

TAMILNADU PUBLIC SERVICE COMMISSION

TENDER DOCUMENT

Open Tender for Conducting Computer Based Test (CBT) of Examinations for Departmental and Direct Recruitment Examinations conducted by the Tamil Nadu Public Service Commission (TNPSC), Chennai.



TENDER NO. 738/2026

**Tamil Nadu Public Service Commission
TNPSC Road, Chennai,
Tamil Nadu 600 003
<http://www.tnpsc.gov.in>**



Tamil Nadu Public Service Commission

Tender No. 738, dated 13.07.2026

Tender Notice

Open Tender for conducting Computer Based Test (CBT) mode of Examinations for Departmental and Direct Recruitments Examinations for the Tamil Nadu Public Service Commission.

Timelines /Important Dates

Particulars	Date and time
Tender Publishing Date and Time	@ 5.00 pm on 13.07.2026
Tender Document Download-Start Date and Time	@ 5.00 pm on 13.07.2026
Last date for receiving Pre-bid Queries	@ 4.00 pm on 15.07.2026
Pre-bid Meeting date and Time	@ 11.00 am on 16.07.2026
Bid Submission- Start Date and Time	@ 11.00 am on 16.07.2026
Bid Submission- Closing Date and Time	@ 4.00 pm on 27.07.2026
Opening of Technical bid cover I	@ 5.00 pm on 27.07.2026
Presentation and Demonstration of Qualified bidders	Will be intimated later
Opening of Financial Bid of technically eligible bidders	Will be intimated later

Tenders in the prescribed format are invited from the potential, experienced and eligible reputed firms for **conducting Computer Based Test (CBT) mode of Examinations for Departmental and direct recruitment examinations for the Commission** for a period of **two years**.

Tender Document with detailed specifications of terms and conditions, Technical Bid and Bills of Quantities (BOQ), can be downloaded from the websites <https://tntenders.gov.in> or www.tnpsc.gov.in

For any queries related to the Bid Submission, bidders shall contact by email: menaga1210@ tn.gov.in, Ph No.044-25300305, 044-25300536

This tender is a two bid System viz., (1) Technical Bid and (2) Financial Bid and follows the Quality and Cost based selection method. All the bidders are requested to go through the instructions, terms & conditions and specifications laid down in the Tender Documents carefully. Failure to furnish all required information in every aspect will be at their risk and may result in the rejection of their bids. All Tender Documents including Technical and Financial bids should be submitted in Tamil Nadu Government Tender Portal (<https://tntenders.gov.in>). The vendors not fulfilling the "Eligibility Criteria" of this tender document will not be considered and will be summarily rejected.

Tender Document No	738/2026
Description	Computer Based Test (CBT) mode of Examinations for conducting Departmental and Direct recruitment examinations for the Commission.
EMD Value	Rs.10,00,000/-(Ten Lakhs Only)
Submission of Bids	• Two Bid System will be followed for this tender (Technical Bid and Financial Bid). • The proposals shall be submitted in two parts, viz., Technical Bid and Financial Bid and should be as per the formats given in Annexure. • Bid documents will be available on website https://tntenders.gov.in. The bidders must possess a Digital Signature Certificate and submission of bids is through online on https://tntenders.gov.in. Any other mode is not accepted.

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SECTION I

1.INTRODUCTION

a) Background:

Tamil Nadu Public Service Commission, as mandated by the Constitution of India, conducts examinations for recruitment 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:

This tender is floated for selecting a firm for confidential work for providing service for **Departmental and Direct Recruitment Examinations conducted by the Tamil Nadu Public Service Commission (TNPSC), Chennai for the volume of tentatively 3.5 Lakhs candidates.**

Section II

2. DEFINITIONS

In this contract, the following terms shall be interpreted as indicated below:

a) **"Contract"** means the agreement entered into between the Tendering Authority and the Service Provider, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;

b) **"Bidder"** means any firm(s) having proper legal Agreement between the parties with the lead firm taking the full responsibility of managing the project as required in the tender. The word **"Bidder"** when used in the pre award period shall be synonymous with **"Service Provider"** which shall be used after award of the contract.

c) **"The Contract Rate"** means the rate offered by the Service Provider and accepted by the Tendering accepting Authority under the Contract for the full and proper performance of its contractual obligations;

d) **"Day"** means a working day during Examination;

e) **"Tendering Inviting Authority"** means The Controller of Examinations, Tamil Nadu Public Service Commission or any Officer of the Tamil Nadu Public Service Commission who has been authorized to issue a work order under this contract.

f) **"Tender Accepting Authority"**: The **Hon'ble Chairman** of TNPSC.

g) **"Commission"** means Tamil Nadu Public Service Commission.

- h) **"TNPSC"** means Tamil Nadu Public Service Commission.
- i) **"Computer Based Test" (CBT)** means the computer based objective type examination under LAN / Wi-Fi mode in which the candidates have to choose the best answer among the options (Multiple Choice Questions) given for each questions and record it in the computer allotted to them at the respective test centers. Both CBT and Online examinations are used interchangeably and mean one and the same.
- j) **"Data Processing"** includes Data Extraction from database, Data Verification and Data Validation and generation of Reports as required by the Commission from time to time.
- k) **"Service Provider"** means the Selected Bidder who becomes the successful bidder after the final evaluation of the tender and to whom this contract is awarded by TNPSC.
- l) **"Test" and "Examination" means** wherever used in this tender document means the test to be conducted through online for the candidates who have applied for the same.
- m) **"Confidential Information"** means all examination-related data, question papers, candidate information, answer responses, encryption keys, reports, records, documents, communications, and any other information designated by the Commission as confidential or which by its nature ought reasonably to be treated as confidential.
- n) **Centre** means the District centre.
- o) **Venue** means the specific place or location where an examination/test is held.
- p) **Hall** means the room where candidates write the exam.
- q) **District Head:** Person who coordinates examination level / Centre.
- r) **Chief Invigilator:** Venue Head who conducts examination.

3. INTERPRETATIONS

- a) References to any law, statute, rule, regulation, notification, order, or other legal instrument shall be construed as references to such law or instrument as amended, modified, re-enacted, or replaced from time to time and shall mean the applicable laws in force in India.
- b) Words importing the singular shall include the plural and vice versa, and words importing one gender shall include all genders.
- c) References to any Article, Clause, Paragraph, Sub-paragraph, Annexure, Appendix, or Schedule shall, unless otherwise stated, be construed as references to the corresponding Article, Clause, Paragraph, Sub-paragraph, Annexure, Appendix, or Schedule of this Tender Document.

- d) The headings and titles used in this Tender Document are inserted for convenience of reference only and shall not affect the interpretation or construction of any provision of this Tender Document.
- e) Whenever any provision of this Tender Document requires the giving of any notice, approval, consent, authorization, determination, or communication by Party, such notice, approval, consent, authorization, determination, or communication shall be in writing unless expressly stated otherwise.
- f) In the event of any conflict, inconsistency, or discrepancy between the provisions of this Tender Document and any statement, representation, condition, or proposal contained in the Bid submitted by the Bidder, the provisions of this Tender Document shall prevail.
- g) Where any matter is not expressly provided for this Tender Document, or where any ambiguity or doubt arises in the interpretation of any provision of this Tender Document or the Contract executed pursuant thereto, the interpretation and decision of the Tamil Nadu Public Service Commission (TNPSC) shall be final and binding on the Bidder/Service Provider, provided that such interpretation is consistent with the applicable laws and principles governing public procurement.
- h) Any reference to a Party shall include its permitted successors and assigns, where applicable.

4. REQUEST FOR PROPOSAL (RFP)

Tamil Nadu Public Service Commission (TNPSC) invites proposals from eligible, reputed, financially sound, and technically qualified firms having proven experience in conducting large-scale Computer Based Test (CBT) examinations.

The Service Provider shall be responsible for providing for the conduct of Computer Based Test (CBT) examinations for Departmental and Direct Recruitment and such other examinations as may be entrusted by the Commission during the period of the Contract. The scope of services shall include, but not be limited to, examination software and platform management, test centre infrastructure, candidate management, examination administration, security and surveillance arrangements, data encryption, data transfer of candidate responses and all other activities specified in the Scope of Work of this tender document.

Section III

5. SCOPE OF THE WORK

The bidder has to provide exam delivery service for conducting exams in CBT (Computer-Based Test) mode. This involves delivering and providing computer based examination conducting software and operating software to conduct the exams. This would basically involve taking Questions / Question papers from a confidential source of TNPSC distributing them to various

examination Centres in Tamil Nadu and New Delhi (Department Exams only) (with appropriate security features) and presenting the questions to candidates.

After that, the candidates' responses are to be encrypted digitally by the same platform, collected, and finally furnished to the Commission. The bidder will have to be fully equipped with examination labs where the test will be administered. These examination Centres shall conform to the prescribed norms. The bidder shall also provide the requisite technical staff, Supervisory staff, and Invigilator manpower for the conduct of the examination. Besides, certain support services like security, frisking of candidates, allotment of candidates, etc. will also fall within the scope of this project. To be more precise, the activities to be performed can be broadly classified into the following phases:

1. Pre - Examination Phase
2. Examination Phase
3. Post Examination Phase

All examination phases shall be carried out by the selected bidder in consultation with TNPSC.

5.1 Pre Examination Phase: The following will be the Pre Examination Phase responsibilities of service provider.

5.1.1. Allocation and Test Centre Management

a) Responsibility for Venue securing

- i) The Service Provider shall identify, register, verify, and manage examination centres in accordance with the requirements of the Commission.
- ii) The Service Provider is fully responsible for venue/ hall securing for all the examination centre and the Commission has no role in this process. The venues identified by the SERVICE PROVIDER shall be easily accessible to candidate with adequate and frequent public transport facility.

b) Advance Venue Planning

The Service Provider shall start the venue / hall securing process from the date of announcement of the Annual Recruitment Planner. They may fix the venues for the examinations listed in the Annual Recruitment Planner.

c) Candidate Estimates

- i) Tentative number of candidates shall be furnished to the Service Provider one month before the notification.
- ii) Exact number of candidates shall be furnished to the Service Provider on or before the fourth day from the last date for submission of applications for the recruitment.

d) Completion of Venue Securing

The Service Provider shall complete the Hall Securing (Venue Securing) process 45 days prior to the date of examination.

e) Submission of Venue Details

(i) The Service Provider shall furnish the list of venues with capacity 30 days prior to the date of examination.

(ii) The Service Provider shall furnish details of the venue including the seeking capacity for all centres in the format furnished in the Annexure V.

f) Location of Examination venues

i) The Service Provider shall identify examination venues located within 15km from the town / city limit of the centre notified in the notification /the examination centre option exercised by the candidate respective city/town of the candidate's preference. While furnishing the list of venues, the Service Provider shall clearly indicate the distance of each venue from the main city/town of every district. The Controller of Examinations reserves the right to accept or reject any venue if it is found to be unsatisfactory on any grounds.

ii) Under no circumstances shall candidates allotted to a notified examination centre be shifted to another city, district, or examination centre without the prior written approval of TNPSC.

iii) For example, candidates allotted to the Chennai Examination Centre shall be accommodated only within approved venues located within the Chennai Examination Centre jurisdiction notified by TNPSC.

g) Allocation of Candidates for multiple Examinations

In case of continuous examinations or in case wherein same candidate chooses to appear for more than one subject, he / she shall be allotted to the same centre which was allotted for his/her first exam. In extremely unavoidable cases, if there needs a change of location, the Service Provider shall ensure that there shall be a clear gap of not less than 48 hours to enable the candidate to travel and reach the next location in a reasonable timeframe.

h) Examination centre Infrastructure Requirements

The Service Provider shall ensure that every examination centre possesses

- i) High-speed and reliable internet connectivity
- ii) Internal LAN infrastructure with redundancy
- iii) Uninterrupted power supply systems (UPS)
- iv) Generator backup capable of supporting all examination operations

- v) Computers, servers, CCTV systems, networking equipment, and other hardware required for examination conduct.
- vi) A minimum of ten percent (10%) additional computer nodes over and above the approved candidate capacity as standby systems.
- vii) Hardware and software conforming to specifications prescribed by TNPSC.

i) Examination Environment and Safety Measures

The Service Provider shall ensure that all examination halls provide:

- i) Adequate lighting and ventilation.
- ii) Seating arrangements conducive to examination integrity
- iii) Safe and secure examination conditions.
- iv) Adequate drinking water facilities;
- v) Separate and hygienic toilet facilities for male and female candidates;
- vi) Basic facilities for differently abled candidates;
- vii) Clean and safe examination premises.
- viii) A cloak room for the safe keeping of the belongings of the candidates.
- ix) Fire safety systems and firefighting equipment
- x) Emergency evacuation procedures
- xi) First-aid facilities
- xii) Compliance with applicable safety regulations and local statutory requirements.

j) Examination Centre Administration

i) The Service provider shall appoint the coordinator in the level of Regional Operation Head/ City head in each centre.

ii) The Service Provider shall appoint the Principal/Vice Principal/ Head of Department as Chief Invigilator. The Chief Invigilator shall deploy the required number of invigilators, technical personnel, and supporting staff in accordance with the norms prescribed by TNPSC.

iii) The Service provider shall provide invigilator per 20 nodes for each hall/room of the venue.

iv) All remuneration, honorarium, allowances, and incidental expenses payable to examination personnel shall be borne by the Service Provider.

k) Deployment of Qualified Personnel

i) The Service Provider shall engage adequate numbers of qualified, experienced and professionally competent personnel for the design, development, customization, testing, deployment, maintenance, and support of the software solution required under this Contract.

ii) The personnel engaged shall possess relevant qualifications and experience in software development, database administration, cyber security, network management, quality assurance, and examination management systems.

iii) The Service Provider shall provide adequately trained manpower as per the ratio mentioned below:

Each Exam Centre should have the following minimum number of personnel, as described below, to be deployed by the Service Provider:

- Exam Centre Administrator-1 (Chief Invigilator).
- IT Manager/Network Manager -1 per 250 nodes (minimum 1 per center)
- Invigilators 1 per 20 nodes
- Support Staff Minimum 1 per 100 candidates (Suitability needs to be justified with centers and locations)
- Security Guards Minimum 1 per 100 candidates. (Suitability needs to be justified with centers)
- Housekeeping Staff Minimum 2 per venue (Suitability needs to be justified with venue)
- The above staff should be increased proportionately based on the size of the center in terms of nodes for the exam.

(Remuneration and other eligible charges shall be paid to the above personnel, by the Service Provider)

l) Issue Resolution

All deficiencies / discrepancies relating to examination infrastructure, hardware, software, connectivity, power supply, CCTV systems, seating arrangements, or any other examination-related facilities shall be rectified and certified as operational at least twelve (12) hours prior to commencement of the examination.

n) Candidate support for venue related queries and alerts

The Service Provider shall provide handholding support to all candidates through e-mail, calls through toll free, SMS throughout the exam cycle for any queries and alerts relating to the examination centre, location, route guidance, landmarks and accessibility.

o) Secure Transfer of Examination Data

i) Encrypted examination-related files, credentials, or other authorized digital assets shall be transferred only through secure channels approved by TNPSC.

ii) The timelines and procedures for such transfer shall be prescribed separately by TNPSC for each examination.

p) Reporting and Monitoring System

The Service Provider shall establish an advanced reporting and monitoring system capable of generating real-time and on-demand reports relating to venue readiness, candidate allocation, attendance, infrastructure status, incident management, and examination progress.

5.1.2 Examination Planning and Scheduling

The schedule for conducting the tests/examinations shall be finalized by the Tamil Nadu Public Service Commission.

a) Centre Readiness

i) The Service Provider shall display the schedule and instructions prohibited items, reporting procedures and other examination related notices on the notice board of the examination venue at the reception area as well as outside the computer lab (examination hall).

ii) 10% buffer computer nodes shall be kept ready in the examination. The service provider shall ensure the additional standby computers for emergencies as indicated to manage the failure of the system. The inspection staff of the Commission shall verify the above details and he / she should be satisfied himself / herself. Any irregularities notice shall be reported in the Monitoring Committee present in the Commission immediately.

b) Live CCTV monitoring

i) Necessary arrangements shall be made for CCTV live streaming in the Monitoring Centre at TNPSC for live tracking of the examinations. Service Provider staff shall also to be deputed on the day of examination / test to this Monitoring Centre for technical interventions, if any. Necessary internet connectivity and power back facilities also provided for uninterrupted live streaming. The hardware & software and resource persons with technical knowledge required for live streaming shall be procured by the Service Provider.

ii) At least two CCTV cameras should be installed diagonally in an examination venue having seating capacity of 50 candidates so as to cover all the candidates present in the examination hall. After that 2 additional CCTV cameras shall be installed for each additional 50 candidates. CCTV camera should record all the examination center activities from 30 minutes before the Commencement of examination to 30 minute after the closure of examinations. Local server located in the examination venue should also be in CCTV surveillance. CCTV camera shall be placed in such a way to cover the entire hall view and all candidates, and there should not be any blind spot.

iii) Adequate number of CCTV cameras shall also be fixed at the main entrance of examination venue, cloak rooms, frisking area, entry and exit of the hall. These CCTV feeds also shall be made available for live streaming.

iv) The Service Provider shall establish an advanced reporting and monitoring system capable of generating real-time and on-demand reports relating to venue readiness, candidate allocation, attendance, infrastructure status, incident management, and examination progress.

v) While exam is conducted on local LAN data of test progress should be transferred to central server every 5 minutes for monitoring purposes. Each and every time of transfer, complete data shall be sent in encrypted format. The Service Provider should provide Dashboard / reports to TNPSC to view the test progress venue wise /candidate wise during the course of examination and various parameters of real-time monitoring by the TNPSC officials should be ensured

vi) There shall be a provision to monitor and supervise Examination centre /venue activities on monitoring console to be installed by the Service Provider in TNPSC office at Chennai. The Data should be real time data generated from each exam venue / centre during the examination.

vii) Necessary dashboard facilities shall be given to the Monitoring team to monitor the examination progress from the Office of TNPSC. The requirement will be informed by TNPSC to the SERVICE PROVIDER from time to time.

5.1.3 Test Configuration

a) The examination schedules, sessions, and candidate allocations shall be configured to ensure the smooth and systematic conduct of the examination process.

b) Each examination shall be mapped to approved test venues to ensure that candidates are assigned to authorized locations for appearing in the examination.

c) Examination slots and candidate batches shall be created in accordance with the instructions and guidelines issued by the Commission to facilitate efficient exam administration.

5.1.4 Mock test

a) Mapping of candidates allotted to the centre/venue shall be done by the Service Provider one day before the examination along with the mock test to be performed in the presence of the staff of the Commission or an authorized person appointed by the District authority.

b) Mock tests should replicate the examination software for the complete examination. Mock test should not be conducted merely for random nodes but 100% including back up nodes for the entire duration for which the exam is to be held.

c) The service provider shall arrange a mock test for the project team involved in the delivery and conduct of the examination at the venue on the day preceding the test. Dry run test should be conducted in the presence of TNPSC officials. This should ensure that complete hardware and software including LAN connectivity is working without any technical glitches and bugs to the satisfaction and all the back up facilities are in place. Adequate staff must be present full-time during the mock test to ensure the smooth conduct of the examination.

5.1.5. Helpdesk and candidate support System

a) Helpdesk

i) A help desk with supporting staff shall be set up at the main entrance of the venue to assist the candidates.

ii) The Service Provider shall provide Help Desk to the candidates (telephone / email) ensuring the service quality on 9 x 7 basis, preferably before and after 10 days of the examination. Telephonic support shall be from 9.00 am to 6.00 pm. The language of the help desk shall be in Tamil and English. The telephone number and email id of the SERVICE PROVIDER shall be shared to the Commission for informing the same to the candidates.

iii) The helpdesk team should have proficiency in English and Tamil Language.

b) Scribe Support

i) Scribe for Differently abled persons shall be appointed as per the Guidelines issued by the Ministry of Social Justice & Empowerment. Scribe assisted candidates must be allotted to the systems placed at a distance from other candidates so that the conversation between the differently abled candidate and the scribe should not be audible to others.

ii) The scribe and the candidate concerned shall be permitted to meet two hours before the commencement of the examination. If the candidate is not convenient with the scribe, an alternate scribe shall be provided. Reserve scribes shall be engaged at 5:1 ratio.

5.2. Examination Phase

5.2.1.Candidate Registration and Verification:

The Service Provider shall establish secure mechanisms for candidate identification, verification, attendance and seat allocation.

- a) The Service Provider shall allow only those candidates, whose names appear in the list of candidates supplied by TNPSC to appear for Examinations at the Test Venue. However, arrangements to be made by the Service Provider at best effort basis, to accommodate certain additional number of candidates, in case TNPSC allows even just before the commencement of examination, provided the center has required number of additional computer systems suitable for conducting CBT examination.
- b) The Network manager shall be present at the examination center compulsorily to resolve the technical issues immediately.
- c) The Service Provider shall ensure checking of original documents and admit card / Hall Ticket of the candidates at the examination gate. No candidate shall be allowed to enter into the examination venue without valid hall ticket.
- d) Verification of the candidates and capturing finger print and photograph, Aadhaar verification shall be started well ahead of the examination atleast one hour before the examination. The candidates shall be allowed into the examination hall / Lab only after capturing finger print, photo and verifying hall ticket.
- e) For verification of Aadhaar, fingerprint, photograph, and other credentials, the Service Provider shall deploy an adequate number of laptops along with sufficient trained manpower. There shall be no delay in the registration process or in admitting candidates into the examination hall/lab.
- f) Aadhaar-based biometric (fingerprint) authentication, wherever directed by the Commission shall be done and it is permitted under applicable laws and regulations.
- g) Candidates entry into the examination venues shall be strictly regulated as per the schedule prescribed by the Commission. No candidate shall be permitted to leave the examination hall/lab before the conclusion of the examination.
- h) (i) All the candidates must be thoroughly checked before they are allowed to enter the examination hall. No candidates shall be allowed to carry any electronic items communication devices or any other materials except the Hall ticket. Frisking arrangements shall be made by the Service Provider.

(ii) Candidates are not allowed to carry any Book, Guide, Hand Book etc., inside the examination hall (lab). Authorized books shall be made available in the Local Server of the Service Provider for the tests identified as "With Books". Candidate can download the books from the local server and view for reference. The copies of books will be supplied by TNPSC. For certain tests, the candidates have to appear of the examination without books. For such test, no such provision shall be given.

(i) After verification & confirmation of candidate, the nodes on which the candidate to be taken the examination shall be allotted randomly. No candidate shall be permitted to choose a node. Any form of pre-determined tagging of a candidate to a specific node is strictly prohibited. There shall be a minimum a gap of 3 feet between any 2 candidates in the examination hall to prevent malpractice.

(j) The Service Provider shall ensure that the right Candidate sits in front of the node allotted. There shall be a mechanism to raise alert in case there is suspicious movement of the candidate while taking the test.

(k) In case of node change in the examination hall for any candidate for any reason, shall be reported to the Commission without fail. Reason for change is also to be mentioned in the incident report.

(l) Soon after the commencement of the examination, Service Provider has to give the data of Registration completed count along with the attendance details, within 10 minutes from the time of commencement of the examination.

(m) All procedures should comply with government guidelines, and candidates must be allocated through random machines.

5.2.2 Aadhaar Authentication Support

a) The Service Provider shall be equipped with all features /adopt the process flow or other advanced tools / methods to do on the spot Aadhaar verification and Biometric authentication.

b) Where Aadhaar-based authentication is adopted, TNPSC shall facilitate access to its authorized Aadhaar authentication infrastructure, including Sub-AUA facilities, subject to applicable laws, UIDAI regulations, and security requirements.

c) The Service Provider shall use such facilities strictly in accordance with TNPSC instructions and applicable regulations.

5.2.3. Examination Delivery and Administration

- a) The Question for the examination will be uploaded to the Server using the Question Paper authoring tool which will ensure end-to-end security of the Question Paper or through any other mode as decided by the Controller of Examination.
- b) The Question Papers shall be downloaded to the Servers at the Examination centers in the prescribed time before the examinations.
- c) Maximum shuffling shall be done in the questions so that the adjacent candidates of the same test should not get the same question in the display.
- d) When multiple subjects are tested in a venue / lab, the Service Provider should ensure randomized candidate allocation in such a way that adjacent candidate should have different subject to avoid copying.
- e) The Service Provider shall host and manage the examination process through a secured Intranet. Internet connectivity shall be used only for downloading the question papers at the examination venues, and uploading candidate responses to the server for consolidation. The Service Provider shall ensure the secure transmission and downloading of question papers from TNPSC.
- f) The Service Provider shall supply a blank sheet (working sheet) for rough work to the candidates. The candidates should write their register number on the paper. After the examination is over, the work sheet should be collected from the candidate and handed over to the Commission through Inspection Officer.

5.3 Post Examination Phase

The Service Provider shall digitally obtain feedback from the candidates through online after the examination is over and it shall be handed over to the section concerned within 48 hours.

5.3.1. Secure Data Transfer and Archival

Immediately upon completion of the examination, the candidate response data, candidate photograph, attendance data, biometric verification status, audit trails, system/ node logs, and other examination- related data shall be securely transmitted from the local examination servers to the Service Provider's Central Data Centre through encrypted communication channels approved by TNPSC.

5.3.2. Upload of Candidate Responses and Audit Trails

- a) The Service Provider shall ensure that candidate responses, audit trails, attendance data, and examination logs are uploaded from every examination centre/venue to the Central Data Centre within one (1) hour from the completion of each examination session.

- b) The IT Manager deployed at each examination venue shall certify successful upload and synchronization of all examination data before closure of examination operations at the centre.
- c) After uploading the data to the central server from the venue server, all the data available in the venue server shall be deleted without any chance for retrieval.

5.3.3. Candidate Access to Question Papers and Responses

- a) The Service Provider shall provide facilities for sharing question papers and candidate response data in accordance with the policy and instructions issued by TNPSC.
- b) The Service Provider shall generate and furnish the required links, APIs, or data integration facilities for hosting candidate response sheets on the TNPSC portal.
- c) Such facilities shall be operational within:
 - i) Two (2) days from completion of examinations having up to 50,000 registered candidates; and
 - ii) Three (3) days from completion of examinations having more than 50,000 registered candidates.

5.3.4. Data Storage, Encryption and Preservation

Following successful upload of examination data, the Service Provider shall ensure:

- i. Storage of examination data in encrypted form;
- ii. Replication of data across Primary and Disaster Recovery Data Centres;
- iii. Maintenance of secure backups;
- iv. Preservation of data integrity and confidentiality; Protection against unauthorized access, alteration, deletion, or disclosure.

5.3.5. Incident Reporting and Escalation

- a) Any technical failure, security incident, suspected malpractice, network disruption, power outage, biometric authentication failure, server malfunction, question paper delivery issue, or other abnormal event occurring during the examination shall be reported to TNPSC immediately through the prescribed escalation mechanism. A detailed Incident Report containing the nature of the incident, time of occurrence, corrective actions taken, impact assessment, and preventive measures shall be

submitted within twenty-four (24) hours of completion of the examination. This clause is particularly valuable for audit, vigilance, and litigation purposes.

b) The Service Provider shall submit a detailed Session-wise Incident Report

The report shall include, but not be limited to:

- a) Centre-wise, Venue wise, Hall-wise, and Candidate-wise workstation changes, including system identification details and IP addresses;
- b) Interruptions in CCTV recording or live streaming;
- c) Power failures and restoration details
- d) Network disruptions and recovery actions
- e) Hardware or software failures
- f) Biometric authentication issues
- g) Candidate-related incidents
- h) Security incidents or suspected malpractice
- i) Any other event affecting examination conduct

5.3.6 Candidate Feedback Analysis

- a) Digital feedback obtained from candidates shall be compiled and furnished to TNPSC within forty-eight (48) hours from completion of the examination.
- b) The feedback shall be submitted in a searchable and analyzable format prescribed by TNPSC.

5.3.7. Photo Mismatch Analysis

- a) The Service Provider shall perform photograph mismatch analysis using approved technological tools and manual verification procedures, wherever required.
- b) A detailed report identifying suspected cases shall be furnished to TNPSC within forty-eight (48) hours from completion of the examination.

5.3.8 Submission of CCTV Recordings

- a) The Service Provider shall securely transfer CCTV recordings relating to each examination venue directly to the concerned TNPSC Section immediately after completion of the examination in HDD/ DVD.
- b) Pooled or consolidated submissions without centre-wise segregation shall not be permitted unless specifically approved by TNPSC.

5.3.9. CCTV Data Format and Delivery

The CCTV recordings shall be supplied in encrypted digital format with file names structured as follows:

Date → Centre → Hall/ Venue → Shift → CCTV Camera wise

The recordings shall be indexed and searchable.

5.3.9 Submission of Audit Trails

The Service Provider shall furnish click-by-click audit trails for all candidates who appeared for the examination.

The audit trails shall be provided in searchable PDF format and in machine-readable format required by TNPSC, within three (3) days from completion of the examination session.

The Service Provider shall ensure timely delivery of CCTV recordings without delay.

5.3.11 Integration with TNPSC Response Sheet Portal

- a) The Service Provider shall integrate its systems with APIs, portals, dashboards, or interfaces provided by TNPSC for hosting candidate response sheets.
- b) The response sheet shall be made available to candidates through the TNPSC portal in accordance with the policy prescribed by TNPSC.
- c) The system shall also provide authorized TNPSC officials with immediate access to candidate response sheets through the administrative dashboard after closure of the examination.

5.3.12. Data Retention and Preservation

- a) All examination-related data, including candidate responses, attendance records, biometric verification status, audit trails, CCTV recordings, server logs, system logs, incident reports, and related records shall be preserved for a minimum period of three (3) years from the date of examination.
- b) No examination-related data shall be destroyed, altered, overwritten, or purged without the prior written approval of TNPSC.

5.3.13. Post Examination Certification

Within seven (7) days from completion of each examination, the Service Provider shall submit a Post Examination Compliance Certificate certifying that:

- a) The examination was conducted in accordance with the tender conditions;
- b) All candidate responses were successfully captured and preserved;
- c) All audit trails and logs were securely maintained;

- d) CCTV recordings were preserved and transferred as required;
- e) No unauthorized access, alteration, or loss of examination data occurred;
- f) Feed-back obtained from the candidates

Section IV

6. Cyber Security Requirements

6.1 Information Security Architecture

The Service Provider shall implement a comprehensive information security framework covering application security, database security, server security, network security, endpoint security, cloud security, and physical security for the entire CBT ecosystem.

The security architecture shall comply with applicable laws, Government of India guidelines, CERT-In advisories, UIDAI requirements and industry best practices.

6.2. Data Encryption Standards

All examination-related data, including question papers, candidate responses, audit trails, biometric verification data, attendance records, and administrative communications shall be protected through strong cryptographic controls.

Data at rest and data in transit shall be encrypted using industry-standard cryptographic algorithms, including AES-256 or higher for data encryption and TLS 1.2 or higher for secure communication.

The Service Provider shall implement secure key management procedures, including key generation, storage, rotation, access control, and revocation.

6.3. Scalability and Traceability

The software solution shall be scalable to accommodate examination volumes prescribed by TNPSC and shall provide complete end-to-end traceability of all examination activities through real-time monitoring, analytics, logs, and audit mechanisms.

- a) Hardware infrastructure
- b) Software environment
- c) Network connectivity
- d) Internet bandwidth
- e) Power supply and backup systems
- f) CCTV systems
- g) Biometric verification infrastructure
- h) Physical security arrangements.

In addition, a readiness audit shall be conducted at least one month before every major examination cycle.
Audit reports shall be furnished to TNPSC whenever required.

6.4. Test Centre Readiness

Each examination Venue shall be equipped with:

- a) Primary examination servers
- b) Backup servers
- c) Mirror or failover infrastructure
- d) Candidate workstations
- e) Required software and security controls
- f) UPS and power backup systems
- g) Network redundancy

6.5 Secure Question Paper Delivery and Decryption

- a) Question papers shall be securely transmitted to examination venues through encrypted channels approved by TNPSC.
- b) Question papers shall remain encrypted until authorized decryption and shall be protected through multi-factor access controls, including dual-control mechanisms wherever prescribed by TNPSC.
- c) The examination system shall ensure that question papers are decrypted only at the authorized time prescribed by TNPSC.
- d) The decryption process shall be fully logged and auditable.
- e) No unauthorized access to question papers shall be possible before commencement of the examination.

6.6 Frisking and Physical Security

- a) Separate frisking facilities shall be established for male and female candidates. The Service Provider shall deploy adequately trained security personnel, including female security personnel, for frisking female candidates.
- b) Frisking shall be conducted using handheld metal detectors and other approved screening methods.
- c) The frisking area shall be covered under CCTV surveillance.

6.7 Biometric Registration and Photograph Capture

The Service Provider shall made available and securely preserved Photographs, biometric verification status, and related records to TNPSC whenever required for:

- a) Candidate verification
- b) Grievance redressal
- c) RTI matters
- d) Court cases
- e) Vigilance enquiries
- f) Malpractice investigation
- g) Any other official purpose.

Such records shall be preserved until completion of the entire recruitment process and all connected proceedings, or for such period as directed by TNPSC, whichever is later.

6.8. Integrated Command and Control Centre (ICCC)

- a) The Service Provider shall maintain an Integrated Command and Control Centre (ICCC) capable of Monitoring examination operations in real time
- b) Tracking candidate attendance
- c) Monitoring system health and network status
- d) Monitoring CCTV feeds
- e) Generating alerts and incident notifications
- f) Monitoring security events.

The Service Provider shall also establish and maintain monitoring facilities at TNPSC headquarters for real-time supervision by TNPSC officials.

6.9. Candidate-Friendly Examination Features

The examination software shall provide:

- a) Question navigation facilities
- b) Section-wise navigation
- c) Colour coding for attempted, unanswered, and marked-for-review questions
- d) Remaining time display
- e) Candidate instructions
- f) Accessibility features for persons with benchmark disabilities
- g) Other usability features approved by TNPSC.

6.10 Log Management and Audit Trails Generation

i) The Service Provider shall maintain comprehensive logs including but not limited to :

- a) Web Server Logs
- b) Application Server Logs

- c) Database Logs
- d) Authentication Logs
- e) Network Logs
- f) System Audit Trails
- g) Examination Activity Logs

All logs shall be protected against tampering and retained for the period specified by TNPSC.

ii) The examination system shall capture and preserve complete click-by-click audit trails of every candidate action during the examination.

The audit trail shall include, but not be limited to

- a) Login and logout activities
- b) Question navigation
- c) Answer selection and modification
- d) Time stamps
- e) System events
- f) Session interruptions
- g) Workstation changes.

6.11 Candidate Traceability

The Service Provider shall ensure complete traceability of every candidate session, including workstation allocation, IP address, login records, biometric verification status, CCTV references, audit trails, and examination activities.

6.12 Secure Transmission of Candidate Responses

Candidate responses shall be securely transmitted to TNPSC using encrypted communication channels and approved security protocols immediately after completion of the examination process.

6.13 Secure Transmission of Audit Trails and Examination Data

Audit trails, attendance data, biometric verification reports, CCTV metadata, examination logs, and other examination-related records shall be securely transmitted and preserved in encrypted form.

The integrity, authenticity, confidentiality, and non-repudiation of such records shall be ensured at all times.

6.14 Security Incident Management

- a) The Service Provider shall maintain a Security Incident Response Plan covering cyber-attacks, unauthorized access, malware

incidents, data breaches, denial-of-service attacks, insider threats, and examination-related security incidents.

- b) Any security incident shall be reported to TNPSC immediately and in no case later than one hour from detection.
- c) A detailed incident report shall be submitted within twenty-four (24) hours.

6.15 Security Logging, Correlation, Log Retention and Forensic Readiness

i) A centralized Security Information and Event Management (SIEM) mechanism or equivalent system shall be deployed to collect, correlate, monitor, and analyze security logs for identifying security incidents, anomalies, and threats.

ii) All server logs, application logs, database logs, network logs, authentication logs, audit trails, CCTV records, and security event logs shall be preserved in a tamper-proof manner. Such records shall be retained for a minimum period of three (3) years or until completion of all audits, investigations, vigilance enquiries, court proceedings, and recruitment processes, whichever is later.

iii) The Service Provider shall provide complete forensic support whenever required by TNPSC, CERT-In, law enforcement agencies, or other competent authorities.

6.16 Information Security Management Certifications

The Service Provider shall possess and maintain valid certifications issued by accredited certification bodies for the following standards throughout the currency of the Contract:

- a) ISO/IEC 27001 – Information Security Management System (ISMS);
- b) ISO/IEC 27701 – Privacy Information Management System (PIMS);
- c) ISO 22301 – Business Continuity Management System (BCMS).

The certifications shall remain valid throughout the Contract period, including any extensions thereof.

Copies of the certificates, surveillance audit reports, recertification reports, and related compliance documents shall be furnished to TNPSC whenever required.

6.17 Business Continuity and Disaster Recovery

a) The Service Provider shall establish, maintain, test, and periodically review documented Business Continuity Plans (BCP) and

Disaster Recovery Plans (DRP) covering all examination-related infrastructure, applications, databases, communication systems, monitoring facilities, operational processes, minimal disruption to examination activities and preservation of examination data integrity.

b) The BCP and DRP shall ensure continuity of examination operations and timely recovery from disruptions arising from hardware failures, software failures, cyber incidents, communication failures, power outages, natural disasters, or any other unforeseen events.

c) The Service Provider shall conduct periodic mock drills and disaster recovery exercises at least once every year and before major examination cycles, and reports thereof shall be furnished to TNPSC upon request.

6.18 Privacy and Personal Data Protection

a) The Service Provider shall implement appropriate technical and organizational measures to protect personal data collected, processed, stored, or transmitted during the examination process. Personal data shall be accessed only by authorized personnel strictly on a need-to-know basis.

b) The Service Provider shall not disclose, transfer, share, sell, publish, or otherwise use candidate information for any purpose other than performance of obligations under the Contract.

c) All personal data shall be processed in accordance with applicable laws, Government of India guidelines, UIDAI requirements, and instructions issued by TNPSC from time to time.

6.19. Confidentiality and Non-Disclosure

a) The Service Provider shall execute and enforce strict confidentiality and non-disclosure obligations with all employees, subcontractors, consultants, technical personnel, and other persons engaged in examination-related activities.

b) The confidentiality obligations shall survive the expiry or termination of the Contract.

c) No examination-related information, question papers, candidate data, audit trails, reports, security architecture details, or confidential records shall be disclosed to any third party without the prior written approval of TNPSC.

6.20. Security Operations Centre (SOC)

a) The Service Provider shall maintain a Security Operations Centre (SOC), either directly or through a managed security service arrangement, for continuous monitoring of security events, cyber threats, network anomalies, unauthorized access attempts, malware incidents, and other security risks.

b) The SOC shall operate on a 24x7 basis and shall maintain incident detection, escalation, and response mechanisms throughout the examination lifecycle.

6.21. Security Compliance Reporting

a)The Service Provider shall submit periodic security compliance reports to TNPSC, including:

- i. Information security compliance status
- ii. Security incidents and corrective actions
- iii. Vulnerability assessment findings and remediation status
- iv. Penetration testing reports and compliance status
- v. Business continuity and disaster recovery test results
- vi. Security audit observations and closure reports.

TNPSC may require additional compliance reports from time to time, and the Service Provider shall furnish the same within the prescribed timelines.

6.22. Security Audit

There shall be proper and periodical auditing process in place for the Service Provider through independent auditors for all the applications deployed for CBT mode of examination.

6.23. Right of Audit

TNPSC, or any agency authorized by TNPSC, shall have the right to conduct security audits, compliance audits, process audits, infrastructure audits, and forensic reviews of the Service Provider's facilities, systems, applications, records, and operations relating to the Contract.

The Service Provider shall provide full cooperation, access, documentation, logs, reports, and technical assistance required for such audits.

Any deficiencies identified during such audits shall be rectified by the Service Provider within the timeframe prescribed by TNPSC at no additional cost to TNPSC.

6.24.Firewall Security

A structured firewall architecture shall be there and proper segregation of all servers across different network segments. The firewall shall provide state full packet inspection for all the incoming traffic towards any of the servers.

6.25. Intrusion Prevention and Threat Detection

In the perimeter layer, an inline IPS (Intrusion Prevention System) shall also be there, to prevent external attacks on vulnerable applications and OS.

a) The Service Provider shall establish and maintain documented Server Hardening Checklists (SHCs) and implement industry-standard hardening measures for all servers, operating systems, databases, and network devices. The hardening process shall include vulnerability management, secure configuration, patch management, and periodic security reviews.

b) Biometric-based access control systems shall be deployed at Data Centres, Disaster Recovery Centres, Network Operations Centres, and other sensitive locations where examination-related systems or data are hosted. Access shall be restricted strictly on a need to know and role based basis.

c) The Service Provider shall maintain:

- i) Round-the-clock (24x7x365) manned security;
- ii) CCTV surveillance systems covering all critical areas;
- iii) Access monitoring and visitor management systems;
- iv) Secure storage and retention of surveillance.

6.26. Endpoint and Malware Protection

The Service Provider shall deploy and maintain enterprise-grade antivirus, anti-malware, anti-spyware, anti - ransom ware, and anti-spam solutions across all examination-related infrastructure. Security definitions and signatures shall be updated regularly.

6.27. Data Segregation and Database Security

i) The Service Provider shall ensure logical and physical segregation of TNPSC data from that of other customers.

ii) Under no circumstances examination-related data of TNPSC shall be commingled with the data of any other client or hosted in a manner that compromises confidentiality or security.

6.28. Data Centre Requirements

The Service Provider shall maintain Primary and Disaster Recovery Data Centres. Both Data Centres shall:

- a) Be located within India;
- b) Be situated in geographically separate locations;
- c) Have dedicated, redundant, and uninterrupted Internet connectivity;
- d) Utilize enterprise-grade communication links, including

- leased lines or equivalent connectivity;
- e) Provide adequate scalability and bandwidth to support examination operations.
- f) The software must be hosted in a Tier III or better data centre.

6.29. Vulnerability Assessment and Penetration Testing

i) All examination-related applications, infrastructure, and systems shall undergo periodic Vulnerability Assessment and Penetration Testing (VAPT). Such testing shall be conducted at least once every year and additionally whenever significant changes are made to the application or infrastructure.

ii) The VAPT shall be carried out by auditors empanelled with the Indian Computer Emergency Response Team (CERT-In) or any other authority approved by the Government of India.

iii) The Service Provider shall promptly rectify all vulnerabilities identified during such assessments and submit compliance reports to TNPSC and also shall be conducted then and there appropriate corrective measures need to be taken, if warranted so.

Section – V

7. Deliverables from TNPSC

Subject to the terms and conditions of this Contract, TNPSC shall provide the following inputs, information, approvals, and support required for conduct of the Computer Based Test (CBT) examinations:

7.1 Candidate Data

TNPSC shall furnish the tentative centre-wise and subject-wise number of candidates expected to appear for the examination, as per the time schedule, based on available recruitment and application data.

7.2 Final Candidate Master Database

TNPSC shall provide the final admitted candidate database in electronic format containing such details as may be required for conduct of the examination, including but not limited to:

- a) Candidate Name
- b) Register Number / Application Number
- c) Subject Name and Subject Code
- d) Examination Centre
- e) Candidate Photograph
- f) Candidate Signature
- g) Differently Abled Person Details
- h) Scribe eligibility and benchmark disability details, wherever applicable

- i) Any other examination-related information required for conduct of CBT.

7.3 Question Papers and Examination Content

a) TNPSC shall provide question papers, examination content, instructions, and such other confidential examination materials as may be required for conduct of the examination

b) The Service Provider shall provide the necessary templates, formats, authoring specifications, technical standards, and validation tools required for seamless integration of question papers into the examination platform.

c) The method, timing, mode of transmission, encryption protocol, uploading procedure, and hosting mechanism of question papers shall be decided exclusively by TNPSC.

7.4 Books Related to Departmental Examinations

a) TNPSC shall furnish copy of authorized books relating to departmental examinations to be uploaded in the venue server.

b) TNPSC reserves the right to upload, transmit, host, encrypt, decrypt, or otherwise deploy question papers through any mechanism considered appropriate for ensuring confidentiality and security of the examination process.

7.5 Translation and Content Preparation

a) Translation of question papers and examination content into Tamil or any other language, wherever required, shall ordinarily be arranged by TNPSC. However, the Service Provider shall ensure proper rendering, display, formatting, Unicode compatibility, font support, and language presentation in the CBT platform without any data loss or formatting errors.

7.6 Appointment of Observers and Inspection Officials

a) TNPSC shall appoint Observers, Inspection Officers, Monitoring Officers, Flying Squads, Supervisory Officers, or any other officials as deemed necessary for monitoring examination activities.

b) The Service Provider shall provide full cooperation, access, infrastructure support, reports, dashboards, CCTV access, attendance records, audit trails, and other information required by such officials.

7.7 Hall Ticket Hosting

TNPSC shall host the Hall Tickets for candidates after receipt and approval of the venue details furnished by the Service Provider.

The Service Provider shall furnish venue details, centre capacities,

laboratory details, and candidate allocation information within the timelines prescribed by TNPSC to facilitate Hall Ticket generation and hosting.

8. Deliverables from the Service Provider

The Service Provider shall provide, perform, and deliver the following services, outputs, infrastructure, reports, and support during the Contract period.

8.1 Examination Centre Master Data

- a) The Service Provider shall furnish to TNPSC, within time schedule as prescribed by TNPSC, the Centre Master Database containing:
Centre Code and Centre Name
- b) Complete address of the examination venue
- c) District and Venue location details
- d) Seating capacity and available computer nodes
- e) Details of laboratories and halls
- f) Internet connectivity details
- g) Power backup facilities
- h) CCTV infrastructure details
- i) Contact details of Centre Administrator and Technical Personnel
- j) Any other information required by TNPSC.

8.2 Examination Infrastructure

The Service Provider shall establish, maintain, test, and operate all infrastructure required for conduct of CBT examinations, including:

- a) Examination servers and backup servers
- b) Computer nodes and peripherals
- c) LAN connectivity using wired network architecture
- d) Internet connectivity and redundancy arrangements
- e) Power supply systems, UPS, and generator backup
- f) CCTV systems and live streaming facilities
- g) Biometric verification devices
- h) Security infrastructure
- i) Monitoring and reporting systems.

The Service Provider shall ensure that all infrastructures remain fully functional throughout the examination cycle.

8.3 Question Paper Authoring and Delivery Module

TNPSC shall provide the question paper content in the prescribed format. The Service Provider shall provide a secure question paper authoring, validation, import, encryption, randomization, and delivery module capable of supporting:

- a) Tamil and English bilingual question papers;
- b) Unicode-compliant display;
- b) Multiple question types approved by TNPSC;
- c) Randomization of questions and answer choices;
- d) Section-wise configuration;
- e) Time-bound assessments;
- f) Secure encryption and controlled decryption mechanisms.

For numerical and parameterized questions, the system shall support generation of question variants with different variable values and corresponding answer options, wherever required by TNPSC.

8.4 Aadhaar and Biometric Verification

The Service Provider shall provide and operate the infrastructure required for Aadhaar-based authentication, biometric verification, photograph capture, exception handling, and candidate registration in accordance with the provisions of this Tender and the directions issued by TNPSC.

8.5 Candidate Response and Examination Data

- a) The Service Provider shall furnish to TNPSC: Raw candidate responses
- b) Final response data
- c) Attendance records
- d) Candidate photographs
- e) Biometric verification status
- f) Audit trails
- g) Incident reports
- h) CCTV records and metadata
- i) System logs
- j) Analytical reports
- k) Any other examination-related data required by TNPSC.

All data shall be supplied within the timelines prescribed in this Tender.

8.6 Additional Services

The Service Provider shall perform all other activities, obligations, services, and responsibilities specified in this Tender and such additional tasks such as utilization of this tender for similar recruiting agencies may be assigned by TNPSC in connection with the conduct of examinations.

8.7 Business Value Proposition

The Service Provider shall demonstrate and maintain service capabilities that ensure

- a) Cost efficiency
- b) Timely deployment of infrastructure

- c) Reliable service delivery
- d) Operational efficiency
- e) High availability of systems
- f) Minimal service disruption
- g) Improved candidate experience

8.8 Solution Value Proposition

The proposed solution shall provide:

- a) Scalability to handle varying candidate volumes
- b) End-to-end traceability
- c) Comprehensive audit trail mechanisms
- d) Flexibility to accommodate examination requirements
- e) Strong security controls
- f) Standardized operational processes
- g) Mock drill and readiness testing facilities
- h) Real-time monitoring and analytics
- i) Business continuity and disaster recovery capabilities.

8.9 Organizational Value Proposition

The Service Provider shall maintain organizational capabilities including:

- a) End-to-end examination management services
- b) Dedicated project management team
- c) Qualified technical and operational personnel
- d) Relevant quality certifications
- e) Documented operational processes
- f) Security governance framework
- g) Service monitoring and escalation mechanisms

Section – VI

9. TERMS AND CONDITIONS

9.1 Contract Period

The Contract shall initially remain valid for a period of two (2) years from the date of issue of the Work Order or commencement of services, whichever is earlier.

9.2 Extension / Renewal of Contract

a) Upon satisfactory performance of the Service Provider and subject to the requirements of TNPSC, the Contract may, at the sole discretion of TNPSC, be extended for a further period in accordance with the Tamil Nadu Transparency in Tender Acts 1998 and Tamil Nadu Transparency in Tender Rules, 2000 on the same terms and conditions.

b) The Service Provider shall have no automatic right to renewal or extension of the Contract.

c) The decision of TNPSC regarding renewal or non-renewal of the Contract shall be final and binding.

9.3 Performance-Based Continuation

The continuation, renewal, or extension of the Contract shall be subject to:

- (a) Satisfactory performance of the Service Provider
- (b) Compliance with Service Level Agreements (SLAs)
- (c) Compliance with security, confidentiality, and statutory requirements
- (d) Absence of material breaches of Contract
- (e) Continued operational requirements of TNPSC
- (f) Any other conditions considered necessary by TNPSC.

9.4 Transition and Exit Management

a) Upon expiry, termination, or non-renewal of the Contract, the Service Provider shall continue to provide all services under the Contract for a transition period of three (3) months or until a new service provider is engaged and takes over the services, whichever is earlier.

During the transition period, the Service Provider shall:

- i) Continue all examination-related services without interruption
- ii) Provide necessary support and cooperation to TNPSC
- iii) Assist in migration, handover, and knowledge transfer activities
- iv) Ensure continuity of examination operations without degradation in service quality.

b) Exit management

The service provider at the time of exit process will supply the following.

- i) Transfer all records, reports, audit trails, CCTV footage, examination data, and other materials belonging to TNPSC.
- ii) All information relating to the work rendered.
- iii) All properties provided by the TNPSC shall be returned
- iv) Before the date of exit, the successful bidder shall delivered all to TNPSC and shall not retain any copy thereof.
- v) In case of any pending of legal proceeding, audit enquiries, investigations, administrative actions relating to the examinations shall be preserved for a period of three years or until completion of proceedings.

9.5 Price Validity

a) The rates, prices, and charges quoted by the Service Provider and accepted by TNPSC shall remain firm and fixed throughout the initial Contract period and any extension or renewal period / transition period.

b) No additional transition charges shall be payable unless specifically approved by TNPSC in writing.

c) No escalation in rates, increase in charges, inflation adjustment, foreign exchange variation claim, increase in manpower cost, increase in infrastructure cost, or any other additional financial claim shall be entertained during the currency of the Contract, except where specifically provided for in the Contract and approved by TNPSC in writing.

9.6. OTHER GENERAL CONDITIONS:

- a) Incomplete Tenders are liable to be rejected. Conditional bids will not be considered and will summarily be rejected.
- b) Successful bidder shall accept the work order within 2 days, failing which EMD will be forfeited.
- c) Upon issuance of work order to the successful bidder, the requirements mentioned herein shall be completed as per the timeline stipulated in the work order. 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 delay or disruption of services.
- d) Only those bidders 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.
- e) The venue should have experience of conducting CBT and should be well connected with public transport and located at feasible distance from the nearest bus stand / railway station / metro station.
- f) The service provider should use the licensed, latest and globally reputed legal software for the development of software modules.
- g) The service provider should have valid license from the competent authority under the proviso of Contract Labour Act, 1970 and Contract Labour (Regulations & Abolition) Central Rules, 1971.
- h) 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 on Saturdays and Sundays / (24x7) and beyond office hours.

- i) 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 shall be final and binding.
- j) Entire activities shall be done by the successful bidder themselves and it should not be outsourced.
- k) Corrupt or Fraudulent Practices: Service provider 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.
- l) The bidder should enclose copies of documents substantiating their claims in this tender, failing which the tender will be rejected without any further information.
- m) Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.
- n) The bidder is responsible for the smooth functioning of the software without any interruption throughout the contract period or during the period of extension, if any.
- o) i) The service provider should be having full rights on the Source Code of the software of Test engine. They should be capable of changing the software as per the requirement of the Commission. If there is any change needed in the version of software the same will be intimated to the Commission by the service provider for approval or incase of any change required by the Commission the same should be upgraded / implemented. After approval and verification only, the upgraded version is to be used from the next Exam.
ii) The software code should have multiple backup systems in place so that any time source code can be recovered in case of any disaster.
- p) Instructions to the candidates with approval of the Commission should be made available to the candidates during the examinations at the click of mouse.

- q) Service Provider will be responsible for capturing, successfully, Biometric finger print and the photograph of the candidates reporting to the Venue of the Test /Exam within the stipulated time allotted for the purpose. The Biometric Information captured will have to be shared with the Commission and also verified by the Service Provider at the time of Interview at the Commission's office in the future selection process.
- r) Photo/ signature image will be displayed on screen of each candidate at the terminal during the exam period.
- s) Question paper with Bilingual display on screen as per requirement of TNPSC.
- t) Service Provider will be responsible for collating complete Response Data and the Attendance Data in a secured and encrypted manner in their Data Centre which will be shared with the Commission immediately after conclusion of the Test /Exam as per the requirement/Format of the Commission.
- u) Service Provider should furnish mechanism / features in the System being offered (within their quoted rates) for preventing malpractices /cheating during the examination. This may be elaborated in their technical bid.
- v) Hypothetical and conditional bids will not be entertained.
- w) All legal disputes arising out of the bids, if any, shall be subject to the jurisdiction of the court of Chennai only.
- x) The Service provider will have to make arrangements for CBRT / Examination at all centers as per the minimum number of candidates decided by the Commission.
- y) No examination related data should be hosted or mirrored outside India.
- z) The service provider shall not sell, share, profile, mine commercially use the candidate data.
- aa) The service provider must report the cyber attacks data breaches unauthorized access, malware incidents, suspicious activities immediately to TNPSC.
- ab) All examination related data shall remain as the exclusive property of the Commission.
- ac) The service provider have at least 100 numbers of operation nodes

in the CBT centres in Districts. The bidder has to submit a detailed report on the number of venues and nodes available in each district of Tamil Nadu.

ad) The service provider must use better encryption for question paper transfer

ae) The module / test engine should support bilingual test paper [English and Tamil]

af) The service provider shall have the ability to trigger millions of emails in a single stroke and adequate integration shall be there with all e-mail service providers. Service provider shall ensure that their e-mail servers do not get blocked by Google / Yahoo/ Microsoft or other service Provider when it sends huge volumes of e-mails.

ag) The Service Provider shall provide mock test links to the candidates to prepare themselves trained for the Computer Based Test with support provided via a Toll-Free number. The mock test should be the replica of the examination.

ah) The bidder should submit all the documents in English / Tamil Language only.

9.7. Confidentiality:

1. The service provider shall be required to undertake full responsibility of the safe custody, security of data / images supplied by TNPSC and shall ensure absolute confidentiality of answer clips and evaluation 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. Adherence to data protection and privacy policies followed by TNPSC and 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.
4. The service provider ensure that all electronic records digital transaction, audit trials and security mechanism comply with the provisions of the I.T Act 2000 and applicable rules framed there under.

5. This confidentiality claim must survive even after the expiry of the contract.

Section – VII

10. ELIGIBILITY CRITERIA

- a) The bidder should be a company registered under the Indian Companies Act 1956/2013.
- b) The bidder should possess authorized and globally accepted Quality certification viz., ISO 9001, 2008, ISO 27001, ISO 2230 and CMMI level 5 compliance certification.
- c) The bidder shall have annual turnover of at least Rs. 5 crore during each of the last three financial years i.e. 2023-2024, 2024-2025 & 2025-2026.
- d) The turnover shall be generated solely from services related to online/computer-based/online recruitment exam.
- e) Joint Ventures & Consortiums are not allowed to participate in the bid.
- f) The bidder should have valid PAN number, TAN number and GST Numbers for their company / firm.
- g) The bidder should have at least 5 years of experience in objective of this Tender Document for other Public Service Commission / Public Sector Undertakings / Staff Selection Commission / Government Recruitment Boards / Government Academic Institutions / reputed Universities.
- h) The bidder should have successfully executed at least 5 Computer Based Tests during last 3 years. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this in this regard shall be considered for technical evaluation).
- i) The bidder should have registered office / operating branch in Chennai, Tamil Nadu and have trained manpower with expertise in the specified scope of work. The bidder must maintain a minimum work force of 50 employers.
- j) The bidder must have data center with Disaster Recovery (DR) site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The software must be hosted in a Tier III or better data center.
- k) Data Center infrastructure should be certified as per the

Government of India Guidelines.

- l) The company should not have been blacklisted by any State Government / Central Government / PSU or Central / State Universities / National Testing Agency or Central / State recruiting agency for any reason affiant in stamp paper.
- m) Any bidder who is under enquiry, investigation, or disciplinary proceedings by any competent authority shall be barred from participating in the tender process until such enquiry, investigation, or proceedings are concluded. Upon completion thereof, the bidder shall submit all relevant reports and supporting documents for consideration. The decision regarding the acceptance of the bidder's participation or award of the contract shall rest solely with the Commission, whose decision shall be final and binding.

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.

Section - VIII

11. PAYMENT TERMS

- a) No advance payment shall be made under any circumstances for the conduct of Computer Based Test (CBT) examinations.
- b) Payment shall be made on a per work order basis, for each examination conducted, strictly as per the rates approved in the Financial Bid and accepted by TNPSC.
- c) Subject to satisfactory completion of the assigned work, **75% of the admissible payment** shall be released upon submission of the invoice/bill along with all supporting documents, certificates, and deliverables as prescribed under the Contract.

The balance **25% of the admissible payment** shall be released only after certification by TNPSC that all activities under the respective work order, including examination, and post-examination deliverables, have been successfully completed in all respects.

- d) The certification by TNPSC regarding satisfactory completion of services shall be final and binding and shall be a precondition for release of the balance payment.
- e) All payments shall be subject to statutory deductions including taxes, duties, levies, and other government-imposed charges as applicable on the date of payment.
- f) TNPSC shall have the right to deduct or recover any penalties,

liquidated damages, or other dues arising out of breach of contract, non-performance, or delayed performance from any payment due to the Service Provider.

- g) In the event that recoveries exceed the amount payable for a particular work order, TNPSC shall be entitled to recover such balance amount from any other payments due or payable under any current or future work orders issued to the Service Provider.
- h) Payment shall be processed only after verification of compliance with all contractual obligations, including submission of required reports, data, logs, audit trails, CCTV records, attendance data, and any other deliverables specified under the Contract.
- i) TNPSC reserves the right to withhold or delay payment in case of any pending dispute, incomplete deliverables, security concerns, audit observations, or non-compliance with contractual terms until such issues are resolved to the satisfaction of TNPSC.
- j) Payment shall be made electronically through the online payment system in accordance with Government procedures.
- k) The Service provider shall be responsible of all statutory of obligations as employer to all its employees working on the project. Specifically, Labour laws of the state shall be strictly adhered by the Service Provider.
- l) If any service is partially utilized, the charges may be reduced proportionately, subject to mutual agreement and negotiation.
- m) The payment to the scribe will be borne by the Commission as per the Government norms.

12. Penalty

The following penalty schedule outlines the financial consequences and remedies available to the Tamil Nadu Public Service Commission (TNPSC) for non-compliance, delays, failures, and breaches of contractual obligations by the Service Provider. These penalties are designed to ensure service quality, timely delivery of services, data protection, and examination integrity.

12.1. EXAMINATION DELIVERY PENALTIES

	Service/Criteria	Failure Description	Penalty Amount
A	Online Examination Uptime	Online examination – Uptime < 99.8% for each examination Venue	10% of the billable value for the number of affected candidates
B	Question Bank Upload/Download	Upload of question bank from TNPSC and download of question bank in servers available in each venue – Uptime* < 99.8% for each examination venue	10% of the billable value for affected candidates
C	Examination Data Upload	Upload of exam data from each centre within 30 minutes after completion of examination – Uptime* < 99.8% for each centre	10% of the billable value for affected candidates
d	Equipment Availability	Non-availability of PC/other equipment at examination venue (system failure, breakdown)	Rs. 1,00,000/- per affected candidate (single session)
e	Examination Delay	If examination in a venue is delayed due to fault of Service Provider for more than 15 minutes	Rs. 1,000/- per affected candidate

f	Metadata Submission	Failure to provide attendance and exam-related metadata to TNPSC in a timely manner, including attendance report	Rs. 10,000/- per day of delay
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12.2. DELIVERABLE SUBMISSION PENALTIES

Sl.No	Deliverable	Failure Description	Penalty Amount
a	CCTV Recordings	Delay in submission of CCTV video recordings (all venues) beyond 4 days after examination <i>Also includes: complete data backup, candidate logs, database logs</i>	Rs. 10,000/- per day of delay beyond 4 days
b	Attendance Report & Response Sheets	Delay in submission of attendance report and candidate response sheets beyond 2 days after examination	Rs. 10,000/- per day of delay beyond 2 days
c	Data Backup & Logs	Delay in submission of complete data backup related to examination (candidate response sheet, logs, database logs, reports as requested)	Rs. 10,000/- per day of delay beyond 4 day
d	Compliance Certificate	Failure to submit Post-Examination Compliance Certificate within 7 days of completion of examination	Rs. 5,000/- per day of delay beyond the deadline

12.3. EVALUATION PENALTIES

Sl.No	Service	Failure Description	Penalty Amount
A	Malpractice	Any discrepancy or malpractice	Rs. 10,00,000/- (Rupees Ten Lakhs), terminate the contract and black list
B	Data Error	Error data	Penalty up to maximum 100% of the work order value for that examination and terminate the contract.

12.4. CCTV & SECURITY PENALTIES

Sl.No	Issue	Failure Description	Penalty Amount
a	CCTV Footage Missing	Missing of CCTV footage for any examination venue	Rs. 5,000/- per venue If more than 3 venues affected 10% of work order value
b	CCTV Recording Failure	Failure of CCTV recording or live streaming during examination	Up to 2% of work order value per venue per incident
c	Data Breach / Security Incident	Breach of confidentiality, data leakage, unauthorized access, or compromise of examination content	Up to 100% of total contract value, termination, blacklisting, and legal proceedings.

d	Incident Reporting Failure	Failure to report a cyber security incident or data breach to TNPSC within one (1) hour of detection	Rs. 50,000/- per incident and other penalties and remedies
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12.5. PRE-EXAMINATION PENALTIES

Sl.No	Activity	Failure Description	Penalty Amount
A	Centre Readiness	Delay in centre readiness certification beyond prescribed timelines	Rs. 5,000/- per venue per day of delay
B	Personnel Deployment	Failure to deploy minimum prescribed examination personnel at a venue (invigilators, IT managers, support staff, security guards)	Rs. 10,000/- per venue per examination day
C	Buffer Systems	Non-availability of 10% buffer/ standby computer nodes at examination venue	Rs.1000/- per missing node per examination session
D	Mock Tests	Failure to provide mock test environment to candidates before the actual examination	Rs.25,000/- per examination per day of delay

12.6. COMPLIANCE & CERTIFICATION PENALTIES

Sl.No	Compliance Issue	Failure Description	Penalty Amount
A	Security Certifications	Failure to maintain required ISO/IEC 27001 / ISO 22301 / ISO 27701 certifications during contract period	Rs. 25,000/- per day of non-compliance May also result in suspension or termination of contract
B	System Downtime	Server failure / system downtime during examination	Up to 5% of work order value per incident and liability for re-conduct of examination at Service Provider's cost
C	Biometric Failure	Biometric authentication failure or impersonation due to system lapse (verification not done properly)	Up to 5% of work order value per affected venue and liability for remedial examination arrangements

12.7. GENERAL PENALTY PROVISIONS

- The overall penalty imposable on the Service Provider during the entire project execution period shall be capped at 10% of the total contract value. Upon reaching this cap, TNPSC shall be entitled to initiate action including contract termination, cancellation of empanelment, and forfeiture of Security Deposit, without prejudice to any other legal remedies available to TNPSC.
- Penalties listed above may be imposed individually or cumulatively depending on the severity, frequency, repetition, and impact of the failure on examination operations and integrity.
- TNPSC reserves the right to deduct penalty amounts from any payment due or payable to the Service Provider, including amounts payable under any current or future work orders, without prior notice or consent.

- d) In cases where the delay or failure is attributable to a force majeure event or unforeseen circumstances beyond the reasonable control of the Service Provider, TNPSC may, at its sole discretion, waive or reduce the applicable penalty, subject to receipt of adequate documentary evidence and within 15 days of the incident.
- e) The imposition of a penalty shall not relieve the Service Provider of its obligation to rectify the deficiency, complete the deliverable, or perform the service as required under the Contract. Penalties are in addition to TNPSC's right to claim damages and undertake remedial actions.
- f) For penalties exceeding Rs. 10 lakhs in a single incident (such as data breach, result malpractice, or confidentiality violation), TNPSC may, in addition to the financial penalty, terminate the Contract immediately, forfeit the Security Deposit, and initiate blacklisting proceedings against the Service Provider without further notice.
- g) The decision of TNPSC in determining the occurrence of a penalty-triggering event, assessing its impact, and fixing the penalty amount shall be final and binding on the Service Provider. No appeal or representation shall be entertained after the penalty has been levied.
- h) TNPSC reserves the right to revise, amend, or supplement the penalty schedule during the contract period, and the Service Provider shall comply with such revisions as directed by TNPSC in writing.

NOTE: All penalties are in Indian Rupees (Rs.). TNPSC may impose penalties cumulatively for multiple failures in a single incident. Penalties do not limit TNPSC's right to pursue legal action, terminate the contract, forfeit security deposits, or invoke other contractual remedies.

Section - IX

13. Instruction to Bidders

13.1. Bid Submission

The Tender shall be submitted only through the Tamil Nadu Government e-Tender Portal (<https://tntenders.gov.in>). Submission of bids through any other mode shall not be accepted and such bids shall be summarily rejected.

The Tender shall be submitted under a **Two-Bid System**, comprising:

a) Cover – I: Technical Bid

- i) The bidder shall upload all documents, certificates, declarations, undertakings, technical details, eligibility documents, supporting evidences, and other information as prescribed in this Tender Document through the e-Tender Portal.
- ii) All documentary evidence required under Annexure-II and other relevant Annexure shall be uploaded in the prescribed format.
- iii) The Technical Bid shall not contain any indication of price, financial quote, commercial offer, or any information relating to the Financial Bid. Inclusion of such information shall render the bid liable for rejection.
- iv) TNPSC reserves the right to seek clarification, additional documents, explanations, demonstrations, presentations, proof of concept, site inspections, or verification of credentials from any bidder during the evaluation process.
- v) The documents uploaded by the bidder shall be clear, legible, complete, and self-authenticated by the authorized signatory wherever applicable.

b) Cover – II : Financial Bid

The Financial Bid shall be submitted only in the prescribed Bill of Quantities (BOQ) format available in the e-Tender Portal and as provided in Annexure-IV.

- i) The rates quoted shall be firm, fixed, unconditional, and inclusive of all costs, expenses, duties, levies, taxes (except GST, if applicable separately), manpower costs, logistics, infrastructure costs, insurance, software licensing, maintenance, support services, and all other obligations under the Contract.
- ii) The bidder shall quote rates strictly in accordance with the BOQ format. Any deviation from the prescribed format shall render the bid liable for rejection.
- iii) Conditional, hypothetical, qualified, alternative, incomplete, or vague commercial offers shall not be accepted. Expressions such as "subject to approval", "subject to revision", "indicative price", "subject to conditions", "price may vary", or similar qualifications shall result in rejection of the bid.
- iv) No alteration, modification, or tampering of the BOQ format shall be permitted.

c) Evaluation and Comparison of Bids:

- i. The evaluation shall be based on 70 % weightage for Technical Evaluation and 30 % weightage for Financial Evaluation.
- ii. Technical Bid will be evaluated and assigned a Technical score (TS) out of maximum of 100 points, as per the prescribed scoring Model. The Technical Score shall then be normalized to a maximum of 70 points for the purpose of final evaluation.

d) Scoring Model for Technical Evaluation

Sl. No	Details	Marks	Maximum Marks
1.	Annual turnover of the Company generated from services related to online/ computer based / online recruitment based examination in the Financial year 2023-2024, 2024-2025 & 2025-2026.	5	5
	Turnover more than Rs.10 Crore	5	
	Turnover Rs.5 Crore to 10 Crore	3	
	Proof: Balance sheet of the company signed by company Auditor.		
2.	Conducting of Computer Based Exams in 2023-24, 2024-25, 2025-26 (with minimum 50,000 candidates per exam in single shift).		10
	Conducted above 20	10	
	Conducted 16 -20 exams	8	
	Conducted 11- 15 exams	6	
	Conducted 5- 10 exams	4	
	Conducted 2 - 4exams	2	
	Proof: Client's Certification (or) Work order from any client.		
3.	Volume of Examinations conducted in 2023-24,2024-25, 2025-26 in CBT in a single shift with the number of candidates		10
	Candidates >=50,000	10	
	Candidates >=50,000 more than 25,000	8	
	Candidates >=25,000 more than or equal to 10,000	6	

	Proof: Client's Certification (or) work order from any client and name & contact details of customer		
4.	Combined Volume of Examinations Conducted (CBT) in the last 5 years (Sum of all candidates in 5 years) [2021-22, 2022-23, 2023-24, 2024-25, 2025-26]		5
	Candidates $\geq 25,00,000$ < 50,00,000	5	
	Conducted $\geq 20,00,000$ < 25,00,000	4	
	Conducted $\geq 10,00,000$ < 20,00,000	3	
	Conducted $\geq 5,00,000$ < 10,00,000	2	
	Proof: Client's Certification (or) work order from any client and name & contact details of customer.		
5.	Infrastructure for Data Centre (DC)/ Disaster Recovery (DR) for Exam solution Software		5
	DC in Tier-4 & DR in Tier-4	5	
	DC in Tier-4 & DR in Tier-3	4	
	DC in Tier-3 & DR in Tier-3	3	
	Proof: Certificate issued to the DC / DR and self certificate to the effect that Exam IT solution is hosted in that DC/ DR. (that will be used for delivery of TNPSC Examination)		
6.	DR and Business plan Host Site		
	DR and Business plan Hot Site	5	5
	DR and Business plan Warm Site	3	
	DR and Business plan Cold Site	2	
	Proof: Self-Certificate to the effect that Exam IT solution is hosted in that DC/ DR (used for delivery of TNPSC Examination)		
7.	General manpower strength of Service Provider on their rolls in Computer Based Examinations vertical as on 31st April 2026		5
	More than 200 but ≤ 500	5	
	More than 100 but ≤ 200	4	

	More than 50 but ≤ 100	3	
	Proof: Declaration by the company secretary/ HR Head		
8	Maximum Venues deployed for any single session		5
	251+	5	
	201-250	4	
	151-200	3	
	101-150	2	
	Proof: Client's Certification or work order from any client.		
9	Presentation and Demonstration of Examination System		50
	Total		100

Qualification Criteria for CBT for Presentation & Demonstration of Examination Systems

SL. No	Exam Software System (*)	50 Marks		
a	Exam software system is able to detect, log and prevent if any candidate utilizes another communication mechanism/ device (external or internal hardware in node) for cheating. The communication mechanism / devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, and Camera.	12%	6	
b	Exam software system is able to detect, log and prevent network intrusion during the conduct of the examination. This includes foreign traffic from unknown nodes, external network to the exam nodes and the venue servers.	5%	2.5	

c	Exam software system is able to detect, log and prevent attempts which can interfere with the integrity of the exam on node. This shall include addition of hardware, interference from unauthorized software or service and external network traffic.	5%	2.5	
d	Strong access controls are maintained before, during and after the exam on the venue server and Head Office (HO) server containing results data.	10%	5	
e	The bidder maintains integrity of the exam software installed on the exam node. Mechanisms are in place to assess the integrity of the software (version, executable and randomization of the questions/answers) before usage during Exam.	5%	2.5	
f	The bidder generates and maintain accurate mapping of candidates to the venue, shift and exam node. All changes to the candidate's exam node during the exam is captured accurately.	7%	3.5	
g	The bidder captures and records all user access logs of all critical IT infrastructures. The infrastructure includes exam venue servers [primary, backup, and registration), candidate node (candidate log), routers/ switches used at the exam venues, and HO centralized server. The access logs shall capture both network and physical user access activities, and all required	10%	5	

	details (who performed, what action performed and what time).			
h	The bidder maintains accuracy of time during the conduct of the exam. This includes how time is maintained at exam venue (node time, exam start/stop, extra time, candidate breaks, and compensatory time for PWD candidates) and the activities performed from HO [Communication with venue servers].	4%	2	
i	The bidder sanitizes the exam related data on the exam venue servers (primary, backup and registration), exam node and at HO after the execution of exam.	3%	1.5	
j	The bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switches/routers that are used in the conduct of the exam.	4%	2	
k	Candidate AADHAAR registration cum verification, etc during examination to detect malpractices.	4%	2	
l	Handling of network failure during exam (between venue and HQ or venue server and candidate computer).	3%	1.5	
m	Detection and prevention of remote access of candidate computer.	3%	1.5	
n	Encryption of network traffic between candidate node, servers and data center.	4%	2	

o	Integration with Content Authoring Tool and demonstrating security of QP bundle till the candidate's node.	8%	4	
p	Detecting and preventing malpractice related to unscheduled candidates at exam venue.	4%	2	
q	Ability to display multi lingual questions.	4%	2	
r	AADHAAR verification (finger, iris and face).	5%	2.5	
	Total Score	100%	50	

Note 1-For the purpose of software testing, bidder must set up a lab at TNPSC Office and bidder would have to conduct mock exam for 30 minute duration.

Note 2- Bidders scoring 70% or more scores as per above criteria will be considered technically qualified. Also, bidders scoring 65% or more in "Exam Software System" scheme to be considered technically qualified. Price Bids of such technically qualified bidders only shall further be opened.

e) Technical Evaluation:

1. Tender Scrutiny Committee shall evaluate all the evidences/documents to determine the substantial responsiveness. Detailed technical evaluation shall be carried out by a technical evaluation committee along with other conditions in the tender document to determine the substantial responsiveness of each tender. The substantially responsive bid is one that confirms to all the eligibility and other conditions of this tender document without any material deviation.
2. The Technical Evaluation Committee may call the responsive bidder(s) who comply with all the eligibility and other conditions of this tender document for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for the requirements of TNPSC. However, the committee shall have sole discretion to call for discussion/presentation based on the fulfillment of the eligibility conditions.
3. The substantial responsive bidder will be evaluated by giving scores out of maximum 100 points as per Scoring Model

illustrated above, before opening of price bid, the same will be intimated to the bidders.

f) Financial Evaluation:

1. The Financial Bid 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.

g) Final Evaluation Criteria -Quality and Cost based selection

1. (QCBS) The individual Bidder's commercial scores (CS) are normalized as per the formula below:

F_n = **F min/F_b * 100** (rounded off to 2 decimal places)

F_n = Normalized financial score for the Bidder under consideration

F_b = Price quoted by the bidder being evaluated.

F min = Lowest bid price among all bidders.

2. Composite Score (S) = (T_n * W_t) + (F_n * W_f)

T _n	= Normalised Technical Score (out of 100)
F _n	= Normalised Financial score
W _t	= Weightage for Technical score (0.7 or 70%)
W _f	= Weightage for Financial score (0.3 or 30%)

The Bidder with the highest Composite Score(S) would be awarded the contract, subject to the fulfillment of all the tender conditions given in this tender document.

14.VALIDITY OF BIDS:

a) Period of Validity of Bids

Bids shall remain valid for 180 days consequent upon the last date of submission of the bid. A bid valid for a period less than 180 days shall be summarily rejected. The prices finalized after opening of the Bids shall not be considered for escalation, throughout the period of implementation and operation of the Contract.

b) Extension of Period of Validity

In exceptional circumstances, TNPSC may request the Bidder(s) for an extension of the period of validity of their Bids. The request and the responses there to shall be made in writing by the TNPSC. The validity of EMD shall also be suitably extended.

15. 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 and may ask for any shortfall documents through the e-tender portal. 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.

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

16. NOTIFICATION OF AWARD OF CONTRACT

TNPSC will notify the successful bidder by issuing the Award of Contract. The notification of award will constitute the formation of the contract.

17. EARNEST MONEY DEPOSIT(EMD):

1. The bidder should pay the EMD Rs.10,00,000/- (Rupees Ten Lakhs only) through online.
2. EMD of the successful bidder will be released after the Security Deposit is paid by the successful bidder.
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. EMD of all unsuccessful bidders would be released through online.
5. The bid submitted without EMD shall be summarily rejected.
6. If the successful Bidder fails to act according to the tender conditions or backs out, after the tender has been accepted, the EMD will be forfeited.

Note: The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it. 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.

18. SECURITY DEPOSIT

1. The successful bidder should pay the security deposit amount of Rs. 15, 00,000/- (Fifteen lakhs Only) within one month, after the issuance of Award of Contract.
2. The Security Deposit amount will be refunded to the Successful Bidder on completion of 3 months 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.
3. If the Successful Bidder fails to act up on to the tender conditions or backs out from the contract, the SD mentioned above will also be forfeited by TNPSC.

19. SIGNING OF CONTRACT

After TNPSC notifies the successful bidder that his proposal has been accepted, by issuing the AOC, 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. Further, the project shall be implemented as per the timeline stipulated in the work order.

Section - X

20. RIGHT TO TERMINATE THE PROCESS / CONTRACT

20.1. Right to Annul Tender Process

- a) TNPSC reserves the right to annul, cancel, modify, or withdraw the tender process at any stage, or to accept or reject any or all bids, either in full or in part, without assigning any reason whatsoever.
- b) Such decision shall be final and binding and TNPSC shall not be liable to any bidder for any loss, cost, expenditure, or damages arising out of or in connection with such decision, nor shall it be under any obligation to inform the reasons for such action.

20.2. Termination for Insolvency

- a) TNPSC may, at any time, terminate the Contract by issuing written notice to the Service Provider if the Service Provider :
 - i. Becomes insolvent or bankrupt; or
 - ii. Enters into liquidation whether voluntary or compulsory; or

- iii. Becomes subject to any insolvency resolution proceedings under applicable law.
- b) In such event, termination shall be without any compensation to the Service Provider. However, such termination shall not prejudice or affect any rights, remedies, claims, or liabilities accrued in favour of TNPSC prior to the date of termination.

20.3. Termination for Default / Breach

- a) TNPSC may, without prejudice to any other rights or remedies available under law or contract, terminate the Contract in whole or in part by written notice of default to the Service Provider, without assigning any reason, in the following circumstances:
 - i. If the Service Provider fails to deliver any or all services within the stipulated timelines
 - ii. If the Service Provider fails to meet the required quality standards, security standards, or performance benchmarks prescribed under the Contract
 - iii. If TNPSC is of the opinion that the services are not required or are no longer in conformity with its requirements
 - iv. If the Service Provider fails to comply with any terms and conditions of the Tender Document or Contract Agreement
 - v. If the Service Provider abandons, repudiates, or unilaterally terminates the Contract
 - vi. If there is any breach of confidentiality, data security, cyber security, or examination integrity requirements.
- b) Upon such termination, TNPSC shall have the right to:
 - i. Forfeit the Earnest Money Deposit (EMD) and/or Security Deposit, wholly or partly;
 - ii. Invoke the Performance Security/Bank Guarantee
 - iii. Engage alternative service providers to complete the remaining work at the risk and cost of the Service Provider.
- c) Any additional cost incurred by TNPSC in completing the work through alternate arrangements shall be recoverable from the Service Provider, including incidental charges such as transportation, manpower, taxes, penalties, and administrative costs. If the alternate cost is lower, no benefit shall accrue to the defaulting Service Provider.

TNPSC shall also have the right to blacklist, suspend, or debar the Service Provider for a suitable period as deemed fit in case of serious breach, non-performance, or failure to honour contractual obligations.

20.4 Termination for Convenience / Administrative Reasons

- a) TNPSC reserves the right to terminate the Contract at any time, without assigning any reason, if it is satisfied that continuation of services is not in public interest or is no longer required.
- b) In such cases, the decision of TNPSC shall be final and binding, and the Service Provider shall not be entitled to claim any compensation other than payments due for services actually rendered up to the date of termination.

20.5 Final Authority

The decision of TNPSC regarding termination of contract, default, breach, or invocation of remedies shall be final and binding on the Service Provider.

20.6 TNPSC'S RIGHT TO CHANGE THE SCOPE OF CONTRACT

- a) TNPSC reserves the right, at any stage during the contract period, to modify, amend, alter, expand, reduce, or otherwise change the scope of work under the Contract by issuing a written instruction or change order to the Bidder, in exceptional, operational, administrative, or unforeseen circumstances, provided such changes are within the overall objectives of the Contract and permissible under applicable laws and tender conditions.
- b) The Bidder shall implement such changes as instructed by TNPSC in a timely manner and shall not unreasonably withhold or delay implementation of such changes.
- c) Where any such change results in an increase or decrease in cost, effort, manpower deployment, infrastructure requirement, or time for performance of the Services, a mutually agreed revision in Contract price and/or delivery schedule may be considered, subject to written approval of TNPSC.
- d) Any claim for adjustment in contract value or extension of time arising out of such change shall be submitted by the Bidder within **twenty-one (21) days** from the date of receipt of the written change order. Failure to submit such claim within the stipulated period shall be deemed as waiver of such claim.
- e) TNPSC shall have the sole discretion to accept or reject any claim for revision in cost or extension of time, and its decision in this regard shall be final and binding on the Bidder.

20.7 TNPSC'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

- a) TNPSC reserves the absolute right to accept or reject any bid, in whole or in part, and/or to annul, cancel, or withdraw the bidding process at any stage prior to the award of contract, without assigning any reason whatsoever.
- b) Such decision of TNPSC shall be final, conclusive, and binding, and TNPSC shall not be liable to any bidder for any loss, cost, expenditure, or damages arising out of or in connection with such action, nor shall TNPSC be under any obligation to disclose or communicate the reasons for such decision.
- c) TNPSC further reserves the right to reject all bids received at any stage of the tender process if it is of the opinion that such action is in public interest or in the interest of maintaining transparency, competitiveness, or integrity of the procurement process.
- d) TNPSC reserves the right to seek clarification, additional information, or documents from any bidder during the evaluation process, and such request shall not confer any right upon the bidder to alter or modify its bid unless expressly permitted.
- e) TNPSC reserves the right to negotiate the terms and conditions, including commercial terms, with the successful bidder or technically qualified bidders, as deemed necessary, and may seek a revision of the financial bid in accordance with applicable procurement rules and procedures.
- f) No bidder shall have any claim, right, or entitlement to award of contract merely by participation in the tender process.

21. LEGAL ISSUES

a) Suspension of Work

(i) The Service Provider shall, if ordered in writing by the tendering authority for non-performance, temporarily suspend the works or any part thereof for such a period and such a time as ordered.

(ii) The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service Provider, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Bidder.

(iii) In case the suspension of works, is not due to any default or failure on the part of the Service Provider, and lasts for a period of more than 2 months, the Service Provider shall have the option to request the tendering authority to terminate the Contract with mutual consent.

22. 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.

23. ARBITRATION & JURISDICTION

In case of any dispute, the matter will be referred to a Sole Arbitrator who shall be appointed mutually agreed by TNPSC and the bidder, who will be sole arbitrator or presiding arbitrator as the case may be and the proceedings will be conducted in accordance with the procedure of "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chennai, Tamil Nadu, India and the language of arbitration shall be English. The Courts at Chennai alone shall have jurisdiction in the matter.

24. FRAUDULENT AND CORRUPT PRACTICES

- (a) The Selected Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, 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 corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Examination / Selection Process. In such an event, TNPSC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Performance Security.
- (b) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

Corrupt practice" means;

- (i) The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Examination / Selection Process

(for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of TNPSC / Service Provider's firm who is or has been associated in any manner, directly or indirectly with the Examination / Selection Process or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of TNPSC, shall be deemed to constitute influencing the actions of a person connected with the Examination / Selection Process); or

- (ii) Engaging in any manner whatsoever, whether during the Examination / Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of TNPSC in relation to any matter concerning the Project;
- (iii) "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Examination / Selection Process;
- (iv) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any persons participation or action in the Examination / Selection Process;
- (v) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by TNPSC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Examination / Selection Process; or (ii) having a Conflict of Interest;
- (vi) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Selected Bidders with the objective of restricting or manipulating a full and fair competition in the Examination / Selection Process.

25. PROPRIETARY RIGHTS

All rights, title and interests in and to the Services Environment and any other material used by the Selected Bidder in the provision of the Services shall exclusively belong to the Selected Bidder or its licensors ("Selected Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services, Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and

TNPSC shall not be entitled to claim any rights therein. All data related to examination process are exclusive property of TNPSC. Selected bidder shall not use the TNPSC logo or marketing material unless until they are specifically authorized by TNPSC to do so.

26. CLARIFICATIONS TO THE RFP

Prospective Bidder requiring any clarification in the RFP may send email to menaga1210@tn.gov.in 3 days before the pre-bid meeting; Clarifications to the queries (if any) by the bidders and corrigendum's (if any) will be published in the websites viz., <https://www.tnpsc.gov.in> and <https://www.tenders.tn.gov.in>. Corrigendum and clarifications will not be published in dailies.

27. AMENDMENT TO THE TENDER

- (a) A Pre-bid meeting will be held for addressing the clarifications on the date and time mentioned in the Tender Data Sheet or any other date to be decided by TNPSC. The Bidders are requested to participate in the Pre-bid meeting and get the clarifications.
- (b) Before closing of the Tender, clarifications and corrigendum (if any) will be notified in the websites mentioned in the Tender Schedule. The Bidders shall periodically check for the amendments or corrigendum or information in the websites till the closing date of this Tender.
- (c) TNPSC will not make any individual communication and will in no way be responsible for any information missed out by the bidders.
- (d) Before the closing of the Tender, TNPSC may amend the Tender document as per requirements or wherever it feels that such amendments are absolutely necessary. Amendments also may be given in response to the queries by the prospective Bidder(s). Such amendments will be notified in the websites mentioned in the tender schedule. It is bidder responsibility to keep checking the website for any changes or clarifications or corrigendum to the tender document.
- (e) TNPSC at its discretion may or may not extend the due date and time for the submission of bids on account of any amendments.
- (f) TNPSC is not responsible for any misinterpretation of the provisions of this tender document on account of the Bidder failure to update the Bid documents on changes announced through the website.

28. TNPSC RESERVES THE RIGHT TO:

- (a) Negotiate with Successful (L1) Bidder whose offer is the lowest evaluated price for further reduction of prices.
- (b) Insist on quality
- (c) Reallocate the Project to other Bidder/Bidders if the performance of the Bidder is not as per the Tender Schedule.
- (d) Inspect the Bidders' Premises/Company before or after placement of orders and based on the inspection.
- (e) Withhold any amount for the deficiency in Quality/ Service aspect of the ordered items.
- (f) Modify, reduce or increase the requirements to an extent of tendered quality (centres/venues/candidates / tests / examination etc.) as per provision of Tamil Nadu Transparency in Tenders act 1998 and Tamil Nadu Transparency in Tender Rules 2000.

29. EXECUTION OF CONTRACT

- (a) The Successful Bidder should execute a Contract in the INR 100 non-judicial Stamp Paper bought in Tamil Nadu only in the name of the Bidder within 10 working days from the date of Letter of Acceptance issued by TNPSC with such changes/modifications as may be indicated by TNPSC at the time of execution on receipt of confirmation from TNPSC.
- (b) The Successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the contract or any part thereof without the prior written consent of TNPSC.
- (c) TNPSC reserves its right to cancel Work order either in part or full, if this condition is violated. If the Successful Bidder fails to execute the agreement within the stipulated period of 10 days, the EMD/Security deposit of the Successful Bidder will be forfeited and their tender will be held as non-responsive.
- (d) The expenses incidental to the execution of the agreement should be borne by the Successful Bidder.
- (e) The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of TNPSC and also TNPSC have the right to recover any consequential losses from the Successful Bidder.

30.RELEASE OF WORK ORDER

i) After execution of the Contract and payment of Security Deposit, TNPSC will issue the Award of Contract to the Successful Bidder either through online mode or any other mode as decided by the Commission.

ii) Successful bidder shall accept the work order within 2 days, failing which EMD will be forfeited.

iii) Upon issuance of work order to the successful bidder, the requirements mentioned herein shall be completed as per the timeline stipulated in the work order. 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 delay of disruption of services.

31. LEGAL REQUIREMENTS

The following Act / Rules shall be applicable to the service provider and shall be compliance with:

- i. Digital Personal Data Protection Act (DPDPA), 2023
- ii. Information Technology Act, 2000
- iii. Public Examination (Prevention of unfair means) Act, 2024
- iv. Indian Contract Act, 1872
- v. Tender Rule, 2008
- vi. Tender Transparency Act
- vii. Aadhaar Act
- viii. Right for Disability Act

Annexure-I

SI. No.	Eligibility Condition	Yes/No (If No, Specify Reason)
1.	Is the Firm/ Company registered in India?	
2.	Is Your Company ISO9001, ISO27001, ISO 20000 and CMMI 5 Certified?	
3.	Annual turnover of Rs.5 crore for providing Computer Based Test (CBT) mode of Examinations for Departmental and other direct recruitment examinations of the Commission to the other Public Service Commissions / Recruitment Boards / reputed Universities, in the preceding three accounting years i.e. 2023-2024, 2024-2025 and 2025-26.	
4.	Do you have valid GST Registration No.?	
5.	Do you have valid PAN Number?	
6.	Whether the bidder has at least 5 years of objective of this Tender Document to other Public Service Commission / Public Sector Undertakings / Staff Selection Commission / Government Recruitment Boards / Government Academic Institutions / reputed Universities.	
7.	Whether the bidder has successfully executed atleast 5 CBT during last 3 years	
8.	Have you ever been black-listed by any Government Organization /Department /PSU or any other Agency?	
9.	Have you uploaded all documents and Annexure- I, II III, IIIA, IV & VI required for this Tender?	

Annexure-II

Documentary Evidences in support of Eligibility Criteria and QCBS data (Check list)			
SI. No.	Documentary Evidences	Uploaded Yes/No	Remarks/ Page Reference
1.	Bidder's authorization certificate		
2.	Copies of Certificate of incorporation of the company / Firm		
3.	Authorized and globally accepted software certifications		
4.	Certificate from its Chartered Accountant for the annual turnover minimum of Rs.5 crore in each of the preceding three accounting years 2023-2024, 2024-2025 and 2025-2026.		
5.	Proof for Registered Office / Operating branch at Chennai (e.g. EB Bill, Telephone Bill, Lease Agreement)		
6.	Certified copies of GST Registration and Income Tax PAN		
7.	Proof for 5 years of operation Computer Based Test (CBT) mode of Examinations for Departmental and other direct recruitment examinations of the Commission in other Public Service Commission / Recruitment Boards / Reputed Universities (e.g: Work Order, Bills, Letter of Acceptance)		
8.	Proof for IT Staff Strength in your organization (e.g., Payroll / Pay register)		
9.	Proof for number of Technical persons to be deputed exclusively for the project. (Annexure-III A of this Tender Document)		
10.	Self Declaration Certificate for not been blacklisted by any State Government / Central Government / PSU or central / state Universities / National Testing Agency or Central / state recruiting agency for any reason. (Annexure-III of this Tender Document)		

11.	Proof for conducting Computer Based Test (CBT) examinations in last 3 years 2023-2024, 2024-2025, 2025-2026 with minimum 50,000 candidates per exam in single shift. (e.g. Work order / Work Completion Certificate)		
12.	Proof for volume of examinations conducted in last 3 years 2023-2024, 2024-2025, 2025-2026 with more than 50,000 candidates in single shift. (e.g. Work order / Work Completion Certificate)		
13.	Proof for combined volume of Computer Based Test (CBT) examinations conducted in last 5 years. (e.g. Work order / Work Completion Certificate)		
14.	Proof for infrastructure for Data Centre (DC) and Disaster Recovery (DR) for exam solution software and Business plan host site.		
15.	Proof for number of venues deployed for any single session. (e.g. Work order / Client's Certificates)		
16.	Annexure -VI		

Note

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

Signature of the Bidder with Seal

(The bidder should be submitted point 2 & 3 mentioned below in the following certificate in stamp paper in the value of Rs.100/-)

Annexure-III

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, Central/State recruitment agencies sate/ central Universities as on the date of Submission of bids.
- 3.** I certify that neither the firm nor its proprietors/directors is under any enquiry, investigation, vigilance proceeding, or disciplinary proceeding by any competent authority as on the date of submission of the bid.

Annexure-III A

SI. No	Designation	Qualification	Professional Experience and details of project carried out	Remarks

ANNEXURE-IV
FINANCIAL BID

Reference No.:
File No. :

Date:

The Controller of Examinations,
Tamil Nadu Public Service Commission,
TNPSC Road,
Chennai – 600 003.

Sir,

I/ We hereby submit our price bid for **Conducting Computer Based Test (CBT) of Examinations for Departmental and Direct Recruitment Examinations conducted by the Tamil Nadu Public Service Commission (TNPSC), Chennai** after clearly understanding scope of Work, the terms and conditions of the tender document and due clarification obtained from TNPSC.

Particulars	Description	Rate in INR (in figure)	Rate in INR per (in words)
Operational cost for conduct of Examination as per the Scope of RFP (per candidate per shift) (including Aadhaar verification)	As mentioned in the tender document		

The above rate quoted is **excluding** the taxes applicable. The Taxes applicable are as follow:-

Sl. No.	Name of the Tax	%applicable
1	CGST	
2	SGST	
3	(specify)	
4	(specify)	

Document status: Confidential between TNPSC and Bidder

Annexure – V

The service provider should furnish the venue details in the following format for each CBT examinations in the stipulated time

To

The Controller of Examinations,
Tamil Nadu Public Service Commission,
Chennai – 600 003.

Respected Madam / Sir,

1. I/we do hereby furnish the following venue details for the Examination _____ which is scheduled to be held on _____.
2. I / we hereby agree to abide the Terms and Conditions of the Tender Document and declare that the annexed venues comply with all the infrastructural facilities and the criteria stipulated in the relevant Tender Clauses.

SI.No	District	Name of the Venue	Accommodation / Capacity of Computer Nodes (In Numbers)	Distance from the Centre of the Main City (in Km)

Signature of the Service Provider

Annexure – VI

(The bidder should submit the following table at the time of bid submission on portal)

Count of District wise Venue and Nodes

<u>Sl.No.</u>	<u>District</u>	<u>Venues</u>	<u>Nodes</u>