

Tamil Nadu Public Service Commission

Tender No.724/2025, Dated. 10.10.2025

Limited Tender for the Redevelopment, Operation and Maintenance of the Man Management Mobile Application and Web Application for a period of three years.

Tender Publishing Date and Time	on 10.10.2025 @ 1.00 pm
Tender Document Download-Start Date and Time	on 10.10.2025 @ 1.10pm
Bid Submission- Start Date and Time	on 11.10.2025 @ 10.00 am
Clarification on the Tender Documents	on 14.10.2025
Bid Submission- Closing Date and Time	on 24.10.2025 @ 1.00pm
Bid Opening Date and Time	on 24.10.2025 @ 4.00 pm

Notice Inviting Tender

Sealed Tenders in the prescribed format are invited from the reputed firms for the Redevelopment, Operation and Maintenance of the Man Management Mobile Application and Web Application for a period of three years.

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

I. ABOUT TNPSC

(a) Background:

Tamil Nadu Public Service Commission is as mandated by the Constitution of India, conducts examinations for appointment to the services of the State. It's mission is to ensure a free, fair and transparent recruitment process, by leveraging information technology solutions and constantly updating its recruitment methodologies.

(b) Objectives of the Tender Notice:

This tender is floated for selecting a well experienced firm for the Redevelopment, Operation and Maintenance of the Man Management Mobile Application and Web Application for a period of three years.

II. SCOPE OF WORK:

About the Software:

The Man Management Application has been designed and Redeveloped for streamlining the management of personnel in the Commission's Office. The Man Management Mobile Application software contains the following modules.

	Operation and Management of Man Management Mobile Application Software			
SI. No	Functional Requirement	Description		
1	Leave Apply	 Maintain Leave Flow for existing cadre of staff. Leave Deduction. Leave Flow – Newly added as and when required. Maintenance of Leave account for every employee. 		

2	Admin Panel	 Department Management Section Management Current Admin Details Cadre wise Admin Groups management Cadre Management Leave Management – Leave apply-Various types of leave–Leave Account updation Permission apply (Various kind of Permissions) Reset Leave Account – end of every year – CL & RH to be reset EL Advance credit 15 days on January & July Holiday Management Reset Leave Account, if any Permission / Initiation towards purchase of Movable and Immovable properties under TNGS Conduct Rules 1973
3	Change Request	Change Request – Already availed Leave Flow – concerned Admin
4	Joining Report	 Provide upload provisions – Joining Report Flow – admin wise
5	NOC Request	 An employee may obtain NOC for the following reasons Apply / Appear Exam & Appear Oral test. Cadre wise flow to concerned Admin Validation
6	Dashboard Design	Dashboard Design Maintenance of Leave History in dashboard
7	Report Management	 Staff Details – Overall Section wise Details Section wise – cadre details count Leave Report Other Reports
8	Leave Travel Concession	 Design the Requirements Flow Check based on the admin Intimation to admin about LTC request by an employee Downloadable at admin side
9	Intimation	 Blood relation(s) appearing for Examination Change of Residential Address Change of Mobile Number/Email

10	Surrender Earned Leave	 Provide an option to surrender earned leave 15 or 30 days Validation is required based on the last surrender date Flow to concerned admin Download request in PDF format
11	Complaint Register (MD-A and MD-B)	 MD-A requirements (Building/Stationery/Furniture) MD-B Requirements (Machines/Computer/Electrical) Flow to concerned sections. Report – Weekly/Monthly – admin login & Under Secretary login.
12	Pay Arrangement (Admin Login)	 Prepare Pay Arrangement Particulars based on the leave particulars for a month – Admin Wise. Excel – Output.
13	Creche Request	 Creche request by an employee. Request sent to concerned Admin. Creche Attendance Register. Report – PDF format.
14	General Master	Creation of Master Tables as required. Coordinate with Leave App.
15	Deputation	 Deputation Request – Types. Deputation Flow. Deputation Allotment. Deputation Approval. Deputation List – Intimation.
16	Postings	 Postings – 2 years Calculation. Postings – Option(s) – get. Postings – 2 years & Monthly. Postings flow. Postings Approval. Postings Intimation. Postings Timeline – Manage. Postings Request.
17	Report Management (2nd instance)	1. Reports – Download.
18	Database Maintenance	1. DB Maintain – Updation-Google play store-App maintenance.

III. TERMS AND CONDITIONS:

A) Annual Maintenance Contract(AMC) Period:

- 1. The Redevelopment and Operation of application shall be completed within a period of **3 months** from the date of issuance of work order.
- 2. The Annual Maintenance Contract (AMC) period shall be for a period of three years. However, based on the performance of the vendor and the requirement, the contract may be renewed for a further period of one year subject to satisfactory service and orders of the Commission.
 - 3. The total contract period shall be for a period of 3 years.
 - 4. The service provider should be responsible for Redeveloping, modifying and integrating new requirements into the existing software, with updates covered under an Annual Maintenance Contract for the duration of three years. The staff will also be trained on how to use the updated system effectively.
 - 5. The prices/rates quoted shall be firm and not subject to any change for the Redevelopment of the application as well as for the Annual Maintenance throughout the period of the contract and subsequent extension of the period of contract if any.

B) Development and post development:

- 1. The service provider should necessarily engage an experienced professional for Operation and Maintenance of the Man Management Mobile Application / Web Application.
- 2. The completion of Operation and Maintenance of the Man Management Mobile Application / Web Application should be provided simultaneously without any break up of the contract **period of 3 years** and subsequent extended period if any.
- 3. An experienced professional should be deputed to the Office of TNPSC throughout the contract **period of 3 years** and during the period of extension if any.

C) Language Proficiency and Location:

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

D) Confidentiality:

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

E) General conditions:

- 1. Only those Agencies which in the individual capacity, satisfy the eligibility criteria need to quote for this tender and the bids submitted by the bidders who do not fulfill the eligibility criteria will be summarily rejected.
- 2. TNPSC will award the contract to the bidder whose Tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the bidder is determined to be competent to execute the job satisfactorily. TNPSC shall

however not bind itself to accept the lowest or any bidder, wholly or in part.

- 3. Entire activities shall be done by the successful bidder themselves and it should not be outsourced.
 - 4. Taxes as applicable shall be deducted at source.
- 5. The bidder should enclose copies of documents substantiating their claim in this tender document, failing which the tender will be rejected without any further intimation.
- 6. Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.
- 7. No amount shall be claimed other than that mentioned in the Price Bid for the work.
- 8. The Agency shall not sublet whole or part of the work to any other Agencies.
- 9. The TNPSC shall have the right to issue addendum to tendered documents to clarify, amend, modify supplement or delete any of the conditions, clauses or items stated therein. Each addendum shall form a part of the original invitation to tender.
- 10. Resolution of the Company (if the Tenderer is a Company) authorizing the person signing the Tender, to sign the Tender on behalf of the Company is to be provided.

11. Taxes and Duties

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

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

IV. ELIGIBILITY CONDITIONS:

- 1. The bidder should be a company registered under the Indian Companies Act, 1956/2013 or firm.
- 2. The average minimum annual turnover of Rs.5 lakhs for the last three accounting years between 2022-2023, 2023-2024 and 2024-2025.
- 3. The bidder must have completed at least 5 years of operation in the field of software development/applications.
- 4. The bidder should have experience of software development / website maintenance and man management modules in Central or State Government departments or reputed private companies.
- 5. Joint Ventures and Consortium are not allowed to participate in the Tender.
- 6. The bidder should have valid PAN/TAN number and GST number.
- 7. The bidder should have Registered Office/ Operating Branch at Chennai, Tamil Nadu
- 8. The company should not have been blacklisted by any State Government / Central Government / PSU for any reason.
- 9. All the above eligibility conditions are mandatory and the agencies not fulfilling even any one of the above conditions shall not be considered and the bids received from such bidder shall be summarily rejected.

V. CLARIFICATIONS AND AMENDMENTS TO TENDER DOCUMENT

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

VI. EARNEST MONEY DEPOSIT (EMD):

- 1) The bidder should enclose the bid security Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft drawn in favour of "The Secretary, Tamil Nadu Public Service Commission, Chennai-600003".
- 2) Earnest Money Deposit (EMD) of the successful bidder will be adjusted in the Security Deposit.
- 3) The Earnest Money will be forfeited on account of one or more of the following reasons:
 - i.Bidder withdraws its Bid during the validity period specified in Tender Document.
 - ii. In case of a successful bidder, fails to sign the Agreement in time.
- 4) Earnest Money Deposit (EMD) of all unsuccessful bidders would be released by TNPSC within one month of the bidder being notified as being unsuccessful.
- 5) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- 6) Successful bidder shall accept the work order within 2 days of receipt of work order. Otherwise, the EMD will be forfeited.

VII. SUBMISSION OF BIDS:

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

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

Note: - The above said two covers containing Technical Bid and Financial Bid shall be both the sealed covers should be placed in the main sealed envelope superscribed "Sealed Tenders for the Redevelopment, Operation and Maintenance of the Man Management Mobile Application and Web Application". This should be addressed to "The Secretary, TNPSC, Chennai - 600 003". The Tender Documents complete in all respects may be dropped in the tender box kept in the Reception, TNPSC on or before 24.10.2025 at 1.00 pm.

VIII. OPENING OF BIDS:

The bids received shall be opened on 24.10.2025 at 4.00 p.m.

IX. EVALUATION OF BIDS:

a) Technical evaluation

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

b) Financial evaluation

- a) The Financial Bids of those bidders who have been found to be technically eligible will alone be opened. The Financial bids of ineligible bidders will not be opened.
- b) The bidder with the lowest rate would be awarded with the contract, subject to the fulfillment of tender conditions given in this Tender Document.

X.VALIDITY OF BIDS:

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

XI. LATE BIDS

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

XII. ACCEPTANCE OF BIDS

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

- 1. To enter into negotiation with such bidders with a view to get the best possible, efficient and cost effective solution.
- 2. To award this contract either to one or more bidders at the negotiated final rate.
- 3. To draw and maintain a panel of bidders at the negotiated final rate so as to award this contract to any bidder as the Commission may deem fit and necessary.
 - 4. To reject any tender without assigning any reason whatsoever.

XIII.NOTIFICATION OF AWARD OF CONTRACT

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

XIV. SECURITY DEPOSIT

- a. A Security Deposit amount not exceeding 5% of the value shall be paid by the successful bidder within a period of 2 weeks after the notification of award of contract.
- b. The Security Deposit amount will be refunded to the Successful Bidder on completion of 1 month after the Contract Period is over subject to satisfaction of TNPSC. Such completion would be arrived at when the entire Scope of Work is executed by the Bidder as per the Contract Agreement and as per Order(s) issued by TNPSC from time to time. The Security Deposit amount will not earn any interest.
- c. The Security Deposit of the tenderer may be forfeited by TNPSC without prejudice to any other rights or remedies under the following circumstances: -
 - 1. If, after acceptance of the tender, the tenderer fails to take up the job
 - (b) If, the successful tenderer fails to sign the contract in accordance with terms and conditions of the contract.

XV. RIGHT TO TERMINATE THE PROCESS

TNPSC reserves the right to annul the Tender process, or to accept or reject any or all the Bids in whole or part at any time without assigning any reason and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

XVI.PAYMENT

- 1. Payment shall be made based on the negotiated final rate agreed to in writing by the bidder.
- 2. The first installment of 50% of the negotiated final rate shall be made on completion of Redevelopment of the Man Management Mobile Application / Web Application by the bidder. The second and third

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

XVII.PENALTY

1. If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value of the delayed stage of the item, per day (subject to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.

- 2. If the delay or non-performance adversely affects TNPSC in any manner, the Security Deposit will be forfeited and other legal action would be initiated as per terms and conditions of Contract. TNPSC may rescind this part of the Contract and shall be free to get it done from any other Agency at the risk and cost of the Selected bidder.
 - 3. If the bidder withdraws or alters the bid before expiry of the bid validity period, TNPSC may take the decision to forfeit the EMD and debar it from participating in future tenders.
 - 4. If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract—due to the reasons solely and entirely attributable to the selected bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value of the delayed stage of item, per day (subject to maximum of 10%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.
 - 5. If at any future point of time it is found that the bidder has submitted information which is factually incorrect or if the bidder does not fulfill any of the contractual obligations, the ICCR may take a decision to cancel the contract with immediate effect, and/or debar the bidder from bidding prospectively in this and all other tender procedures for a period to be decided by the ICCR and take any other action as deemed necessary. The penalty with respect to its time period shall be quantified by the ICCR at its own discretion/ satisfaction.

XVIII. TERMINATION OF CONTRACT

It may also be noted that in case of the Contractor backing out in midstream without any explicit consent of TNPSC, they will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by TNPSC on Redevelopment, Operation and Maintenance of Man Management Mobile Application and Web Application from the remaining period of contract through alternative means.

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

XIX. FORCE MAJEURE

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

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

XX. FRAUDULENT/CORRUPT/COLLUSIVE/COHESIVE RACTICES

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

XXI. ARBITRATION & JURISDICTION

In case of any dispute, the matter will be referred to a sole Arbitrator to be appointed by the Secretary, TNPSC, under the "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chennai, Tamil

	and the language			
Courts at Ch	ennai alone shall ha	ave jurisdiction i	n the matt	er.
			<u>P.T.C</u>)Annexures

Annexure-I

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

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

Note:

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

Signature of the Bidder with Seal and date:

Annexure-II Certificate of Undertaking

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

Signature of the Bidder with Seal and date:

Annexure-III Financial Bid

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

Tender No. : Date:

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

Sir,

I/We hereby submit our price bid for the work of **Redevelopment, Operation and Maintenance of the Man Management Mobile Application and Web Application** as indicated in the Tender Document.

SI. No.	Item of Work	Rate in INR (Exclusive of the taxes applicable)	Rate in Words
1.	Cost for Redevelopment of the Application as mentioned in scope of work		
2.	Cost for Operation and Maintenance of this Mobile Application and Web Application as mentioned in the scope of work (per year)		

Note:-

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

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

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

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

Annexure-IV

BID COVERING LETTER

To:

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

Dear Sir,

Sub: Redevelopment, Operation and Maintenance of the Man Management Mobile Application and Web Application.

1. Terms & Conditions

- 1.1. I/ We, the undersigned Bidder(s), having read and examined in detail the specifications and all bidding documents in respect of this Tender do hereby propose to provide services as specified in the bidding document.
- 1.2. I/ We, the undersigned Bidder(s) having submitted the qualifying data as required in your Tender, do hereby bind ourselves to the conditions of your Tender. In case any further information/documentary proof in this regard before evaluation of our bid is required, I/We agree to furnish the same on demand to your satisfaction.

2. Rates & Validity

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

3. Bid Pricing

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

4. Earnest Money

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

5.Declaration

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

is true and correct to nothing has been conc	•	/ our knowledge	e and belief and
	Thanking you,		
			Yours faithfully,
			(Signature)
Data			
Date:			
Place:			
Name:			
Designation:			
Seal			