

Advertisement No. 535 / 2018 Dated: 31.12.2018

TAMIL NADU PUBLIC SERVICE COMMISSION

CHENNAI – 600 003

Tender Notice

Sealed tenders are invited up to 03.00 PM on 25.01.2019, from reputed companies / firms with relevant experience, in developing and hosting Online Application and Registration System (OARS) for various recruitment examinations to be conducted by the Commission.

Tender document with detailed specifications of terms and conditions, Technical bid and Financial bid, can be downloaded at free of cost from the websites www.tenders.tn.gov.in.

Secretary,

Tamil Nadu Public Service Commission.

**TNPSC
Tender Document**

**Online Application and Registration System
Designing, hosting of online application and
Data Processing of Various Recruitment Examinations of
Tamil Nadu Public Service Commission (TNPSC), Chennai**



TENDER NO. 535/2018

**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.	535 / 2018
	Tender notification Date	31-12-2018
	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.4,00,000 /- (Rupees FOUR 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	Secretary, TNPSC 044-25300451; 044-25300306 tnpsc.mcd@gmail.com
	Last date for receiving Pre-bid Queries	07.01.2019 @ 5.45 PM
	Pre-bid Meeting date and Time	11.01.2019 @ 11.00 AM
	Issue if addendum / clarification if any and required	18.01.2019
	Last date for bid submission	25.01.2019 @ 3.00 PM
	Opening of Technical bid cover I	28.01.2019 @ 10.30 AM
	Declaration of qualified bidders as per the details furnished in Questionnaire and Annexure	28.01.2019 @ 4.00 PM
	Presentation & demonstration by Qualified bidders	29.01.2019 @ 11.00 AM
	Opening of Financial Bid of technically eligible bidders.	29.01.2019 @ 04.00 PM
	Bid validity Period	180 days

Tamil Nadu Public Service Commission

Tender for OARS

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 by inviting applications through online.

2. Objectives:

The overall objective of the **Online Application and Registration System (OARS)** is to develop and continue the automated Registration Process and provide user friendly access to the candidates for registration. The broad objectives of the Project are as follows:-

- a) **Increase Operational Efficiency:** By leveraging the available Information Technology solutions, TNPSC aims to continue the completely automated recruitment process in an integrated platform and reduce the repetitive paper work /records through computerization of the entire back-office functions.

- b) **User-Friendly and Secured Data Submission:** **Online Application and Registration System** provides not only user friendly but also secured data submission through electronic modes, in computers, Tabs and Mobile Phones. Mobile App shall also be developed to link the dashboard of the candidate and intimate every examination activity of the TNPSC to the candidate.

- c) **Permanent Database:** The Registered particulars of the candidates on One Time Registration (OTR) mode shall remain permanent in the form of Dashboard and any new notifications/results or any other relevant events will be notified to all those registered with TNPSC.
- d) **Dashboard:** Individual dashboard has to be provided to each candidate who registers online and their particulars have to be maintained permanently. The dashboard shall be user friendly so that the candidates can easily understand and update their data / particulars / images.
- e) The Dashboard shall be designed so that the Aadhaar Number of the candidates is obtained and stored in secured mode as per the existing norms of the Government of India.
- f) **Provide better Monitoring tools for Recruitment and Policy Making:**
OARS aims to provide better Monitoring Tools with Real Time Data on the recruitment process and also enable the Commission to conduct the examinations at a reduced cycle and cost.
- g) **Improve Service Delivery to Public:** **OARS** is expected to bring significant improvement in service delivery to Public through all possible modes in conformity with the provisions of Right to Information Act.
- h) **Easy upgradation to new technology:** **OARS** will not only contain the best available IT solutions but will also enable TNPSC to easily migrate to advanced technological platform in future.

3. Definitions:

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

- a) **"Contract"** means the agreement entered into between the Tendering Authority and the Service Provider, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
- b) **"Data Processing"** includes any kind of Data Extraction from database, Data Verification and Data Validation and generation of Reports
- c) **"Bidder"** means any firm(s) having proper legal Agreement between the parties with the lead firm taking the full responsibility of managing the project as required in the tender. The word "Bidder" when used in the pre award period shall be synonymous with "Service Provider" which shall be used after award of the contract.
- d) **"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;
- e) **"OARS"** as per this tender document means user friendly **Online Application and Registration System** with payment gateway with reputed Banks and other having wider reach across the State and other agencies identified by the Commission from time to time.
- f) **"OTR"** means One Time Registration and Dashboard of the candidates

- g) **“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;
- h) **“Service Provider”** means the firm / company which provides the IT/ITES enabled services as per the conditions of this contract.
- i) **“Day”** means all days including holidays.
- j) **“Tender Inviting 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.
- k) **“Commission”** means Tamil Nadu Public Service Commission
- l) **“TNPSC”** means Tamil Nadu Public Service Commission

4. 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.

5. 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.

6. Scope of work

Broadly speaking the scope of work shall be Design, Development and hosting of web-based user friendly Online Application and Registration System with the enabling provision for Payment Gateway services along with generation of various reports that may be required by TNPSC from time to time. The Web-Page (Online Application) shall be compatible to the computers, mobile and tabs.

The Service provider has to design and upload the web based application forms in the portal of the Service Provider. The activities relating to online application shall be in following categories viz.

I. Migration and data building:

Nearly 1 crore records, which are available in ONE TIME REGISTRATION, have to be migrated to the new server of the service

provider and database has to be built-up for continuous access by the candidate(s) without any interruption within a week's time.

II. **One Time Registration in the form of Candidate's dashboard:**

This is to facilitate the candidates to register their profile and upload their photograph, signature and certificates in the portal permanently so that they can apply for any examination / recruitment if they are otherwise qualified. Candidate shall be provided with a unique user ID and password to access the database with permission to edit and update their profile, the user ID and password should have customization provision to change as they wish and retrieval facility. This OTR is mandatory to all candidates who wish to apply for any recruitment.

Candidate dashboard shall contain complete details of the candidates and history of his/her applications. Fields / details required in dashboard will be decided by the Commission from time to time.

III. Aadhaar Number of the candidates to be obtained and stored in secured mode as per the existing norms of the Government of India, to eliminate the duplicate records of the candidates.

IV. One time registration fee of Rs. 150/- shall be collected for the new registration or renewal of OTR. The Fee is valid for 5 years.

V. **On-Line Application for specific recruitment:**

Online applications for specific post have to be designed by the service provider based on the details required for each notification. When a candidate clicks "Apply" against the new notification for submitting his application, he has to furnish his OTR ID and Password. The particulars available in the OTR have to be populated

in the post specific application and he has to furnish additional details required for the notification. If OTR ID is not available, he has to register first in the OTR. Using OTR ID alone the candidates shall be permitted to apply for the post specific application. Candidates can edit certain fields in the post specific application till the last date for submission of application. Any modification in the OTR and / or post specific application, candidates should be alerted through SMS and email. One Time Password shall be sent to the candidate's mobile number for authenticity whenever required.

VI. Online Application for Departmental Test Examinations:

Service provider has to design and host Online Application for the Departmental Test Examination conducted by the Commission twice in a year. One Time Registration and Dashboard facilities shall also be given to these candidates.

VII. Payment Gateway

The OARS would have facilities for all modes of Payment ie., Net Banking, Credit/Debit card payment and payment by automatically generated Bank challan at the branches of major Banks with wider presence across the State, Postal Department and others agencies as decided by the Commission from Time to Time.

VIII. Mail server has to be set up by the service provider exclusively for the Commission using its registered website address www.tnpscexams.net. All the email Communication to the candidates or to the Commission shall be done only through this email ID.

- IX. Certain facilities to be integrated with the e-seva centers of the Government of Tamil Nadu.
- X. **Certificate upload by the shortlisted candidates:** The Service Provider has to give provision to upload the certificate(s) and store permanently in OTR for the shortlisted candidates. Shortlisted candidates mean the number of candidates identified by TNPSC for certificate verification without any limit.
- XI. After successful upload of Certificates, SMS and email have to be sent to the candidates to acknowledge the receipt of certificates.
- XII. There shall be a provision to the candidates to view the certificates uploaded in his / her dashboard.

7. Deliverables by the Service Provider:

- i. The Service Provider has to design computer and mobile compatible dashboard, online application based on the requirements of the Commission, from time to time. The SRS document (Software Requirement Specification) has to be submitted to the Commission for approval as per the delivery schedule of this document.
- ii. The online application has to be designed by the service provider within 7 days from the date of supply of Gist of the Notification. Demo Link shall be given on 8th day. Any modification and alteration shall be done in two days.
- iii. The service provider should comply multiple Notifications (10 in live) at a time.

- iv. All the conditional checking has to be incorporated in the online application, as per the requirements specified in the notification for each and every recruitment, communicated through check document, without any lapse. It is the duty of the service provider to ensure that the application does not contain any coding error.
- v. The particulars of the candidates who wish to apply for the examination notified by the Commission shall be extracted from the One Time Registration database / dashboard and processed further.
- vi. Generation of periodical and mandatory reports required by the Commission from time to time.
- vii. Shall have provision for tip-tags or instruction display panel, while filling up the relevant inputs by the candidates.
- viii. Call Centers / Help desks to be set up to offer clarifications for the queries raised by the candidates while registering viz., fee dispute or any other problems. All the queries raised by the applicants should be answered by the service provider (Through Help Desk), unless the clarification if any is essential from TNPSC. In such case, the email, seeking clarification has to be forwarded to the TNPSC. After getting clarifications, necessary reply has to be sent to the candidate by the service provider.
- ix. The system shall have provision for automatic updating of particulars of the candidates applied / participated in the recruitment process as well as particulars of selected candidates in the database of one time Registration.

- x. The service provider shall open an bank account with Rs.10,000/- balance. This account shall be used for making refund to the candidates in case of payment failure. This is an abnormal case, where the excess payment is made by the candidate or the amount automatically reversed to the candidates in case of transaction failure. The amount so refunded shall be claimed from TNPSC while submitting the bill for that particular recruitment.
- xi. The Dashboard shall contain the details of the fee concession / fee exemption so far availed. Number of free chances availed by the candidates shall be taken into account while the candidates applying for any recruitment, and it shall be restricted to the limited number of applications.
- xii. The Service Provider has to generate downloadable Hall tickets for the final list of candidates given to them in their portal for each examination with alert notification through SMS / e-mail. List of rejected candidates are also to be hosted with the reason for rejection.
- xiii. The system shall have provision to report and communicate the Unique ID through SMS and e-mail to the candidates on request, in case of necessity.
- xiv. There shall be the provision to change / reset the Password by candidates with Mobile / Email OTP authentication.
- xv. There shall be a provision to recover the user ID and reset the password in the webpage.
- xvi. The Service Provider shall provide the hardware infrastructure with 1+1 redundancy in Load Sharing Mode so as to cater to the

load of 5 lakhs applications per day and 25,000 simultaneous accesses with sufficient Data Storage on the crucial dates of closing of the specific notification.

- xvii. The required hardware infrastructure shall be housed within Service Provider's data center with adequate arrangements of security like firewalls, Intrusion Prevention Systems etc and with required internet Bandwidth.
- xviii. Firewall and Bandwidth shall be able to handle 5 lakh candidates per day and 25,000 candidates' simultaneous access. The bandwidth shall be given without any capping; it shall be increased gradually based on the requirement every day / every minute. Then Bandwidth and Firewall shall in no way become an obstacle for the candidate to apply for any recruitment.
- xix. One Site Engineer shall be deployed by the service provider in the office of TNPSC permanently to handle the one time registration, online application designing and data processing .
- xx. Periodical Backup and mirror database shall be sent to the server maintained by the Commission. The Site Engineer has to ensure the data transfer from the centralized server to Commission's Server.
- xxi. The data uploaded by the candidates shall be encrypted and transferred in DBF / CSV / MS SQL / MS Access format or as per the requirement of the Commission from time to time.
- xxii. Service Provider shall provide the complete backup of all the data (Complete data with successful / failed payment history) related to a specific exam in two sets in CD/ DVD / External Hard Disk or

through FTP to the Commission, depending on the size of the data, within two days from the closure of online applications for each exam.

- xxiii. The system shall have provision for reconciliation of the payment data provided by banks / Post Offices with the received applications and reports regarding discrepancy, if any, found during such reconciliation.
- xxiv. The service provider has to collect the fee paid details from the Banks / Post Offices and update the fee reconciliation status on day to day basis.
- xxv. The Service Provider has to provide fee reconciliation tool to the candidates so that they can check the online / offline payment status and know the status of the online application and OTR as well.
- xxvi. The online application / OTR system shall not accept the excess payment from the candidates. If such excess payments are received by mistake, it shall be refunded to the candidate within 3 working days. It is the responsibility of the service provider to coordinate with the Banks / Post Office / other fee collecting agencies authorized by the TNPSC from time to time.
- xxvii. Fee reconciliation process with the Banks and Post Offices has to be completed within 3 days from the last date for payment of fee and the success data to be forwarded to the Commission on 7th day without fail.
- xxviii. The system developed by the service provider will be subjected to trial testing by designated officials of the Commission.

- xxix. After successful trial testing, the setup will also be required to undergo the requisite security audits specified by bank as well as load testing by a third party audit mutually agreed by the parties. The cost towards such audits has to be borne by the bidder.
- xxx. Software developed for this purpose shall be placed for Security Audit within 30 days from the date of completion of first online application. Any delay by the third party appointed for security audit will be taken into consideration and unavoidable delay may be avoided. However, there shall not be any delay on the part of Service Provider. All Information and documents required by the Audit party shall immediately be submitted by the Service Provider.
- xxxi. The Service Provider shall submit audit certificate in lieu of security audit performed by 3rd party at pre-installation stage as well as periodically as prescribed by the TNPSC pertaining to database application software, network connectivity and website such as website security, application security, network security, Database security and physical security.
- xxxii. Time schedule for Designing, Testing and hosting of specific Notification:

Supply of information by the Commission for designing and finalisation of fields for a specific recruitment to be notified.	15 days before the publication of Notification.
Test URL for new notifications	7 days prior to publication of Notification
Modification	Within 2 days
Opening / hosting of Online	10.00 AM of the day of

application for recruitment	notification
Closing of application	5.30 PM on the Closing date

Note: Multiple Notifications (upto 10 applications) are to be designed and hosted at a time based on the requirement of the Commission.

- xxxiii. The system shall provide real time monitoring tools with **Dashboard** facility for higher level supervision at the Commission.
- xxxiv. The TNPSC dashboard shall contain provision to filter the database based on the following criteria or as per requirements.
- a. District / Taluk wise candidates
 - b. Gender based filter
 - c. Differently abled status / Scribe required
 - d. Destitute Widows
 - e. Ex-Servicemen
 - f. Examination Centerwise and Subjectwise
 - g. Payment mode
 - h. Examination Fee / Application Fee collected
 - i. Other details desired by the Commission from time to Time
- xxxv. There shall be a common and post specific feedback form to get suggestions from the candidates. Details to be obtained from the candidate will be supplied to the service provider from time to time.
- xxxvi. The system shall have provision for generating reports of any kind from the Database by the designated officials of the Commission.

- xxxvii. Payment success has to be informed to the candidates through SMS. If the candidate has not paid the fee within the stipulated time, a message to alert the candidate that he had not paid the fee, may be sent
- xxxviii. There shall be a provision in the dashboard that the candidate can send any request / queries through an window; The reply / clarification sent to the candidate shall also made available in their dashboard.
- xxxix. Before award of work, the Service provider has to enter into a Non Disclosure Agreement with the Commission. The data collected in respect of the online applications shall neither be shared with any third party nor used for any analysis/ research purpose by the Service Provider, unless the Commission warrants.
- xl. Maintenance and modifications of the software from the date of deployment of the system will be a part of the contract. Any Modification in the software shall be informed to the TNPSC by email.
- xli. At least one representative of the Service Provider, who shall be accessible on 24 x 7 basis, be designated to liaise with the Commission for trouble shooting, etc. He may be the site engineer deployed in the office of TNPSC.
- xlii. The service provider shall give the contact details and hierarchy of the persons with whom the unsolved problems to be escalated.
- xliii. The system shall have suitable interface with the portal of the Payment Gateway Service Provider / Bank providing payment of fee through Net Banking / challan / Credit and Debit cards and

should satisfy necessary security specifications of the Bank / Reserve Bank of India.

- xliv. The system shall provide for submission of the application in the following manner which is only indicative and may undergo changes/ improvements based on experience and user feedback -
- a. Candidate has to furnish all required particulars in the dashboard and get user ID and Password.
 - b. For new registration, Aadhaar is compulsory; For the existing user, the Aadhaar has to be obtained when the candidate comes to one time registration or online application.
 - c. Aadhaar has to be verified with the UIDAI and new reference number has to be stored in the database.
 - d. Aadhaar number should not be shown / displayed anywhere either in the database or in the hard copy of the application.
 - e. Aadhaar details are highly confidential and it should not be shared with any one including the officials of TNPSC unless TNPSC specifically warrants such details.
 - f. When the candidate clicks a new notification's application, he should be prompted to enter his user ID and Password.
 - g. After verification and confirmation of user ID and Password, required fields have to be populated from the particulars available in his dashboard.
 - h. The photograph shall be of Passport size (4.5 x 3.5cms) between 200 to 230 pixels or better quality, with the facility to resize the photo to 20 to 50 kbs and to crop the signature from the scanned image (size 10 to 20 kbs).

- i. The service provider has to perform quality check in respect of the photo and signature. No application shall be accepted without photo and sign in specified size and quality.
- j. If photo and signature of any candidates is missing in the existing OTR details, the candidate shall be prompted to upload recent photo and sign.
- k. **Fee Submission** – After submitting the basic information, applicant shall be asked to submit the fee by online payment through
 - (i) Net-banking
 - (ii) Credit or Debit Cards
 - (iii) Bank / Post office Challan has to be generated in duplicate with the details such as Name of the candidate, Name of the Recruitment with Notification No., Date of Registration, Fee to be paid, Challan Number etc. as decided by the Commission / Bank /Post Office from time to time. The candidate shall take a printout of the Challan and remit the fee in the Bank / Post Office. Once the fee is paid and acknowledged by the Bank or other agencies mentioned by the Commission, the data furnished by the candidate shall be considered as a valid application.
- xliv. The system should be user friendly and bi-lingual (Tamil & English) in format considering the socio-economic and rural background of the candidates.
- xlvi. The application used should be compatible with major popular web browsers.

- xlvi. The Service provider shall establish 12 x 7 Help desk with necessary manpower to assist the candidates in case of any doubt.
- xlvi. Application edit option shall be given to the candidate during the period of submission of online application is allowed. Application edit option shall be given from the day 1 of the online application is taken live.
- xlix. For application edit, OTP shall be sent to the registered mobile number of the candidates and the same may be verified before permitting the candidates to edit the application.
 - I. Application edit shall be restricted to 3 times.
 - ii. Payment verification / Application status facility shall be given to the candidates.
 - iii. In case of payment failure, SMS and email shall be sent to the candidates immediately.
 - liii. Additional two days shall be allowed for payment from the last date for submission of online application. During this period, candidates may be allowed to make payment even they have availed fee concession.
 - liv. For certain notifications / recruitment, supporting documents have to be uploaded by the candidates at the time of submission of online application itself. The Service Provider shall give document upload provision for such recruitment applications.
 - lv. For each and every activity, done by the candidates, necessary log file has to be created and stored in the database. Whenever the

necessity arises, the service provider has to supply these details to TNPSC without fail.

- Ivi. Whenever the candidates change his details in application, changes shall be allowed only after the confirmation of OTP.
- Ivii. Necessary provision shall be given to TNPSC to download any number of applications from the server for verification.
- Iviii. The URL shall be secured (https://) with SSL certificate.
- lix. Online application / One Time Registration should not be affected for any reason.
- lx. The Server has to be made available online 27 x 7. If for any unavoidable or inevitable reasons, the service provider may shutdown the server with prior intimation TNPSC well in advance atleast before 10 days without affecting any live notifications.
- lxi. The service provider shall not delay the work entrusted to them or reluctant to accept the work due to manpower shortage or public holidays.
- lxii. There shall be a provision to count the number of fee concession chances availed by a candidate even he / she has multiple OTR accounts.
- lxiii. There shall be a provision to the candidates to download their application and Hall ticket from their dashboard at any time. This shall be a permanent one.

8. Eligibility Conditions

- i. The bidder should be an Indian Registered Firm with an average minimum annual turnover of Rs. 15 crores from IT and ITES business for last three accounting years between 2015-2016, 2016-2017 and 2017-2018.
- ii. The bidder should have experience atleast 5 years in similar projects.
- iii. Bidder should have executed similar projects at least for 3 Govt Depts / PSU / Public Service Commission / Staff Selection Commission / Union Public Service Commission in the last three years.
- iv. Only those firms that have valid GST and PF registration Certificate and Valid TIN Number should apply.
- v. The bidder should have registered office / Operating Branch at Chennai, Tamil Nadu.
- vi. Bidder shall be the direct agent to deal with TNPSC and shall be solely responsible for the execution and delivery of the work Consortium is not allowed;
- vii. The bidder should have a well-established data center where the hardware infrastructure for the proposed online application system will be housed. It is not mandatory to possess their own data center. Firms having tie-up with third party data center may also participate. But due weightage will be given to the Firms having the Data center on their own, during technical evaluation as per the tender documents filed.
- viii. The bidder should have experience of providing a similar registration/applications portal for Reputed Recruiting

Organizations or Academic Institutes/ Government organization / PSU.

- ix. The bidder should have at least regular 100 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.
- x. The bidder must have authorized and globally accepted software certifications i.e. ISO-27001 / ISO 20000 / ISO 9001 and / or CMMi Level.
- xi. The bidder should have experience in handling atleast 30 Lakh applications for a single examination or similar purpose within a period of one month.
- xii. All the above eligibility conditions are mandatory and the firms not fulfilling even any one of the above conditions shall not be considered and bids received from such bidder shall be summarily rejected. For the evaluation of the technical bids and awarding of marks, the Technical Evaluation Committee shall evaluate the bids based on the criteria specified in this tender document.
- xiii. Organizations/firms registered with the Indian Computer Emergency Response Team (CERT-in) empanelled as on the date of closing of this tender are eligible for submitting the tender and no other firm will be entertained in this tender process
- xiv. The bidder should not have been Black Listed by any Government or PSU on the day of bidding. The affidavit in this respect that their firm is not blacklisted as cited above shall be provided by the bidder along with the bid document.

9. Other Conditions:

- i. **Period of Contract:** The contract shall be initially for a period of 3 years from the date of execution of the agreement with the Tendering Authority. However, the contract may be renewed for a further period of 2 years on the basis of the performance of work of the Service Provider subject to mutual consent on terms and conditions as specified in the contract.
- ii. The service provider has to extend their support for a period of 3 months after expiration of contract for smooth transition of work to another company, in case of fresh tender called for and new company is engaged. The rate agreed shall be paid to the agency during that period.
- iii. The Selected Bidder shall not subcontract the awarded contract or part thereof without written consent of the TNPSC.
- iv. The bidder shall be single point of contact with TNPSC and shall be solely responsible for the execution and delivery of the work.
- v. The Bidder must employ multiple backup systems including offline backups to securely maintain the software, Data and its corresponding source code.
- vi. 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. TNPSC would seek specific exam-wise feedback session with quality assurance and product testing teams of the selected bidder.

- vii. Testing should not be limited to system features and functionality. The system used to design and hosting of online application must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
- viii. 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.
- ix. The Selected Bidder should design a highly secured 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.
- x. 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
- xi. The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, Candidates’ data.
- xii. At any time before the submission of bids, TNPSC may amend the tender by issuing an addendum in writing or through 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 deadline for submission of bids will be extended if required by the TNPSC.

- xiii. The service provider shall host the instructions to the candidates in PDF, PPT and Video formats regarding the registration in OTR and online application.
- xiv. **Cost of Tender Document:** The tender document may be downloaded from www.tenders.tn.gov.in or www.tnpsc.gov.in at free of cost. Any Amendment, Corrigendum / Addendum, Minutes of the pre-bid Meeting or clarifications will be hosted in the website www.tnpsc.gov.in. If necessary, the same will be communicated to the bidders through email, if email ids are available.
- xv. **Rejection of Bid:** The tender inviting authority reserves the right to accept / reject / release or relax any or all or part of the bids received on the due date without assigning any reason whatsoever for its administrative reason for any other reason.
- xvi. **Language of bid:** The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and The Tendering Authority shall be in English language.
- xvii. **Bid Currency:** Prices shall be quoted in Indian Rupees only. The bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices.
- xviii. **Earnest Money Deposit (EMD):** Bidders are required to enclose a Demand Draft / Pay Order Drawn from any of the Nationalized Banks in India in favour of The Secretary, Tamil Nadu Public Service Commission payable at Chennai for Rs.4,00,000/- (Rupees

FOUR lakhs Only) towards Earnest Money Deposit. MSME units registered anywhere in Tamil Nadu alone are eligible for claiming exemption from the payment of EMD and such firms desiring to claim such exemption should enclose the permanent registration certificate issued by any of the District Industries Centre in Tamil Nadu. However such firms claiming exemption from the payment of EMD shall remit an interest free security deposit of Rs.4,00,000/- (Rupees FOUR lakh only) within 7 days from the date of issue of award of the contract by the Tendering Authority.

- xix. Offers received without Earnest Money Deposit or without enclosing the proof for claiming exemption shall be rejected. Payment of EMD by cash will not be accepted.
- xx. The EMD of Service Providers will be retained as interest free performance security deposit and will be refunded only after the satisfactory completion of the contract.
- xxi. Unsuccessful bidders' Earnest Money Deposit shall be discharged / returned within 30 days after the finalization of the Tender Offer validity prescribed in this tender.
- xxii. The software / module proposed in this tender should be developed in-house by the bidder. And the bidder shall be the owner of the source code.
- xxiii. The Software developed should be VAPT certified.
- xxiv. Required number of employees shall be deputed for this project. The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.
- xxv. Bidder should have primary data center with DR sites, located in different seismic zones of India.

- xxvi. The bidder shall be ready to make major / minor changes in the software as per the TNPSC's customization requirement from time to time.
- xxvii. Bidder shall be the direct agent to deal with TNPSC and shall be solely responsible for the execution and delivery of the work Consortium is not allowed;
- xxviii. Incomplete or conditional tender will not be entertained.
- xxix. The bidders or their authorized representative may be at the time of opening of tender. Only authorized representative will be allowed to attend the meeting of the Tender opening Committee. They should also bring an undertaking on the letter head of their firm/organization that any decision/negotiation taken by their representative shall be acceptable to the firm.
- xxx. All the firms/organization participating in the Tender must submit
- (i) a list of their owners/partners etc. along with their contact numbers
 - (ii) a Certificate to the effect that the firm/organization is not blacklisted by any Govt. Department / PSU
 - (iii) a certificate to the effect no Criminal Case / FIR is registered against the firm or its owner or partners or the employees of the firm or any other third party deployed.

Any firm/organization blacklisted by a Govt./PSU or any other department will not be considered for this tender and tender will be rejected straightway.

xxxi. TNPSC reserves its right to call any further records / documents from the bidders or from the departments where the bidder has executed projects. TNPSC has the right to verify the credentials of the bidder either by confidential enquiry or by calling documents from any departments.

xxxii. 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.

xxxiii. The Earnest Money Deposit shall be forfeited and Bid shall be rejected:

- a) If a Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid form or
 - o In case of the Bidder fails to sign the contract form in accordance with the terms and conditions within seven days from the date of awarding the contract
 - o If the service provider to perform the contract as per the tender terms & conditions

10. **System Requirements**

The Online Application Registration System shall have the following minimum features:-

- a) It should be implemented using a hardware infrastructure with redundancy and with disaster recovery provisions.
- b) It shall be available for applicants starting from the 10.00 AM of the day of examination notification till 05.30 PM on the closing day or any other time defined by the Commission without any service break.
- c) The Hardware and software shall be designed to handle a maximum load of atleast 5 lakhs applications in a day with simultaneous user access of 25000 users. These numbers are indicative one not exhaustive. The system should accept any number of applications without any hindrance.
- d) It shall be able to cater to applications of multiple (10 +) examinations simultaneously.

11. **Presentation of the solution**

- a) As a part of the technical bid, all the eligible bidders shall be asked to give a presentation on the proposed technology and solutions to the Technical Evaluation Committee appointed for this purpose by the Tendering Authority on the date, venue and time to be communicated to them at a later date.

- b) This is an opportunity given to all the eligible bidders to show as to how their proposal shall be best suited to meet the requirements of the Tendering Authority in respect of effective and efficient execution of the scope of the work as defined in this tender document.
- c) Failure to make such a presentation on the date and time shall lead to the rejection of their bids without assigning any further reason.
- d) The technical Presentation shall cover the following items
 - i. Understanding the RFP
 - ii. How long it will take to move the data to your server?
 - iii. How long it will take to design OTR?
 - iv. How the dashboard would look like?
 - v. How informative, the Dashboard, to the candidates?
 - vi. What are the additional features suggested in OTR?
 - vii. How to avoid duplicate registration?
 - viii. How to check the Photo and Signature quality?
 - ix. How it has been planned to reconcile the fee payment?
 - x. How will you inform the candidates about non-payment of fee?
 - xi. What is your idea about the Query Window in Dashboard?
 - xii. How to reduce the email queries from the candidates?
 - xiii. Your suggestions about the call center (help line) timing?
 - xiv. How many help lines could you provide to assist the candidates
 - xv. What are the candidate's queries will be forwarded to TNPSC?
 - xvi. Have you ever handled Aadhaar details for any application?

- xvii. How to handle the aadhaar details?
- xviii. How you have proposed to get the socio economic details of the candidates in OTR?
- xix. Feedback Form for pre and Post Examination
- xx. How to merge the duplicate data in OTR?
- xxi. About the Mobile app to integrate Dashboard
- xxii. How many SMS that you could send to the candidate from OTR registration to Final Result Publication?
- xxiii. Facility to send unlimited emails to the candidates
- xxiv. Your Infrastructure
- xxv. Your capacity to handle the number of candidates (Server, data Center, Firewall, Bandwidth etc)
- xxvi. Security Measures to preserve the data? website security, application security, network security, Database security and physical security
- xxvii. Security measures to avoid hacking, penetration etc.,
- xxviii. Alternative plan in case of Hardware failure / Bandwidth failure?
- xxix. What are the security threats expected?
- xxx. Ability to designed and hosted 10 or more number of applications at a time
- xxxi. Application edit Option- Authentication and confirmation
- xxxii. About the mobile compatible OTR and online application
- xxxiii. Certificate upload provision?
- xxxiv. Application History in OTR
- xxxv. Setting up of Mail Server exclusively for TNPSC
- xxxvi. Integration of payment gateway

- xxxvii. Time / days required for designing of an online application
- xxxviii. Instructions to the candidates in PDF, PPT and Video formats
- xxxix. Methodology for refund, incase of payment failure / excess payment
 - xl. Forgot Password / Reset Password; User ID recovery
 - xli. Number of applications could be handled in a day
 - xlii. Managing concurrence hits
 - xliii. Onsite engineer and problem escalating process
 - xliv. Periodical Back up of data
 - xlv. Naming the fields in accordance with the requirement of TNPSC
 - xlvi. Fee reconciliation tool to the candidate
 - xlvii. Application status check by candidate
 - xlviii. No. of Days required for fee reconciliation
 - xliv. Security Certifications / security audit
 - I. Time Schedule for designing and hosting of online application
 - ii. Dashboard – Administrators right and data extraction / report generation
 - iii. Photo and signature cropping and resizing tool
 - liii. How to prevent the inputs in other than English
 - liv. Creation of log file for each and every activity
 - Iv. SSL certification
 - Ivi. Server downtime
 - Ivii. Application Down time
 - Iviii. Years of Experience and Names of the clients

- lix. Number of applications handled in a single recruitment
- Ix. Experience in Govt / PSU / PSC / SSC / RRB / etc
- Ixi. Data Center
- Ixii. Employee's Strength
- Ixiii. ISO . CMMi level
- Ixiv. Testing Team
- Ixv. Emergency management plan during any crisis situations/ redundancy of servers, switches, Candidates' data.
- Ixvi. Special Features to improve the OARS
- Ixvii. Access Right Management
- Ixviii. Software requirement specification SRS
- Ixix. Software platform – front-end and back-end platforms
Open source
- Ixx. Disaster recovery
- Ixxi. Delivery Schedule
- Ixxii. Service Level Agreement (SLA)
- Ixxiii. Other relevant topics

12. **Security Features**

- a) The bidder should provide a write up on the security approach adopted in their proposed solutions like incorporation of stringent security procedures and measures including encryption and various levels of passwords during the execution of the project to eliminate the possibility of errors, frauds and misuse.

- b) The bidder should provide the details of encryption technique used to protect unauthorized access to the system and methods used for authentication and validation of the data.
- c) The bidder shall also clearly state the Do's and Dont's along with the list of potential threats and the bidders proposed ways and means of preventing them.
- d) The system will be subjected to Hardness test and other security tests by a third party to be appointed by the TNPSC at the cost of the Service provider.

13. **I. Access Rights Management:**

- a. System shall provide with login screen to specific users of the system. Only authenticated users should be provided access to the application.
- b. As an enhanced security measure, **Online Application and Registration System** should provide role based access
- c. User types will be-
 - (i) Administrator to handle the application having all the Read/ Write access
 - (ii) User to generate reports from the data

II. Administration

- a) **Role Master:** This feature is used to add the roles to the internal users for the purpose of system authorization. It is also used to search / modify / delete existing roles.
- b) **Permission Master:** This feature is used to add the permission types for the roles in Role Master for system authorization

purpose. It is also used to search/modify/delete existing permission types.

- c) **Role Permission Mapping:** This feature is used to add the mapping of what permission is associated with which role. It is also used to search/modify/delete existing permission role map.

14. **Standards of Performance**

The Service Provider shall complete the **Online Application and Registration System** project in accordance with the specification given by TNPSC from time to time and in conformity with the international standards on Information Security and Audit and as per various relevant laws such as Information Technology Act 2000 and other related Laws, Rules and Regulations.

15. **Responsibilities**

A. Responsibilities of the Service Provider:

- i. Service Provider should use only the legal, authorized software for all purpose. Out dated software shall not be used.
- ii. Resource and Project Management as per Scope of the work
- iii. Completion of the work as mentioned in the Scope of the work
- iv. Shall arrange in all the required Hardware and Software including all kinds of consumables and manpower required for executing the contract awarded at their cost.
- v. Shall be responsible for any other thing that is required for executing the contract awarded to the Service Provider except those provided by TNPSC as stated in this tender document
- vi. Shall provide necessary training to the staff of TNPSC

- vii. Should store mirror images of the database in the server available in the Commission's Office.
- viii. Data can be transferred to the Commission's Server through FTP. However, the backup shall also be given in the CD/DVD/Hard Disc depending on the requirement of the Commission.

B. Responsibilities of TNPSC:

- a. Provide all necessary information for application designing and hosting for One time Registration / Dashboard.
- b. Provide information regarding publication of Notification with all features and conditions put-forth for designing the input screen accordingly for specific examinations.
- c. Provide data for hosting of Online hall tickets
- d. Settlement of bills on quarterly basis.
- e. Provide Master data for the following items
 - i. List of Districts
 - ii. List of Taluks
 - iii. List of State / Union Territories
 - iv. List of Religions
 - v. List of Communities
 - vi. List of Competent Authorities issuing Community Certificate
 - vii. List of Degree
 - viii. List of Subjects
 - ix. List of Recruitments
 - x. Forms (DW / DAP / Ex-Serviceman / NOC etc.,)
 - xi. Instructions to Candidates and
 - xii. Any other basic and relevant examination related information.

16. Software Requirement Specification (SRS)

- a. The Service Provider has to design a Software Application based on the requirements mentioned in the document above to the satisfaction of the TNPSC. The SRS document (Software Requirement Specification) should be submitted to the Commission for approval as per the delivery schedule.
- b. The SRS document shall clearly define the inputs to the program, configurable parameters, result formats, reports etc. It shall have the flow charts describing the logic of data processing.
- c. Once the SRS is approved, Service Provider has to develop the software as per the delivery schedule.
- d. Service Provider has to provide training to required number of officials of TNPSC in operations and maintenance of the OARS at anytime during the contract.
- e. The Service Provider shall study the existing examination process of TNPSC. Based on the study, the Service Provider shall prepare Functional Specification Document ("FSD") for the proposed system and submit the same to TNPSC. On acceptance of the FSD by TNPSC, the Service Provider shall design and develop appropriate Software that is in line with the requirements of TNPSC.

17. Open Source Platform:

Though it shall be the prerogative of the Service Provider to choose any of the front-end and back-end platforms as per the expertise and resources available with the Service Provider, TNPSC would prefer open source platforms.

18. Testing

- i. The Service Provider shall thoroughly test the software at his site before its deployment on Production site for proper functioning (data entry, processing, and printing). TNPSC shall provide necessary test data and sample reports for the same.
- ii. Technical Evaluation Committee / Team of experts shall scrutinize the software to certify the security, technicality and suitability of the developed software to meet the requirements of TNPSC. TNPSC shall give the Final approval/ User Acceptance of the software and system only after getting Satisfactory clearance certificate from the Technical Evaluation Committee.

19. Database Management

- i. The Service Provider shall be responsible for end-to-end management of database on an ongoing basis to ensure smooth functioning of the same.
- ii. The Service Provider shall undertake management of changes to webpage design, Database Schema, Disk space, Storage, user roles.
- iii. Undertake performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required.

- iv. The Service Provider shall provide management of database upgrade or patch upgrade as and when required with minimum Downtime.
- v. The Service Provider shall take regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions.
- vi. The Service Provider shall provide and use DBA tools including Data Warehousing and Data Mining Tools related for performing database creation, maintenance, and database monitoring tasks.
- vii. After rectifying the mistakes, if any, and after all the processing is over, all the data be handed over to the Commission in the required database structure like latest version of MS Excel, MS Access, .dbf & MS SQL etc.
- viii. All the data relating to the One Time Registration shall be preserved permanently. Data to a specific recruitment shall be given to the TNPSC within two days after the last date for payment
- ix. The Service Provider should ensure that the Data Processing is absolutely error free.
- x. If any problem in understanding the requirement of processing arises, the matter to be discussed with the Officers of the Commission concerned before proceeding further.
- xi. Administrator Login facility to search and view any of the applications in the PDF / Excel format with provision to take print outs for verification by the Commission. This feature to be made available throughout the contract period to view any of

the applications relating to any recruitment designed during the contract period.

- xii. Administrator Login facility to search and view any of the certificates uploaded by the candidates either along with the application or uploaded subsequently by creating provision to upload certificate facility for any of the recruitment, whenever required by the Commission.

20. **Disaster Recovery**

The regular backup of all the data shall be maintained as well as the Databases exported in different Database format shall be stored in a secured place in a different seismic zone as per the directive of TNPSC and back up shall also be given to TNPSC.

In case of any Disaster, such as Fire, Flood, Terrorist threat, Mishandling or other disruptive event, the Service Provider shall restore / recover the data for the System to function from backup and continue to operate in a reasonable period of time of 24 hrs. Proper documentation of the database backup is required to easily locate the physical data / data in the server/network.

21. **Technical and Commercial Bids**

1. Submission of Bids

- I. The **Technical Bid** envelop shall contain **two covers**
 - a. **Cover – IA** Shall carry only the duly filled questionnaire and Annexure I to V and Demand Draft towards EMD. 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 IB of these firms will be opened and taken up for further scrutiny process if the bidder satisfy all prerequisite conditions of the

questioner. Necessary Page references should be made in Questioner and documents available in Cover IB.

- b. **Cover – IB** shall contain necessary documentary evidences to substantiate the parameters indicated in
 - i. In Annexure I to V
 - ii. Scoring Model
 - c. TNPSC reserves the right to reject the tender submitted without supporting documents or to call for any further records / documents.
- II. The **Financial Bid** should contain only Price Bid as in Annexure VI. In case, any bidder encloses the financial bid along with technical bid, the same shall be rejected summarily.
- III. 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 furnishing complete information called for in the tender forms or not furnishing it in clear terms or making any change in the prescribed forms or deliberately suppressing the information, will lead to disqualification of the bid.

- IV. 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.

V. Price Quotation

- a) The bidder shall indicate the prices/rates in the Price bid format (Annexure-VI)
- 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. If the rate quoted is abnormally high negotiations may however, be carried out as per the tender transparency Act and Rules on the subject and 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.
- d) In case of a discrepancy between the prices/rates in figures and words, the lesser price / rate will be considered.
- e) The prices/rates quoted shall be firm throughout the period of the validity of the Tender and subsequently during the currency of the contract and shall not be subject to any variation/revision.

22. Evaluation of Bids

Technical Evaluation

- a) Tender Scrutiny Committee shall evaluate Cover-I to determine the substantial responsiveness.
- b) Detailed technical evaluation shall be carried out by a technical evaluation committee along with other conditions in the tender document to determine the substantial responsiveness of each tender. 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.

- c) The Technical Evaluation Committee may call the responsive bidder(s) who comply with all the eligibility and other conditions of this tender document for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for TNPSC. However, the committee shall have sole discretion to call for discussion/presentation.
- d) The substantial responsive bidder will be evaluated by giving 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.
- e) **Scoring Model:**
It has been proposed to award marks as per the scoring model given below.

Sr. No.	Criteria	Max Score	Score
1	Technical Capability		
1.1	Legal Structure	3	
	Partnership /Proprietary		1
	Private Limited		2
	Public Limited		3
1.2	ISO / CMMi level	5	
	ISO 27001 / ISO 20000 / ISO 9001		2
	CMMi level 3		3
	CMMi level 5		5
1.3	Overall IT staff strength (Project Management/ Development/ Quality Assurance / Implementation/ Operations)	5	
	>=100 - 200		2
	>201 - 500		3
	>500		5

Sr. No.	Criteria	Max Score	Score
	No. Of Technical Persons to be deputed exclusively for this project	8	
	Up to 3		0
	4 to 5		3
	5 to 8		5
	9 and above		8
2	Financial Capability (INR)		
	Average annual turnover of the firm for the period 2015-16, 2016-2017, 2017-2018	5	
	15 Crore to 25 Crore		2
	More than 25 CR to 50 Crore		4
2.1	More than 50 Crore		5
	Average annual turnover of the firm from Online Application Registration projects for the period 2015-16, 2016-2017, 2017-2018	8	
	More than 50 Lakhs and Less than 1 Crore		3
	More than 1CR and Less than 1.5 Crore		5
2.2	More than 1.5 Crore		8
3	Specific Capability / Experience of the Bidder relevant to the assignment		
3.1	Number of Online Application Registration Project relating to Recruitment conducted for PSU and PSC	8	
	½ Marks for each PSU and SSC (Max. 5 Marks)		
	1 mark for each State PSC and UPSC (Max. 8 Marks)		
	<i>[If such projects undertaken only for PSU and SSC, the maximum marks will be restricted to 5; If such projects undertaken for State PSCs, UPSC and PSU/SSC, the maximum mark shall be 8.]</i>		
	<i>(project executed for TNPSC will not be taken into account for this)</i>		

Sr. No.	Criteria	Max Score	Score
3.2	Experience in similar projects in TNPSC?	5	
3.3	Maximum number registrations done in last three year (as on date of bid submission)	5	
	5 lakhs – 10 lakhs registrations		2
	10 lakhs to 50 lakhs registrations		3
	Above 50 lakhs registrations		5
3.4	Number of assignments (with more than 5 lakhs registrations) completed for various recruitment agencies in India in last three years (as on date of bid submission)	5	
	• 5 to 10 assignments		2
	• 11 to 15 assignments		3
	• 16 and above		5
4	Primary Data Center with Secondary DC site to be managed by the bidder for data Security	8	
	'Tier III DC infrastructure with Secondary DC outsourced by the bidder (Both are outsourced)		3
	Own Tier III Primary DC infrastructure with Secondary DC Outsourced by the bidder		5
4.1	Own Tier III Primary DC infrastructure with Secondary DC (Both are owned)		8
5	Software/ Solution Approach and Methodology	25	
	Presentation & Demonstration		25
5.1	Note: The marks for Approach and Methodology will be given by the Technical Evaluation Committee based on the presentation made by the bidder on the same and shall be in the range of zero to 100% depending on the extent of meeting the corresponding requirements.		

Sr. No.	Criteria	Max Score	Score
6	Capacity to manage the concurrent hits at a single point of time	5	
			5
7.	Ability to handle No. of Notifications (Designing & Hosting) applications at a time	5	
	up to10		2
	11 – 15		3
	16 and above		5
	Total Marks	100	

f) Financial Evaluation

- i. 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.
- ii. 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.

g) Evaluation and Comparison of Bids

- (a) 60 % weightage will be awarded for Technical Evaluation and 40 % weightage will be awarded for Financial Evaluation.
- (b) Technical Bid will be assigned a Technical score (TS) out of a maximum of 100 points, as per the Scoring Model.

h) 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,

F_n = Normalized commercial score for the Bidder under consideration

F_b = Absolute financial quote for the Bidder under consideration

F_{min} = Minimum absolute financial quote

Composite Score (S) = $T_s * 0.60 + F_n * 0.40$

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.

i) 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.

j) 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.

k) 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.

23. Binding Clause

All decisions taken by the Tendering Authority regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tendering Authority, reserves the right:-

- To vary, modify, revise, amend or change any of the terms and conditions in this Bid/ document;
- To verify the substantive responsiveness / claims of the bidder at any time.
- To reject any or all the tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

24. Conditional Tenders

Hypothetical, ambiguous or Conditional tenders shall be summarily rejected.

25. Interpretation of the Clauses

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tender Inviting Authority's interpretation of the clauses shall be final and binding on all parties.

26. **Commercial Terms**

i) Payment Schedule

- a) No advance payment will be made.
- b) Payment shall be made for the successfully registered online application. No payment shall be made to the One Time Registration /Dashboard.
- c) No payment shall be made in respect of any other work / generation of reports which may be specified by TNPSC from time to time.
- d) In the case of scope of the work as defined in this tender document, payment shall be made within three months from the date of issue of the Payment Clearance Certificate by the Tendering Authority in respect of the completion of the said work in good and satisfactory condition and after verification of the services/reports/tasks conforming to the quality, specifications and other terms and conditions specified in this tender document.
- e) The office of TNPSC will deduct Service/Income Tax and other statutory taxes at Source as applicable from time to time.
- f) The payment shall be made by "Electronic Fund Transfer (EFT) or e-payment or by cheque. The Service Providers are therefore requested to indicate EFT No. and other relevant details in your offer / bill (s). The Bidder must submit their Banker's name, address, Type of Account & Account. No. and IFSC no. etc. Service Providers are required to submit an authorization form duly signed for e-payment to them.

- g) For claiming payment the Service Provider has to submit Invoice duly pre-receipted.

ii) Contract Rate

- a) Rates charged by the Service Provider for the services performed under the contract shall not be higher than the negotiated final rate agreed to in writing by the bidder
- b) Rates should be all inclusive of everything except only the taxes payable to the State/Central Government and the bidders should specifically state the presently applicable percentage of GST and other taxes.
- c) The rate quoted must be FIRM throughout the contract period. Only one rate to be quoted strictly as per prescribed specification. Variation in rates shall not be considered under any circumstance whatsoever.

iii) Penalty

- a) Any delay in the time schedule prescribed by Tendering Authority shall attract a penalty upto 1% per major deviations per examination. However, if the delay is caused due to unavoidable circumstances, then Tendering Authority reserves the right to waive off the penalties so levied.
- b) If candidates could not apply for any recruitment due to any technical issues like bandwidth, firewall, server issues etc., 10% of the bill amount will be deducted. If such problem continues, then the penalty will be at the discretion of the Tender Inviting Authority.

- c) For any other irregularities, mistakes, coding errors or any other activity that may affect the reputation of the TNPSC, penalty will be imposed at the discretion of Tender inviting Authority.
- d) TNPSC reserves the right to blacklist the service provider if they commit error(s) or mistakes that affect the reputation of the Commission.
- e) For unsatisfactory performance owing to absence of Service Provider's staff, deficiencies in services or for some other reason the tendering authority shall be within its rights to make necessary deductions from the running bills of the Service Provider for such deficiency in services. Alternatively, the tendering authority may, after giving an opportunity of being heard to the Service Provider, get such deficiencies fulfilled at the cost and responsibility of the Service Provider.
- f) Where any claim for the payment of a sum of money arises, out of or under this contract against the Service Provider, the tendering authority shall be entitled to recover such a sum by appropriating in part or whole, from the performance security deposit of the Service Provider. In the event of the performance security being insufficient, the balance of the total sub recoverable, as the case may be, shall be deducted from any sum then due or which at any time thereafter may become due to the Service Provider under this and any other persons contracting through the Secretary, TNPSC.

27. Legal Issues

i) Suspension of Work

- a) The Service Provider shall, if ordered in writing by the tendering authority for non-performance, temporarily suspend the works or any part thereof for such a period and such a time as ordered.
- b) The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service Provider, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Bidder.
- c) In case the suspension of works, is not due to any default or failure on the part of the Service Provider, and lasts for a period of more than 2 months, the Service Provider shall have the option to request the tendering authority to terminate the Contract with mutual consent.

ii) Termination for Insolvency

The Tendering Authority may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination shall be without compensation to the Service Provider, provided that such termination shall not prejudice or affect any right of action or remedy, which has accrued or shall accrue thereafter to the Tendering Authority.

iii) Termination

- a) The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider, terminate the Contract in whole or part,
- b) If the Service Provider fails to deliver any or all of the Goods or Services within the period(s) specified in the Contract,
- c) If the Service Provider fails to perform as per the Quality standards and as per the Scope of the Work,
- d) The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice sent to the Service Provider, without assigning any reason, may terminate the Contract in whole or part, if the tendering authority satisfies that the services of the Service Provider are no more required or Service Provider is not executing its services properly.
- e) If the Service Provider after the issue of the award of the contract fails to abide by the terms and conditions of the tender document or fails to execute the work as per the prescribed schedule given or at any time repudiates the contract, the tendering authority will have the right to forfeit the EMD, invoke performance security deposited by the firm and get the work done from other Service Provider at the risk and consequences of the first Service Provider. The cost difference between the alternative arrangements and Service Provider's bid value will be recovered from the firm along with other incidental charges including transportation, taxes, etc. in case tendering authority is forced to work done through alternative sources and if the cost is lower, no benefit on this account would be passed on the Service Provider.

- f) In case of failure by the bidder to carry out the job in accordance with provisions of the contract and as per the Scope of the Work, the tendering authority will have right to cancel the contract and award it to any other Service Provider and any loss sustained thereby will be recoverable from the first Service Provider.

- g) Tendering Authority reserves the right to blacklist a bidder for a suitable period in case the bidder fails to honour his bid without sufficient grounds.

- h) At the end of contract period or on termination of contract for any reason, the Service Provider should handover / transfer the database in full in the required format to the Commission.

iv) Force Majeure

- a) The Service Provider shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- b) For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable.

- c) Such events may include, but are not limited to, acts of the Tendering Authority in its sovereign or contractual capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

- d) If a force Majeure situation arises, the Service Provider shall promptly notify the Tendering Authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Tendering Authority in writing, the Service Provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

v) Resolution of Disputes

- a) The Tendering Authority and the Service Provider shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them in connection with the contract.

- b) If, after thirty (30) days from the commencement of such informal negotiations, the Tendering Authority and the Service Provider have been unable to resolve amicably a contract dispute, all such disputes, differences, claims and demands arising under the contract shall be referred to arbitration of a sole Arbitrator to be appointed by the mutual consent. All arbitrations shall be held in Chennai.

vi) Indemnity Clause

The Bidder shall indemnify Tendering Authority from and against any costs, loss, damages, expenses and claims including those from third parties or liabilities of any kind howsoever suffered arising or incurred interalia during and after the contract period out of:-

- a) Any negligence or wrongful act or omission by the Bidder or any subcontract or third party in connection with or
- b) incidental to this contract or
- c) Any breach of any of the terms of this contract by all Service Providers or any sub-contract or third party.

Annexure - I

The Service Provider shall strictly adhere to the following delivery schedule:

Sl.No	Activity	Time Schedule
1	SRS Finalization	5 Days from the date of Work Order
2	Customization of Application Software to carry out the Activity as given in the Scope of Work	15 Days from the date of Work Order.
3	Gist of the Notification will be given by TNPSC	15 days before the date of notification
4	Application designing and testing shall be completed	Within 7 days prior to the date of notification
5	Demo link shall be given	On 8th day
6	Modification & alteration will be given to the service provider	On 10th day
7	Final Testing	On 12th day
8	Taking live of online application	On 15th day

Note: Days mentioned in the delivery schedule includes the holidays.

Annexure-II
Service Level Agreement (SLA)

(To be filled by the bidder)

Sl.No	Description	Remarks by the Bidder
1.	<p>Infrastructure</p> <ul style="list-style-type: none"> i. Proposed IT infrastructure to be dedicated for this project ii. Proposed Connectivity and Bandwidth 	
2.	<ul style="list-style-type: none"> i. Data Storage (Data center) ii. Disaster recovery and iii. Data Integrity 	
3.	<p>Down time for</p> <ul style="list-style-type: none"> i. Server ii. Website and Application 	
4.	Capacity to handle large volume and simultaneous access.	
5.	Quality certification	
6.	Help Desk	

The bidders should specify clearly in their Proposed Technical Solution, the extent to which these SLA parameters can be assured by them in objective terms. If the Proposed Technical solution does not contain the objective SLA, the technical bid will not be considered for further evaluation.

Annexure- III
Company Profile

1.	Name of the Organisation	:	
2.	Structure of the Organisation	:	
3.	Address of the Organisation	:	
4.	Contact Person Phone number	:	
5.	Fax Number	:	
6.	E-mail address	:	

Annexure –IV

Certificate

I / We have read the tender documents completely and understood the requirements and conditions laid down in it. We certify that our firm is eligible to participate in this tender as per the eligibility criteria specified in this tender document. I/We will abide by the tender Terms and conditions given in the documents. We also aware that necessary agreement should be signed between TNPSC and us agreeing the terms and conditions stipulated in this tender document and other conditions mutually agreed.

Signature of the Bidder with seal and date

Annexure – V

Questioner cum Check List

Sl.No	Description	Yes / No	Remarks / Page Reference
1.	Have you understood the Scope of the work given in this tender document		
2.	Can you able to design the online application in Computer, Mobile and Tab compatible?		
3.	Can you migrate the existing 1 crore data to your server and design OTR within a week's time?		
4.	Are you able to integrate the Aadhaar Identification in OTR?		
5.	Can you install mail server for the use of TNPSC?		
6.	Are you able to give Certificate upload provision for certain recruitment at the time of submission of online application		
7.	Are you able to give Certificate upload provision for shortlisted candidates without any limitation?		
8.	Are you able to design online application of every recruitment within 7 days time, from the date of supply of required information from TNPSC?		
9.	Are you able to take live of the online application within 15 days from the date of supply of required information from TNPSC?		
10.	Do you have sufficient manpower to host 10 online applications at a time?		

11.	Are you able to provide 10 x 7 call center facility to the candidate? (6 AM to 6 PM)		
12.	Are you able to open an account with Rs.10,000 balance to refund the excess amount if any paid the candidate?		
13.	Are you able to send OTP to the candidate for registration and editing of online application etc.,		
14.	Is your existing infrastructure is sufficient to accept 5 Lakh application per day?		
15.	Is your existing infrastructure is sufficient to accept 25,000 concurrent hits?		
16.	Are you able to depute a site engineer in TNPSC office during the contract period?		
17.	Are you able to send periodical backup to the server maintained by TNPSC?		
18.	Are you able to provide the database to TNPSC in any format required from time to time?		
19.	Are you able to provide fee reconciliation tool to the candidates for OTR and online application?		
20.	Do you aware that the fee collection and reconciliation from Banks and other designated agencies identified by TNPSC is your sole responsibility?		
21.	Are you agree to undergo the security audit by a third party?		
22.	Have you understood the concept of OTR and its data validation and data processing?		
23.	Do you aware that the payment failure shall be informed to the candidates through SMS?		

24.	Are you able to provide a query window in OTR for the communication between the candidates and TNPSC?		
26.	Are you agreed to SSL certification for the Commission's website?		
27.	Do you have the turnover of Rs. 15 crores for the years 2015-2016, 2016-2017 and 2017-2018		
28.	Are you an Indian Registered Company?		
29.	Do you have GST and PF account?		
30.	Do you have Registered office / operating branch at Chennai?		
31.	Do you have any consortium with third party for this project?		
32.	Have you enclosed the proposal regarding the data center where the data are to be hosted? Both OTR and Online Application?		
33.	Do you have experience in similar project at least 5 years?		
34.	Do you have minimum 100 numbers of employees in your organization?		
35.	Is your company is ISO-27001 / ISO 20000 / ISO 9001 certified?		
36.	Is your company is CMMi certified?		
37.	Have you ever handled atleast 30 lakh applications in single recruitment?		
38.	Is your company is CERT-in Certified?		
39.	Have you ever been blacklisted you any organization / Govt / PSU		
40.	Have you enclosed emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, Candidates' data?		

41.	Are you able to host the instructions to the candidates in PDF, PPT and Video formats regarding the registration in OTR and online application?		
42.	Have you enclosed DD for Rs. 4,00,000 towards EMD?		
43.	What could be the minimum number of employees to be deployed for this project?		
44.	Pleased mention the location of the Primary Data Center and Secondary Data Center?		
45.	Any Case / FIR has been registered against your company/person or employee of your company? If yes, please enclose a detailed report		
46.	Have enclosed your company profile in Annexure-III?		
47.	Have you ever rendered any unsatisfactory performance to any organization? If so please furnish the details		
48.	Have you ever been penalized by any organization for unsatisfactory performance or any other error, mistakes?		
49.	Are you agreed to the penalty suggested to be imposed in case of any error / mistake as mentioned in the tender document?		
50.	Are you agreed to all other conditions of this tender document?		
51.	Are you agreed to the delivery schedule given in Annexure – I?		
52.	Have you enclosed the SLA as given in Annexure –II to this tender document?		

53.	Whether all pages of the tender documents and enclosures / annexure are signed by the authority concerned?		
54.	Have you enclosed bidders authorization certificate?		
55.	Have you enclosed the copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)		
56.	Have you enclosed the proof of having executed any of the activities defined in this tender document in atleast three Government / PSUs /Academic Institutions during the last three years ?		
57.	Have you enclosed Client feedback about the track record your firm?		
58.	Have you enclosed proof in support of Quality Certification received if any?		
59.	Have you enclosed infrastructure details of your firm?		
60.	Have you enclosed the certificate in Annexure – IV		
61.	Have you submitted the Commercial Bid in Cover II separately?		

Note: Page reference is mandatory wherever required in this questioner.

Annexure - VI

COMMERCIAL-BID

SI No	Item	Rate
	<p>Design, Development and hosting web-based online Application and Registration System as per the scope of work and other conditions in this tender document including periodical updates to candidates through email and SMS</p> <p>(Rate per single successfully completed Registration*)</p> <p><i>(Shall have provision for incorporation of Payment Gateway Services, On-line and Off-line payment through designated Bank branches, Post Offices and other agencies in the system as decided by the Commission from time to time)</i></p>	

** Successful completed registration includes receiving data, photograph, signature and copy of certificates from the candidates' side, assigning Application Number and giving printout of the application to the candidates*

The above rates are all inclusive of everything except the taxes payable to the State/Central Government and the present applicable taxes are as follows:

GST :.....%

Other Taxes (Specify) :.....%