

# **TamilNadu Public Service Commission**

#### Tender No.715/2025, Dated 21.08.2025

Limited Tender for the Redevelopment and Annual Maintenance of Roster Generation Software Module for one year.

Tender Publishing Date and Time	on 21.08.2025	@ 10.00am
Tender Document Download-Start Date and Time	on 21.08.2025	@ 10.30am
Bid Submission- Start Date and Time	on 22.08.2025	@ 10.00am
Clarification on the Tender Documents	on 25.08.2025	
Bid Submission- Closing Date and Time	on 04.09.2025	@ <b>05.45</b> pm
Bid Opening Date and Time	on 08.09.2025	@ 03.00pm

# **Notice Inviting Tender**

Sealed Tenders in the prescribed format are invited from the reputed firms for the work of **Redevelopment and Annual Maintenance of Roster Generation Software Module for one year.** 

For any queries related to the Bid Submission, bidders shall contact by email: somcda.tnpsc@tn.gov.inand Ph No:044-25300305.

## I) ABOUT TNPSC

#### 1. Background:

Tamil Nadu Public Service Commission, as mandated by the Constitution of India, conducts examinations for appointment to the services of the State and Direct recruitment by selection through interviews. It's 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.

# 2. Objectives:

This tender is floated for selecting a well experienced firm for the – Redevelopment and Annual Maintenance of Roster Generation Software Module for one year.

#### II. SCOPE OF WORK

#### **I.** About the Roster generation software module:

The Roster generation software module is used to generate the Roster and Vacancy distribution pertaining to the reservation categories for all examinations notified by the Commission.

#### II. Detailed Description of Scope of work:-

#### 1. Notification List Dashboard:

- 1. Provision to display a Notification List containing all the examinations for which the Roster and Vacancy distribution have been generated.
- 2. Provision to filter the examination using Year and Post name.
- 3. Provision to create a database for each examination based on Notification No, Year, Date of Examination and Exam name.
- 4. Provision to edit the Date of Examination.

5. Provision to back up the database of all the posts in an examination.

# **2.Roster Dashboard:**

The following provisions shall be given in the Dashboard

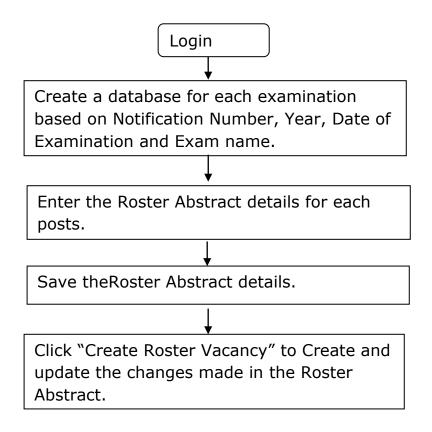
- 1. Provision to display a Dashboard containing a list of all the Posts/Units details for specific examination.
- Provision to filter the details using Post/Unit, Vacancy type, Department code, Department name, District and search option.
- 3. Provision (called Create Roster Vacancy) to update the changes made in the Roster Abstract.
- 4. Provision called Report to view the Roster form for each post in PDF format.
- 5. Provision to export the Roster form, Report Abstract and merged Roster report for all Posts/Units in an examination in PDF format.
- 6. Provision to generate vacancy distribution for all examinations both in Horizontal or Vertical form.
  - 7. Provision to view the Backlog vacancy categories in each department/unit for specific examination.
  - 8. Provision to edit the Roster Abstract details for particular post in an examination.
  - 9. Provision to delete the Roster Abstract details for particular post in an examination.
- 10. Provision to Import the Roster Abstract details via Excel format.

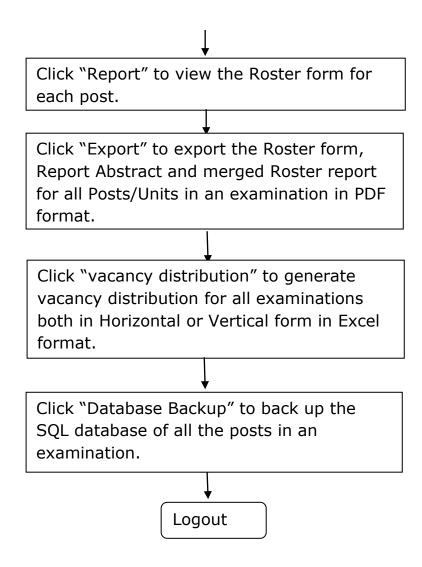
#### 3. Roster Abstract

1. Provision to create new post in the examination using post name and post code.

- 2. Provision to specify Roster Abstract for each post, which includes Post name, Post code, Department code and Full name (Department name and District) and has following columns:
  - Column to specify General details, which includes Post Name, Department, District, Service, Short form of Service.
  - Column to enter the details regarding number of Total vacancy, Backlog vacancy, Regular vacancy and Shortfall vacancy.
  - ➤ Column to filter the details regarding Gender, PSTM, Ex-Servicemen, Destitute widow, Physical vacancy, Religion/ Community restrictions, DAP categories and substitute in DAP.
  - Column to specify details regarding vacancy and Communal category of Backlog vacancy.
  - Column to specify used rotation, turn and remarks.
  - Column to specify details regarding vacancy and category of Shortfall vacancy.

# III. Process flow of Roster generation software module:





#### IV. Additional features to be developed:

- 1. A provision to view/retrieve the turn and rotation last utilized in respect of all posts, recruitment/year wise using unique department code.
- 2. A Provision in the Roster Abstract (vacancy column) to specify Total cadre strength-1, which has no turn and rotation.
- A provision in the Filter column to specify sub categories of DAP (Differently Abled Persons) categories.
- 4. A provision to identify the DAP turn (original/substitute) by flagging the substitute turn. If it is a substitute turn, it should get reflected and indicated in the Roster form PDF as "(S)".
- 5. A provision to list all castes in the caste allowed Filter column.

- 6. A provision to add newly formed districts to create the District wise Roster Abstract in the specific department.
- 7. A provision to include Checkbox in the Roster Abstract List to generate Database backup (SQL) & Vacancy distribution (Horizontal & Vertical) for selected posts.
- 8. A provision to select All from the above Checkbox in the Roster Abstract List to select all posts in an examination to generate Database backup (SQL) & Vacancy distribution (Horizontal & Vertical).
- 9. A Provision to print the abstract of vacancies in the Roster form pdf in the following sequential order:

GT

BC(OBCM)

BC(M)

MBC/DC

SC(A)

SC

ST

- 10. A provision in the Roster dashboard to calculate the exam-wise, postwise, unit-wise and category-wise number of vacancies.
- 11. A provision to include Backlog vacancy and shortfall vacancy column in Excel template to Import the Roster Abstract details via Excel format.
- 12. Update the headline "ROSTER FORM-SCHEDULE-V" as "ROSTER FORM-SCHEDULE-V, VI, VII and VIII" in the Roster form pdf.

# V. Operation and Maintenance of Roster generation software module:

The Service Provider is responsible for operation and maintenance of the Roster generation software module on day-to-day basis. This includes but not limited to the following:

- 1. Installation and Configuration of Roster generation software module on the systems as per requirement.
- 2. Providing support and troubleshooting for the Roster generation software module, including resolving any technical issues or bugs that may arise.
- 3. Maintaining and monitoring the performance of the Roster generation software module with regular updates and upgrades, to ensure that it is functioning properly on day-to-day basis.
- 4. Assist in the early restoration of the software module in the event of any issues or disruptions.

# **III)TERMS AND CONDITIONS**

#### A) Contract Period:

- The contract period shall be initially for a period of one year.
   Based on the performance of the vendor and the requirement, the
   contract period may be extended for further period of one year
   subject to orders of the TNPSC.
- 2. Further, after completion of the contract period, the Company should continue the work for three (3) months or till the engagement of the next vendor, whichever is earlier so that the work is not hampered in any manner during the transition period.
- **3.** The prices/rates quoted shall be firm throughout the period of the validity of the offer and subsequently during the currency of the contract.

# B) Development and post development:

- 1. The vendor should engage experienced Professional personnel for the development.
- The Entire process of development or customisation of software (if the agency already owns the software) has to be done in the premises of TNPSC under the CCTV surveillance, as per the work description in the scope document.
- 3. After the completion of development of the software, up gradation and maintenance should be provided for a period of one year.
- 4. A dedicated manpower should be present at the Office of the Commission at the time of development and to provide support as per the requirements.

### C) Language Proficiency:

- 1. Vendors must be conversant in both English and Tamil language to facilitate communication and understanding.
- 2. Vendors should have operational experience in Chennai to ensure familiarity with local context and requirements.

# D) Confidentiality:

- The agency shall be required to undertake full responsibility of the safe custody, security of data supplied by TNPSC and shall ensure absolute confidentiality of data. It shall be ensured that there is no transmission of content in any form to any individual or institution outside the purview of TNPSC.
- 2. The vendor shall adhere to data protection and privacy policies followed by TNPSC, Digital Data Protection Act 2023 and subsequent rules thereof.
- 3. The Selected Bidder 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 Bidder and its employees solely lies with the bidder.

## **IV) ELIGIBILITY CRITERIA**

- 1. The bidder should be a company registered under the Indian Companies Act 1956/2013 or firm.
- 2. Joint Ventures & Consortiums are not allowed to participate in the bid.
- 3. The bidder must have completed at least 5 years of operation in the field of software development.
- 4. The bidder must have a valid website.
- 5. The bidder should have minimum annual turnover of Rs. 5 lakhs for the three accounting years between 2022-23, 2023-24 and 2024-25.
- 6. The bidder should have an established set up in Tamil Nadu and operating branch at Chennai.
- 7. The bidder should have experience of software development for users in Central or State Government departments or reputed private companies.
- 8. Should have valid PAN/TAN number and GST Numbers for their firms.
- 9. The bidder should not have been blacklisted by any Govt. organization/Departments/PSU or any other agency on the day of bid submission.

Note: All the above eligibility conditions are mandatory and the firms not fulfilling even any one of the above conditions shall not be considered and bids received from such bidder shall be summarily rejected.

# **V) OTHER CONDITIONS**:

- 1. The Agency will be required to redevelop and maintain the software module for Roster generation.
- 2. The agency will be required to debug all the error regarding the software module for Roster generation.
- 3. The agency will be required to maintain and monitor the performance of the Roster generation software module with regular updates and upgrades to ensure that it is functioning properly on day-to-day basis.

- 4. The agency shall be required to include additional features in the software module for Roster generation as per the future needs of the Commission.
- 5. The agency shall take steps for early restoration of the software module in the event of any issues or disruption.
- 6. The agency shall undertake Security audit for the software module, in case of any fresh module or code is introduced or, as and when necessary from TNEGA empanelled agencies/auditors.
- 7. A copy of CD/DVD under intimation to the Commission containing the software/source code and database shall be made available to TNPSC on installation and after every stage affecting the source code.
- 8. The agency shall be required to undertake full responsibility of the safe custody, security of data supplied by TNPSC. It shall ensure that there is no transmission of content in any form to any individual or institution outside the purview of maintenance of software module for Roster generation.
- 9. The agency shall have to provide the training to the Commission's staff regarding the redeveloped Roster generation software module.
- 10. The agency shall provide full co-operation for transfer of knowledge, source code, data, credentials etc., to the new vendor finalized for further AMC.

# **VI) GENERAL CONDITIONS**:

- 1. Incomplete Tenders are liable to be rejected. Conditional bids will not be considered and be rejected.
- 2. Successful vendor shall accept the work order within 2 days of receipt of work order failing which EMD will be forfeited.
- 3. Upon issuance of work order to the successful bidder, the requirements mentioned herein shall be completed at the earliest possible juncture. The agency shall divert necessary technical personnel for speedy implementation of the requirements mentioned herein; and, even if additional human resources are required, the

- same shall be promptly provided so that there is no disruption of services.
- 4. Only those firms which, in their individual capacity, satisfy the eligibility criteria need to quote for this tender and the bids submitted by the bidders who do not fulfil the eligibility criteria will be summarily rejected.
- 5. The bidder should have the resources having knowledge in software platforms (Software languages and database handling) and should provide necessary manpower.
- 6. The software shall be in Content Management System (CMS) so as to be user friendly and the staff of the TNPSC shall be enabled to change the content as per the requirements from time to time.
- 7. The bidder should provide all the source code to the TNPSC and training to the staff of TNPSC, as and when called for. All material/product, related source code & other connected intellectual property would be property of TNPSC and bidder should not reuse/replicate/transfer the same to anyone else. The bidder should provide all admin/ user manuals. The bidder should also provide support for all future upgrades/initiatives of TNPSC related to these modules.
- 8. The bidder should use the licensed, latest and legal software for the development of software modules.
- 9. All statutory obligations vests with the bidder. The Employee Provident Fund (EPF) and Employee State Insurance (ESI) contribution in respect of all employees shall be borne by the Service Provider.
- 10. The service provider should have valid license from the competent authority under the provisos of Contract Labour Act, 1970 and Contract Labour (Regulations & Abolition) Central Rules, 1971.
- 11. Working Hours: The normal working hours of TNPSC will be from 10.00 AM to 5.45 PM and five days a week (i.e. Monday to Friday). However in case of emergencies / exigencies or during

- examinations, the working hours and working days are likely to be extended i.e. even beyond the official working hours and on Saturdays and Sundays / (24x7).
- 12. 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 tender, wholly or in part.
- 13. TNPSC, reserves the right to accept or reject any Tender, and to annul the Tender process and to reject all bids at any time prior to award of the contract. The decision of TNPSC in this regard would be final and binding.
- 14. Entire activities shall be done by the successful bidder themselves and it should not be outsourced.
- 15. Corrupt or Fraudulent Practices: Bidders should observe the highest standard of ethics during the execution of contract. TNPSC will reject a proposal if it is found that the Bidder recommended for award has engaged in corrupt or fraudulent practice(s) while competing for the contract in question.
- 16. The company should not have been blacklisted by any State Govt. / Central Govt. Department /PSU for any reason.
- 17. The bidder should enclose copies of documents substantiating their claims in this tender, failing which the tender will be rejected without any further information.
- 18. Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.
- 19. After the development Upgradation and Maintenance should initially be provided for a period of one year.

20. The company is responsible for the smooth functioning of the software without any interruption throughout the contract period or during the period of extension, if any.

#### 21. Financial bid:

- (i) The rate in the Financial Bid shall be quoted in respect of all activities (mentioned in the scope), i.e., as mentioned in annexure-III to this tender document.
- (ii) No amount should be claimed other than that mentioned in the price bid for the work.
- (iii)No escalation in the rate quoted/ negotiated shall be allowed during the contract period (one year) or during the period of extension, if any.

#### **VII) SUBMISSION OF BIDS:**

**Cover-I:** The Technical Bid Should contain the signed Tender Document alongwith the copies of documentary evidence substantiating the parameters indicated in the tender document & claims made in respect of each and every item mentioned in the Annexure-I.

**Cover-II:** The Financial Bid should 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 sealed and kept in a single outer cover. This outer cover shall be sealed and addressed to the Secretary, Tamil Nadu Public Service Commission, Chennai-3 along with the superscription Redevelopment and Annual Maintenance of Roster Generation Software Module for one year.

#### **VIII) SCRUTINY OF BIDS:**

**Cover-I (Technical bid)** shall be opened by the Tender Scrutiny Committee on the date and time mentioned in this tender document to determine the substantial responsiveness. Scrutiny shall be carried along

with conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and other conditions of this tender document without any material deviation.

**Cover-II** (**Financial bid**) shall be opened on the date and time mentioned in this tender document. The Bidder with the lowest rate would be awarded with the contract, subject to the fulfilment of tender conditions given in this tender document.

**Note:** Scrutiny Committee may, at its discretion, call for additional information from the bidder(s) through e-mail / fax / telephone /meeting or any other mode of communication. Such information has to be supplied within the set out time frame as provided by Scrutiny Committee, otherwise Scrutiny Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the bid is liable to be rejected. Seeking clarifications cannot be treated as acceptance of the bid. For verification of information submitted by the bidders, the Committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents and reference information as desired by the Committee. The bidders shall also assist the Committee in getting relevant information from the bidders' references.

#### **IX) VALIDITY OF BIDS:**

The bids submitted for this tender shall be valid for 180 months from the date of submission of bids.

#### X) 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

- obtained in favour of the Secretary, Tamil Nadu Public Service Commission, Chennai.
- 2. In the case of Service Provider, the EMD will be retained as interest free performance security deposit and will be refunded only after the satisfactory completion of the contract.
- 3. The Earnest Money Deposit 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, if the said bidder fails to sign the Agreement in time.
  - iii. In case of a successful bidder, if the said bidder fails to perform the contract as per the tender terms & conditions.
- 4. Unsuccessful bidders' Earnest Money Deposit shall be discharged / returned within 30 days after the expiration of the period of Tender Offer validity prescribed in this tender.
- 5. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it. Any Tender without Earnest Money Deposit in a manner other than what is mentioned above is liable to be rejected at the discretion of the TNPSC. However, Companies having SSI (Small Scale Industry) / NSIC registration in Tamil Nadu or similar / relevant services shall be allowed EMD exemption upon enclosure of relevant Documents as per MSME Act.

# XI) CLARIFICATIONS AND AMENDMENTS TO THE TENDER DOCUMENT:

 During the process of scrutiny of Bids, TNPSC may, at its discretion, ask Bidders for clarifications 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 hosted on the website as provided in the document and the bidders may be asked to amend their bids due to such amendments.

#### XII) NOTIFICATION OF AWARD OF CONTRACT

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

## XIII) SECURITY DEPOSIT

- 1. A security deposit amount not exceeding 5% of the value shall be paid by the successful bidder.
- 2. 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.

#### XIV) SIGNING OF CONTRACT

After TNPSC notifies the successful bidder that his proposal has been accepted, the successful bidder shall sign the Contract within 3 days. After signing of the Contract, no variation or modification of the terms of the Contract shall be made.

#### XV) 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.

#### XVI) PAYMENT

Payment shall be made on quarterly basis for 25% of the amount mentioned in the Financial Bid. The first payment of 25% of the bid amount shall be made after 3 months within which the activities mentioned in the scope shall be completed by the bidder. The second and third installment of 25% each shall be released after 6 and 9 months respectively. The last 25% will be released only after 12 months and after necessary training is imparted to the staff of TNPSC.

#### **XVII) 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%) shall 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 the TNPSC in any manner, the security deposit will be forfeited and other legal action would be initiated as per terms and conditions of contract. The 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.

#### **XVIII) 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:

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

## XIX) 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. The Courts at Chennai alone shall have jurisdiction in the matter.

# **Annexure-I**

	Technical Bid/Eligibility Criteria (Check list)		
SI. No.	Eligibility Condition	Yes/No (If No, Specify Reason)	Remarks/ Page Reference
1.	Is the Firm/ Company registered in India?  Documentary Evidence to be furnished:		
2.	Whether the bidder has completed at least 5 years of operation in the field of providing the software solutions to the reputed Universities / Private Companies / Public Service Commission / Recruitment Boards Documentary Evidence to be furnished:		
3.	Whether the bidder has executed a minimum of 3 such contracts during last 3 years.  Documentary Evidence to be furnished:		
4.	Do you have Registered Office/Operating branch at Chennai?  Documentary Evidence to be furnished:		
5.	The average minimum annual turnover of Rs.5 lakhs for the preceding three accounting years between 2022-2023, 2023-2024 and 2024-2025.  Documentary Evidence to be furnished:		
6.	Do you have valid GST Registration No.?  Documentary Evidence to be furnished:		
7.	Do you have valid PAN /TAN Number?  Documentary Evidence to be furnished:		

8.	Have you ever been black-listed by any	
	Government Organization /Department /PSU	
	any other Agency on the day of bid	
	submission	
	Documentary Evidence to be furnished:	
9.	Have you ever been imposed with any	
	penalty for non-adherence of the tender	
	conditions or fault /delay in execution of	
	work?	
	Documentary Evidence to be furnished:	
10.	Have you enclosed DD for EMD (DD No.&	
	Date for the amount of Rs.25,000/-)	
	Documentary Evidence to be furnished:	
11.	Have you submitted Financial Bid in a	
	separate cover (Cover-II)	
	Documentary Evidence to be furnished:	
12.	Whether all the pages of the tender	
	documents are signed by the authorized	
	signatory?	
	Documentary Evidence to be furnished:	

# <u>Note</u>

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

#### **Annexure-II**

# **Certificate of Undertaking**

- 1. I/ We have read the tender documents completely and understood the requirements and conditions laid down in it. We certify that 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 as on the date of Submission of bids.

Authorized Signatory of the Bidder with Office Seal:

# **Annexure-III**

# **Financial Bid**

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

Tender No:	Date:
То	
The Secretary,	
Tamil Nadu Public Service Commission,	
TNPSC Road,	
Chennai-600 003	
Sir,	

I /We have hereby submit our price bid for the work of **Redevelopment and**Annual Maintenance of Roster Generation Software Module for one year.

# **Bill of Quantity**

	Rate in INR (Exclusive of the taxes applicable)	Rate in Words
I. Redevelopment of the Roster Generation Software		
as per the scope of work mentioned in the Tender		
Document		
II. Maintenance of the Roster Generation Software		
for a period of one 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 the 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	