



**Tamil Nadu Public Service Commission**

**Tender No. 718/2025, Dated.10.09.2025**

**Limited Tender for the Redevelopment and Annual Maintenance of Commission's Website for two years.**

|                                                     |                                 |
|-----------------------------------------------------|---------------------------------|
| <b>Tender Publishing Date and Time</b>              | <b>on 10.09.2025 @ 06.00 pm</b> |
| <b>Tender Document Download-Start Date and Time</b> | <b>on 10.09.2025 @ 06.01pm</b>  |
| <b>Bid Submission- Start Date and Time</b>          | <b>on 11.09.2025 @ 10.00 am</b> |
| <b>Clarification on the Tender Documents</b>        | <b>on 15.09.2025</b>            |
| <b>Bid Submission- Closing Date and Time</b>        | <b>on 25.09.2025 @ 05.30 pm</b> |
| <b>Bid Opening Date and Time</b>                    | <b>on 26.09.2025 @ 11.00 am</b> |

**Notice Inviting Tender**

Sealed Tenders in the prescribed format are invited from the reputed firms for the **Redevelopment and Annual Maintenance of Commission's Website for two years.**

For queries relating to Bid submission, bidders shall contact either by email: [somcda.tnpsc@tn.gov.in](mailto: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 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.

### **(b) Objectives of the Tender Notice:**

This tender is floated for selecting a well experienced firm for the **Redevelopment and Annual Maintenance of Commission's Website for two years.**

## **II. SCOPE OF WORK:**

### **Redevelopment and Annual Maintenance of Commission's Website ([www.tnpsc.gov.in](http://www.tnpsc.gov.in))**

#### **Redevelopment:**

##### **1. Development of Grievance Redressal Module**

Grievance Redressal Module shall be developed to receive complaints / grievances / representations from candidates or public on the website (using any authentication mode) and to send reply through the said module by the sections concerned. Provision to monitor the status of the complaints shall also be made.

##### **2. Selection List forwarding through Recruitment Requisition page**

In the existing Recruitment Requisition web page of the Commission's website, necessary provisions shall be made for uploading of Selection List which can be downloaded and viewed by the Appointing Authorities concerned.

Provision shall also be given to the Appointing Authorities to upload the details of candidates who had joined / not joined from among the selected candidates.

### **3. Suspicious Activities Complaint Module**

Necessary provisions shall be made to provide a Suspicious Activities Complaint module to enable the candidates / public to report the suspicious activities in connection with the conduct of examination for a specific period whenever examinations are scheduled.

### **4. New Architecture, Look and Feel:**

The website shall be redesigned to give a new look and feel to the existing website and the architecture of the website shall be designed and developed in such a way that the displaying of contents consumes less time and shall withstand huge traffic and it shall be bilingual having separate resource files for English and Tamil, with English being the default language.

Design and content management should support Extensive Website Analytics and Statistics to be provided. Traffic reports, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages, other statistical reports should be provided as per requirement of the Commission.

The accessibility options shall be provided as per GIGW guidelines similar to the options provided in "<https://www.tn.gov.in/>".

5. The Search option shall be included in all the pages of the website to display context sensitive search results.

6. The Syllabus page, the Scheme of Examinations page and the Annual Planner page of the website shall be designed in such a way to enable the sections concerned to create, upload or edit the contents by the staff of the Commission with preview option.

7. Necessary provision shall be made to provide access to the Commission's staff for hosting interactive mode memorandum.

8. The Agency shall ensure that the OTP is received through SMS/ email by the staff concerned when they log on to the admin panel of the website.

9. All the HTML web pages (roughly around 200 at present) are to be converted to dynamic web pages.

10. The existing "Whats New" column provided in the Home page shall be modified as required by the Commission.

### **Day-to-day Maintenance:**

1.The agency to which the contract will be awarded shall be responsible for day-to-day maintenance and updation of the contents in both English and Tamil versions of the website.The Tamil version of the website should be exactly equivalent and corresponding to the English version.

2.The existing flow of the source code, software used in the backend etc., shall be reviewed and changes are to be made wherever required so as to ensure

the availability of the website without any lagging. The interface shall be as light as possible and reliable software available free of cost shall be used as far as possible.

3.Website should be mobile responsive and accessible on all major browsers (e.g.Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera etc.,) and should work on all OS.

4.Portability on all Platforms viz.,Desktop, Laptop, Windows, iPad, iPhone, MacBook, MacOS, Android etc.

5.Protection against defacement and hacking of the website and implement security features to protect the site from session hijacking, SQL injection, Cross scripting, Denial of Service etc. In case of virus or hacking attack, the agency shall have to re-create / restore the website within 4 hours when the hardware is ready.

6.Making provision for preview option to test-host the contents before publishing on the Commission's website.

7.Updating the Static / Dynamic information as and when required. Contents shall be uploaded and published within 30 minutes to one hour of receipt from the Commission.

8.Maintenance and checking of dead links of static pages.

9.Bug fixing and keeping website secured from all possible cyber-attacks and hackers at all time.

10.Carry out the changes/updates required as and when decided and informed by the Commission.

11.Website should be monitored 24\*7\*365 days in a year.

12.Provision to properly print the contents of each page with or without margins, headers and footers so as to enable the user to save or print the pages of the website in portrait or landscape mode.

13.The data regarding the current year only has to be published and maintained accordingly.

14.In the Half Yearly Examination tab, the documents such as Notifications, Addendum and Timetable shall be arranged chronologically.

15.The results of examinations involving large number of candidates shall be published in the [www.tnpscresults.tn.gov.in](http://www.tnpscresults.tn.gov.in) by modifying the Home page of the Commission's website in order to avoid traffic in coordination with the officials at TNSDC. Further, the said results shall be moved to the relevant

page of the Commission's website ([www.tnpsc.gov.in](http://www.tnpsc.gov.in)) after receiving instructions from the Nodal Officer concerned.

16. Making necessary provision to host tentative answer keys relating to Departmental Examination in dynamic mode.

17. Provision to create new menus and sub menus as per requirement by the Admin dynamically.

18. Database backup in a monthly basis and website backup after any update. The agency shall provide the complete backup of the data.

19. Auto Archival feature which will transfer the contents of the previous years to Archive section. Archival section will be available in each module and can be retrieved using search options with appropriate filters.

20. Updating the Site map periodically whenever any structural changes are made on the website.

21. Developing provision to send Auto reminder/ Scheduler (SMS Package) through website whenever and wherever required.

22. Create new dynamic web pages according to any future requirements as decided by the Commission.

23. Create/Integrate Commission's social media accounts in all the web pages.

24. The GIGW guidelines shall be followed to make the alignment of the website user friendly while zooming.

25. Ensure data connection through Application Programming Interface (API) with Integrated Mobile App and monitoring the updates at regular intervals.

26. Any other work not specified in the activities above, but required for smooth functioning of the website and maintenance shall also be done.

### **Server Maintenance and Security Audit:**

1. The maintenance of APP and DB servers of the website located at Tamil Nadu State Data Centre (TNSDC), Chennai and Regional Data Centre (RDC), Trichy and Mirroring of contents from servers at TNSDC, Chennai to RDC, Trichy from time to time.

2. The Agency will be required to make use of the four servers of the Commission placed at TNSDC for storing and publishing of the results.

- 3.The Agency will be required to create a new sub domain to maintain the previous years' data and make them manageable and accessible under Archives.
- 4.Carrying out security audit of the website and procurement of digital and other security certificates as and when required.

### **Manpower deployment:**

- 1.One manpower resource shall be made available to attend to the work specified herein. Additional manpower resource(s) may also be provided whenever required (i.e.) in case of a situation where the existing resource is unable to attend to the work or requires any additional support.
- 2.The availability of manpower resource shall be ensured 24 x 7 x 365 on all days including Government holidays and beyond official working hours.
- 3.One manpower shall exclusively be made available in the Commission's office on all working days during the official working hours.
- 4.The manpower resources shall attend and complete the work specified herein at any time either during official working hours or beyond that without any excuse.

### **III. TERMS AND CONDITIONS:**

#### **A) SLA (Service Legal Agreement) and Penalty:**

| S.No. | Work Description                                                            | Resolution Time | Penalty             |
|-------|-----------------------------------------------------------------------------|-----------------|---------------------|
| 1     | Website Updation – Urgent                                                   | 2 Hours         | Rs.500/- per day    |
| 2     | Website Updation – General                                                  | 8 Hours         | Rs.500/- per day    |
| 3     | Website Downtime (Any reason)                                               | 1 Hour          | Rs.500/- per hour   |
| 4     | Validation of Tamil translation of whole website                            | 6 months        | Rs.500/- per day    |
| 5     | Tamil Website page translation non-compliance/ discrepancy for any updation | 3 days          | Rs.500/- per day    |
| 6     | Absence of manpower                                                         | Each Day        | Rs. 500/- per day   |
| 7     | Setup of Disaster recovery site at Trichy Campus                            | One Year        | Rs.2000/- per month |

|   |                                                          |                                |                     |
|---|----------------------------------------------------------|--------------------------------|---------------------|
| 8 | Yearly Security Audit of the Website                     | Within every year(three times) | Rs.1000/- per month |
| 9 | Standardisation Testing and Quality Certification (STQC) | One Year                       | Rs.2000/- per month |

The above mentioned penalty amount will be imposed if the corresponding work is not completed within the time limit specified and shall be deducted from Quarterly AMC bills.

Note: The maximum cumulative penalty deducted shall be up to 10% of the contract value.

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.

3. If the bidder withdraws or alters the bid before the expiry of bid validity period, TNPSC may take the decision to forfeit the EMD and debar it from participating in future tenders.

4. If at any future point of time if it is found that the bidder has submitted information which is factually incorrect or if the bidder does not fulfill any of the contractual obligations, the TNPSC may take a decision to cancel the contract with immediate effect, and/or debar the bidder from bidding prospectively in this and all other tender procedures for a period to be decided by the TNPSC and take any other action as deemed necessary. The penalty with respect to its time period shall be quantified by the TNPSC at its own discretion/ satisfaction.

### **B) Annual Maintenance Contract Period:**

1. The redevelopment 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 **two years**. 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 the orders of the Commission.

3. The total contract period shall be for a period of **2 years**.
4. The prices/rates quoted shall be firm and not subjected to any changes for the Redevelopment of Commission's Website as well as for the Annual Maintenance throughout the period of validity of the contract and subsequent extension of the period of contract.

**C) Development and post development:**

1. The service provider should necessarily engage an experienced professional for the redevelopment or customization of the Commission's Website.
2. After completion of the redevelopment of the Commission's Website, upgradation and maintenance should be provided throughout the contract **period of 2 years** and subsequent extended period if any.
3. A dedicated experienced professional manpower should be deputed throughout the contract **period of 2 years** and subsequent extended period if any.

**D) Language Proficiency and Location:**

1. The service provider must be conversant in both English and Tamil language 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.

**E) Testing:**

The service provider shall thoroughly test the software coding of the Commission's website as per the standards and proven methodologies. Test cases and test report shall be submitted to TNPSC.

**F) 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 website maintenance.

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.

**G) General conditions:**

1. The service provider shall undertake security audit for the Redevelopment and Annual Maintenance of Website, 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 information.

8. Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.

9. No amount shall be claimed other than that mentioned in the Price Bid for the work.

10. The Agency shall not sublet whole or part of the work to any other agencies.

11. The 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.

12. 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.

13. **Taxes and Duties**

The bidder shall be entirely responsible for all taxes, duties, license fees, etc, incurred until delivery of the Contracted Goods & services to the Institute. No tax or duty will be payable by the Institute. If there is any enhancement in the taxes, duties, license fees etc, during the service period, the enhanced expenditure will be paid by the Institute.

14. The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of the TNPSC shall be final, conclusive and binding on the Bidder(s).

**IV. 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.5 lakhs for the last three accounting years between 2022-2023, 2023-
3. The bidder must have completed at least 5 years of operation in the field of software development / website maintenance.
4. The bidder should have experience of software development / website maintenance in Central or State Government departments or reputed private companies.
5. Joint Ventures and Consortium are not allowed to participate in the Tender.
6. The bidder should have valid PAN/TAN number and GST number.
7. The bidder should have Registered Office/ Operating Branch at Chennai, Tamil Nadu
8. The company should not have been blacklisted by any State Government / Central Government /PSU for any reason.
9. 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.

## **V. CLARIFICATIONS AND AMENDMENTS TO TENDER DOCUMENT**

1. During the process of evaluation 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 and hosted on the website as provided in the document and the bidders may be asked to amend their bids due to such amendments.

## **VI. 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 to 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 should be placed in the main sealed envelope super-scribed as **"Sealed Tenders for the Redevelopment and Annual Maintenance of Commission's Website for two 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 o/o TNPSC, Chennai - 600 003 latest by 5.30 pm on 25.09.2025

#### **VII. OPENING OF BIDS:**

The bids received shall be opened on 26.09.2025 at 11.00 am.

#### **VIII. 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.

## **IX.VALIDITY OF BIDS:**

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

## **X. 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.

## **XI.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-600003"**.
- 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.

## **XII. 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 award this contract either to one or more bidders at the negotiated final rate.
3. To draw and maintain a panel of bidders at the negotiated final rate so as to award this contract to any bidder as the Commission may deem fit and necessary.
4. To reject any tender without assigning any reason whatsoever.

## **XIII. 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.

## **XIV. SECURITY DEPOSIT**

- a. A security deposit amount not exceeding 5% of the 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 of the tenderer may be forfeited by TNPSC without prejudice to any other rights or remedies under the following circumstances: -
  1. If, after acceptance of the tender, the tenderer fails to take up the job

2. If, the successful tenderer fails to sign the contract in accordance with terms and conditions of the contract.

## **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**

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 redevelopment of application shall be made after completion of the work in the scope of redevelopment 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 changes (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.
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.

## **XVII. TERMINATION OF CONTRACT**

It may also be noted that in case of contractor backing out in midstream without any explicit consent of TNPSC, they will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by TNPSC on maintenance of website from the remaining period of contract through alternate means.

The above act of backing out would automatically debar the firm from any future dealing with TNPSC.

## **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:

- 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.

## **XIX. CONFIDENTIALITY**

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.

## **XX. 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.

## **XXI. 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**

| <b><u>Technical Bid/Eligibility Criteria (Check list)</u></b> |                                                                                                                                                                                                          |                                                   |                                        |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------|
| <b>SI.No.</b>                                                 | <b>Eligibility Condition</b>                                                                                                                                                                             | <b>Yes/No<br/>(If No,<br/>Specify<br/>Reason)</b> | <b>Remarks/<br/>Page<br/>Reference</b> |
| 1.                                                            | Is the Firm/ Company registered in India<br><br>(Proof to be enclosed:<br>(e.g. Certificate of Incorporation of the<br>Company / Firm)                                                                   |                                                   |                                        |
| 2.                                                            | Annual Turnover of the Company for the<br>past 3 years (2022-2023, 2023-2024<br>and 2024-2025)<br><br>(Proof to be enclosed:<br>(e.g. Certificate from it's Chartered<br>Accountant)                     |                                                   |                                        |
| 3.                                                            | Whether the bidder has completed<br>atleast five years of operation in this<br>field of software development / website<br>maintenance?<br><br>(Proof to be enclosed)<br>(e.g. Copy of Work Order, Bills) |                                                   |                                        |
| 4.                                                            | Do you have experience of software<br>development / website maintenance in<br>Central or state Government<br>departments or reputed private<br>companies?                                                |                                                   |                                        |
| 5.                                                            | No. of similar Projects done (Details of<br>projects have to be furnished)                                                                                                                               |                                                   |                                        |
| 6.                                                            | Do you have valid PAN /TAN Number?<br><br>(Proof to be enclosed:<br>(e.g. Copy of PAN /TAN Number )                                                                                                      |                                                   |                                        |
| 7.                                                            | Do you have valid GST Registration No.?<br><br>(Proof to be enclosed:<br>(e.g. Copy of GST Certificate)                                                                                                  |                                                   |                                        |

| <b>SI.No.</b> | <b>Eligibility Condition</b>                                                                                                                      | <b>Yes/No<br/>(If No,<br/>Specify<br/>Reason)</b> | <b>Remarks/<br/>Page<br/>Reference</b> |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------|
| 8.            | Do you have Registered Office / Operating branch at Chennai?<br><br>(Proof to be enclosed:<br>(e.g. EB Bill, Lease Document, Telephone Bill)      |                                                   |                                        |
| 9.            | Have you ever been black-listed by any Government Organization /Department / PSU/ any other Agency<br><br>(Proof to be enclosed:<br>(Annexure-II) |                                                   |                                        |
| 10.           | Have you enclosed DD for EMD (DD No. & Date for the amount of Rs.25,000/-)                                                                        |                                                   |                                        |
| 11.           | Have you submitted Financial Bid in a separate cover (Cover-II)                                                                                   |                                                   |                                        |
| 12.           | 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

**Signature of the Bidder with Seal:**

**Annexure-II**  
**Certificate of Undertaking**

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 following work of **Redevelopment and Annual Maintenance of Website** as indicated in the Tender document.

| <b>SI<br/>.N<br/>o.</b> | <b>Item of Work</b>                                                                                    | <b>Rate in INR</b><br>(Exclusive of<br>the taxes<br>applicable) | <b>Rate in Words</b> |
|-------------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|----------------------|
| 1.                      | <b>Cost for Redevelopment<br/>of website as mentioned<br/>in scope of work</b>                         |                                                                 |                      |
| 2.                      | <b>Cost for Annual<br/>Maintenance of Website<br/>as mentioned in the<br/>scope of work (per year)</b> |                                                                 |                      |

**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.   | .....<br>Specify |             |

## **Annexure-IV**

### **BID COVERING LETTER**

To:

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

Dear Sir,

Sub: **Redevelopment and Annual Maintenance of  
Commission's Website** (<https://www.tnpsc.gov.in>)

#### 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