the candidates as per requirement.

5.14.8 The selected bidding agency shall have a contingency plan for candidate management/Shifting in case of any emergency.

5.14.9 At the end of the exam, transfer/export of candidate responses and audit trails shall be done by the selected bidding agency on a secured channel from local server to Central server of the selected bidding agency within 4 Hour from each exam center. Other data such as attendance sheet, fingerprint, photograph, seating plan, etc. (if any) should be sent within 7days of conclusion of the examination.

5.14.10 The selected bidding agency shall provide documented inputs and support for handling: Candidates queries, RTI queries, Court Cases, etc.

5.14.11 The selected bidding agency shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition which includes anti-malware, anti-spyware and anti-spam solution for the entire system. The bidding agency shall have to maintain strict privacy and confidentiality of all the data it gets access to.

5.14.12 The selected bidding agency shall facilitate in security audit of Income Tax Department's website, used for the examination, by CERT-In empanelled agencies in accordance with the Guidelines for Indian Government Websites (GIGW) and also take necessary action for resolving the threats that may arise due to vulnerability of the software application.

(RFP) for Online Conduct of Departmental Examination 2022

ANNEXURE II

FORMAT OF NON DISCLOSURE AGREEMENT (NDA)

1. The NDA needs to be signed by the bidder or a person duly authorized by the Bidding agency.
2. In case NDA is signed by the authorized signatory, a copy of the authorization by the Bidding Agency (copy of Board resolution or Power of attorney) should also be provided along with the Non-Disclosure Agreement.
3. The selected Technology Partner will have to again sign the NDA on award of the contract.

This AGREEMENT (hereinafter called the “Agreement”) is made on the [day] day of the month of [month], [year], between, **<Directorate of Exam & OL>**, on the one hand, (hereinafter called the “Purchaser”) and, on the other hand, [Name of the Bidder] (hereinafter called the “Bidder”) having its registered office at [Address]

WHEREAS

The “Purchaser” has issued a public notice inviting various organizations to submit their proposals for appointment of a technology partner for conduct of Computer Based Examination/s (CBE);

and

“(Name of Bidder)”, have represented to the “Purchaser” stating that that they have the required capabilities, professional skills, personnel and technical resources, and have offered to provide their services in response to the Tender No. ----- issued by the “Purchaser”;

The Purchaser and the Bidder agree as follows:

1. In connection with the proposal, the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal which contains the details and information of the Purchaser operations that are considered confidential.
2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:
 - a.) Hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
 - b.) Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
 - c.) Use the Information only as needed for the purpose of bidding for the Project;
 - d.) Except for the purpose of bidding for the Project, bidder will not copy or duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information; and
 - e.) Undertake to document the number of copies it makes on completion of

(RFP) for Online Conduct of Departmental Examination 2022

the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information.

3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
 - a.) Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or
 - b.) Is or becomes publicly known through no wrongful act of the Bidder; or
 - c.) Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.
4. The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.
5. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Bidder, in any of the Information.
6. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliates, successors and assigns.
7. This Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

(Name of the Authorised Signatory)

Date

(RFP) for Online Conduct of Departmental Examination 2022

Annexure III General Instructions

- (1) Bidding Agencies shall adhere to the time schedule mentioned in this Critical Date Sheet. No bids shall be accepted post the deadline as mentioned in this schedule.
- (2) Income Tax Department will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the online bids.
- (3) In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
- (4) Queries relating to the Online Tender Enquiry will be attended only in the Pre-Bid Meeting to be held on the date(s) mentioned in the Critical Date Sheet. For any clarification relating to the Tender, the prospective bidders should attend the Pre Bid Meeting. Queries received by Email/FAX/Post/Telephone or any other mode will not be entertained.
- (5) At any time prior to the last date for receipt of bids, Income Tax Department, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment. The amendment will be notified on CPPP website and should be taken into consideration by the prospective agencies while preparing their bids.
- (6) In order to give prospective bidders reasonable time to take the amendment into account in preparing their bids, Income Tax Department may, at its discretion, extend the last date for the receipt of bids. No bid may be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the tender. Withdrawal of a bid during this interval may result in suspension of Bidding agency from being eligible for bidding/award of all future contract(s) of Income Tax Department for a period of three years.
- (7) The bidders will bear all costs associated with the preparation and submission of their bids. Income Tax Department will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.
- (8) Printed terms and conditions of the bidders will not be considered as forming part of their bid.
- (9) All pages of the bid documents must be sequentially numbered irrespective of the nature of content of the documents, stamped and signed by the authorized signatory.

(RFP) for Online Conduct of Departmental Examination 2022

Annexure IV Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>. REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

(RFP) for Online Conduct of Departmental Examination 2022

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as “offline” to pay the tender fee as applicable and enter details of the instrument.

4) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

5) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption

(RFP) for Online Conduct of Departmental Examination 2022

technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

(RFP) for Online Conduct of Departmental Examination 2022

Annexure-V

AMENDED DEPARTMENTAL EXAMINATION RULES FOR INCOME TAX INSPECTORS 2009

(Effective from 2010 Examination onwards)

INTRODUCTION

These rules may be called the Amended Departmental Examination Rules for Income Tax Inspectors, 2009. These rules will be applicable for the Departmental Examination 2010 and onwards.

RULES-I Definitions :

In these rules, unless the context otherwise requires

- a) **Authority** for Departmental Examination for Income Tax Inspectors means Director of Income Tax (Exams) New Delhi on behalf of the Central Board of Direct Taxes, New Delhi
- b) **Betterment Chance** means further chance(s) allowed to SC/ST candidates under these Rules for attaining the pass marks prescribed under these Rules for the General candidates for passing the individual papers and qualifying the examination on own merit.
- c) **New Pattern Examination** means the examinations held under Departmental Examination Rules for Income Tax Inspectors-2009 as amended form time to time
- d) **Old Pattern Examination means** the examinations held under the Departmental Examination Rules for Income Tax Inspectors 1998 as amended form time to time.
- e) **Partially qualified candidate** means the candidate who is yet to qualify two or less papers of the Old Pattern of examination.

Explanation: For the purposes of Clause (e) Income Tax Law & Assessment-I & Income Tax Law & Assessment-II of the Old Pattern shall be considered as one paper.

- f) **Periodicity of the examination means** once a year, preferably in the first half of the calendar year. This is, however, subject to change at the discretion of the Director of Income Tax (Exams). The Director of Income Tax (Exams) will notify the exact dates of examination and fix the time table, well in advance of the examination.
- g) **Reviewing Authority** means Director General of Income Tax (HRD), New Delhi

RULE-II : Chief Commissioner of Income Tax/Commissioner of Income Tax - Incharge of Examination

(RFP) for Online Conduct of Departmental Examination 2022

A Chief Commissioner of Income Tax /Commissioner of Income Tax nominated by the Chief Commissioner of Income Tax (Cadre Controlling) shall be responsible for the proper conduct of the Departmental Examination for Income Tax Inspectors in that Region/Charge. The Chief Commissioner of Income Tax shall authorise the Chief Commissioner of Income tax /Commissioner of Income Tax so nominated:

- (a)** to receive applications from the candidates appearing in the examination in the prescribed proforma and forward the same within the notified time after certifying the correctness of the particulars as provided in Rule-XI of these Rules;
- (b)** to intimate to the Director of Income Tax (Exams) the requirement of question papers;
- (c)** to furnish all statement that have a bearing on the conduct of the examination in the form as prescribed by DIT(Exams) from time to time;
- (d)** to make all arrangements for the proper conduct of the examination and declaration of results thereof, distribution of question papers, prescribing the procedure in the Examination Hall etc.
- (e)** to perform such other essential functions not covered by Sub-Rules II(a) to II(d) as may be deemed necessary by the DIT (Exams).

RULE-III : ELIGIBILITY

Eligibility of the candidates to appear in the Departmental Examination for Income Tax Inspectors shall be as under:

1. All ITIs (for confirmation)
2. Office Superintendents
3. T.As (those having already passed Ministerial Staff Exam.)
4. Sr. T. As (those having already passed Ministerial Staff Exam.)
5. Steno Gr. III (Now redesignated as Grade-II with no change in pay band and grade pay), II & I (those having already passed Ministerial Staff Exam.)

Provided that the partially qualified candidates of the Old Pattern Examination shall also be eligible to appear, for the unqualified papers/paper only, in the New Pattern examination for 2010 and subsequent years as per paper matching schedule given in Rule V(B) below subject to the age limit and ceiling of number of chances stipulated in Rule IV(ii) below.

This eligibility is for the limited purpose of allowing the Old Pattern candidates, the concession of passing the unqualified paper(s) of the Old Pattern and shall lapse as soon as they reach the age limit/ chance ceiling stipulated below in Rule IV(ii).

Provided the SC/ST candidates, who have fully qualified the old pattern or new pattern examination in the past with relaxed standards, shall also be eligible to take the examination for betterment of their result subject to the ceiling of number of chances stipulated in Rule IV(A) below.

RULE-IV : CHANCES PERMISSIBLE AND AGE LIMIT

i) For New Pattern candidates

- (a) A maximum of 10 number of chances may be availed of by a candidate;
- (b) There shall be no bar on age limit for appearing in the Departmental Examination
- (c) The candidates who have already qualified a paper/examination are **not eligible for re-appearing in that paper/examination**, except for betterment candidates who are allowed to appear in examination for bettering their scores once they have qualified the entire examination as reserved candidate.

EXPLANATION : In calculation of maximum number of ten chances, the chances availed by the candidates prior to the 2009 Examination shall not be taken into account. In the calculation of maximum number of chances actually availed by the candidate, the chances for which he is allowed to appear in the Examination shall be taken into account irrespective of the fact whether the candidate takes the examination or not. Once a candidate has been permitted to appear in the examination, withdrawal of candidature shall not be allowed.

ii) For Old Pattern candidates

- (a) The age and number of chances for these candidates shall be the same as laid down by Rule IV of erstwhile Departmental Examination Rules for Inspectors-1998 i.e. the age of the candidate on 1st April of the year of Examination should not exceed 55 years (in the case of SC/ST candidates there shall be no age limit) and the maximum number of chances a candidate can avail is ten.
- (b) The candidates who have already qualified a paper/examination are **not eligible for re-appearing in that paper/examination**, except for betterment candidates who are allowed to appear in examination for bettering their scores once they have qualified the entire examination as reserved candidate.

EXPLANATION: For the purpose of counting the number of chances available to a candidate for availing the concession mentioned in 1st Proviso to Rule III above, the number of chances already availed by the candidate under the Old Pattern of examination shall be taken into account. In the calculation of maximum number of chances actually availed by the candidate, the chances for which he is allowed to appear in the Examination shall be taken into account irrespective of the fact whether the candidate takes the examination or not. Once a candidate has been permitted to appear in the examination, withdrawal of candidature shall not be allowed.

Rule-IV (A) :- Betterment chance for SC/ST candidates

(RFP) for Online Conduct of Departmental Examination 2022

- a)** The SC/ST candidates, who have fully qualified the Departmental Examination either under the Old Pattern or under the New Pattern with relaxed standards, shall be allowed further chance (s) to take examination for improvement/betterment of the result in the respective paper(s) subject to the overall ceiling of ten chances stipulated in Rule - IV. For this purpose, the number of chances already availed by the candidate in qualifying the examination under the respective pattern shall be taken into account. The candidates who have not fully qualified the examination are not eligible to avail betterment chance for the improvement of results of individual paper(s).
- b)** The SC/ST candidates who have qualified with relaxed standards in the Old Pattern, shall be permitted to take the corresponding matching paper(s) only as per matching schedule given below in Rule V(B)
- c)** The SC/ST candidates, who have qualified with relaxed standards in the New Pattern, shall be permitted to improve their results by appearing in the paper(s) given below Rule V(A).

RULE-V : SUBJECTS OF THE EXAMINATION

(A) For New Pattern candidates (Including for New Pattern SC/ST candidates availing Betterment chance)

Paper No.	SUBJECT	Type	Maximum Marks
1.	Paper-1:- Income Tax Law & Computation (Without books)	Objective	150
2.	Paper-2:- Book Keeping (Without Books)	Objective	100
3.	Paper-3:- Allied Laws (Without books)	Objective	100
4.	Paper-4:- Office Procedure (Without Books)	Objective	100
5.	Paper-5:- Hindi	Subjective	50

- (a) The paper-I on Income-tax Law and Computation shall consist of 150 questions of 1 mark each to be attempted in 3 hrs. The other three objective type papers (Paper 2 to 4) shall consist of 100 questions to be attempted in 2 hrs.
- (b) 1/8th mark shall be deducted for every incorrect answer for the objective type papers.
- (c) If more than one bubbles are marked, it would be taken as a wrong answer and 1/8th marks would be deducted for it.
- (d) If the bubbles are not marked in the correct manner, as indicated on the back side of OMR sheet, then marks may get deducted and no representation in this regard would be entertained.

(RFP) for Online Conduct of Departmental Examination 2022

- (e) Those who have qualified in Hindi paper in the matriculation, its equivalent or any higher Examination or in the Departmental Examination for Ministerial Staff will be exempted from passing the Hindi paper in this Examination. Hindi Paper (paper 5) shall be of 1 hr. duration.
- (f) No scientific calculator, mobile phone or any other electronic gadget is permitted to be taken into the examination hall, however the arithmetic calculator is permitted.

(B) For Partially Qualified Old Pattern candidates/ SC/ST candidates who have qualified with relaxed standards in the Old Pattern and are availing Betterment chance

The paper matching schedule shall be as under:

S. No.	Unqualified Paper of Old Pattern	Matching Paper(s) to be taken by the candidates in the New Pattern	Paper(s) to be specifically set for partially qualified Old Pattern candidates only	Type	Maximum Marks
1.	IT Law-I & II	Paper-1 :- IT law and Computation (Without Books)		Objective	150
2.	Book Keeping	Paper-2:- Book keeping (Without Books)		Objective	100
3.	Other Taxes	Paper-3:- Allied Laws (Without Books)		Objective	100
4.	Office procedure	Paper-4:- Office Procedure (Without Books)		Objective	100
5.	Hindi Test	Paper -5 Hindi		Subjective	50
6.	Examination of Accounts		Paper-6:- To be conducted by the concerned CIT (Examination) as per past practice	Subjective	100

- (a) The paper –I on Income-tax Law and Computation shall consist of 150 questions of 1 mark each to be attempted in 3 hrs. The other three objective type papers (Paper 2 to 4) shall consist of 100 questions to be attempted in 2 hrs.
- (b) 1/8th mark shall be deducted for every incorrect answer for the objective type papers.

(RFP) for Online Conduct of Departmental Examination 2022

- (c) If more than one bubbles are marked, it would be taken as a wrong answer and $1/8^{\text{th}}$ marks would be deducted for it.
- (d) If the bubbles are not marked in the correct manner, as indicated on the back side of OMR sheet, then marks may get deducted and no representation in this regard would be entertained.
- (e) The subjective papers (paper 5 & paper 6) shall be of 1 hr. and 2 hrs. duration respectively.
- (f) No scientific calculator, mobile phone or any other electronic gadget is permitted to be taken into the examination hall, however the arithmetic calculator is permitted.

RULE-VI : PASS PERCENTAGE

A) FOR NEW PATTERN CANDIDATES

- (a) A candidate will be declared to have completely passed the Departmental Examination for ITIs if he/she secures a minimum of 45% (40% in the case of SC/ST candidate) in each of the subjects referred to in Rule VA above and 45% marks in aggregate (40% in the case of SC/ST candidate).
- (b) A candidate who has secured 45% (40% in the case of SC/ST candidate) or more marks in a particular subject or subjects in one examination will be exempted from appearing in that subject or those subjects in the subsequent examination(s).
- (c) Marks in any paper being a fraction like $\frac{1}{4}$, $\frac{1}{2}$, $\frac{3}{4}$ shall be rounded off to the nearest whole number i.e. $39\frac{1}{4}$ shall be rounded off to 39; $39\frac{1}{2}$ & $39\frac{3}{4}$ shall be rounded off to 40;

B) FOR PARTIALLY QUALIFIED CANDIDATES OF THE OLD PATTERN AND FOR SC/ST CANDIDATES WHO HAVE QUALIFIED WITH RELAXED STANDARDS IN THE OLD PATTERN

- (a) A candidate will be declared to have passed the Departmental Examination completely if he/she secures a minimum of 45% marks (40% in the case of SC/ST candidate) in the each of the matching paper and 50% (45% in the case of SC/ST candidate) in the aggregate. For the purpose of aggregation the marks in the examination of accounts will be restricted to 55.
- (b) A candidate who has secured not less than 50% marks (45% in the case of SC/ST candidate) in a particular subject in one examination will be exempted from appearing in that subject in all subsequent examinations.
- (c) Where a candidate has secured exemption in any subject, the marks in excess of 50% (45% in the case of SC/ST candidate) will be taken into account in reckoning the overall aggregate of 50% (45% in the case of SC/ST candidate) in every subsequent examination. However, the marks to be taken into

(RFP) for Online Conduct of Departmental Examination 2022

account for this purpose in the paper of examination of accounts will be restricted to five.

- (d)** Where a candidate has not secured exemption in a subject, the marks obtained in that subject in the latest chance will be taken into account for the purpose of determining the aggregate percentage.
- (e)** Hindi test paper can be passed at any time. The pass marks in this paper would be 50% (45% in the case of SC/ST candidate). On passing this paper an entry will be made in the service record of the candidate.

RULE-VI-A: GRACE MARKS

A candidate may be allowed a maximum of five grace marks in the following manner

- a)** For the purposes of obtaining exemption from re-appearance in individual papers a maximum of two percent of the total marks of the paper shall be allowed as grace marks.
- b)** Where a candidate is fully qualifying the examination, in a year, the whole of five grace marks may be allowed in one paper subject to the condition that no grace marks have been availed in any paper in the same or previous examination in obtaining exemption from reappearing in any paper of that examination.
- c)** Where a candidate has already availed grace marks in the past in passing individual paper(s) in the same or previous examination, the grace marks already availed shall be reduced from the maximum permissible five grace marks and the balance if any, shall be allowed to the candidate.

RULE-VII : TREATMENT OF CANDIDATE USING UNFAIR MEANS

A candidate who is or has been found to be indulging in any one or more of the following:

- i.** Obtaining support for his candidature by any means;
- ii.** Impersonating;
- iii.** Procuring impersonation by any person;
- iv.** Submitting fabricated document or documents which have been tampered with;
- v.** Making statements which are incorrect or false : suppressing material information;
- vi.** Resorting to any other irregularity or any other improper means in connection with his or her candidature for the examination or in connection with the result of the Examination;
- vii.** Using unfair means in the examination hall;
- viii.** Misbehaving in the examination hall in any manner and

(RFP) for Online Conduct of Departmental Examination 2022

- ix.** Attempting to commit or as the case may be to abet in the commission of all or any of the acts specified in the foregoing clauses.
- x.** Stealthily or forcibly taking or attempting to take the answer sheet out of the examination hall

May, in addition to rendering himself/herself liable to criminal prosecution and disciplinary action under the appropriate rules, will be liable to any one or more of the following penalties:

- (a) to be disqualified by the Competent Authority from the examination for which he/she is a candidate and be declared as failed obtaining Zero marks in all the papers in which he/she appeared in that Examination.**
- (b)** to be debarred either permanently or for a specified period by the Competent Authority.
- (c)** to be given an adverse entry in the Annual Confidential Report by the Controlling Officer / Reviewing Officer on the advice of the DIT(Exams).

Explanation I: “Competent Authority” shall be the DIRECTOR OF INCOME TAX (Exams), New Delhi.

Explanation II: A candidate found in possession of any paper, book, note or any other material, the use of which is not permitted in the examination hall shall be deemed to have used unfair means in the examination hall. Candidates communicating with each other or exchanging calculators, chits, blotting papers etc. (on which something is written) shall also be treated to have used unfair means.

RULE-VIII : PROCEDURE FOR AWARD OF PUNISHMENT

- (a)**The Competent Authority shall issue a memorandum to the candidate requiring him/her to submit his/her explanation within 30 days (which may be extended at the discretion of the Competent Authority in appropriate case for sufficient reasons) of the receipt of the memorandum of charges of which he/she has been found guilty.
- (b)**The Competent Authority shall examine all the material available on record. After making a careful evaluation of the said material on record, if the Competent Authority arrives at the conclusion that the allegation against candidate stand proved either wholly or partly, he/she shall proceed to determine the punishment to be imposed and pass appropriate order in writing.

RULE-IX : REVIEWING AUTHORITY

- (a)** A candidate aggrieved by the order of punishment by the Competent Authority under Rule-VIII may within 30 days of the receipt of the said order represent to the Director General of Income Tax (HRD), New Delhi for the review of the

(RFP) for Online Conduct of Departmental Examination 2022

punishment order. The Director General Of Income Tax (HRD), New Delhi shall have the powers to condone the delay in filing of the review petition for a further period of 30 days from the date of receipt of the said order of punishment by the candidate.

- (b)** The Director General of Income Tax (HRD), New Delhi after going through the facts reported to him appraising the evidence on record and the representation of the candidate, shall pass appropriate orders in writing. The order passed by the Director General of Income Tax (HRD), in respect to all matters connected with the imposition modification or revocation of the punishment shall be final.

RULE-X : REVALUATION & REPRESENTATION

- a)** No request shall be entertained under any circumstances for revaluation or re-totalling of the Answer-Scripts for the objective type papers.
- b)** The request for recounting of marks will, however, be entertained for the subjective type paper, if a representation is submitted by the candidate to the Commissioner/Chief Commissioner (In-charge of Examination) within 45 days from the date of issue of the result by the Directorate or 30 days of the declaration of the result by concerned CIT (Exam) whichever is earlier.

For this purpose the date of uploading of result on the departmental website "*incometaxindia.gov.in*" shall be taken to be the date of issue of result by the directorate.

RULE-XI : APPLICATION FOR APPEARING IN THE EXAMINATION

- a)** The application for appearing in the examination will be made by the candidate to the jurisdictional Chief Commissioner of Income Tax / Commissioner of Income Tax (Incharge of Examination) in whose region or charge he/she is posted at the time of applying for the examination. The application will be made in the prescribed format as and when called for, after the declaration of the results for the preceding year by the CCIT / CIT (Incharge of Examination).
- b)** The application received after the last date notified for the purpose, shall be summarily rejected without assigning any reason and no correspondence in this regard shall be entertained
- c)** No request for change of examination centre shall be entertained unless the same is due to transfer of the candidate subsequent to submission of application form.
- d)** In the event of transfer of the candidate subsequent to submission of application, the candidate shall forward a copy of the previous application form along with transfer order through the CCIT/CIT (Examination) in the new charge to the Directorate.

(RFP) for Online Conduct of Departmental Examination 2022

e) All candidates are required to retain a photocopy of the application form submitted by them.

RULE-XII : LIST / STATEMENT TO BE SENT BY THE CCIT /CIT, INCHARGE OF EXAMINATION

The Chief Commissioner of Income Tax / Commissioner of Income Tax (Incharge of Examination) shall send the following lists of statement to the Director of Income Tax (Exams) :

(i)	List "B" of the candidates allowed to appear as per permission granted by the CCIT/CIT (Incharge of Examination) including the Roll Nos. allotted to the candidate and the exemption marks obtained by them in different subjects in earlier years' examinations in the prescribed proforma. The absentees in the examination in any particular subject(s) must be marked 'A' in Red ink.	Within 15 days of the conclusion of examination.
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RULE-XIII : RESULT OF THE CANDIDATES

The result of the examination will be compiled in the Directorate and communicated to the Chief Commissioner / Commissioners (Incharge of Examination). The Chief Commissioner / Commissioner (Incharge of Examination) will announce the same to the candidates showing the marks in each subject. They will declare the names of the candidates who have passed the examination fully and send the list of fully successful candidates to the Director of Income Tax (Exams), Director General of Income-tax (HRD) and the CBDT within 15 days of the declaration of the results.

Explanation:

- (a) Delay in conduct of Examination or declaration of the results shall not give rise to any rightful claim to the applicants for being considered for promotion for vacancies of the year by deeming to be eligible as on 1st of January of the relevant vacancy year irrespective of when the Examination is held and when the results are declared;
- (b) No relaxation, whatsoever, would be given to any categories of employees on account of delay in conducting Examination or declaring the results thereof.

AMENDED DEPARTMENTAL EXAMINATION RULES FOR INCOME TAX OFFICERS – 2009
(Effective from 2010 Examination onwards)

Short Title and Commencement

(RFP) for Online Conduct of Departmental Examination 2022

These rules may be called the Amended Departmental Examination Rules for INCOME TAX OFFICERS, 2009. These rules will be applicable for the Departmental Examination from the calendar year 2010 onwards.

RULE-I Definitions :

In these rules, unless the context otherwise requires

- a) **Authority** for Departmental Examination for Income Tax Officers means Director of Income Tax (Exams) New Delhi on behalf of the Central Board of Direct Taxes, New Delhi
- b) **Betterment Chance** means further chance(s) allowed to SC/ST candidates under these Rules for attaining the pass marks prescribed under these Rules for the General candidates for passing the individual papers and qualifying the examination on own merit.
- c) **New Pattern Examination** means the examination held under Departmental Examination Rules for Income Tax Officers-2009 as amended from time to time
- d) **Old Pattern Examination means** the examinations held under the Departmental Examination Rules for Income Tax Officers 1998 as amended from time to time.
- e) **Partially qualified candidate** means the candidate who is yet to qualify two or less papers of the Old Pattern of examination.

Explanation: For the purposes of Clause (e), Income Tax Law part-I & Income Tax Law part-II of the Old Pattern examination shall be considered as one paper

f) Periodicity of the examination means once a year, preferably in the first half of the calendar year. This is, however, subject to change at the discretion of the Director of Income Tax (Exams). The Director of Income Tax (Exams) will notify the exact dates of examination and fix the time table, well in advance of the examination.

g) Reviewing Authority means Director General of Income Tax (HRD), New Delhi

RULE-II : Chief Commissioner of Income Tax/Commissioner of Income Tax - Incharge Of Examination

A Chief Commissioner of Income Tax / Commissioner of Income Tax nominated by the Chief Commissioner of Income Tax (Cadre Controlling) shall be responsible for the proper conduct of the Departmental Examination for Income Tax Officers in that Region/Charge. The Chief Commissioner of Income Tax shall authorise the Chief Commissioner / Commissioner of Income Tax so nominated:

- (a) to receive applications from the candidates appearing in the examination in the prescribed proforma, and forward the same within the notified time after

(RFP) for Online Conduct of Departmental Examination 2022

certifying the correctness of the particulars as provided in Rule-XI of these Rules;

- (b)** to intimate to the Director of Income Tax (Exams) the requirement of question papers;
- (c)** to furnish all statements that have a bearing on the conduct of the examination in the form as prescribed by DIT(Exams) from time to time;
- (d)** to make all arrangements for the proper conduct of the examination and declaration of results thereof, distribution of question papers, prescribing the procedure in the Examination Hall etc.
- (e)** to perform such other essential functions not covered by Sub-Rules II(a) to II(d) as may be deemed necessary by the DIT (Exams).

RULE-III : ELIGIBILITY

Eligibility of the candidates to appear in the Departmental Examination for Income Tax Officers shall be as under:

1. Income Tax Inspectors who have passed the Departmental Examination for Inspectors.
2. Office Superintendent, who have passed the Departmental Examination for Inspectors.
3. Senior T.A., who have passed the Departmental Examination for Inspectors.
4. T.A., who have passed the Departmental Examination for Inspectors.
5. Steno Gr. II & I, who have passed the Departmental Examination for Inspectors.
6. Steno Gr. III and now redesignated as stenographer Grade-II who have completed five **years** regular service after induction and passed ITI Exam.

Provided that the partially qualified candidates of the Old Pattern Examination shall also be eligible to appear, for the unqualified papers/paper only, in the New Pattern examination 2010 and subsequent years as per paper matching schedule given in Rule V(B) below subject to the age limit and ceiling of number of chances stipulated in Rule IV(ii) below.

This eligibility is for the limited purpose of allowing the Old Pattern candidates, the concession of passing the unqualified paper(s) of the Old Pattern and shall lapse as soon as they reach the age limit/ chance ceiling stipulated below in Rule IV (ii)

Provided that the SC/ST candidates, who have fully qualified the old pattern or new pattern examination in the past with relaxed standards, shall also be eligible to take the examination for betterment of their results subject to the ceiling of number of chances stipulated in Rule IV (A) below.

RULE-IV : CHANCES PERMISSIBLE AND AGE LIMIT

i) For New Pattern candidates

(RFP) for Online Conduct of Departmental Examination 2022

- (a) A maximum of 10 number of chances may be availed of by a candidate;
- (b) There shall be no bar on age limit for appearing in the Departmental Examination

EXPLANATION(s) : In calculation of maximum number of ten chances, the chances, availed by the candidates prior to the 2009 Examination shall not be taken into account. In the calculation of maximum number of chances actually availed by the candidate, the chances for which he is allowed to appear in the Examination shall be taken into account irrespective of the fact whether the candidate takes the examination or not. Once a candidate has been permitted to appear in the examination, withdrawal of candidature shall not be allowed.

- (c) The candidates who have already qualified a paper/examination are **not eligible for re-appearing in that paper/examination**, except for betterment candidates who are allowed to appear in examination for bettering their scores once they have qualified the entire examination as reserved candidate.

ii) For Old Pattern candidates

- (a) The age and number of chances for these candidates shall be same as laid down by Rule IV of erstwhile Departmental Examination Rules for ITOs – 1998 i.e. the age of the candidate on 1st April of the year of Examination should not exceed 55 years (in the case of SC/ST candidates there shall be no age limit) and the maximum number of chances a candidate can avail is ten.

EXPLANATION: For the purpose of counting the number of chances available to a candidate for availing the concession mentioned in 1st Proviso to Rule III above, the number of chances already availed by the candidate under the Old Pattern of examination shall be taken into account. In the calculation of maximum number of chances actually availed by the candidate, the chances for which he is allowed to appear in the Examination shall be taken into account irrespective of the fact whether the candidate takes the examination or not. Once a candidate has been permitted to appear in the examination, withdrawal of candidature shall not be allowed.

- (b) The candidates who have already qualified a paper/examination are **not eligible for re-appearing in that paper/examination**, except for betterment candidates who are allowed to appear in examination for bettering their scores once they have qualified the entire examination as reserved candidate.

Rule-IV (A) :- Betterment chance for SC/ST candidates

- (a) The SC/ST candidates, who have fully qualified the Departmental Examination either under the Old Pattern or under the New Pattern with relaxed standards, shall be allowed further chance(s) to take examination for improvement/betterment of the result in the respective paper(s) subject to the

(RFP) for Online Conduct of Departmental Examination 2022

overall ceiling of ten chances stipulated in Rule IV. For this purpose, the number of chances already availed by the candidate in qualifying the examination under the respective pattern shall be taken into account. The candidates who have not fully qualified the examination are not eligible to avail betterment chance for improvement of the result in the respective paper(s).

(b) The SC/ST candidates, who have qualified with relaxed standards in the Old Pattern, shall be permitted to take the corresponding matching paper(s) only as per matching schedule given below in Rule V(B)

(c) The SC/ST candidates, who have qualified with relaxed standards in the New Pattern, shall be permitted to improve their results by appearing in the paper(s) given below in Rule V(A).

RULE-V : SUBJECTS OF THE EXAMINATION

(A) For New Pattern candidates (including for New Pattern SC/ST candidates availing betterment chance)

Sl. No	SUBJECT	Type	Maximum Marks
1.	Paper-1 Income Tax Law and Computation (Without books)	Objective	100
2.	Paper-2 Advanced Accountancy (Without books)	Objective	100
3.	Paper-3 Allied Laws (Without books)	Objective	100
4.	Paper-4 Income-tax & Accountancy (Combined Practical) (With I.T Act & Rules)	Subjective	100

- (a)** Each of the 3 objective type papers (Paper 1 to 3) shall consist of 100 questions to be attempted in 2 hrs. Thus each question shall carry 1 mark.
- (b)** 1/8th mark shall be deducted for every incorrect answer for the objective type papers.
- (c)** If more than one bubbles are marked, it would be taken as a wrong answer and 1/8th marks would be deducted for it.
- (d)** If the bubbles are not marked in the correct manner, as indicated on the back side of OMR sheet, then marks may get deducted and no representation in this regard would be entertained.
- (e)** The subjective paper (paper 4) shall be of 3 hours and shall be a test of candidates' application skills in 'Income-tax law and computation' & 'Advanced' with each of these subjects represented in the proportion of 50:50.
- (f)** For the purposes of paper 4, only Bare Act/ Rules or basic ready reckoner containing tax tables, depreciation rates, capital gains index shall be allowed to be carried into the examination hall.

(RFP) for Online Conduct of Departmental Examination 2022

(g) No scientific calculator, mobile phone or any other electronic gadget is permitted to be taken into the examination hall, however the arithmetic calculator is permitted.

(B)For partially qualified Old Pattern candidates/ Betterment chance candidates of old pattern

The paper matching schedule shall be as under:

S. No.	Unqualified Paper of Old Pattern	Matching Paper(s) to be taken by the candidates in the New Pattern	Paper(s) to be specifically set for partially qualified Old Pattern candidates only	Type	Maximum Marks
1.	IT Law-I & II	Paper-1 :- Income Tax Law and Computation (Without Books) and		Objective	100
		Paper-4 :- (IT & Accountancy) Combined Practical (With I.T Act & Rules)		Subjective	100
2.	Book Keeping	Paper-2:- Advanced Accountancy (Without Books)		Objective	100
3.	Other Taxes	Paper-3:- Allied Laws (Without Books)		Objective	100
4.	Office Procedure	-----	Paper-5 as per Old Syllabus (Without Books)	Objective	100
5.	Examination of Accounts & language Test	-----	Paper-6 To be conducted by the concerned CCIT/CIT (Examination) as per past practice	Subjective	150

- (a) Each of the four objective type papers (Paper 1,2,3 & 5) shall consist of 100 questions to be attempted in 2 hours Thus each question shall carry 1 mark.
- (b) 1/8th mark shall be deducted for every incorrect answer for the objective type papers.
- (c) If more than one bubbles are marked, it would be taken as a wrong answer and 1/8th marks would be deducted for it.

(RFP) for Online Conduct of Departmental Examination 2022

- (d) If the bubbles are not marked in the correct manner, as indicated on the back side of OMR sheet, then marks may get deducted and no representation in this regard would be entertained.
- (e) The subjective papers (paper 4) shall be of 3 hours and shall be a test of candidates' application skills in 'Income-tax Law and computation' & 'Advanced Accountancy' with each of these subjects represented in the proportion of 50:50.
- (f) The Examination of Accounts & Language Test shall be of three hours & forty five minutes and have the same format as in the Old Pattern
- (g) Candidate have to pass Paper 1 & Paper 4 together
- (h) For the purposes of paper 4, only Bare Act/ Rules or basic ready reckoner containing tax tables, depreciation rates, capital gains index shall be allowed to be carried into the examination hall.
- (i) No scientific calculator, mobile phone or any other electronic gadget is permitted to be taken into the examination hall, however the arithmetic calculator is permitted.

RULE-VI: PASS PERCENTAGE

For New/Old Pattern candidates and SC/ST candidates

- (a) A candidate will be declared to have completely passed the Departmental Examination for ITOs if he/she secures a minimum of 50% (45% in the case of SC/ST candidate) in each of the subjects referred to in Rule V above and 50% marks in aggregate (45% in the case of SC/ST candidate).
- (b) A candidate who has secured 50% (45% in the case of SC/ST candidate) or more marks in a particular subject or subjects in one examination will be exempted from appearing in that subject or those subjects in the subsequent examination. For the purpose of reckoning 50% marks (45% in the case of SC/ST candidate) Paper- 1 'Income Tax Law & Computation' & Paper 4 'Income Tax & Accountancy' (combined practical) will be treated as one subject for Partially qualified old pattern candidates and Betterment chance candidates of old pattern
- (c) Marks in any paper being a fraction like $\frac{1}{4}$, $\frac{1}{2}$, $\frac{3}{4}$ shall be rounded off to the nearest whole number i.e. $39\frac{1}{4}$ shall be rounded of to 39; $39\frac{1}{2}$ & $39\frac{3}{4}$ shall be rounded off to 40;
- (d) A candidate, who appears for two unqualified papers of the Old Pattern and does not qualify the prescribed matching papers in the New Pattern and at the same time exhausts his number of chances stipulated at IV(ii) above, would not be allowed the benefit of carryover of exemption of the qualified matching paper when he/she shifts to the New Pattern of Examination

RULE-VI-A: GRACE MARKS

A candidate may be allowed a maximum of seven grace marks in the following manner

(RFP) for Online Conduct of Departmental Examination 2022

- a)** Where a candidate is fully qualifying the examination, in a year, the whole of seven grace marks may be allowed in one paper subject to the condition that no grace marks have been availed in any paper in the same or previous examination in obtaining exemption from reappearing in any paper of that examination.
- b)** Where a candidate has already availed grace marks in the past in passing individual paper(s) in the same or previous examination, the grace marks already availed shall be reduced from the maximum permissible seven grace marks and the balance if any, shall be allowed to the candidate.
- c)** For the purposes of obtaining exemption from re-appearance in individual papers a maximum of two percent of the total marks of the paper shall be allowed as grace marks.

RULE-VII : TREATMENT OF CANDIDATE USING UNFAIR MEANS

A candidate who is or has been found to be indulging in any one or more of the following:

- i.** Obtaining support for his candidature by any means;
- ii.** Impersonating;
- iii.** Procuring impersonation by any person;
- iv.** Submitting fabricated document or documents which have been tampered with;
- v.** Making statements which are incorrect or false: suppressing material information;
- vi.** Resorting to any other irregularity or any other improper means in connection with his or her candidature for the examination or in connection with the result of the Examination;
- vii.** Using unfair means in the examination hall;
- viii.** Misbehaving in the examination hall in any manner and
- ix.** Attempting to commit or as the case may be to abet in the commission of all or any of the acts specified in the foregoing clauses.
- x.** Stealthily or forcibly taking or attempting to take the answer sheet out of examination hall

May, in addition to rendering himself/herself liable to criminal prosecution and disciplinary action under the appropriate rules, will be liable to any one or more of the following penalties:

- (a)** to be disqualified by the Competent Authority from the examination for which he/she is a candidate and be declared as failed obtaining Zero marks in all the papers in which he/she appeared in that Examination.
- (b)** to be debarred either permanently or for a specified period by the Competent Authority.
- (c)** to be given an adverse entry in the Annual Performance Appraisal Report by the Controlling Officer / Reviewing Officer on the advice of the DIT(Exams).

(RFP) for Online Conduct of Departmental Examination 2022

Explanation I : “Competent Authority” shall be the DIRECTOR OF INCOME TAX (Exams), New Delhi.

Explanation II : A candidate found in possession of any paper, book, note or any other material, the use of which is not permitted in the examination hall shall be deemed to have used unfair means in the examination hall. Candidates communicating with each other or exchanging calculators, chits, blotting papers etc. (on which something is written) shall also be treated to have used unfair means.

RULE-VIII : PROCEDURE FOR AWARD OF PUNISHMENT

- (a)** The Competent Authority shall issue a memorandum to the candidate requiring him/her to submit his/her explanation within 30 days (which may be extended at the discretion of the Competent Authority in appropriate case for sufficient reasons) of the receipt of the memorandum of charges of which he/she has been found guilty.
- (b)** The Competent Authority shall examine all the material available on record. After making a careful evaluation of the said material on record, if the Competent Authority arrives at the conclusion that the allegation against candidate stand proved either wholly or partly, he/she shall proceed to determine the punishment to be imposed and pass appropriate order in writing.

RULE-IX : REVIEWING AUTHORITY

- (a)** A candidate aggrieved by the order of punishment by the Competent Authority under Rule-VIII may within 30 days of the receipt of the said order represent to the Director General of Income Tax (HRD), New Delhi for the review of the punishment order. The Director General of Income Tax (HRD), New Delhi shall have the powers to condone the delay in filing of the review petition for a further period of 30 days from the date of receipt of the said order of punishment by the candidate.
- (b)** The Director General of Income Tax (HRD), New Delhi after going through the facts reported to him/her appraising the evidence on record and the representation of the candidate, shall pass appropriate orders in writing. The order passed by the Director General of Income Tax (HRD), in respect to all matters connected with the imposition /modification or revocation of the punishment shall be final.

RULE-X : REVALUATION & REPRESENTATION

- a)** No request shall be entertained under any circumstances for revaluation or re-totalling of the Answer-scripts for the objective type papers.
- b)** The request for recounting of marks will, however, be entertained for the subjective type paper, if a representation is submitted by the candidate to the Chief Commissioner/Commissioner (In-charge of Examination) within 45 days

(RFP) for Online Conduct of Departmental Examination 2022

from the date of issue of the result by the Directorate or 30 days of the declaration of the result by concerned CCIT/CIT (Exam) whichever is earlier. For this purpose the date of uploading of result on the departmental web site “*incometaxindia.gov.in*” shall be taken to be the date of issue of result by the directorate.

RULE-XI : APPLICATION FOR APPEARING IN THE EXAMINATION

- a)** The application for appearing in the examination will be made by the candidate to the jurisdictional Chief Commissioner of Income Tax / Commissioner of Income Tax (Incharge of Examination) in whose region or charge he/she is posted at the time of applying for the examination. The application will be made in the prescribed format as and when called for, after the declaration of the results for the preceding year by the CCIT / CIT (Incharge of Examination).
- b)** The application received after the last date notified for the purpose, shall be summarily rejected without assigning any reason and no correspondence in this regard shall be entertained
- c)** No request for change of examination centre shall be entertained unless the same is due to transfer of the candidate subsequent to submission of application form.
- d)** In the event of transfer of the candidate subsequent to submission of application, the candidate shall forward a copy of the previous application form along with transfer order through the CCIT/CIT (Examination) in the new charge to the Directorate.
- e)** All candidates are required to retain a photocopy of the application form submitted by them.

RULE-XII : LIST / STATEMENT TO BE SENT BY THE CIT, INCHARGE OF EXAMINATION

The Chief Commissioner of Income Tax/Commissioner of Income Tax (Incharge of Examination) shall send the following lists of statement to the Director of Income Tax (Exams):

(i)	List “B” of the candidates allowed to appear as per permission granted by the CCIT/CIT (Incharge of Examination) including the Roll Nos. allotted to the candidate and the exemption marks obtained by them in different subjects in earlier years’ examinations in the prescribed proforma. The absentees in the examination in any particular subject(s) must be marked ‘A’ in Red ink.	Within 15 days of the conclusion of examination.
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RULE-XIII : RESULT OF THE CANDIDATES

(RFP) for Online Conduct of Departmental Examination 2022

The result of the examination will be compiled in the Directorate and communicated to the Chief Commissioner of Income Tax /Commissioners (Incharge of Examination). The Chief Commissioner/Commissioner (In charge of Examination) will announce the same to the candidates showing the marks in each subject. They will declare the names of the candidates who have passed the examination fully and send the list of fully successful candidates to the Director of Income Tax (Exams), Director General of Income-tax (HRD) and the CBDT within 15 days of the declaration of the results.

Explanation:

- (a) Delay in conduct of Examination or declaration of the results shall not give rise to any rightful claim to the applicants for being considered for promotion for vacancies of the year by deeming to be eligible as on 1st of January of the relevant vacancy year irrespective of when the Examination is held and when the results are declared;
- (b) No relaxation, whatsoever, would be given to any categories of employees on account of delay in conducting Examination or declaring the results thereof.



(RFP) for Online Conduct of Departmental Examination 2022

ANNEXURE VI

Data of last five-year examination for ITIs/ITOs Departmental Examination:

S.No.	Year	Paper counts (for objective paper)	Paper counts (for subjective paper)	Total Paper Count
1.	2017	19722	2765	22487
2.	2018	19890	2647	22537
3.	2019	19909	2764	22673
4.	2020	16563	2361	18924
5.	2021	14975	2230	17205

Paper Counts = Number of Candidates * Number of Exams appeared per candidate