



Tamil Nadu Public Service Commission

Tender No. 614, dated 06.05.2022

Limited Tender for Modifying the Online / Physical Certificate Verification Module by incorporating new features and Updating / Maintaining any other future requirements and to Provide suitable training to the staff with AMC for one year

Contents

1. Notice Inviting Limited Tender and Terms and Conditions
2. Format for Bidder Details (Annexure-I)

Date of Tender Notice	06.05.2022
Pre bid meeting and clarifications	17.05.2022
Last Date for submission of Tender	24.05.2022 at 3 pm
Date of Technical Bid Opening & Presentation of solution	24.05.2022 at 3 pm
Date of opening of Commercial Bids of Technically Qualified bidders	24.05.2022
Declaration of Qualified Bidder	25.05.2022

Notice Inviting Tender

Sealed Tenders in the prescribed format under two cover system containing Technical Bid and Financial Bid are invited from the reputed Firms for Modifying the Online / Physical Certificate Verification Module by incorporating new features and Updating / Maintaining any other future requirements and to Provide suitable training to the staff with AMC for one year as detailed in the Scope of the tender.

I. Scope of the work :

Activity – I

Certain Modifications to be made in the software of Online / Physical Certificate Verification exclusively in the following Modules/subject from time to time based on the TNPSC requirements:

- i) PSTM Module
- ii) Communal Reservation
- iii) Corrections in Auto Error Reports
- iv) On-Screen/Physical CV Training Module
- v) Combine OCV/Physical data for more than one phase of OCV/Physical

Activity – II

To develop and integrate the new requirements in the existing software module with Annual Maintenance Contract for a period of one Year and to provide suitable training to the staff for handling the Online / Physical Certificate Verification Module after the Completion.

Terms and Conditions

1. The Agency shall be required to maintain the content management tool to make the On-Screen/Physical Certificate Verification Application dynamic and interactive.
2. The agency shall be required to find and rectify all the errors regarding the On-Screen/Physical Certificate Verification Application.
3. If necessary, the agency shall also be required to redesign the On-Screen/Physical Certificate Verification Application in accordance with the mandatory requirements based on Government guidelines or the needs of TNPSC.
4. Any other work not specified above, but required for On-Screen/Physical Certificate Verification Application shall be done by the agency.

5. A copy of CD/DVD containing the backend software/source code shall be made available to TNPSC on installation and after every stage affecting the source code.
6. The agency shall undertake Security audit for the On-Screen/Physical Certificate Verification Application, in case of inclusion of any fresh module or as and when necessary, from TNeGA empanelled agencies/auditors.
7. The agency shall have to provide security from virus/ vulnerable attacks and hacking of the On-Screen/Physical Certificate Verification App. In case of Virus or Hacking or vulnerable attack, the agency shall have to re-create/restore the On-Screen/Physical Certificate Verification Application as per the requirements of TNPSC.
8. The agency shall take instantaneous steps to resolve the issues / vulnerabilities / alerts, if any, noticed at any point of time or pointed out by any Government agency during the tenure of this contract.
9. The agency shall be required to undertake full responsibility of the safe custody, security of data supplied by TNPSC. It shall be ensured that there is no transmission of content in any form to any individual or institution outside the purview of On-Screen/Physical Certificate Verification Application maintenance.
10. The agency shall have to provide the training to the Commission's staff regarding On-Screen/Physical Certificate Verification Application.
11. Sufficient man power shall be deployed in this project and atleast one developer shall be deputed and made available in the TNPSC office premises.
12. The agency should engage experienced Professional personnel for the development.

II. Eligibility:

1. The Service Provider should be an Indian Registered firm from IT and ITES business.
2. The Service Provider should have atleast 5 years of experience in providing trained manpower and Executed IT enabled Services to Government Departments, Public Sector Companies, Government

Autonomous organizations or reputed private companies. The Service Provider should have executed a minimum of 3 such contracts during last 3 years.

3. The bidder should have registered office / operating branch at Chennai, Tamil Nadu.
4. The bidder should have minimum Annual Turnover of Rs.50 Lakh for preceding three accounting years between 2018-2019, 2019-2020 and 2020-2021.
5. The bidder should have rendered service for atleast 5 years in Government Sector or similar work in reputed firms.
6. The Service Provider should have its own Bank Account.
7. All terms & conditions of tender are acceptable to agency/firm.

III. General Conditions:

1. Incomplete Tenders are liable to be rejected. Conditional bids will not be considered and be rejected.
2. Successful vendor shall accept the work order within a week of receipt of work order. Otherwise, EMD will be forfeited.
3. The software development shall be completed within a period of 4 months from the date of issue of work order.
4. Only those firms which, in their individual capacity, satisfy the eligibility criteria, need to quote for this tender and the bids submitted by the bidders who do not fulfill the eligibility criteria will be summarily rejected.
5. The bidder should have the resources having knowledge in various software platforms (Software languages and database handling)
6. The bidder should establish the required infrastructure and provide necessary manpower.
7. The software shall be in Content Management System (CMS) so as to be user friendly and the Staff of the TNPSC shall change the content as per the requirement from time to time.
8. The bidder should provide all the source code to the TNPSC and training to the staff of TNPSC within 6 months. All

material/product and related codes would be property of TNPSC and bidder should not reuse/replicate/transfer the same to anyone else. The bidder should provide all admin/ user manuals. The bidder should also provide support for all future upgrades/initiatives of TNPSC related to these modules.

9. The bidder should use the licensed, latest and legal software for the development of software modules. TNPSC prefers Open source software for this project.
10. All statutory obligations vests with the bidder. The Employee Provident Fund (EPF) and Employee State Insurance (ESI) contribution in respect of all employees shall be borne by the Service Provider.
11. The service provider should have valid license from the competent authority under the provisos of Contract Labour Act, 1970 and Contract Labour (Regulations & Abolition) Central Rules, 1971.
12. 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).
13. TNPSC will award the contract to the Tenderer whose Tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Tenderer is determined to be competent to execute the job satisfactorily. TNPSC shall however not bind itself to accept the lowest or any tender, wholly or in part.
14. 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, without thereby incurring any liability to the affected Tenderer or Tenderers on the grounds of its action. The decision of TNPSC in this regard would be final and binding.
15. Entire activities shall be done by the successful bidder themselves and it should not be outsourced.
16. Corrupt or Fraudulent Practices: Bidders should observe the highest standard of ethics during the execution of such contracts.

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.

17. The company should not have been blacklisted by any State Govt. / Central Govt. Department / PSU for any reason.
18. Income Tax, GST and other taxes as applicable shall be deducted at source.
19. The bidder should enclose copies of documents substantiating their claims in this tender, failing which the tender will be rejected without any further information.
20. Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.
21. AMC is initially for a period of one year and based on the performance of the vendor, the contract period may be extended for one year subject to the orders of the TNPSC.
22. Further, the Company should continue the work for three months till the engagement of the next vendor after completion of the contract period.
23. No amount should be claimed other than that mentioned in the Price bid for the work.
24. The company is responsible for the smooth functioning of the software without any interruption and essential server support to be given and no separate amount should be claimed for that.

IV. Submission of Bids :

1. Cover-I: The Technical Bid envelop shall contain necessary documentary evidences to substantiate the parameters indicated in the tender document.

2. Cover – II: The Financial Bid should contain only Price Bid as in Annexure-I. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.

V. Evaluation of Bids :

1. Technical Evaluation shall be done based on the following items:-

- a. Experience in this field
- b. No. of similar Projects done
- c. Infrastructure
- d. Technical Manpower
- e. Technical Proposal
- f. Presentation
- g. Annual Turnover 2018-2021
- h. Execution of 3 such contracts etc.,

2. Financial Evaluation

- a) 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.
- b) The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present. Financial bid will be opened on the date and time mentioned in the fact sheet at the office of TNPSC .

VI. Validity of Bids :

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

VII. EARNEST MONEY DEPOSIT (EMD):

- 1) The bidder should enclose the bid security (EMD) of Rs.25000/ (Rupees Twenty Five Thousand only) in the form of Demand Draft obtained in favour of The Secretary, Tamil Nadu Public Service Commission.
- 2) EMD of all unsuccessful bidders would be released by TNPSC within one (1) month of the bidder being notified as being unsuccessful.
- 3) EMD of the successful bidder will be adjusted in the Security Deposit.

- 4) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrual of interest over it.
- 5) 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, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee.
 - iii) In case of the bidder could not execute and complete the project in time

VIII. Right to Terminate the Process :

TNPSC reserves the right to annul the Tender Document 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) on the grounds for such decision.

IX. Clarifications and amendments of Tender Document :

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

X. Late Bids :

1. 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.

Note:-

- i. Evaluation Committee may, at its discretion, call for additional information from the bidder(s) through e-Mail / Fax / Telephone / Meeting or any other mode of communications. Such information has to be supplied within the setout time frame as provided by Evaluation Committee; otherwise Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the bid is liable to be rejected. Seeking clarifications cannot be treated as Acceptance of the Bid. For verification of information submitted by the bidders, the committee may visit bidder's office at its own cost. The bidders shall provide all the necessary documents, samples and reference information as desired by the Committee. The bidders shall also assist the Committee in getting relevant information from the bidders' references.

XI. Notification of Award of Contract :

TNPSC will notify the successful bidder in writing that its bid has been accepted.

XII. Signing of Contract :

The successful bidder will sign the Contract within 16 working days from the date of issuing of work order.

XIII. Payment :

50% Payment will be made to the bidder after successful completion of the projects within a period of 3 months. Balance 50 % shall be made after completion of full-fledged training to the Staff of the Commission successful execution of the software modules.

XIV. 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 a maximum of 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 adversely affects conduct of examination processes the Security Deposit and Performance Security will be forfeited and other legal action would be initiated as per terms and conditions of contract. The TNPSC may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Selected Bidder.

Secretary
Tamil Nadu Public Service Commission
Chennai-3

Annexure - I

Financial Bid

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

Reference No. :

Date:

FILE No. :

To

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

Sir,

I/ We hereby submit our price bid for the Activities and Annual
Maintenance Contract as indicated in the Tender document

Item of Work	Rate quoted	Rate quoted in Words
Activities I and II specified in the Tender	Rs. _____/- (Exclusive of the taxes applicable)	

* The above said quote is inclusive of the service and support charges
for a period of one year.

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

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