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TAMIL NADU PUBLIC SERVICE COMMISSION

CHENNAI – 600 003

Tender Notice

Sealed tenders are invited up to **03.00 PM** on **23.11.2020** from reputed companies / firms with relevant experience, for conducting Objective Type Computer / TAB Based Examination (CBT) for Departmental Test Examinations to be conducted by the Commission.

Tender document with detailed specifications of terms and conditions, Technical bid and financial bid, can be downloaded from the websites www.tenders.tn.gov.in or www.tnpsc.gov.in

Secretary,
Tamil Nadu Public Service Commission.
Chennai-3

Signature of the Bidder with Office Seal

TNPSC

Tender Document

For Online Examination
Conduct and Processing of Various Departmental Test Examinations of
Tamil Nadu Public Service Commission (TNPSC), Chennai



Tamil Nadu Public Service Commission
TNPSC Road,
Park Town, Chennai,
Tamil Nadu 600003
<http://www.tnpsc.gov.in/>

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Fact Sheet

Sl.No	Particulars	Details
	Tender No.	572 / 2020
	Tender notification Date	14/10/2020
	Selection Method	Tender will be awarded to the Bidder with the highest score based on the QCBS Evaluation Method
	RFP Issued by	Tamil Nadu Public Service Commission (TNPSC)
	EMD	Earnest Money Deposit of Rs.2,00,000/- (Rupees Two Lakh only). Demand Draft in favour of details to be filled by TNPSC payable at Chennai from any of the nationalized bank
	Nodal Officer for Correspondence and Clarifications	Controller of Examinations, TNPSC 044-25300351; 044-25300305 tnpsc.mcd@gmail.com
	Last date for receiving Pre-bid Queries	24/10/2020 @ 5.00 PM
	Pre-bid Meeting date and Time	28/10/2020 @11 AM
	Issue if addendum/ clarification if any and required	02/11/2020
	Last date for bid submission	23/11/2020 @3 PM
	Opening of Technical bid cover I	23/11/2020 @4 PM
	Declaration of qualified bidders as per the details furnished in Questionnaire and Annexure	24/11/2020
	Presentation & demonstration by Qualified bidders	30/11/2020 @ 10 AM
	Opening of Financial Bid of technically eligible bidders.	02/12/2020 @4 PM
	Bid validity Period	180 days

Note: The above dates are tentative and subject to change.

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1. About TNPSC

Tamil Nadu Public Service Commission is a Constitutional body which recruits Civil Servants for the State and Subordinate Services. In addition to the recruitment examination, TNPSC also conducts the Departmental Test examination both in Descriptive and Objective mode.

2. Definitions

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

- I. "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;
- II. "Computer / TAB Based Test" (CBT) means the computer / TAB 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.
- III. "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.
- IV. "Bidder" - The word "Bidder" when used in the pre award period shall be synonymous with "Selected Bidder" which shall be used after award of the contract.
- V. 'Bid' means the Technical, Commercial and Financial bids
- VI. "The Contract Rate" means the rate offered by the Service provider and accepted by the Tendering Authority under the Contract for the full and proper performance of its contractual obligations.
- VII. "Services" means services ancillary to the Scope of Work herein-above, transportation, any other incidental services and other obligations of the Service provider covered under the Contract.
- VIII. "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.
- IX. "Day" means all the 7 days of the week including Holidays.
- X. The Term "Test" and "Examination" wherever used in this tender document means the test to be conducted online for the candidates who have applied for the same.
- XI. "Tendering Authority" means The Secretary, 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

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- XII. “Tender Accepting Authority”: The Hon’ble Chairman of TNPSC
- XIII. “Test Taker” means the candidate who gets registered with TNPSC and takes up the examination conducted by the Commission
- XIV. “Service Level Agreement” or shortly called SLA refers to the minimum performance criteria the service provider promises to meet while delivering and executing the contract entered into with the Commission. It includes service hours, service availability, throughputs and responsiveness, customer support levels, service levels to be provided during contingency and any other services that are related to or incidental to the execution of the contract
- XV. “Commission” means Tamil Nadu Public Service Commission
- XVI. “TNPSC” means Tamil Nadu Public Service Commission

3. Interpretation

- a) References to laws shall mean the applicable laws of India and references in the singular shall include references in the plural and vice versa
- b) References to a particular article, paragraph, sub-paragraph or schedule shall, except where the context otherwise requires, be a reference to that article, paragraph, sub-paragraph or schedule in or to this tender
- c) The headings are inserted for convenience and are to be ignored for the purposes of construction
- d) Whenever provision is made for the giving of notice, approval or consent by any Party, unless otherwise specified such notice, approval or consent shall be in writing and the words 'notify', 'approve', and 'consent' shall be construed accordingly.
- e) In case of any inconsistency between this tender and the Bid made to TNPSC, the terms of this Tender shall prevail. In case the tender is silent on the items contained in the bid, and/or any ambiguity in the tender document or in the agreement to be signed, the decision of TNPSC shall be final & binding on the Bidder/ Bidders.

4. Purpose / Objective of the Tender

- I. This Tender establishes the fundamental requirements for Online Examination (Computer / TAB based Test) Conduct and Processing for Various Departmental Examinations of the Tamil Nadu Public Service Commission (TNPSC) Chennai, for entering into a contractual relationship with a qualified respondent entity which is willing and able to meet the expectations of TNPSC. The overall objective of the **Online Examination (Computer / Tab Based Test)** is to provide a fair, secured, transparent and better **Test Delivery Mechanism** at a reduced cycle time and publish the results at the earliest possible time duration. This shall have to be achieved by choosing such technology by the bidder which could give TNPSC the required flexibility in choosing the examination venues.

II. Request for Proposal

Tenders are invited from eligible, reputed and qualified IT Firms with sound technical and financial capabilities for implementation and maintenance of Computer / TAB Based System for Departmental Test Examination Process for TNPSC, Chennai as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

III. Key Information:

- a) Departmental Test Examination will be conducted by TNPSC twice in a year (May and December every Year).
- b) In a year total number of candidates to be assessed will be around 3 lakh in approximately 200 numbers of examinations.
- c) Exam will be conducted in the major cities / towns / District Head Quarters of Tamil Nadu (multiple Venues) and at New Delhi (one Venue).
- d) Exam shall be conducted in one or more shifts per day.
- e) Examination time may vary from 30 minutes to 3 hours
- f) Number of objective type questions will vary from 50 to 200 based on the scheme of examination.
- g) Examination shall be conducted in LAN connected computer labs using Desktop Computers (Cable Dependent) or in a Wifi Connected examination venues using TABS (Cable independent).

IV. Basic Information

- a) TNPSC, Chennai invites responses ("Proposals") to this Request for Proposals ("RFP") from Companies / Agencies ("Bidders") for selection of "Service Provider".
- b) Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline **WILL NOT BE CONSIDERED** in this service procurement process.
- c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications and in case of any ambiguity the TNPSC's clarification will be final.

d) Period of Contract:

Initially the contract will be for Three years and may be extended for 2 more year depending upon successful completion of the job and performance review.

5. Scope of the work

This Scope of Work with regard to conduct of Computer / TAB Based system of Examination has been divided into following three broad phases

- Pre- Examination Phase
- Examination Phase
- Post Examination Phase

Above Scope is not rigid and is subject to marginal modifications based on the advancements of industrial practices related to the conduct of the CBT. If such marginal modifications increase the cost of the bidder, necessary adjustments shall be made in the contract price and delivery schedule and contract shall accordingly be amended.

5.1 Deliverables from TNPSC:

- a. Centerwise/ Subjectwise tentative Number of candidates applied for the CBT (One Month before the examination)
- b. Soft copy of candidates application master data base having Name, Register number, Subject Name /Code, Centre / Venue Name, Photograph, Signature, OTR login ID of the finally admitted candidates
- c. Questions for conducting the examinations/Tests. Question sets will be given by TNPSC just 2 hours before the commencement of examination and to be hosted from the TNPSC premises. To avoid difficulties arising in conversions, the Firms have to share template or the frame work for furnishing the questions.
- d. Content translation in respect of question papers will be done by TNPSC
- e. Appointment Observer / Inspection Staff or Officers (atleast One per venue)
- f. Hosting of Hall ticket

5.2 Deliverables from the Selected Bidder

- a. Soft Copy of Centre Master having Centre No. and Centre Details two months before the examination / test.
- b. Arrangements of Servers, Computers / TABS; LAN / Wi-Fi, Internet Connectivity.
- c. Conversion of question papers from hard copy to softcopy to upload in the server.
- d. Verification of Aadhaar details (Biometric)

- e. Complete candidates' response related data of all the candidates during the examinations, audit trail and biometric data
- f. Complete response related data of all the candidates
- g. Other works assigned in this tender documents

5.3 Conduct of Examination

- I. The Selected Bidder is expected to draw the examination plan and design the examination processes as follows:
 - a. Complete Security management processes
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - b. Candidate handling process
 - Mapping of candidates details with Exam Centers
 - Validation and verification of identity (Aadhaar/Biometric)
 - Desktop Computer/ TABS and Seat allocation and handling of security parameters
 - Sending Bulk/individualized SMS and emails to the candidates and other stakeholders at various stages of the examination.
 - Help Desk number for responding to queries in consultation with TNPSC
 - Any other process relating to conduct of Examination.
- II. Examination Centre Administrator shall act as Examination Superintendent (ES). The Examination Superintendent appointed by the selected bidder, shall depute the examination staff based on the guidelines provided by TNPSC. TNPSC will appoint at least One Officer from TNPSC and One Officer from District Administration (Dist. Collector) to supervise the examination proceedings. The Lab where the Examination Centre is established shall be sealed in the presence of the Examination Superintendent, the Inspection staff of TNPSC and District Administration once the examination data is deployed in the computer lab.
- III. The Selected Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- IV. The Selected Bidder shall provide Hardware and Software required at all stages of the examination.
- V. Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- VI. The Selected Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Selected Bidder whose cost would be covered under the commercial bid.

- VII. The Selected Bidder shall provide a question paper authoring tool which will ensure end-to-end security of the question paper with 256 bit AES or better encryption along with proper training for the usage of the software.
- VIII. Selected Bidders shall identify exam centre infrastructure before bidding and accredit the same after ensuring necessary arrangement that exists as per standards defined in the tender. It must be clearly defined and ensure availability of exam center on all the dates as per schedule of Computer / TAB Based Test for full day and comply with all the standards set for Exam Centres in the tender. The selected bidder shall also visit each of such accredited centers and plan to ensure necessary updation to meet defined standards.
- IX. In order to avoid examination venue dependency, the Bidder shall have the capacity / facility to conduct the CBT in the venues identified by TNPSC where the computer labs / desktop systems are not available. In such venues the bidder shall use the TABS and Wifi Connectivity for the conduct of examination.
- X. The Selected Bidder shall identify required Exam Centers in each of the cities / Towns in Tamil Nadu ensuring that 10% of the systems / TABS are available as backup per shift i.e. If 100 candidates are allotted a particular center, the center shall have 110 systems / TABS available per shift.
- XI. For differently abled candidates, who are appearing for the examination with the help of scribe, shall be allotted to a separate rooms. The Bidder shall give better assistive equipment with suitable software solution.
- XII. In case of the examination conducted in computer labs with fixed Desktops computers, there shall be a sufficient gap (at least 3 feet) between any two candidates to avoid copying. If no such gap is not available, then the bidder shall arrange cardboard canopy to avoid copying. In case of the examination with TABS sufficient space (minimum 3 Feet) shall be ensured.
- XIII. There shall be a provision for maximum possible shuffling of question number orders and answers so that the adjacent candidates of same test should not get same questions in display.
- XIV. If the examination is proposed to be conducted using TABS, shuffling shall be done among the candidates and TABS as well.
- XV. The Selected Bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, Internet and LAN / Wi-Fi connectivity for conducting Examination. If the examinations are conducted in a venues where the computer labs are not available Wi-Fi and internet connectivity shall be arranged by the bidder.

- XVI. The Selected Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power supply. The UPS / power Generators shall have power back up support for all the systems, server and CCTV and other electrical and electronic items involved in examination process from the commencement of the examination to closure of examination; There shall not be any interruption in the examination process due to the power failure / Shutdown.
- XVII. The Selected Bidder shall carry periodic audit at Exam Centers for
- Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - Software - Screen resolution, bandwidth for internet and LAN / Wi-Fi connectivity, Browser.
 - Working condition of UPS and Generator / Computers / TABS
- XVIII. The Selected Bidder shall ensure suitable drinking water and separate toilet facilities for both Men and Women at each examination center.
- XIX. The Selected Bidder shall provide a facility to candidates for static mock link for mock test for different types of tests within a fortnight of signing the contract. The same facility should also be available online to be run through web server of the service provider. The mock test should be a replica of the examination.
- XX. TNPSC prefers the technology which is user-friendly to the candidates. In order to make the tests very easy and comfortable to the candidates TNPSC prefers the touch screen facility rather than mouse click to choose the answers by candidates.
- XXI. The Selected Bidder shall provide help to candidates through a Help desk (telephone/email) ensuring service quality on a 9 x 7 basis, preferably before and after 10 days of the examination.
- XXII. The Selected Bidder shall host and manage the examination process through intranet / Wi-Fi based solution at Exam Centers.
- XXIII. The Selected Bidder shall securely transmit, download, install and implement Question Papers from TNPSC.
- XXIV. The Selected Bidder shall ensure checking of original documents and admit card of the candidates at the examination gate. Before allowing the candidate into the examination hall (Lab) Aadhaar Biometric verification shall be done. After confirmation, the system in which the candidate has to sit for taking examination shall be allotted randomly and a User ID shall be generated by a program installed in the server. Password shall be the date of birth of the candidate. In case of the examination using TABS, both the candidates and TABS shall be shuffled and randomly allotted.

- XXV. The Selected Bidder shall ensure that the right Candidate sits in front of system allotted /TAB. There shall be a mechanism to raise alarm in case there is suspicious movement of the candidate while taking the test.
- XXVI. The Bidder has to get signature of the candidate on the attendance sheet generated by the bidder and the Photograph, sig, name etc shall be verified with the Hall tickets and the details available in the system. Attendance sheets shall be handed over to the Observer / Inspection Officer deputed by TNSPC.
- XXVII. The Selected Bidder shall ensure complete registration process of the candidates (AadhaarBiometric) and allow candidates to appear for exam at Exam Centre through pre-allotted seat/machine. The biometrics taken at this stage shall be used later on for authentication purposes.
- XXVIII. The Selected Bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- XXIX. The Selected Bidder 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 Selected Bidder;

- i. Exam Centre Administrator – 1
- ii. IT Manager – 1 per 250 Lab (minimum 1 per center)
- iii. Invigilators - 1 per 20 nodes
- iv. Support Staff - Minimum 1 per 100 candidates (Suitability need to be justified with centers) and locations
- v. Security Guards - Minimum 1 per 100 candidates (Suitability need to be justified with centers)
- vi. Menial staff - Minimum 2 per 100 candidates

The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam.

- XXX. Verification of candidates and capturing figure print and photograph, aadhaar verification shall be started well ahead of examination atleast one hour before.
- XXXI. 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 or any other materials except the Hall ticket.
- XXXII. Cloak room shall be arranged to keep the belongings of the candidates.
- XXXIII. No candidate shall be allowed to enter into the examination hall / lab without valid hall ticket.
- XXXIV. Systems / TABS may be allotted to the candidates in a randomized manner. No candidate shall be allowed to choose the system /TABS. Modalities to be worked out to have it in a most transparent manner, so as to avoid pre-determined tagging of candidates with computer systems / TABS.

- XXXV. The Examination shall be Computer / TAB Based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- XXXVI. Candidates should not be allowed to the examination center / lab after the commencement of examination.No candidate is allowed to leave the examination hall till the closure of examination.
- XXXVII. Sufficient time of 10 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the questions.
- XXXVIII. Computer / TAB Based exam software should support standard features such as time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- XXXIX. The LAN / Wi-Fi set up shall be virus / intrusion / hacking free and properly fire-walled. The terminals and the servers shall be free from all vulnerabilities.
- XL. The software and Hardware of Computer Nodes / TABS and Server shall be the latest higher end configuration so as to cater the need of the examination center.
- XLI. To host the test and manage the test delivery process, Computer systems / TABS, servers, LAN / Wi-Fi and internet connectivity shall be suitable enough to handle the traffic in real time with proper backup and redundancy at each level.
- XLII. Required number of servers (atleast 2) for a center must be provided by the Selected Bidder for assured performance. Additional equivalent and suitable servers for backup and mirror services will need to be provided by the Selected Bidder.
- XLIII. Candidates are not allowed to carry any Book, Guide, Handbook etc inside the examination hall (lab). Authorized books shall be made available in the Local Server of the Bidder 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.
- XLIV. For certain tests, the candidates shall use the simple calculators / scientific calculators as per the requirement. Hence, the bidder shall provide the calculator facility in the test module. For downloading books and using calculators, necessary link shall be provided in the test module. No candidates is allowed to carry any electronic gadgets inside the examination hall.
- XLV. If the Commission desires to have mirror server in the premises of the TNPSC, at later date, all the necessary hardware and bandwidth will be provided by the TNPSC. The Bidder has to give provision to install the mirror server at free of cost.
- XLVI. The selected bidder shall display the schedule and instructions on the notice board of the institution/ exam centre at the reception area as well as outside the computer lab (examination hall).

- XLVII. The selected bidder shall allow only those candidates, whose names appear in the list of candidates supplied by TNPSC to appear for Examinations at the Test Centre. However, arrangements to be made by the selected bidder, to accommodate certain additional number of candidates, in case TNPSC allows even just before the commencement of examination.
- XLVIII. While exam is conducted on local LAN / Wi-Fi, 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. Selected Bidder should provide Dash board / reports to TNPSC to view the test progress venue wise / candidate wise.
- XLIX. The Selected Bidder shall maintain audit trails of all activities of the candidate (screen recording of Click by click or touch)during the course of the examination.
- L. The Selected Bidder shall obtain candidate's feedback through online Feed Back Form, after the examination is over.
- LI. The Selected Bidder shall provide blank paper sheet/s to the candidates as per requirement following the instructions from TNPSC from time to time.
- LII. In case of Special sheets are required for the examination, the same will be supplied by TNPSC.
- LIII. The Selected Bidder shall have a contingency plan for Candidate management / Shifting in case of any emergency.
- LIV. There shall be a provision to monitor and supervise Exam Centre activities on monitoring console to be installed by the Selected Bidder in TNPSC office at Chennai. The data should be real time data generated from each Exam Centre during the examination.
- LV. At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Selected Bidder on secured channel from local server to Central server of the Selected Bidder within one Hour from each exam center. The response data of test shall also be copied in a CD/DVD from each Servers stationed at all Exam Centers and handed over to Inspection Officer of TNPSC immediately after completion of examination, along with other data such as attendance sheet, finger print, photograph, seating plan etc.
- LVI. After conducting the exam and uploading the candidate responses successfully from all the examination centres, the selected bidder will ensure that candidate responses are stored safely in more than one data centres in encrypted manner and hash value of the response of each candidate is stored in safe repository located in Data Centre, safely. Apart from this, the Agency will also ensure that audit trail and logs are properly maintained at different levels. The Agency will be required to submit a certificate in this regard to TNPSC within 24 hours of exam completion.
- LVII. The Selected Biddershould provide admin panel to monitor the examination progress across the centers on the day of examinations.
- LVIII. The selected bidder shall host the responses of the candidates who have appeared for the examination in their website and there shall be a provision to view the replay of the exact flow of examination process (screen recording of Click by click or touch)to the select candidates based on receipt of such request from them. Towards which adequate facility may be done by

the Firm. TNPSC shall fix the norms for viewing screen recording of Click by click or touchflow of his / her examination and viewing of their responses. Moreover, the Firm shall also capture all critical activities of the Server from the beginning to end in all the examination centers along with time stamp. The same may be made available to TNPSC for audit purpose.

- LIX. The bidder shall share the API to TNPSC to provide screen recording of Click by click or touch activities of the candidate.
- LX. Immediately after the commencement of examination, the list of presentee and absentee shall be finalized and reported to TNPSC. Inclusion / deletion of presentees / absentee is not allowed.
- LXI. 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 bidder from time to time.
- LXII. The candidate's responses, biometric, photograph, Aadhaar verification details, audit trails should be uploaded automatically from the local server to Selected Bidder's data center in a secured manner. There should not be any traces of data pertaining to candidate, left in the local exam server.
- LXIII. The Selected Bidder should be able to hand over the raw responses/data to TNPSC immediately (same day) after the candidate's response upload from local exam server.
- LXIV. Questions and Response sheet shall be hosted to the candidates within 24 hours after conduction of exam or at the time suggested by TNPSC from time to time.
- LXV. The Selected Bidder shall provide documented inputs and support for handling
- a. Candidates queries
 - b. RTI queries
 - c. Court Cases

Note:

- a) The Selected Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to TNPSC before implementation of the software. The Selected Bidder should also be able to demonstrate screen recording of Click by click or touchaudit trail for any type of enquiry.
- b) The Bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
- c) Test Data Archiving: The bidder shall archive examination data for future references for the time specified as per requirement of TNPSC from time to time.
- d) Customized MIS reports Generation: The Selected Bidder shall provide MIS reports customized to TNPSC's requirement.

5.4 CCTV Surveillance

1. At least 2 CCTV cameras should be installed diagonally in an exam center having seating capacity of 50 Candidates. After that 2 additional CCTV Cameras will be required for each additional 50 Candidates.
2. CCTV footages should be delivered to TNPSC within 2 days.
3. CCTV camera should record all the Exam Center activities from 30 minute before the commencement examination to 30 minutes after the closure of examination.
4. The local Server located in the Examination venues should also be in CCTV Surveillance and the feeds of the same also to be supplied to the TNPSC.

6. Eligibility Criteria

- I. The bidder should participate as a single entity, no consortium or group companies will be allowed.
- II. The bidder should have a functional office at Chennai.
- III. The bidder should be a company/ firm registered (minimum 10 years old) in India. The registered bidder should be operating in India for a minimum of 5 years with an objective of offering relevant Computer / TAB Based Examination Services that are the subject matter of this tender.
- IV. The average turnover of the bidder should be minimum 50 crore (after tax) in each of during last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2017–18, 2018-19 and 2019-20.
- V. The bidder's Average Annual Turnover during last three financial years should be Rs 25 crore or more in India from Computer / TAB Based Examination (Attach documentary evidence).
- VI. The bidder should not have incurred any loss during last three years up to financial year ending 31 March 2019. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years (2016-17, 2017–18 and 2018-19).
- VII. The Bidder should be registered with appropriate tax authorities such as Income Tax, GST and should submit valid certificates of registration with these authorities.
- VIII. The bidder must have successfully executed atleast 5 CBTs on all India basis, out of which at least one project should be Conduct of Computer / TAB Based Examination with capability of 50,000 or more candidates in single shift. 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 regard shall be considered for technical evaluation).

- IX. The bidder should have conducted the CBT examination with TABS in Wi-Fi Mode at least in two examinations with 5000 candidates each. That means the bidder should have the capacity to conduct the examination in the venues identified by TNPSC where no internet connectivity, computer labs are available.
- X. The bidder should have executed CBT for Public Sector Undertakings / Public Service Commission / Staff Selection Commission / Government Recruitment Boards / Government Academic Institutions.
- XI. Any experience as a consortium partner will not be considered.
- XII. The bidder should have at least regular 200 or more technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration or self-declaration shall be submitted.
- XIII. The bidder must have data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III or better and ISO certified.
- XIV. Data Center infrastructure should be certified as per the Government of India Guidelines.
- XV. The Bidder should have infrastructure in all the major cities / towns in Tamil Nadu with validated nodes/computers/TABS, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.
- XVI. The bidder should not have been Black Listed by any Firm/ Government or PSU School/Board/University/ Institution. The affidavit in this respect that their firm is not blacklisted as cited above shall be submitted by the bidder along with the bid document.

Note: Bidder has to attach documentary proof for all the Eligibility conditions and Other Conditions specified in the tender document.

7. Other Conditions

- I. The Selected Bidder shall not subcontract the awarded contract or part thereof without written consent of the TNPSC.
- II. The bidder shall be single point of contact with TNPSC and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.
- III. The Bidder should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, QA Certification and Deployment into production.

- IV. The Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- V. The Bidder should have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases. TNPSC would seek specific exam-wise feedback session with quality assurance and product testing teams of the selected bidder.
- VI. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
- VII. The Selected Bidder should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.
- VIII. The Selected Bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
- IX. Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations, Candidates' data etc. should be maintained by the Selected Bidder.
- X. The bidder should have developed and completely own the CERT-IN certified software for Computer / TAB Based Online Examination. The software developed by the bidder will be subjected for 3rd party audit preferably by STQC or as decided by the tender inviting authority. The cost towards the security audit will be borne by the TNPSC.
- XI. The bidding agency must have latest relevant ISO/IEC certification in respect of Information Technology (IT) activities and Security measures. The relevancy of ISO Certificate will be decided by the expert of Technical Evaluation Committee.
- XII. Bidder should have authorized and globally accepted software certification, Capability Maturity Model Integration (CMMI) Level-5 or Level-3 certification.
- XIII. All documents submitted in the Bid shall be in English. In case the certificate viz experience, registration etc. is issued in any other language other than English, the Bidder shall attach an English translation of the same duly attested by the Bidder & the translator to be true copy in addition to the relevant certificate. All documents should be duly attested/ signed by the Bidder.

- XIV. The bidder shall ensure the maximum security of processes, infrastructure, servers, networks etc. as per the plan drawn in consultation with TNPSC.
- a. The proposed software should be in-house developed by the bidder and the bidder must own the complete source code of the software being used for conducting the Computer / TAB Based exam. They must have the copyright of the source code and all its components. The bidder shall have to explain the complete flow to TNPSC and should incorporate changes as suggested by TNPSC from time to time.
 - b. The bidder should have all the necessary components and dependency of source code of Computer / TAB Based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by TNPSC must be met immediately.
 - c. Different versions of Software code should be managed appropriately in a standard version control system within the organization.
 - d. Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.
 - e. The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
 - f. The Selected Bidder should design a highly secure system and conduct VAPT security tests to verify that there are no vulnerabilities and penetrations that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
 - g. The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
 - h. Proper security provision for source codes shall be maintained.
- XV. The bidder must use 256 bit AES or better encryption for Question paper transfer.
- XVI. The Selected Bidder must be able to conduct Computer / TAB Based examination in multidisciplinary / multiple subjects as well.
- XVII. The module / Test Engine should support bilingual test papers (Tamil and English).
- XVIII. The venues should have experience of conducting popular online (CBT) examination. The institution/ exam centre should be well connected with public transport and located at feasible distance from the nearest bus stand/railway station/metro station.

- XIX. The labs / Examination centre should have adequate lighting and ventilation and should not cause any discomfort to the candidates and it should not affect the examination process.
- XX. Location map of the test centers shall be shared to the candidates by the bidder.
- XXI. Once selected, the Selected Bidder should be capable of conducting CBT with in a notice period of 1 month for candidate strength of 60,000 in a single session.
- XXII. The contract shall be on “End to End outsource basis” and the Selected Bidder should have all relevant facilities and logistics available to execute the work.
- XXIII. The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, Candidates’ data.
- XXIV. The bidder should be able to support the entire solution (across Tamil Nadu) on a 9 x 7 basis with a maximum response time of one hour. Bidder shall provide an experienced resource, exclusively deployed as one point contact to liaise with TNPSC. No dislocation of such resource shall happen in first two years of the contract period.
- XXV. Candidate application related Queries will be managed by TNPSC. However, the venue related queries, technical queries, if any received from the candidate, will be forwarded to the bidder and the bidder has to reply within 24 hours.
- XXVI. At any time before the submission of bids, TNPSC may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the last date for submission of bids will be extended if required by the TNPSC. **TNPSC has right to cancel or modify the tender.**
- XXVII. **Modification in the tender / Corrigendum / Clarification will be made available only in the websites concerned. No advertisement will be given in dailies.**
- XXVIII. Even though bidders may satisfy the above requirements, they may be disqualified if they have:
- a) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - b) If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
 - d) If bidder is engaged in any activity such as conducting of coaching classes etc. which can influence conduct of professional exam.

- XXIX. The Agency will be bound by the details furnished by it to the TNPSC, while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of contract making the firm liable for legal action besides termination of contract.
- XXX. In respect of examination venues / labs, LAN / Wi-Fi connectivity, Server Security and prevention of intrusion from unauthorized nodes, the bidder has to submit a standard operating procedure, jointly signed by the bidder and Institution (College) authority.
- XXXI. The bidder has to submit a detailed report on the number of venues and nodes available in each district of Tamil Nadu.
- XXXII. TNPSC is not responsible for any damage of Computers / TABS by the candidates during the examination hours.
- XXXIII. If TABS are used, the bidder should take care of the Battery Charge / Recharging facilities.
- XXXIV. Since the examinations are planned to conduct in two or more shifts, the bidder should have necessary power back up / recharge facilities.
- XXXV. If the Computer / Tabs malfunctions during the examination hours, there shall be a mechanism to continue the examination by the candidates without any data loss.
- XXXVI. The bidder should have the tracing mechanism to identify in case of any swapping of TABS.
- XXXVII. It would be preferred if there is a mechanism to find out the location of the TABS during the examination hours.
- XXXVIII. In case of TABS used for examination, the tagging of TABS with candidates shall be done.
- XXXIX. Device shall be a secured and locked-in and the applications are not made accessible outside the Device environment.
- XL. Necessary pre-examination check should be done.
- XLI. No data shall be made available in the devices after the examination is over.

8. Security Audit:

The Service provider shall be subjected to a Pre-installation Security Audit which includes Vulnerability Assessment and Penetration Testing (VAPT) by a third party to be appointed by TNPSC. The expenses towards Security audit shall be borne by the TNPSC. The Service provider shall also ensure the following:-

Restriction of Access to system processing functions / programmes / files to appropriately Authorised Users, Prevention of unauthorised penetration into the Data uploaded into the website etc. And TNPSC shall cause an audit over the infrastructural facilities available across all the centres in the state, by a Third Party.

9. General Information

- I. The Bidders are requested to examine the instructions, terms and conditions and specifications given in the Request for Proposal (RFP). Failure to furnish all required information in every respect will be at the Bidder's risk and may result in the rejection of bid.
- II. It will be imperative for each Bidder(s) to familiarize itself/ themselves with the prevailing legal situations for the execution of contract. TNPSC shall not entertain any request for clarification from the Bidder regarding such legal aspects of submission of the Bids.
- III. It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bids and no claim whatsoever including those of financial adjustments to the contract awarded under this tender will be entertained by TNPSC.
- IV. Neither any time schedule nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder to appraise themselves.
- V. The Bidder shall be deemed to have satisfied itself fully before Bidding as to the correctness and sufficiency of its Bids for the contract and price quoted in the Bid to cover all obligations under this Tender.
- VI. It must be clearly understood that the Terms and Conditions and specifications are intended to be strictly enforced. No escalation of cost in the Tender by the Bidder will be permitted throughout the period of Agreement or throughout the period of completion of contract whichever is later on account of any reasons whatsoever.
- VII. The Bidder shall make all arrangements as part of the contract to conduct CBT to TNPSC at various locations at their own cost and transport.
- VIII. The Bidder should be fully and completely responsible to TNPSC and State Government for all the deliveries and deliverables.
- IX. The tender is a "Two Bid" document, viz One envelope for Technical bid and another envelope for Financial bid. Technical bid document should in turn have two covers viz., Cover – 1 Cover – 2 as specified in para 10 of this tender document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The financial bid should contain only commercials. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.
- X. The technical and financial documents should be kept separately in sealed envelopes and both these envelopes should be kept in one master envelope super scribing

“Tender for Computer / TAB Based Exam Delivery, Administration and Processing” for Departmental Test Examination conducted by the TNPSC so as to reach TNPSC on or before the date indicated in the fact sheet. Late tenders shall not be accepted. The technical bid shall be opened on the same day in the presence of bidders who may like to be present.

- XI. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received late will not be entertained.
- XII. Though the supporting documents are enclosed along with the tender documents in technical bid, the bidder should produce the copy of the relevant documents at the time of technical presentation / evaluation to evaluate the technical capability.
- XIII. The Responses should be typewritten or handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.
- XIV. Bidders must keep their offer open for a minimum period of 180 days from the date of opening of the tender, within which the bidders cannot withdraw their offer. However, subject to the period being extended further, if required, by mutual agreement from time to time.
- XV. All explanatory remarks and clarifications, which the Bidder may desire to make, must be, incorporated in the offer form, failing which the remarks / clarifications shall be ignored and the tender shall dealt with as it stands.
- XVI. The bidder should enclose bid security (EMD) of Rs.2,00,000/- in form of Demand Draft drawn in a favor of The Secretary, TNPSC. The tenders without EMD shall be summarily rejected (Except those having exemptions from depositing EMD). The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with deposition of performance security deposit. The EMD stands forfeited in case the bidder unilaterally withdraws the offer or unilaterally amends, impairs or rescinds the offer within the period of validity, after submission of tender document.
- XVII. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. TNPSC may also independently seek information regarding the performance from the clients.

- XXVIII. The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless TNPSC calls it for.
- XXIX. Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
- XX. Offers should be sent by Registered post with date/ Postmark so as to reach us before the closing date and Time. The sealed bid may also be dropped in Tender box of the Commission.
- XXI. Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of TNPSC. Such offers will not be valid quotations. Offers sent through telegram/telex, and offers not submitted in the standard formats given in the tender document will be summarily rejected.
- XXII. Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.
- XXIII. The tender document can be downloaded from the websites <http://www.tenders.tn.gov.in> and www.tnpSC.gov.in at free of cost.
- XXIV. All disputes arising shall be subject to the jurisdiction of appropriate court in Chennai only and shall be governed by the law of India. TNPSC reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of TNPSC shall be final. The work can be awarded to one or more agencies, if need arises.
- XXV. The payment shall be in Indian Rupees and shall be paid only after successful completion of work. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. The Bidder shall raise the bill after one month from the completion of the examination and payment shall be made by TNPSC within 45 days from the bill date. However, the 45 days deadline for payment may go beyond in financial year endings or for want of fund from the Government.
- XXVI. In case the Selected Bidder fails to execute the contract, the TNPSC shall have liberty to get it done through any other agency with full cost recoverable from the Selected Bidder in addition to damages and penalty.
- XXVII. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.
- XXVIII. Any disputes arising out of this tender will be subject to the courts in Chennai only.

10. Submission of Bids

- I. The Bids shall be submitted in two cover system. The Cover I shall contain the Technical Bids and the Cover – II shall contain the financial bid.
- II. The **Technical Bid** envelop will contain two covers
 - a. **Cover – IA** shall carry only the duly filled questionnaire and Annexure I to V. The prima facie eligibility of firms will be decided based on the contents filled in questionnaire and Annexure I to V. Only based on eligibility, Cover II of these firms will be opened and taken up for further scrutiny process.
 - b. **Cover – IB** shall contain necessary documentary evidences to substantiate the parameters indicated in
 - i. In Annexure I to V
 - ii. Scoring Model as para 11.3
- III. The **Financial Bid (Cover-II)** should contain only Price Bid as in Annexure VII. In case, any bidder encloses the financial bid within technical bid, the same shall be rejected summarily.
- IV. All information required in the forms / Annexure enclosed should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as “Not Applicable”.

However the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.
- V. The Tenders should be computer generated but there should not be any overwriting or cutting or interpolation. Correction, if any, shall be made by neatly crossing out, initialling, dating and rewriting. The name and signature of bidder's authorized person should be recorded on each page of the application including the tender document. For this purpose the authorised signatory should produce an authorization certificate duly signed by the Head of the Organization or a resolution adopted by the Board authorities to sign the documents on behalf of the organization. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency's letter head.

VI. Price Quotation

- a) The bidder shall indicate the prices/rates in the Price bid format (Annexure-VII).
- b) The bidders should quote their most competitive prices/rates and it should be noted that their quotations would not ordinarily be subject to further negotiations. Negotiations may however, be carried out as per rules and instructions on the subject at the discretion of the TNPSC.
- c) All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the tender liable for rejection. Bidders should avoid alterations / corrections in the prices/rates submitted by them. However, if alterations / corrections in prices/rates are inescapable each alteration / correction should be indicated both in figures and words and duly attested under the full signature of the Bidder/Authorized Signatory.
- d) In case of a discrepancy between the prices/rates in figures and words, the lower of the two will be considered.
- e) The prices/rates quoted shall be firm throughout the period of the validity of the offer and subsequently during the currency of the contract and shall not be subject to any variation/revision. If TNPSC insist for any additional services apart from the work mentioned in this document, to improve the system, the additional cost shall be paid on mutually agreed basis as per approved norms.

11. Evaluation of Bids

11.1 Technical Evaluation

- a) Tender Scrutiny Committee shall evaluate Cover-I to determine the substantial responsiveness.
 - b) Detailed technical evaluations 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. For this clause, the substantially responsive bid is one that conforms to all the eligibility and other conditions of this tender document without any material deviation.
- The Technical expert 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 TNPSC. However, the committee shall have sole discretion to call for discussion/presentation.

11.2 The substantial responsive bidder will be evaluated by given scores out of maximum 100 points as per Scoring Model illustrated below, before opening of price bid, the same will be intimated to the bidders.

11.3 Generally, the techno-commercial evaluation may be on the following parameters:-

1. Technical
 - a) Infrastructure management
 - b) Candidate management
 - c) Venue Management
 - d) Monitoring and Control Management
 - e) Security Management
 - f) Database, Database Management
 - g) Risk Management
 - h) ISO, CMMi level
 - i) No. of CBT Conducted
 - j) Software solution and approach methodology
2. Techno Commercial
 - a) Legal Structure
 - b) IT Staff Strength
 - c) Project Management
 - d) Financial Capability
3. Any other features to improve the examination systems

This is not an exhaustive list of parameters against which the technical score will be decided. In case the Technical Evaluation Committee desires to modify the scoring parameters, they shall reserve the right to do so. Weightage given to the different technical parameters for arriving at the final technical score shall be at the discretion of the technical evaluation committee.

11.4 Minimum Qualifying Marks in Technical evaluation

In technical evaluation, the firm should secure a Minimum Score of 60%.

11.5 Financial Evaluation

The financial bid of the company who have scored 60% and above marks in the technical evaluation shall alone will be considered for Financial evaluation; The financial bids of the companies who have scored less than 60% in technical evaluation will not be opened;

- 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.

11.6 Evaluation and Comparison of Bids

- 70 % weightage will be awarded for Technical Evaluation and 30 % weightage will be awarded for Financial Evaluation.
- Technical Bid will be assigned a Technical score (TS) out of a maximum of 100 points, as per the Scoring Model.

11.7 Final Evaluation Criteria - Quality and Cost based selection (QCBS)

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

$$Fn = Fmin/Fb * 100$$

(rounded off to 2 decimal places)

Where,

Fn= Normalized commercial score for the Bidder under consideration

Fb= Absolute financial quote for the Bidder under consideration

Fmin= Minimum absolute financial quote

$$\text{Composite Score (S)} = Ts * 0.70 + Fn * 0.30$$

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

11.8 Award Criteria

TNPSC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

11.9 Right to Accept / Reject Any or All Proposal(s)

TNPSC reserves the right to accept or reject any proposal, and to annul the tendering process / service procurement process and reject all proposals at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for TNPSC action.

11.10 Notification of Award

Prior to the expiration of the validity period, TNPSC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / service procurement process has not been completed within the stipulated period, TNPSC may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Guarantee, TNPSC will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Guarantee and signing of Contract.

Signature of the Bidder with Office Seal

12. Performance Guarantee

TNPSC will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award, for Rs. 15,00,000/- (Rupees Fifteen Lakh only). The Performance Guarantee should be valid for a minimum period of 36 months. The Performance Guarantee shall be kept valid till completion of the contract. In case the selected bidder fails to submit performance guarantee within the time stipulated, TNPSC at its discretion may cancel the order placed on the selected bidder without giving any notice. TNPSC shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period of contract or TNPSC incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

13. Penalty

- a. The Selected Bidder shall re-conduct assessment at no additional cost to TNPSC if deficiency in services (failure to conduct and complete the assessment on the scheduled date due to any technical issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the Selected Bidder that has been proved.
- b. 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 (ie. 1% of the total cost towards the conduct of the particular exam/ Test) of the delayed stage of the item, per day (subjected to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.
- c. If the delay adversely affects conduct of examination 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.
- d. In case of breach of any of terms and conditions mentioned in this tender document or contract, the TNPSC will have the right to cancel the work order without assigning any reason thereof and to impose penalty to the tune of 10% of the tender value (ie. 10% of the total cost towards the conduct of the particular exam/ Test) and the security deposit shall also stand forfeited. An agreement between TNPSC and the vendor shall be signed in this regard.

14. Delays in the Selected Bidder's Performance

Conduct of the examination as per timeline is the main aspect of the work and performance of the Services shall be made by Selected Bidder in accordance with the approved time schedule as notified from time to time by the , TNPSC to the Selected Bidder and will become the forming part of the Contract Agreement.

The activities involved are time bound and it is expected that no extension of time for performance of any activity/ activities will either be sought or given in this project. However, if

at any time during the course of the contract, the Selected Bidder encounters conditions impeding the timely delivery of the items and the performance of the service, the Selected Bidder shall promptly notify to the TNPSC in writing the fact of the delay, its likely duration and its cause(s). The TNPSC will evaluate the situation and in the exceptional circumstances and in the interest of work may extend the

Selected Bidder's time for execution of said item of work, But in no case extension shall be granted having adverse effect on scheduled conduct of examination. The dates declared for examinations are absolute unless changed by the TNPSC on its own.

Delay on part of the Selected Bidder in the performance of its delivery obligations shall render the Selected Bidder liable to the imposition of penalty unless an extension of time is agreed upon.

15. Signing of Contract:

After TNPSC notifies the successful bidder that its proposal has been accepted, TNPSC shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the successful bidder between TNPSC and the successful bidder with mutually agreed terms and conditions.

16. Termination of contract:

16.1 Termination for Default

Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 60 days to the other party, terminate the agreement in whole or in part, if:

- The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by the other party.
- The quality of the delivery of various tasks is not up to the satisfaction of the TNPSC.
- The defaulting party fails to perform any other obligation under the agreement.
- In the event of the TNPSC terminating the contract in whole or in part, the TNPSC may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the Selected Bidder shall be liable to the TNPSC for any excess costs for such similar items or services. However, the Selected Bidder shall continue with the performance of the contract to the extent not terminated.
- The Selected Bidder shall stop the performance of the contract from the effective date of termination and hand over all the documents, data, equipment etc. to TNPSC for which payment has been made. The Selected Bidder may withdraw items, for which payment has not been made. No consequential damages shall be payable to the Selected Bidder in the event of termination.

- In case of termination of contract, all Bank Drafts/ FDRs furnished by the Selected Bidder by way of Bid Security / Performance Security shall stand forfeited.
- In case of suspension/termination, the Selected Bidder shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency.

16.2 Termination for convenience

- a) The TNPSC, by written notice of at least 90 days sent to the Selected Bidder, may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the TNPSC's convenience and also the extent to which performance of the Selected Bidder under the contract is terminated, and the date on which such termination becomes effective.
- b) The TNPSC shall accept the items/services, which are completed and ready for delivery within
- c) 30 days after the Selected Bidder's receipt of notice of termination, at the contract terms and prices.
- d) For the remaining items/services, the TNPSC may elect:
 - To have any portion completed and delivered at the contract terms and prices; and/or
 - To cancel the remainder and pay to the Selected Bidder an agreed amount for partially completed items/services and for services previously accomplished by the Selected Bidder.

16.3 Termination for Insolvency

The TNPSC may at any time terminate the contract by giving notice to the Selected Bidder, if the Selected Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the TNPSC.

17. Suspension

The TNPSC may, after giving a written notice of suspension to the Selected Bidder, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Selected Bidder, if the Selected Bidder fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:

- i. Shall specify the nature of the failure and
- ii. Shall direct the Selected Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Selected Bidder.

The TNPSC may engage some other agency for the completion of suspended work, which will be carried out at the risk, and cost of the Selected Bidder.

18. Confidentiality

The Selected Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the TNPSC's business or operations without the prior consent of the TNPSC. The legal liability for breach of confidentiality by the bidder and its employees solely lies with the bidder.

19. Fraudulent and Corrupt Practices

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 Selection Process. In such an event, TNPSC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Performance Security.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- "corrupt practice" means
 - the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the 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 who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI 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 Selection Process); or
 - engaging in any manner whatsoever, whether during the 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;
- ii. "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- iii. "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- iv. "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 Selection Process; or (ii) having a Conflict of Interest; and

- v. “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 Selection Process.

20. Force Majeure

Notwithstanding anything contained in the Bid Document, the Selected Bidder shall not be liable for forfeiture of security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

For purposes of this clause “Force Majeure” means an event beyond the control of the Selected Bidder and not involving the Selected Bidder’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, earth quakes, epidemics. The preventive majors for fire breakdown must be followed otherwise will not be applicable here. The decision of the TNPSC, regarding Force Majeure shall be final and binding on the Selected Bidder.

If a Force Majeure situation arises, the Selected Bidder shall promptly notify to the TNPSC in writing, of such conditions and the cause thereof. Unless otherwise directed by the TNPSC in writing, the Selected Bidder shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The TNPSC may, terminate this agreement by giving a written notice of a minimum 15 days to the Selected Bidder, if as a result of Force Majeure; the Selected Bidder is unable to perform a material portion of the services for a period of more than 30 days.

21. Resolution of Disputes

The TNPSC and the Selected Bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the Contract.

If, after 20 days from the commencement of such informal negotiations, the TNPSC and the Selected Bidder are unable to resolve, amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism. In all matters and disputes arising there under, the sole arbitrator shall be mutually agreed upon by the parties in writing, who shall decide the claim and its decision shall be final and binding on both the parties. However, during the period of doubt, disagreement or dispute, both the Selected Bidder and the TNPSC shall ensure that the Project works in a normal way. Such doubts, disputes and disagreement shall not give any reason or freedom to either the TNPSC or the Selected Bidder to interfere in or prevent normal functioning of the Project.

This Agreement shall be governed by the Laws of India for the time being in force and subject to exclusive jurisdiction of Courts at Chennai.

22. 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.

23. Clarifications to the RFP

a. A prospective Bidder requiring any clarification in the RFP may send email to tnpsc.mod@gmail.com 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 <https://www.tnpsc.gov.in> and <http://www.tenders.tn.gov.in>. Corrigendum and clarifications will not be published in dailies.

24. Amendment to the Tender:

- 1) 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.
- 2) 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.
- 3) TNPSC will not make any individual communication and will in no way be responsible for any information missed out by the bidders.
- 4) 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.
- 5) TNPSC at its discretion may or may not extend the due date and time for the submission of bids on account of any amendments.
- 6) 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.

25. Arbitration

In case of any dispute, the matter will be referred to a sole Arbitrator to be appointed by the Controller of Examinations, TNPSC under the "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chennai, Tamil Nadu, India and the language of arbitration shall be English. The Courts at Chennai alone shall have jurisdiction in the matter.

26. TNPSC reserves the right to:

- 1) Negotiate with Successful (L1) Bidder whose offer is the lowest evaluated price for further reduction of prices.
- 2) Insist on quality
- 3) Modify, reduce or increase the requirements to an extent of tendered quantity (Centers / Candidates/Tests / Examinations etc) as per the provisions of Tamil Nadu Transparency in Tenders

- Act 1998 and Tamil Nadu Transparency in Tenders Rules, 2000.
- 4) Change the list of locations from time to time based upon the requirement.
 - 5) If Performance of the Bidder is not as per the Tender Schedule, then reserves the right to reallocate the quantity to other Bidder/Bidders.
 - 6) Reserves its right to inspect the Bidders' Premises/Company before or after placement of orders and based on the inspection.
 - 7) Reserves its right to withhold any amount for the deficiency in Quality/Service aspect of the ordered items.

27. Execution of Contract

- 1) The Successful Bidder should execute a Contract in the INR 20 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.
- 2) 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.
- 3) 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.
- 4) The expenses incidental to the execution of the agreement should be borne by the Successful Bidder.
- 5) 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.

28. Release of Work Order

After execution of the Contract and payment of Security Deposit, TNPSC will issue the Award of Contract to the Successful Bidder through online mode.

29. Refund of EMD

If the Successful Bidder submits Security Deposit for the stipulated value in full by way of Cash/Bank Guarantee, the EMD will be refunded. The DD submitted by the Unsuccessful Bidder towards EMD will be returned upon finalization and issue of Work Order to the Successful Bidder.

30. Release of Security Deposit

The Security Deposit will be refunded to the Successful Bidder on completion of 3 months after the Contract Period 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.

31. Forfeiture of EMD and SD

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.

If the Successful Bidder fails to remit the SD, the EMD remitted by him will be forfeited to TNPSC and the tender will be held void.

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.

ANNEXURE – ICHECK LIST cum QUESTIONER FOR ELIGIBILITY CRITERIA(TO BE KEPT IN COVER-I OF TECHNICAL BID)

Sl.No	Eligibility Condition	Yes / No	Remarks / Page Reference
1.	Is the firm registered in India?		
2.	Completed Number of years of existence in India?		
3.	Is your firm operating in India at least five years with an objective of CBT?		
4.	Legal status (Attach copies of original document defining the legal statuses). a) An Individual b) A Proprietary/Partnership bidder c) A Public Limited Company or Corporation		
5.	Gross annual turnover of the Company (Profit) 1. 2017 – 2018 2. 2019 – 2019 3. 2019 - 2020		
6.	Gross annual turnover of the Company (loss) 1. 2017 – 2018 2. 2019 – 2019 3. 2019 - 2020		
7.	Annual turnover similar works (CBT) (Profit) 1. 2017 – 2018 2. 2019 – 2019 3. 2019 - 2020		

Signature of the Bidder with Office Seal

8.	Do you need to have any consortium in this project / tender? (Consortium is not allowed)		
9.	Do you have an operating branch office at Chennai?		
10.	Will you be the direct agent to deal with TNPSC and shall be solely responsible for the execution and delivery of the work?		
11.	Do you fulfill the turnover conditions of 50 crore and above (after tax) in each of during last 3 consecutive financial years?		
12.	The above turnover pertains to your firm alone and not of other sister concerns or with consortium		
13.	Do you have average 25 crore turnover in the last three financial year in CBT related item of work?		
14.	Have you incurred any loss during last three years up to financial year ending 31 March 2020?		
15.	Do you have valid GST Registration Number?		
16.	Do you have valid PAN / IT Number?		

17.	Have you executed atleast 5 CBT in all India bases with the capacity of 20,000 or more candidate in single shift? Without consortium		
18.	Have conducted CBT with TABS Wi-Fi Mode at lease in two examinations with 5000 candidates in each		
19.	What is the device you have proposed to supply to the candidates in the CBT? Desktop Computers / TABS		
20.	Do you agree to place the proposed software for the security audit by the third party to be appointed by TNPSC?		
21.	Is your software developed in-house?		
22.	Are you the owners of the source code?		
23.	Do you have copy right for the software?		
24.	Are you ready to make major / minor changes in the software as per the TNPSC's customization requirement from time to time		
25.	Do you have atleast 200 regular technical in-house employees in your firm in India for CBT project exclusively?		

26.	Have you have enrolled the employees in ESI / EPF?		
27.	Do you have the test cases and regression testing code to produce, to prove that you have done necessary testing of the software to scale up to conduct a large scale assessments		
28.	Is your software is VAPT certified?		
29.	Do you have in-house quality assurance group and a strong quality management system to do quality check of the software?		
30.	Do you have own Primary data center with DR?		
31.	If yes, primary data center with DR sites are located in different seismic zones of India?		
32.	What is the tire rate of your data center?		
33.	Is your data center ISO certified? Specify the ISO category		
34.	Your data center is in compliance with the guidelines of Government of India?		

35.	Are you using 256 AES bit or Better encryption for data transfer? Please specify the type of encryption		
36.	Are you capable to conduct CBT in multidisciplinary / multiple subjects as well in bilingual?		
37.	Is your firm certified; Specify the ISO category		
38.	Is your firm CMMI Certified?		
39.	Level of CMMI?		
40.	Do you have infrastructure in all the major cities / towns in Tamil Nadu and in New Delhi with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc		
41.	Are you capable to conduct CBT with in a notice period of 1 month for candidate strength of 60,000 in a single session		
42.	Do you have all relevant facilities and logistics available to execute the work?		
43.	Have you ever been black listed by any Government Organization / Department / PSU / any other agency on the day of bidding?		

44.	Any FIR has been registered against your firm or the employee of the Firm for having involved in any malpractice?		
45.	Any court case is pending against your firm /employee of the firm for having involved in any malpractice?		
46.	Have you ever been imposed any penalty for non-adherence of the tender conditions or fault / delay in execution of work?		
47.	Are you aware that TNPSC may amend the tender by issuing an addendum in writing or by standard electronic means? And TNPSC has right to cancel or modify the tender.		
48.	Are you aware that though you satisfy the eligibility criteria, you may be disqualified for the reason stated in this tender document		
49.	Are you capable to support the entire solution (across INDIA) on a 24 x 7 basis with a maximum response time of 3 hours		
50.	Are you aware that the software to be developed for CBT are to be certified by Cert-in and STQC / Other agency identified by TNPSC		
51.	Whether the examination venues are well connected with public transport and located at feasible distance from the nearest bus stand/railway station/metro station.		
52.	Have you enclosed all supporting document for your claims and eligibilities?		
53.	Are you ready to show the supporting documents to the technical evaluation committee at the time of technical presentation?		
54.	Have you enclosed DD for EMD		

55.	Have you submitted the financial bid in a separate cover? (Cover-II)		
56.	Are all pages of the tender documents signed by the authorized signatory?		
57.	Have you enclosed all forms and annexure required for this tender		
58.	Overall IT staff Strength (Project Management/Development/Quality Assurance/Implementation/Operations)		
59.	Have you conducted recruitment related CBT for Public Sector Undertaking / Public Service Commission / Staff Selection Commission / Government Recruitment Boards / Academic Institutions		
60.	Maximum number of candidates appeared in CBT in single shift completed in Tamil Nadu in last three years		
61.	Other relevant information, if any		

(Copy of Supportive Documents to be enclosed, failing which the tender will be rejected)

Annexure – II
ORGANIZATIONAL DETAILS

1.	Name and address of FIRM	
2.	Telephone No. / Fax No./Email address	
3.	Legal status (Attach copies of original document defining the legal statues). a) An Individual b) A Proprietary/Partnership bidder c) A Public Limited Company or Corporation	
4.	Particulars of Registration (attach attested photocopy) A. Registration Number B. Organization/Place of registration C. Date of validity	
5.	GST Number	
6.	PAN Number	
7.	Overall Employee strength (Project Management / Development / Quality Assurance / Implementation / Operation)	
8.	Name and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.	
9.	Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.	
10.	Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work.	
11.	Have you or your constituent partner(s) been debarred /black listed for tendering in any organization at any time? If so, give details.	
12.	Any other information considered necessary but not included above.	
13.	Other relevant information, if any	

Attach Document proof for all claims and details

Signature of the Bidder with Office Seal

Annexure - III

FINANCIAL INFORMATION

Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last 3 (three) years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

S. No. (1)	Details (2)	(3) 2017-18	(4) 2018-19	(5) 2019-2020
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Financial Position: <ul style="list-style-type: none"> • Cash • Current Assets • Current Liabilities • Working Capital (b-c) • Current Ratio: Current Assets/Current Liabilities (b/c) 			
iv)	Turn over from similar project (CBT)			

- Up to date Income Tax Clearance Certificate.

Note: Attach additional sheets, if necessary.

(Signature of Bidder)

Signature of the Bidder with Office Seal

Annexure - IV
DETAILS OF SIMILAR WORKS EXECUTED

Sr. No.	Name of Work/ Project & Location	Owner of sponsoring organization	Total no of candidates	No of Candidates in single shift	Device used Desktop / Tabs	Date of commencement as per contract	Actual date of completion with proof	FIR /Litigation/ Arbitration pending in progress with details	Name, Designation and Address/telephone number of officer to whom reference may be made	Penalty if any / Other Remarks
1.										
2.										
3.										
4.										
5.										

Signature of the Bidder with Office Seal

Annexure - V
DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE WORK

Table-I

Category	Total No. of Regular Employees in each category	Number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

Table - II

Sl No.	Designation	Total number of employees in that category	Number available for this work	Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks

Authorized Signatory of the bidder with official Seal

Signature of the Bidder with Office Seal

Annexure - VI
PERFORMANCE SECURITY BOND FORM
(to be submitted by the Selected Bidder)

1. In consideration of Tamil Nadu Public Service Commission, Chennai (here in after called TNPSC) having agreed to exempt _____ (here in after called the said contractor(s) from the demand of security deposit/earnest money of Rs. _____ on production of Bank Guarantee for Rs. _____

For the due fulfilment by the said contractors of the terms & conditions to be contained in an Agreement dated ____ and Tender document No. dated (herein after referred to as Agreement) in connection with the contract for supply of _____ we, (name of the bank) _____

(Here in after referred to as "the Bank") at the request of _____

(Contractor (s) do hereby undertake to pay to the TNPSC, an amount of not exceeding _____, against any loss or damage caused to or suffered or would be caused to or suffered by the TNPSC, by reason of any breach by the said contractor(s) of any of the terms & conditions contained in the said agreement.

2. We (name of the bank) _____

do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the TNPSC, stating that the amount claimed is due by way of loss or damages caused to or would be caused to or suffered by the TNPSC by reason of breach by the said contractor(s) of any of the terms & conditions contained in the said agreement or by reason of the contractor(s) failure to perform the said Agreement or breach of any terms and conditions of contract. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of the TNPSC, in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____

3. We undertake to pay to the TNPSC, any money so demanded notwithstanding any disputes raised by the contractor(s)/supplier (s) in any suit or proceeding pending before any court of tribunal relating thereto our liability under the present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment

4. We (name of the bank) _____ further agree that the guarantee herein contained shall remain in full force and effect initially for a period of one year from the date of acceptance and further agree to extend the same from time to time (one year at each time). It shall continue to be enforceable till all the dues of the TNPSC, under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till TNPSC certifies that the terms & conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of YEAR from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

Signature of the Bidder with Office Seal

5. We (name of the bank) _____
further agree with the TNPSC that the TNPSC shall have the fullest liberty without our consent and without affecting in any manner our obligations here under to vary and of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time to time any of the powers exercisable by the TNPSC against the said contractor(s) and to forbear or enforce any of the terms & conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, and or any omission on the part of the TNPSC or any indulgence by the TNPSC to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us
6. This guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)/supplier(s)
7. We (name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent.

This guarantee is valid from _____ to _____

Dated: _____

For _____

(Indicating the name of the bank)

N.B.: this guarantee should be issued on non-judicial stamped paper, stamped in accordance with the stamp act.

**Annexure - VII
Financial Bid**

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

Reference No. : Date:
FILE NO. :

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

Sir,

I/ We hereby submit our price bid for **Online Examination (Computer / TAB Based Test) Conduct and Processing for Various Department Test Examination of the Tamil Nadu Public Service Commission, Chennai** after clearly understanding scope of Work, the terms and conditions of the tender document and due clarification obtained from TNPSC.

Particulars	Rate in INR Per Candidate Per Session. (in figure)	Rate in INR per Candidate Per Session (in words)
Conduct of end-to-end Computer / TAB Based/ Tab based examination across the state of Tamil Nadu (All District Head Quarters) and New Delhi (Only one Venue) as per Scope of Work and terms & conditions of tender document.		

The above rate quoted in **excluding** the Taxes applicable.

The Taxes Applicable are as follows:-

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

Authorized Signatory of the Bidder with Office Seal

Signature of the Bidder with Office Seal