

TAMIL NADU PUBLIC SERVICE COMMISSION

CORRIGENDUM TO THE TENDER NO 572/2020 RELATING TO THE CONDUCT OF COMPUTER / TAB BASED ONLINE EXAMINATION IN RESPECT OF DEPARTMENTAL EXAMINATIONS.

S. NO	Page no	section No	Clause No	Existing Clause	Shall be read as
1	6	4	III(g)	Examination shall be conducted in LAN connected computer labs using Desktop Computers (Cable Dependent) or in a Wifi Connected examination venues using TABS (Cable independent).	Examination shall be conducted in LAN connected computer labs using Desktop Computers (Cable Dependent) or in a Wifi Connected examination venues using TABS (Cable independent).
2	7	5.2	c.	Conversion of question papers from hard copy to softcopy to upload in the server	TNPSC will provide softcopy of question papers but the module for data entry to be provided by the vendor. The module shall support bilingual (Tamil and English). The module should have the facility to randomise the questions and answers as per the requirement of the TNPSC from time to time. In case of questions involving numerical values TNPSC shall propose for questions with same structure but differing variable appearing in different question paper and the option shall also differ accordingly. Adequate provision shall have to be done by the successful bidder.
3	8	5.3	VI.	The Selected Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Selected Bidder whose cost would be covered under the commercial bid.	The Selected Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet shall be installed by the Selected Bidder whose cost would be covered under the commercial bid. Transfer of data to the TNPSC should not be interrupted for any reason.

4	9	5.3	IX.	In order to avoid examination venue dependency, the Bidder shall have the capacity / facility to conduct the CBT in the venues identified by TNPSC where the computer labs / desktop systems are not available. In such venues the bidder shall use the TABS and Wifi Connectivity for the conduct of examination.	The bidder shall quote rate for both CBT and TAB based examinations. If computer systems are to be used then the selected bidder shall be free to identify the venues based on the requirements expressed by TNPSC. However, if TAB based technology is to be used, then TNPSC shall determine the venues in which the selected bidder shall conduct the examinations.
5	9	5.3	X	The Selected Bidder shall identify required Exam Centers in each of the cities / Towns in Tamil Nadu ensuring that 10% of the systems / TABS are available as backup per shift i.e. If 100 candidates are allotted a particular center, the center shall have 110 systems / TABS available per shift.	It is the responsibility of the successful bidder to arrange required number of standby systems /Tabs to manage malfunctioning / failure of Systems / TABS.
6	10	5.3	XXI.	The Selected Bidder shall provide help to candidates through a Help desk (telephone/email) ensuring service quality on a 9 x 7 basis, preferably before and after 10 days of the examination.	The Selected Bidder shall provide help to candidates through a Help desk (telephone/email) ensuring service quality on a 9 x 7 basis, preferably before and after 10 days of the examination. A. The help desk with email and telephony support provided for candidates 7.00 am to 4.00 pm on all days. B. The language of the helpdesk should be Tamil and English. C. Help desk number is as per preference of the successful bidder.
7	11	5.3	XXXI.	All the candidates must be thoroughly checked before they are allowed to enter the examination hall. No candidates shall be allowed to carry any electronic items or any other materials except the Hall ticket.	All the candidates must be thoroughly checked before they are allowed to enter the examination hall. No candidates shall be allowed to carry any electronic items or any other materials except the Hall ticket. Frisking arrangements will be made by TNPSC.

8	13-14	5.3	LVIII	<p>The selected bidder shall host the responses of the candidates who have appeared for the examination in their website and there shall be a provision to view the replay of the exact flow of examination process (screen recording of Click by click or touch) to the select candidates based on receipt of such request from them. Towards which adequate facility may be done by the Firm. TNPSC shall fix the norms for viewing screen recording of Click by click or touch flow of his / her examination and viewing of their responses. Moreover, the Firm shall also capture all critical activities of the Server from the beginning to end in all the examination centers along with time stamp. The same may be made available to TNPSC for audit purpose.</p>	<p>The selected bidder shall host the responses of the candidates who have appeared for the examination in their website and there shall be a provision to view the replay of the exact flow of examination process (screen recording of Click by click or touch) to the select candidates based on receipt of such request from them. Towards which adequate facility may be done by the Firm. TNPSC shall fix the norms for viewing screen recording of Click by click or touchflow of his / her examination and viewing of their responses. Moreover, the Firm shall also capture all critical activities of the Server from the beginning to end in all the examination centers along with time stamp. The same may be made available to TNPSC for audit purpose.</p> <p>Click by Click audit trail PDF of all the present candidates shall be shared with TNPSC within 3 days from the completion of a particular session. However, a module shall be made available in the Dashboard of the TNPSC to view the Click by Click audit trail of any candidate immediately after the closure of examination.</p>
9	14	5.3	LIX.	<p>The bidder shall share the API to TNPSC to provide screen recording of Click by click or touch activities of the candidate.</p>	<p>API / link is required for downloading of response sheets by the candidates from the Commission's website. API / link will be shared by TNPSC to upload the response sheet by the bidder. This uploading shall be done on the 2nd working day after the last session of the examination. However, a module shall be made available in the Dashboard of the TNPSC to view the response sheet of any candidate immediately after the closure of examination</p>
10	14	5.3	LXIII&L XIV.	<p>The Selected Bidder should be able to hand over the raw responses/data to TNPSC immediately (same day) after the candidate's response upload from local exam server.</p> <p>Questions and Response sheet shall be hosted to the candidates within 24 hours after conduction of exam or at the time suggested by TNPSC from time to time.</p>	<p>Raw responses of the candidate shall be transferred to TNPSC with in 30 minutes from the closure of Session.</p>
11	14	5.3	note (c)	<p>Test Data Archiving: The bidder shall archive examination data for future references for the time specified as per requirement of TNPSC from time to time.</p>	<p>Test Data Archiving: The bidder shall archive examination data for future references for the time specified as per requirement of TNPSC from time to time. Data Archives shall be maintained during the period of contract and next six months after the closure of the</p>

					contract.
12	15	6	I	The bidder should participate as a single entity, no consortium or group companies will be allowed.	The bidder should participate as a single entity, no consortium or group companies will be allowed. Consortium is allowed only in respect of Data Centre.
13	15	6	II	The bidder should have a functional office at Chennai	The selected Successful bidder should have functional office at Chennai at the time of signing contract with TNPSC.
14	15	6	IV.	The average turnover of the bidder should be minimum 50 crore (after tax) in each of during last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2017–18, 2018-19 and 2019-20.	The average turnover of the bidder should be minimum 50 crore (after tax) in each of the Three financial years from 2016-17 to 2018-2019. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc.
15	16	6	IX.	The bidder should have conducted the CBT examination with TABS in Wi-Fi Mode at least in two examinations with 5000 candidates each. That means the bidder should have the capacity to conduct the examination in the venues identified by TNPSC where no internet connectivity, computer labs are available.	Para 6 (IX) is deleted.
16	16	6	XI	Any experience as a consortium partner will not be considered.	Any experience as a consortium partner will not be considered. Consortium is allowed only in respect of Data Centre.

17	16	6	XIII.	The bidder must have data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III or better and ISO certified.	The bidder must have data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III or better and ISO certified. However, the bidder can have a tie up with 3rd party data centre provider.
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18	21	9	IX	<p>The tender is a "Two Bid" document, viz One envelope for Technical bid and another envelope for Financial bid. Technical bid document should in turn have two covers viz., Cover – 1 Cover – 2 as specified in para 10 of this tender document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The financial bid should contain only commercials. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.</p>	<p>Each firm shall quote rate for both Computer Based and TAB Based technology for offering the services sought by TNPSC. This technology in the form of technical bid shall be separate bid document. In each of the technical bid shall have corresponding commercial bid also. Each financial bid corresponding to a particular technology shall be put in a separate envelope. These Two financial bids put in separate individual envelopes shall be put in one common envelope and sealed.</p> <p>Technical evaluation committee based on technical presentation and considering the techno-commercial parameters shall grade these Two technologies (Computer Based / TAB Based). For the technologies proposed by the firms a graded score would be given by the technical committee. After giving such grades for various technologies by various firms, the price bid will be opened. The price bid envelope(s) will be opened for each firm. After which the technical score for the technology proposed will be added to the financial bid score using QCBS formula. For example a firm quotes for both Computer and TAB technologies, then it has to submit two different technical document and make presentation for each of the technology before the technical evaluation committee. Subsequently, while opening the financial bid cover, there should be Two financial bid envelopes corresponding to those Two technical bid documents. The technical score of the first technology will be combined with the financial score of the same technology using QCBS method to arrive at the total score. Likewise, total score will be calculated for the other technology also. That technology / proposal which has the highest QCBS score among the three total QCBS scores shall be considered as the final QCBS score for that particular firm. Similar exercise will be conducted for the other firms also. That firm which has scored the highest QCBS score will win the bid and same technical and financial proposal are taken as a final agreed proposal for conducting the online examination. Though multiple financial bids are submitted, only one EMD / BG is sufficient for each firm.</p>
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19	23	9	XXIV.	All disputes arising shall be subject to the jurisdiction of appropriate court in Chennai only and shall be governed by the law of India. TNPSC reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of TNPSC shall be final. The work can be awarded to one or more agencies, if need arises.	All disputes arising shall be subject to the jurisdiction of appropriate court in Chennai only and shall be governed by the law of India. TNPSC reserves right to award the work/cancel the award without assigning any reason. The work can be awarded to one or more agencies, if need arises.
20	24	10	I	The Bids shall be submitted in two cover system. The Cover I shall contain the Technical Bids and the Cover – II shall contain the financial bid.	The Bids shall be submitted in two cover system for each Technology (Separate covers for CBT & Separate covers for TAB). The Cover I shall contain the Technical Bids and the Cover – II shall contain the financial bid.
21	24	10	II	<p>The Technical Bid envelop will contain two covers</p> <p>a. Cover – IA shall carry only the duly filled questionnaire and Annexure I to V. The prima facie eligibility of firms will be decided based on the contents filled in questionnaire and Annexure I to V. Only based on eligibility, Cover II of these firms will be opened and taken up for further scrutiny process.</p> <p>b. Cover – IB shall contain necessary documentary evidences to substantiate the parameters indicated in</p> <p>i. In Annexure I to V</p> <p>ii. Scoring Model as para 11.3</p>	<p>The Technical Bid envelop will contain two covers (for each technology)</p> <p>a. Cover – IA Shall carry only the duly filled questionnaire and Annexure I to V. The prima facie eligibility of firms will be decided based on the contents filled in questionnaire and Annexure I to V. Only based on eligibility, Cover II of these firms will be opened and taken up for further scrutiny process.</p> <p>b. Cover – IB Shall contain necessary documentary evidences to substantiate the parameters indicated in</p> <p>i. In Annexure I to V</p> <p>ii. Scoring Model as para 11.3</p>

22	24	10	III	The Financial Bid (Cover-II) should contain only Price Bid as in Annexure VII. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.	The Financial Bid (Cover-II) should contain only Price Bid as in Annexure VII (A & B). Each financial Bid should be kept in separate covers. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
23	25	10	VI(a)	The bidder shall indicate the prices/rates in the Price bid format (Annexure-VII).	The bidder shall indicate the prices/rates in the Price bid format (Annexure-VIIA & VIIB). Each financial Bid should be kept for each technology in separate covers.
24	28	13	b.	If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value (ie. 1% of the total cost towards the conduct of the particular exam / Test) of the delayed stage of the item, per day (subjected to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.	If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value (ie. 1% of the total cost towards the conduct of the particular exam / Test) of the delayed stage of the item, per day (subjected to maximum 5%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.
25	29	16	1	Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 60 days to the other party, terminate the agreement in whole or in part, if:	Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 60 days to the other party terminate the agreement in whole or in part, subject to rights for representation, if:

26	33	25	-	In case of any dispute, the matter will be referred to a sole Arbitrator to be appointed by the Controller of Examinations, TNPSC under the "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chennai, Tamil Nadu, India and the language of arbitration shall be English. The Courts at Chennai alone shall have jurisdiction in the matter.	In case of any dispute, the matter will be referred to a Sole Arbitrator who shall be appointed mutually agreed by TNPSC and the bidder, who will be sole arbitrator or presiding arbitrator as the case may be and the proceedings will be conducted in accordance with the procedure of "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chennai, Tamil Nadu, India and the language of arbitration shall be English. The Courts at Chennai alone shall have jurisdiction in the matter.
27	34	27	1	The Successful Bidder should execute a Contract in the INR 20 non-judicial Stamp Paper bought in Tamil Nadu only in the name of the Bidder within 10 working days from the date of Letter of Acceptance issued by TNPSC with such changes/modifications as may be indicated by TNPSC at the time of execution on receipt of confirmation from TNPSC.	The Successful Bidder should execute a mutually agreed Contract in the INR 20 non-judicial Stamp Paper bought in Tamil Nadu only in the name of the Bidder within 10 working days from the date of Letter of Acceptance issued by TNPSC with such changes/modifications as may be indicated by TNPSC at the time of execution on receipt of confirmation from TNPSC.
28	35	Annexure-I	5	Gross annual turn over of the Company (Profit) 1. 2017-2018 2. 2019-2019 3. 2019-2020	Gross annual turn over of the Company (Profit) 1. 2016-2017 2. 2017-2018 3. 2018-2019
29	35	Annexure-I	6	Gross annual turn over of the Company (loss) 1. 2017-2018 2. 2019-2019 3. 2019-2020	Gross annual turn over of the Company (loss) 1. 2016-2017 2. 2017-2018 3. 2018-2019
30	35	Annexure-I	7	Annual turn over similar works (CBT) (Profit) 1. 2017-2018 2. 2019 - 2019 3. 2019-2020	Annual turn over similar works (CBT) (Profit) 1. 2016-2017 2. 2017-2018 3. 2018-2019

31	36	Annexure-I	8	Do you need to have any consortium in this project / tender? (Consortium is not allowed)	Do you need to have any consortium in this project / tender? (Consortium is allowed only in respect of Data Centre.)
32	36	Annexure-I	11	Do you fulfill the turn over conditions of 50 crore and above (after tax) in each of during last 3 consecutive financial years?	Do you fulfill the turn over conditions of 50 crore and above (after tax) in each of the Three financial years from 2016-17 to 2018-2019?
33	36	Annexure-I	13	Do you have average 25 crore turnover in the last three financial year in CBT related item of work?	Do you have average 25 crore turnover in Three financial years from 2016-17 to 2018 - 2019? in CBT related item of work?
34	36	Annexure-I	14	Have you incurred any loss during last three years up to financial year ending 31 March 2020?	Have you incurred any loss during Any Three financial years from 2016-17 to 2018- 2019?
35	38	Annexure-I	32	What is the tire rate of your data center?	What is the tier rate of your data center?
36	43	Annexure-III	---	Annexure-III	ANNEXURE VII REVISED AS FOLLOWS
37	48	Annexure-VII	--	Annexure-VII	annexure VII A and B - AS FOLLOWS

Sd/-Secretary
Tamil Nadu Public Service Commission

Annexure - III

FINANCIAL INFORMATION

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for Three financial years from 2016-17 to 2018-2019 and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

S. No.	Details	(3)	(4)	(5)
(1)	(2)	2016-17	2017-18	2018-19
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Financial Position:			
	• Cash			
	• Current Assets			
	• Current Liabilities			
	• Working Capital (b-c)			
• Current Ratio: Current Assets/Current Liabilities (b/c)				
iv)	Turn over from similar project (CBT)			

- Up to date Income Tax Clearance

Certificate.

Note: Attach additional sheets, if necessary.

(Signature of Bidder)

Annexure - VII - A
Financial Bid

[On the Letter head of Bidder and should be separately sealed as per instruction]

Reference No. : Date:
FILE NO. :

To:
The Secretary,
Tamil Nadu Public Service
Commission,
Park Town, Chennai – 600 003

Sir,

I/ We hereby submit our price bid for Online Examination (**Computer Based Test**) Conduct and Processing for Various Department Test Examination of the Tamil Nadu Public Service Commission, Chennai after clearly understanding scope of Work, the terms and conditions of the tender document and due clarification obtained from TNPSC.

Particulars	Rate in INR Per Candidate Per Session. (in figure)	Rate in INR Per Candidate Per Session (in words)
Conduct of end-to-end Computer Based Test across the state of Tamil Nadu (All District Head Quarters) and New Delhi (Only one Venue) as per Scope of Work and terms & conditions of tender document.		

The above rate quoted in excluding the Taxes applicable.

The Taxes Applicable are as follows:-

SI No	Name of the TAX	% applicable
1	CGST	
2	SGST	
3 Specify	
4 Specify	

Authorized Signatory of the Bidder with Office Seal.

Annexure - VII - B
Financial Bid

[On the Letter head of Bidder and should be separately sealed as per instruction]

Reference No. : _____ Date: _____
FILE NO. : _____

To:
The Secretary,
Tamil Nadu Public Service
Commission,
Park Town, Chennai – 600 003

Sir,

I/ We hereby submit our price bid for Online Examination (TAB Based Test) Conduct and Processing for Various Department Test Examination of the Tamil Nadu Public Service Commission, Chennai after clearly understanding scope of Work, the terms and conditions of the tender document and due clarification obtained from TNPSC.

Particulars	Rate in INR Per Candidate Per Session. (in figure)	Rate in INR Per Candidate Per Session (in words)
Conduct of end-to-end TAB Based Test across the state of Tamil Nadu (All District Head Quarters) and New Delhi (Only one Venue) as per Scope of Work and terms & conditions of tender document.		

The above rate quoted in excluding the Taxes applicable.

The Taxes Applicable are as follows:-

SI No	Name of the TAX	% applicable
1	CGST	
2	SGST	
3 Specify	
4 Specify	

Authorized Signatory of the Bidder with Office Seal.