



Tamil Nadu Public Service Commission

Tender No.726/2025, Dated.12.11.2025

Limited Tender for identification of vendor for the Development and Annual Maintenance Contract of Computer Telephony Interface and CRM (Customer Relationship Management) Software for the Grievance Redressal Call Centre and Examination Monitoring Call Centre for a period of three years.

Tender Publishing Date and Time	On 12.11.2025 @ 05.00 pm
Tender Document Download-Start Date and Time	On 12.11.2025 @ 05.05 pm
Bid Submission- Start Date and Time	On 13.11.2025 @ 10.00 am
Clarification on the Tender Documents	On 14.11.2025
Bid Submission- Closing Date and Time	On 27.11.2025 @ 05.30 pm
Bid Opening Date and Time	On 28.11.2025 @ 11.00 am

Notice Inviting Tender

Sealed Tenders in the prescribed format are invited from the reputed firms for **identification of vendor for the Development and Annual Maintenance Contract of Computer Telephony Interface and CRM (Customer Relationship Management) Software for the Grievance Redressal Call Centre and Examination Monitoring Call Centre for a period of three years.**

For queries relating to the Bid Submission, bidders shall contact either by email: somcda.tnpsc@tn.gov.in or by Ph No: 044-25300305.

I. ABOUT TNPSC

(a) Background:

Tamil Nadu Public Service Commission, as mandated by the Constitution of India, conducts examinations for appointment to the services of the State. Its mission is to ensure a free, fair and transparent recruitment process for the State Civil Services, by leveraging information technology solutions, constantly update its recruitment methodology, suitably advice the Government on all the matters relating to the service conditions of the public servants and safeguard the interest and integrity of public servants.

(b) Objectives of the Tender Notice:

This tender is floated for selecting a well experienced firm for **the Development and Annual Maintenance Contract of Computer Telephony Interface and Customer Relationship Management (CRM) Software for the Grievance Redressal Call Centre and Examination Monitoring Call Centre for a period of three years.**

II. SCOPE OF WORK:

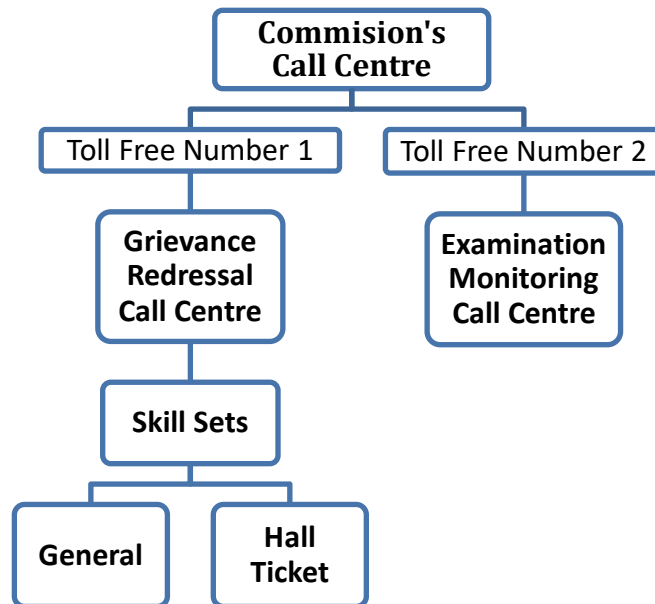
a. About the Call Centre:

At present the following two call centre setups are functioning at the Commission's office and the scope of the vendor shall include the development of customizable CRM software with all the required features for the existing call centres as per the requirements.

1. Grievance Redressal Call Centre
2. Examination Monitoring Call Centre

(1) Structure of the Commission's Call Centre:-

A single PRI Line from the Telecom service provider is in existence with two separate toll free numbers for the two call centres.



2. Nature of the two Call Centres:

- a. Grievance Redressal Call Centre - Incoming calls from the candidates/petitioners seeking clarification/information.
- b. Examination Monitoring Call Centre – Incoming calls from the Chief Invigilators and employees of TNPSC during the examinations.

3. Software Solution requirements:

1. Software shall be configured with the PRI line of the Telecom operators to support the call centres at the two setups.

4. Grievance Redressal Call Centre (GRCC):

- a. At the GRCC setup, the solution should have a customizable IVRS (Interactive Voice Response) menu with the following two basic menu options and shall have the feature to add the number of menus as per the future requirements.

- I. Hall ticket / Application related queries (Technical)
- II. General queries

- b. There shall be 20 agents for the GRCC. Out of the 20 agents, 15 agents are to attend the General queries and 5 agents are to attend Hall ticket/Application related queries, as administered by the Admin.
- c. The system has to route calls to 'Technical' and 'General' options to the respective agents, based on the candidate's selection in the queue at GRCC.

d. The IVRS menu should be customizable and should change during the weekend, Holidays and Office hours. The admin dashboard shall contain the controlling options.

5. Examination Monitoring Call Centre:

2. There shall be 5- 10 agents for the Examination Monitoring Call Centre. In the Examination Monitoring Call Centre, incoming calls must be routed directly to the available staff without passing through the IVRs.

6. General Solution Requirements:

- a. The solution should support the bilingual interaction viz., Tamil and English.
- b. The Call Centre should be expandable in future.
- c. The service provider shall ensure the uptime of the Primary Interface lines/ SIP (Session Initiation Protocol) trunks with the Telecom service provider.
- d. The Service Provider shall provide email solution as part of this proposal.

Inbound emails:

The CCAs (Call Centre Agent) shall reply to inbound emails received on

(i) For One Time Registration / On-line Applications related queries:

helpdesk[at]tnpscexams[dot]in

(i)For other queries:

grievance[dot]tnpsc[at]tn[dot]gov[dot]in

e. The email module shall be integrated with CRM. emails shall be answered in Tamil and English and also support Mail Merging options i.e., same reply sent to different mail ids, incase of mails of the same type of queries.

III. Infrastructure and Technology:

A. Inbound Calls:

- Receive calls from the candidates and provide relevant information to the candidates if available or may inform about the source from where the information can be secured.
- Reply to inbound emails received.

- Register the feedback received from the candidates through mails and voice calls.
- Update status of a particular complaint in grievance module
- Generate required reports and submit the same to the concerned authority

B. Outbound Dial:

- Outbound Dialers shall enable the Call Centre Agent to place outbound calls to candidates for collecting feedback.
- It shall also facilitate conference calls between the candidates and Identified Department Authority as and when required.
- It shall have provision for Call Centre Agent to dial identified numbers
- It shall support outbound preview dialing (either automated or user-initiated)
- It shall have the capability to track the issued calls for outbound dialing

C. Automatic Call Distributor (ACD)

ACD distributes incoming calls to CCAs (Call Centre Agent) as they are received. It should be pre integrated with the IVR with the following features:

- Handle high call volumes efficiently
- Provide the capability of combining data with the Interactive Voice Response(IVR) menu system that can intelligently route calls requesting further assistance to a smart Automatic Call Distributor (ACD)
- Provide highly configurable system for adding/removing users, assigning users to different queues
- Allow calls to be transferred within the Call Centre with call data attached
- Support relaying of the information messages to voice callers waiting in queues or on hold
- Skill based routing: Standard features like Call Transfer, Conference, Barge in, Dialed Number Identification Sequence (DNIS), Automatic Number Identification (ANI), Caller Line Identification (CLI), etc.

- System should be able to intelligently route the callers to CCE's as defined by the administration. System should announce the queue waiting time for the caller before getting attended by CCAs

D. Computer Telephone Integration (CTI)

- The CTI functionality shall support relevant screen pop-ups on the agents screen on the basis of CLI, ANI (Automatic number identification), DNIS (Dialed Number Identification Sequence)
- The IVR shall be able to link ACD, IVR, call recording etc. to information held on a CRM database about the inbound caller. Call events should be handled from the system such as hold, conference, transfer etc.
- It should be suitably integrated with CRM and other communication media (phone/email/SMS) to send/receive data which needs to be populated on CCA screen and must also update the IVRS usage details into the CRM as the caller traverses through the IVRS and reaches the CCA
- CTI should perform the following functions including but not limited to:
 - It should indicate that the call has entered the setup phase
 - Call is connected or delivered to CCA when the call starts ringing
 - Call establishes when call is answered
 - Call is cleared when the voice connection is terminated

E. Customer Relationship Management (CRM) Application

- The CRM functionality shall support relevant screen pop-ups, to the agent along with the details of the previous calls during the last 30 days, on the agents' desktop on the basis of CLI, DNIS etc. The agent application shall be GUI based.
- CRM shall be capable to support SMS, email, and Web based complaint lodging/giving feedback/registration of new services feature. Adequate number of agents shall be deployed to cater for the same so as to ensure that satisfactory response is given within the stipulated time via SMS/email call back, as defined by TNPSC & Service Provider jointly.

- Agent should capture/ order/ feedback/ log every query/ input in the CRM system which should be easily accessible by TNPSC Officials. CRM should also support report generation on the same.
- All other standard/ application software required to run the Call Centre and meet SLAs shall be developed or provided by the Service Provider.
- Service Provider shall provide enterprise class CRM application.
- CRM functionality shall also be capable of taking caller satisfaction feedback on SMS or IVRS. CRM shall be capable of generating SMS in respect of a sample of callers (such as 5th caller who spoke to agent), to get a feedback about quality of response and satisfaction level. For landline user's caller satisfaction feedback can be taken over IVRS. This feature shall be used to assess the quality of Call Centre service.

F. Interactive Voice Response Solution (IVRS)

- System should play IVRS menu in the language selected by the caller using IVRS option either Tamil or English
- The IVRS shall have a GUI based tool to develop Call trees / applications, configure messages by time of day, week
- It should retrieve CCA availability from Automatic Call Distribution and announce to the caller the expected wait time to talk to an available CCA
- The caller can be given the option to wait in the queue or request a call-back
- It should have ability to add multiple awareness messages on the IVRS.

G. Call recording system

- All calls are required to have a recording system to capture all interactions so that these can be retrieved as and when required.
- IVRS must inform the user through a message "Your call will be recorded for training and quality purposes" before proceeding with the communication.
- Voice Recording system shall be provided in high availability configuration
- The recording software should provide 100% voice call recordings.
- The software should support for search and replay of calls
- The software should have Rules-based storage and recording

H. Data Storage and Archival:

- The operational data such as Call, Chat, emails etc. being generated during the operational period will be properly stored and archived for at least 180 days as per the industry standard practices to be used for as per the requirement.
- Also, Data storage should log at least the following information:
 - Date
 - Time
 - Call Duration
 - CCA id
 - Caller Number
 - Service Request Number
 - Number dialed for Inbound/ Outbound calls
 - Call Rejection status by CCA/ Caller
 - Inbound/ Outbound Identifier – System Generated

IV. Admin login and Dashboard requirements:

1. Dashboard:

There shall be two type of Dashboards at the Admin login

- i. **Real time Dashboard** – Dashboard should display the following details.
 - Agents details and their status
 - Inbound calls
 - Outbound calls
 - Missed Outbound calls
 - Skillset details
 - Current Agent Activity
 - Current Call Activity
- ii. **Analytics Dashboard** – Dashboard should display the following details.
 - Skill set wise call volume
 - Agent wise call volume
 - Call status
 - Hourly call volume

The display of the above details should be customizable and other activity details as per the time to time requirements shall be included in the future.

2. The Admin login Main menu should have the following features.

- Extension menu: Administration of the "Extension" – Extension id and Extension name should be created, edited and deleted by the Admin.
- Skillset Menu: Administration of the "Skill set" – Creation, deletion and updation of the Skill type, Skill Id, etc., Agent Management Menu – Creation, deletion and updation of the Agent name, Agent id, Type of Skillset allotted to the agent, Extension id etc.,
- Skillset Mapping – The admin have to map the skillset to the type of channel eg., voice and to the agents.

3. The configuration menu should have the following features:-

- ACD Configuration
- Recording configuration
- Prompt configuration
- Disposition management
- Not ready reasons to be chosen by the agents
- Phone Number Mapping
- Working Day
- Holiday and others

4. The Recordings Menu – The admin shall be able to retrieve the call recordings with Date, time, Call number, Skill name, Agent name, duration, audio file based on the below filters:-

- Inbound call on particular date or date range
- Outbound call on particular date or date range

5. Reports – The admin shall be able to retrieve the following reports based on the date / date range filters:-

- **Agent Reports**

Summary list - all calls with the talk time

Agent activity details - with the login, logout time, available etc.,

- **Skillset reports**

Summary list – Total calls, No. of answered and abandoned calls, Total talk time and average talk time

- **Call Reports** – Call list for the following category with the details of date, time, caller number, duration, waiting, talk time, status, skill name, agent name, call ended etc.,

- Inbound call list
- Abandoned call list
- Manual dial call list
- Disposition call list
- CRM call report
- Recording reports

- **IVR reports** – Caller number, date, time, duration, call type, language, IVR end location and IVR menu path.

- **e-Mail Reports**

- Summary List- Total No of e-mails received, No. of e-mails attended, No. of e-mails queued
- Classification of e-mail query
- Automatic re-queuing of unanswered e-mails

6. Call barging facility - The admin shall have the call barging facility to join and answer the agent calls.

V. Agents login and Dashboard requirements:

1. Provision to agent login and logout.
2. Password change option.
3. Options to choose the Ready status.
4. Options to choose as set by the admin for the Non ready status.
5. Call dialer facility to make the calls.
6. Dashboard - Dashboard should display the Agent's skill type, Offered, accepted and duration of calls.

7. Pop up notifications on the computer screen during the incoming call to alert the agents on the calls.
8. PRI Status indication should be displayed.
9. Interaction history – interaction details of the agent with the call type, date, time, caller number, duration, category and remarks are to be displayed.
10. Hourly performance of the agent should be displayed.

VI. Application Development and Deployment:

1. The vendor shall host the application / software solution on the TNPSC server.
2. The vendor should deploy sufficient manpower for the development of the software and for upgradation and maintenance throughout the contract period and shall also deploy one exclusive manpower at the time of examinations.
3. The vendor shall be willing to modify / customize the software from time to time based on the upcoming requirements of the TNPSC.
4. The whole software should have the Intuitive GUI interface and can be Menu Driven.
5. The solution shall use the latest version of the protocol and other Call centre software standards.
6. The integration of the EPBX shall be the responsibility of the service provider.
7. The service provider shall ensure the uninterrupted functioning of the call centre at the time of working hours and even beyond the working hours and holidays at the time of examinations.
8. The service provider shall provide necessary training to the staff of TNPSC and shall provide the technical manual of the call centre.
9. The service provider shall do the security audit for the application.

VII. Deliverables by /Responsibilities of the TNPSC:

1. TNPSC will provide the required server, PCs, Laptops, sufficient power back-ups, LAN Network & CCTV surveillance and space for all the process.

2. The service provider should install the necessary Operating System and Software(s).
3. Payment for the PRI/SIP trunk shall be the responsibility of the TNPSC.

VIII. Operation and Maintenance of Call Centre Software

The service provider is responsible for operation and maintenance of the Helpline on day-to-day basis. This includes but not limited to the following:

1. Installation & Configuration of Call Center Software on all devices and systems.
2. Providing support and troubleshooting for the Call Center Software, including addressing any technical issues or bugs that may arise.
3. Obtain the support license for the Call Center Software to ensure that it remains up-to-date and effective.
4. Maintaining and monitoring the performance of the Call Center Software with regular updates and upgrades, to ensure that it is functioning properly and meeting the needs of the Call Center.
5. Providing training and support to Call Center Agent on the use of Call Center Software.
6. Assist in the early restoration of the Helpline services in the event of any issues or disruptions.
7. In case, there is an upgradation required for any module/functionality of the Call Centre Software, the service provider needs to provide the indent and specification to TNPSC and after due approval of TNPSC the item will be procured by TNPSC following due procurement process.
8. Supply of the hardware, software license and other items as specified in this document with warranty support which includes installation/ un-installation/ configuration etc., without any additional cost.

IX. TERMS AND CONDITIONS:

1. All the calls will be landing on the toll free number obtained by TNPSC from TATA/BSNL and TNPSC bears the actual charges for the inbound and outbound calls of the Toll free number.

2. The agency shall ensure the uptime of the Primary Interface lines / SIP trunks with the Telecom Service provider. Payment for the PRI/SIP trunk shall be the responsibility of TNPSC.
3. The integration of EPBX shall be the responsibility of the agency.
4. Server, PCs, Laptops, LAN support and other infrastructure support shall be provided by TNPSC.
5. The agency shall ensure uninterrupted functioning of the Call Centres during working hours of TNPSC and beyond working hours and holidays whenever necessary.
6. The agency shall support the modifications required by TNPSC from time to time.
7. The agency shall ensure continuous improvement over the set benchmarks and carry out the changes / updates as and when required.
8. One manpower with technical expertise shall be made available at the Commission's office on all days during the conduct of examinations.
9. During the days of examinations conducted by TNPSC, 24-hour support Shall be provided by the agency.
10. The agency shall provide agent training and admin level training to the staff of TNPSC.
11. The agency shall undertake the security audit through the empanelled vendor of the Tamil Nadu e-Governance Agency.
12. Any other work not specified in the activities above, but required for the smooth functioning of the Call Centres shall also be done.

A) Development and Annual Maintenance Contract Period:

1. The development and rollout (Go live) of application shall be completed within a period of **3 months** from the date of issuance of work order.
2. The Annual Maintenance Contract (AMC) period shall be for a period of **three years** from the date of declaration of Go live. However, based on the performance of the vendor and the requirement, the contract may be renewed for a further period of one year subject to satisfactory service and orders of the Commission and as per the provisions of TNTIT Act, 1998 & TNTIT Rules 2000.
3. The total contract period shall be for a period of **3 years and 3 months**.

4. The prices/rates quoted shall be firm and not subject to any changes for the development of application as well as for the Annual Maintenance throughout the period of validity of the contract and subsequent extension of the period of contract.

B) Language Proficiency and Location:

1. The service provider must be conversant in both English and Tamil languages to facilitate communication and understanding.
2. The service provider should have an operational experience in Chennai to ensure familiarity to local contexts and requirements.
3. The service provider should have an operational branch in Chennai and if it is not in existence at the time of bidding, it shall be established within 15 days, after signing/entering into agreement with TNPSC.

C) Testing:

The service provider shall thoroughly test the software application as per the standards and proven methodologies. Test cases and Test Report shall be submitted to TNPSC.

D) Confidentiality:

1. The service provider shall be required to undertake full responsibility of the safe custody and security of data supplied by TNPSC and shall ensure absolute confidentiality of the data. It shall be ensured that there is no transmission of content in any form to any individual or Institution outside the purview of development of Computer Telephony Interface and CRM Software for Grievance Redressal Call Centre and Examination Monitoring Call Centre.
2. The service provider shall adhere to data protection and privacy policies followed by TNPSC and the Digital Data Protection Act, 2023 and subsequent rules thereof.
3. The service provider and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the TNPSC's business or operations without the prior consent of the TNPSC. The legal liability for breach of confidentiality by

the service provider and its employees solely lies with the service provider.

E) General conditions:

1. The service provider shall undertake security audit for the Development of Computer Telephony Interface and CRM Software for Grievance Redressal Call Centre and Examination Monitoring Call Centre, in case of inclusion of any fresh module or as and when necessary, from TNeGA empanelled agencies/auditors any other agency as endorsed by TNPSC.
2. The service provider shall ensure that necessary certification obtained from the concerned agencies nominated by the Government of Authorized Signatory of the Bidder with Office Seal Tamil Nadu / Government of India for incorporating the mandatory provisions as per Guidelines for Indian Government Websites (GIGW) or for undertaking the Security audit from time to time.
3. Only those agencies which in the individual capacity, satisfy the eligibility criteria need to quote for this tender and the bids submitted by the bidders who do not fulfill the eligibility criteria will be summarily rejected.
4. TNPSC will award the contract to the bidder whose Tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bidder is determined to be competent to execute the job satisfactorily. TNPSC shall however not bind itself to accept the lowest or any bidder, wholly or in part.
5. Entire activities shall be done by the successful bidder themselves and it should not be outsourced.
6. Taxes as applicable shall be deducted at source.
7. The bidder should enclose copies of documents substantiating their claim in this tender document, failing which the tender will be rejected without any further intimation.
8. The Agency shall not sublet whole or part of the work to any other agencies.

9. TNPSC shall have the right to issue addendum to tendered documents to clarify, amend, modify supplement or delete any of the conditions, clauses or items stated therein. Each addendum shall form a part of the original invitation to tender.
10. Resolution of the Company (if the Tenderer is a Company) authorizing the person signing the Tender, to sign the Tender on behalf of the Company is to be provided.
11. Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.
12. No amount shall be claimed other than that mentioned in the Price Bid for the work.
13. No consortium is allowed.

X. ELIGIBILITY CONDITIONS:

1. The bidder should be a company registered under the Indian Companies Act, 1956/2013.
2. The bidder shall have an average minimum annual turnover of Rs.3 Lakhs for the last three financial years i.e 2022-2023, 2023-2024 and 2024-2025.
3. The bidder should have experience for at least 2 years in operation of Software Development in Central or State Government Departments or Reputed Private Companies.
4. Joint Ventures and Consortium are not allowed to participate in the Tender.
5. The bidder should have valid PAN/TAN number and GST number.
6. The bidder should have Registered Office/ Operating Branch at Chennai, Tamil Nadu, if not available Registered Office / Operating Branch will be opened in case of successful bidder.
7. The company should not have been blacklisted by any State Government / Central Government / PSU for any reason and given necessary certificate from their letter head.

8. All the above eligibility conditions are mandatory and the agencies not fulfilling even any one of the above conditions shall not be considered and the bids received from such bidder shall be summarily rejected. Bidder have to attach relevant required supporting documents as proof for each infera.(As per Annexure-I)

9. Bidder who satisfy all criteria mentioned above and submitted their bid with EMD as specified shall be considered on technically qualified and eligible for opening of financial bid.

XI. CLARIFICATIONS AND AMENDMENTS TO TENDER DOCUMENT

1. During the process of evaluation of Bids, TNPSC may, at its discretion, ask the bidders for clarifications if any on their bid. The bidders are required to respond within the prescribed time frame for any such clarification. In case of non-compliance, their bids will be disqualified and rejected without further notice.
2. TNPSC may for any reason, modify the Tender Document from time to time. The amendment(s) to the Tender Document, if any, would be clearly spelt out and hosted on the website as provided in the document and the bidders may be asked to amend their bids due to such amendments.

XII. SUBMISSION OF BIDS:

The tenders should be submitted in two sealed covers:

Cover-I: It should be superscribed as “**Technical Bid**” and should contain the signed Tender Document and Annexure-I (duly filled in and signed) along with the copies of documentary evidence substantiating the claims in respect of each and every item mentioned in the Annexure-I. **[No price details shall be given in this envelope. Violation of this would result in invalidation of Tender. The EMD shall be enclosed with the envelope marked as “Technical Bid”. A check list for Technical Bid is given in the Annexure-I]**

Cover-II: It should be superscribed as “**Financial Bid**” and contain only Price Bid (Exclusive of Tax) as in Annexure –III

Note: - The above said two covers containing Technical Bid and Financial Bid shall be placed in the main sealed envelope superscribed as “**Sealed Tenders for Development and Annual Maintenance Contract of Computer Telephony Interface and CRM Software for Grievance Redressal Call Centre and Examination Monitoring Call Centre for a period of 3 years.**”

This should be addressed to **The Secretary, TNPSC, Chennai - 600 003**. The tender documents complete in all aspects may be dropped in the Tender Box kept in the Reception Office of the TNPSC, Chennai – 600003 on or before 27.11.2025 at 5.30 PM

XIII. OPENING OF BIDS:

The bids received shall be opened on 28.11.2025 at 11.00 AM (IST).

XIV. EVALUATION OF BIDS:

a) Technical evaluation

- a) The technical eligibility of the bidder will be evaluated against the eligibility criteria, other terms and conditions mentioned herein, before opening of financial bid.
- b) During the process of evaluation of Bids, TNPSC may, at its discretion, ask bidders for clarifications on their bid through e-mail / fax / telephone / meeting or any other mode of communication. The bidders are required to respond within the prescribed time frame for any such clarification. In case of non-compliance, their bids will be disqualified and rejected without further notice.

b) Financial evaluation

- a) The Financial Bids of those bidders who have been found to be technically eligible will alone be opened. The Financial Bids of ineligible bidders will not be opened.

- b) The bidder with the lowest rate would be awarded with the contract, subject to the fulfillment of tender conditions given in this tender document.

XV.VALIDITY OF BIDS:

The bids submitted for this tender shall be valid for 6 months from the date of submission of tender

XVI. LATE BIDS

Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained and shall be returned unopened. TNPSC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

XVII. EARNEST MONEY DEPOSIT (EMD):

- 1) The bidder should enclose the bid security (EMD) of Rs.25,000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft drawn in favour of **"The Secretary, Tamil Nadu Public Service Commission, Chennai-600 003"**.
- 2) EMD of the successful bidder will be adjusted in the Security Deposit.
- 3) The Earnest Money will be forfeited on account of one or more of the following reasons:-
 - i. Bidder withdraws its bid during the validity period specified in Tender Document.
 - ii. In case of a successful bidder, fails to sign the Agreement in time.
- 4) EMD of all unsuccessful bidders would be released by TNPSC within one month of the bidder being notified as being unsuccessful.
- 5) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- 6) Successful bidder shall accept the work order within 2 days of receipt of work order. Otherwise, the EMD will be forfeited.

XVIII. ACCEPTANCE OF BIDS

The bids of only the bidder who has quoted the lowest rate shall be considered for the award of the contract, subject to the conditions that the Tendering Authority reserves the right;

1. To enter into negotiation with such bidders with a view to get the best possible, efficient and cost effective solution.
2. To reject any tender without assigning any reason whatsoever.

XIX. NOTIFICATION OF AWARD OF CONTRACT

TNPSC will notify the successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of the contract.

XX. SECURITY DEPOSIT

- a. A security deposit amount at 5% of the bid/contract value shall be paid by the successful bidder within a period of 2 weeks after the notification of award of contract.
- b. The Security Deposit amount will be refunded to the successful bidder on completion of 1 month after the Contract Period is over subject to satisfaction of TNPSC. Such completion would be arrived at when the entire Scope of Work is executed by the bidder as per the Contract Agreement and as per Order(s) issued by TNPSC from time to time. The security deposit amount will not earn any interest.
- c. The Security Deposit will be forfeited if the successful bidder fails to deliver the services as per the Request for Quotation (RFQ) or due to the non performance of the contracted obligation during the contract period.

XXI. RIGHT TO TERMINATE THE PROCESS

TNPSC reserves the right to annul the Tender process, or to accept or reject any or all the bids in whole or part at any time without assigning

any reason and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

XXII.PAYMENT

1. Payment shall be made based on the negotiated final rate agreed to in writing by the bidder.
2. The first installment of 50% of the negotiated final rate for development of application shall be made after the completion of work in the scope of development by the bidder. The second and third installments of 25% shall be made each on successful operation and after necessary training is imparted to the Staff of TNPSC respectively.
3. The payment for AMC will be made on a Quarterly basis equals to 25% of AMC charges (including taxes) at the end of each Quarterly period of the service contract for Annual Maintenance and on satisfactory performance of the work entrusted for the period from the date of execution of the AMC. Final quarter payment will be released after completion of exit management.
4. The office of TNPSC will deduct Service/Income Tax and other statutory taxes at Source as applicable from time to time.
5. No payment shall be made in respect of any other minor alterations / changes (if needed) in the scope of development of the application which may be specified by TNPSC.
6. The payment shall be made by "Electronic Fund Transfer (EFT) / e-payment/ECS/cheque. The Service providers are therefore requested to indicate Bank Account Number and other relevant details in your offer / bill (s). The bidder must submit their Banker's name, address, Type of Account & Account Number and IFSC etc. Service providers are required to submit an authorization form duly signed for e-payment to them.
7. Rates charged by the service provider for the services performed under the contract shall not be higher than the negotiated final rate agreed to in writing by the bidder.

XXIII. PENALTY

1. 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 of the delayed stage of the item, per day (subject to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.
2. If the delay or non-performance adversely affects TNPSC in any manner, the security deposit will be forfeited and other legal action would be initiated as per terms and conditions of contract. TNPSC may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the selected bidder.

XXIV. EXIT MANAGEMENT

- a. At the time of expiry of Operations and Maintenance, the Successful bidder should ensure a complete knowledge transfer by the successful bidder to the TNPSC new professional replacing them within a period of 2 weeks.
- b. The Successful bidder at the time of exit process will supply the following.
 - i. The developed applications (including source code, user Manual, software build and release configuration files and associated scripts, design & API documents) must be handed over to TNPSC (preferably in a portable drive).
 - ii. All information relating to the work rendered
 - iii. Project data and confidential information
 - iv. All other information including but not limited to documents and records relating to the services reasonably necessary to TNPSC or any other agency identified to carry out due diligence in order to transition the provision of services to TNPSC or any other agency identified.

- v. All properties provided by TNPSC shall be returned.
- vi. Before the date of exit of the Successful bidder from TNPSC, the Successful bidder shall deliver to TNPSC all new and updated deliverables and shall not retain any copy thereof.

XXV. FORCE MAJEURE

Neither TNPSC nor the service provider shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes, contingencies beyond their reasonable control such as:

- a. Natural phenomena including but not limited to earthquakes, floods and epidemics
- b. Acts of any Government authority domestic or foreign including but not limited to war declared or undeclared.
- c. Accidents or disruptions including, but not limited to fire and explosions.

XXVI. FRAUDULENT/CORRUPT/COLLUSIVE/COHESIVE PRACTICES

The selected bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the process of work assigned to them. Notwithstanding anything to the contrary contained in this Request For Proposal, TNPSC shall reject a proposal without being liable in any manner whatsoever to the selected bidder, if it determines that the selected bidder has, directly or indirectly or through an agent, engaged in any form of fraudulent/corrupt/cohesive/collusive practices, in the process. In such an event, TNPSC shall, without prejudice to its any other rights or remedies forfeit and appropriate the Performance Security.

XXVII. ARBITRATION & JURISDICTION

In case of any dispute, the matter will be referred to a sole Arbitrator to be appointed by the Secretary, 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 and both the seat and venue shall be at Chennai. The Courts at Chennai alone shall have jurisdiction in the matter.

Annexure-I

<u>Technical Bid/Eligibility Criteria (Check list)</u>			
Sl. No.	Eligibility Condition	Yes/No (If No, Specify Reason)	Remarks/ Page Reference
1.	Is the Firm/ Company Incorporated in India Under Indian Company Act 1956/2013? (Proof to be enclosed: (e.g. Certificate of Incorporation of the Company)		
2.	Annual Turnover of the Company for the past 3 years (2022-2023, 2023-2024 and 2024-2025)? (Proof to be enclosed: (e.g. Certificate from it's Chartered Accountant and attached Balance Sheet, P&L statement.		
3.	Whether the bidder has experience at least 2 years of operation of Software Development in Central or State Government Departments or Reputed Private Companies? [(Proof to be enclosed) (e.g. Copy of Work Order, Agreement along with completion /satisfaction performance certificate)]		
4.	No. of similar Projects done (Details of projects have to be furnished)?		
5.	Do you have valid PAN /TAN Number? (Proof to be enclosed: (e.g. Copy of PAN /TAN Number)		
6.	Do you have valid GST Registration No.? (Proof to be enclosed: (e.g. Copy of GST Certificate)		

Sl. No.	Eligibility Condition	Yes/No (If No, Specify Reason)	Remarks/ Page Reference
7.	Do you have Registered Office / Operating branch at Chennai? (Proof to be enclosed: (e.g. EB Bill, Lease Document, Telephone Bill))		
8.	Have you ever been black-listed by any Government Organization /Department /PSU/ any other Agency (Company letter head)? (As per Annexure-II)		
9.	Have you enclosed DD for EMD (DD No. & Date for the amount of Rs.25,000/-)?		
10.	Have you submitted Financial Bid in a separate cover (Cover-II)?		
11.	Whether all the pages of the tender documents are signed by the authorized signatory?		

Note:

Copies of documentary evidence are to be enclosed substantiating the claims in respect of each and every item mentioned in this Annexure-I

Annexure-II
Certificate of Undertaking

[On the Letter head of Bidder duly signed by the Authorized Signatory with seal]

1. I/ We have read the tender document completely and understood the requirements and conditions laid down in it. I/ We certify that my/our firm is eligible to participate in this tender as per the eligibility criteria specified in this tender document. I/ We will abide by the tender terms and conditions given in the documents.
2. I/ We have not been blacklisted by any State/ Central/ Other Government Institutions/PSU as on the date of bid opening.

Annexure-III
Financial Bid

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

Tender No. :
Date :

To
The Secretary,
Tamil Nadu Public Service
Commission, TNPSC Road,
Chennai- 600 003.

Sir,

I/We hereby submit our price bid for the work of **Development and Annual Maintenance Contract of Computer Telephony Interface and CRM Software for the Grievance Redressal Call Centre and Examination Monitoring Call Centre for a period of three years** as indicated in the Tender document.

Sl. No.	Item of Work	Rate in INR (Exclusive of the taxes applicable)	Rate in Words
1.	Cost for Development and Implementation(Go live) of Computer Telephony Interface and CRM Software for the Grievance Redressal Call Centre and Examination Monitoring Call Centre as mentioned in scope of work		
2.	Cost for Annual Maintenance Contract as mentioned in the scope of work (per year)		

Note :-

The rate in this Financial Bid shall be quoted in respect of all the activities taken as a whole.

The bidder who has quoted the lowest amount in all categories may be treated as L1 Bidder.

The rate shall be exclusive of the Taxes applicable. The Taxes Applicable are as follows:-

S. No	Name of the TAX	%applicable
1.	CGST	
2.	SGST	
3.	 Specify	

Annexure-IV

BID COVERING LETTER

To:

The Secretary,
Tamil Nadu Public Service
Commission,
Chennai – 600 003.

Dear Sir,

Sub: **DEVELOPMENT AND ANNUAL MAINTENANCE
CONTRACT OF COMPUTER TELEPHONY INTERFACE AND
CRM SOFTWARE FOR A PERIOD OF THREE YEARS**

1. Terms & Conditions

1.1. I/ We, the undersigned Bidder(s), having read and examined in detail the specifications and all bidding documents in respect of this Tender do hereby propose to provide services as specified in the bidding document.

1.2. I/ We, the undersigned Bidder(s) having submitted the qualifying data as required in your Tender, do hereby bind ourselves to the conditions of your Tender. In case any further information/ documentary proof in this regard before evaluation of our bid is required, I/We agree to furnish the same on demand to your satisfaction.

2. Rates & Validity

All the rates mentioned in our proposal are in accordance with the terms as specified in bidding documents.

3. Bid Pricing

I/ We further declare that the rates stated in our proposal are in accordance with your terms and conditions in the bidding document.

4. Earnest Money

I/We have enclosed the earnest money as required incase of default it is liable to be forfeited in accordance with the provisions enumerated therein.

5. Declaration

I/ We hereby declare that my/ our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of my/ our knowledge and belief and nothing has been concealed therefrom.

Thanking you,

Yours faithfully,

(Signature)

Date:

Place:

Name:

Designation:

Seal