



Staff Selection Commission

Request for Proposal For Identification of Service Provider(s) To conduct Computer Based Test (CBT) For Staff Selection Commission

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Abbreviations used in this document:

Abbreviation	Meaning
AI	Artificial Intelligence
ARC	Administrative Reforms Commission
CAT	Content Authoring Tool & Question Bank Creation Software
CBT	Computer Based Test conducted in physical venues
CBE	Computer Based Examination
CR	Central Region
DC	Data Centre
DR	Disaster Recovery
ECA	Exam Conducting Agency
ER	Eastern Region
Exam	Exam includes mock test/ exam
MSA	Master Service Agreement
NER	North-eastern Region
NR	Northern Region
NWR	North-western Region
QCBS	Quality and Cost Based Selection
RFP	Request for Proposal
SR	Southern Region
SSC	Staff Selection Commission
SSL	Secure Socket Layer
W3C	World Wide Web Consortium
WR	Western Region

1 Part 1: Functional inputs

1.1 Introduction

The Staff Selection Commission is one of the largest recruiting agencies of the Government of India, in terms of number of applicants. The SSC is mandated with the task of making recruitment to all Group 'B' (Non-Gazetted) and Group 'C' (Non-Technical) posts in various Ministries / Departments of the Government of India and their Attached, Subordinate Offices and Statutory bodies except those posts which are specifically exempted from the purview of the SSC. In addition, the SSC in the year 2016 was assigned the additional responsibility of making recruitment to Group 'B' (Gazetted) posts of Assistant Accounts Officer and Assistant Audit Officer for the Indian Audit and Accounts Department. Few examinations are also conducted on MoU basis on specific requests of government departments/ organizations. The SSC may add more examinations/selections in the future.

1.2 Headquarters

The Staff Selection Commission has its Headquarters in New Delhi. It has a nationwide network of nine Regional Offices located at Allahabad, Bengaluru, Chennai, Guwahati, Kolkata, Mumbai, New Delhi, Chandigarh and Raipur. The Regional Offices implement the policies and programs of the SSC which includes holding of examinations at various centers all over the country with the assistance of the State Governments/ UT administration.

1.3 Regional Offices

For smooth conduct of examinations through a large network of Examination Venues situated in different parts of the country for the convenience of the candidates, the SSC has been provided with a regional set-up. At present, there are nine Regional Offices at Prayagraj, Mumbai, Delhi, Kolkata, Guwahati, Chennai, Bangalore, Raipur and Chandigarh

1.4 Functions of SSC

The SSC is mandated to conduct seven All India Open Competitive Examinations each year, viz.

- i. Combined Graduate Level Examination,
- ii. Combined Higher Secondary (10+2) Level Examination,
- iii. Junior Engineers (Civil, Mechanical, Electrical, Quantity Surveying & Contract) Examination,
- iv. Sub Inspectors in Delhi Police and CAPFs examination
- v. Junior Hindi Translator, Junior Translator and Senior Hindi Translator Examination,
- vi. Multi-Tasking (Non-Technical) Staff and Havaladar (CBIC & CBN) Examination
- vii. Stenographers' Grade 'C' & 'D' Examination.

Besides, the SSC also conducts three Limited Departmental Competitive Examinations for promotion from:

- I. Multi-Tasking Staff (MTS) to Lower Division Clerk (LDC) Grade,
- II. Lower Division Clerk (LDC) to Upper Division Clerk (UDC) Grade, and
- III. Stenographer Grade 'D' to Stenographer Grade 'C'.

The SSC also makes recruitment to **Selection Posts**, i.e., isolated posts in different Ministries / Departments and Attached and Subordinate Offices of the Government of India, which are not covered by the All-India Open Competitive Examinations and have essential qualifications specific to the job requirement.

In addition, few non-mandated examinations are also being conducted by the SSC on the specific directions of the Government. Two such major examinations are: -

- i. Constable (GD) in CAPFs, NCB & SSF and Rifleman (GD) in Assam Rifles Examination, and
 - ii. Constable (Executive)-Male & Female in Delhi Police Examination.
- For these examinations, the SSC has entered into a Memorandum of Understanding (MoU) with the Ministry of Home Affairs and the Delhi Police, respectively.

Note: For additional details, please refer to <https://ssc.nic.in>.

1.5 Applications from candidates

The main activities related to examinations are:

- (a) Receipt of applications from candidates
- (b) Scrutiny of applications
- (c) Issuance of Admission Certificates
- (d) Conduct of examination
- (e) Evaluation of Examination
- (f) Declaration of results

Note: All the above tasks are handled online.

1.6 Key activities in the conduct of exams

- (a) **Management of applications from candidates:** This activity is carried out through SSC's portal which is being maintained by SSC separately.
- (b) **Question Bank /Content Creation:** This part of the exercise involves creation of Question Bank referred to as the content. (The scope of work for Content Creation exercise is not a part of this RFP).
- (c) **Software for handling Questions, Question Set Creation etc.:** This is one of the key activities to be handled through a separate dedicated software for which this RFP is being floated separately.

- (d) **Conduct of Computer Based Examination (CBT):** The Service provider for CBT shall be responsible for conduct of examination across the country which is under the scope of this RFP.

1.7 Key information:

SSC intends to engage different Service Providers for the following tasks;

- i. A set of Service Providers shall be empaneled to create the Question Bank.
- ii. The vetted final questions along with answer choices shall be placed in a Central Database.
- iii. Submission of questions to the Central System shall be managed through a Content Authoring Tool (CAT) which is expected to be supplied by a Service Provider who is different from the Service Provider(s) who are empaneled as Question Creators.
- iv. A separate Service Provider will be responsible for handling the Computer Based Tests (CBT)
- v. The SSC will hire a separate service provider to monitor conduct of examinations including pre and post exam activities. (Examination monitoring unit)

1.8 Summary of information

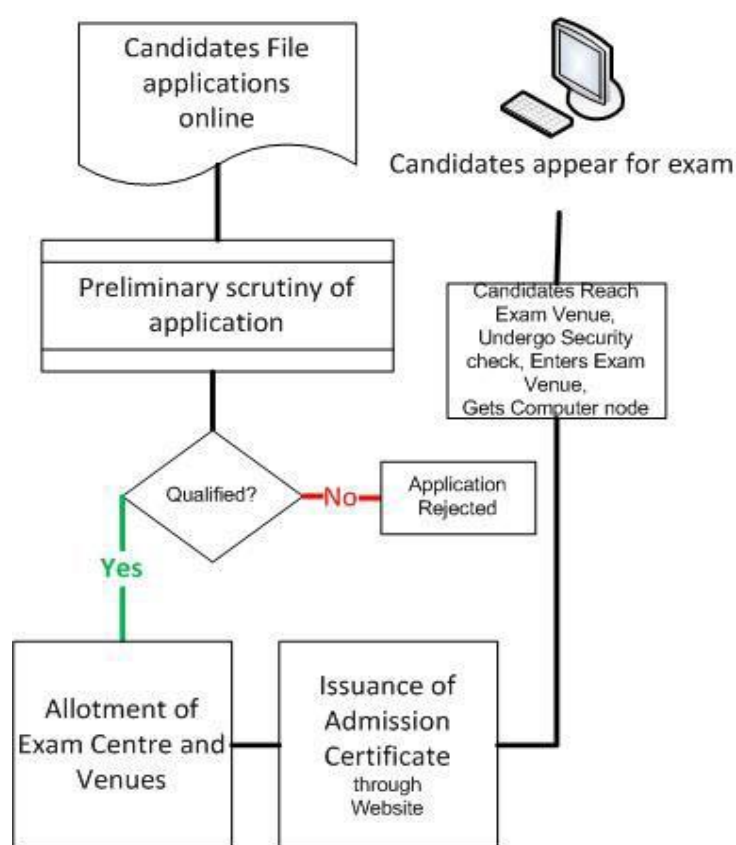
1. Set of Empaneled Service Providers for Question Creation.
2. Software for handling the Question intake to central system.
3. Conducting Computer Based Test (CBT).
4. Examination Monitoring Unit (EMU)

This RFP is for the implementation of S. No. 3.

2 Objective of this Exercise

In the initial stages of SSC's operations, competitive examinations for recruitment to various posts of the Government of India and its Attached and Subordinate Offices were held in traditional paper and pencil mode. The system matured from paper and pencil mode of examinations to Optical Marks Recognition (OMR) based examinations where exams were conducted for prospective candidates on a pre-formatted answer code-sheet which was later evaluated through automated machines.

Since June 2016, in a fresh initiative, the SSC with the approval of the Government adopted a computer-based mode of examination for conducting its objective type of multiple-choice examinations. The transition to this mode of examination was swift and comprehensive and thereafter all objective type multiple choice examinations are being conducted in the computer-based mode. Under this dispensation, eligible candidates appearing for competitive examinations register themselves through an online system. Their admission certificates are issued by SSC at a prescribed time after allotment of examination venues. The candidates appear for examinations at the assigned examination venues at the allotted date and time.



The process of conduct of examination is depicted in the diagram here.

The key objective of this exercise is to engage Service Provider(s) to assist the SSC in conducting the computer based examinations by providing software solution in a safe, secure and seamless manner.

The above objectives shall be monitored through defined set of SLAs (Service Level Agreements) and through a third party EMU.

3 Scope of Work

Full contents of Chapter No. 3 (Page No. 11 to 26) will be shared with the prospective bidders on submission of Non Disclosure Agreement as per Annexure-13.1 on the letterhead of the bidder.

4 Integration and Liaison

ECA to ensure that Content Authoring Tool (CAT) software infrastructure is seamlessly integrated with its systems for exchange of transaction requests.

1. ECA to liaison with CAT solution vendor to ensure that all the question previews are in-line with their UI designs in CAT software.
2. ECA to liaison with SSC central software for pre and post exam conducting candidate portal for integration of any data. Some of the data may required to integrate are:
 - a. Integration of candidate venue, admit card data.
 - b. Integration of question papers and their answer key for Candidate Challenge module i.e. CAT need to share the answer key of all complete question paper for candidate challenge.
 - c. Integration of exception handling in case the venue changes
3. ECA must familiarize itself with the Integration standards of question paper Distribution Framework (DF) component of CAT for integrating with question paper administration.
4. ECA to liaison with the CAT solution vendor to test the integration and ensure the question are distributed to their servers and are visible on candidates terminal exactly as per the guidelines.
5. ECA and service provider for CAT to mutually liaison to resolve any issues resulting with the interfacing.

Note: Integration between CAT, Software system of Exam Conducting Agency and SSC Pre and Post exam conducting candidate portal is critical component and must be solutioned mutually between jointly and respective solution agreed will be developed and thorough integration testing must be undertaken.

5 Functional Requirements for the Project

Full contents of Chapter No. 5 (Page No. 28 to 42) will be shared with the prospective bidders on submission of Non Disclosure Agreement as per Annexure-13.1 on the letterhead of the bidder.

6 Technical Requirements for the Project

This chapter summarizes the overall Technical Requirements that needs to be complied.

6.1 Software Requirements

Software Solution must be Network enabled web-based system, built on enterprise application platforms with sufficient flexibility for configuration based on SSC needs. The proposed solution must use standard relational database.

1. Software must support an active Dashboard during the exam to monitor the exam status on a real time basis on the day of examination.
2. Must have capability to generate audit trails and logs. Only authorized users should have access.
3. Software system must support digital signatures or e-sign-in capability. These capabilities shall be restricted to submission of final scores & documents by the Service Provider to the SSC.

6.2 Ownership of Software

As regards the CBT, the Service provider shall design, own, manage, update, upgrade and implement the CBT software at the CBT centres.

6.3 Software and Other Standards

- A. The software shall be certified as "Safe to Host" by any CERT-in empanelled agency. Cost of CERT-in certification will be borne by the Service Provider.
- B. The certification exercise must be conducted every year and made available to SSC.

6.4 Compliance with Industry Standards

The Solution shall be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are indicated throughout this RFP as well as summarized below. However, the list below is just for reference and is not to be treated as exhaustive.

Details	Compliance
Information access/ transfer protocols	SOAP, HTTPS
Interoperability	Web Services, Open standards
Information Security	System to be ISO27001 compliant
Operational integrity and security management	System to be ISO17799 compliant
Service management	ISO 20000 specifications
Project Documentation	IEEE/ISO specifications for documentation
Internet Protocol	IPv6 ready equipment

6.5 Performance Metrics

The Service Provider shall ensure that the project meets SLA requirements, standards, specifications and performance prescribed, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

1. Performance
2. Availability
3. Security
4. Manageability
5. Scalability
6. Inter-operability & Integration
7. Standards and protocols

The solution must meet all functional, non-functional and management requirements as mentioned in the document. Some of the key acceptance criteria are defined in the table below.

No.	Requirements
1.	Performance - The system shall provide fast and steady response times (Quality of Service). The maximum user response time shall be less than 0.001 second (1/1000 th of a second) over LAN, for the next screen to appear or the existing screen to refresh for submission of data. The speed and efficiency of the system shall not be affected with growing volumes, especially during search operations, reporting, MIS, online processes and batch processes.
2.	High Availability – Systems shall be available for 99.999% of the planned uptime.
3.	Security – Shall be ISO 27000 certified.

6.6 Network Connectivity

S. No	Network Link	Locations/ Connectivity	Bandwidth Size (Indicative)	Service provisioning by
1	N1	All locations (Examination Venues) shall have local LAN with minimum CAT-5 cable based LAN network.	Minimum 100 Mbps	Provision locally

2	N2	Connectivity to DC/DR	Secure connectivity to DC/DR	Preferred Government network provision, or any secure private connectivity
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6.7 Minimum technical requirement at Examination Venue

Servers at Examination Venues

The Service Provider must provide the following minimum requirement at Exam venue for **local servers**:

Item	Particulars
Processor	Best processor to serve the terminals
RAM	4GB or higher
Operating system	Compatible for candidates systems as clients, must meet the performance criteria
Performance Criteria	Must support at least 100 clients without any degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp (in milliseconds) for audit purposes. Response time for question/page loading must be less than one millisecond. All responses to be acted upon in real time.

Minimum requirement for Computer Nodes:

Monitor/Terminal size	17 inches
Processor	CPU Speed: 1.5 GHz or above.
RAM	2GB or higher
Others	<ul style="list-style-type: none"> • USB disabled; QWERTY-keyboard disabled during exam after login. • Proxy disabled (Direct Internet) • All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. (in milliseconds) • All responses to be recorded upon in real time. • Internet disabled.

6.8 Infrastructure Support to SSC

1. Service Provider will install necessary server, storage, support, dashboard, Control Room, infrastructure & network equipment at the SSC HQ.
2. The servers & storage will store the following data of examination not limited to:
 - i. Biometric data along with logs
 - ii. Examination data, responses and other related data with time stamps

- iii. Uploaded scans of Commission Copy of Admission Certificates and Attendance Sheets, etc.
 - iv. Retrieval of reports as and when required by the SSC.
 - v. CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by the SSC in separate storage device.
3. Necessary software for retrieval of above data in the form of queries, reports etc. shall be provided by the Service Provider to the SSC.
 4. SSC will provide space & raw supply of electricity for setting up the infrastructure. Service provider will install requisite UPS for the IT Infrastructure. The complete IT-Infrastructure installed at the SSC Headquarters along with software (as mentioned in 5.7) will be fully handed over to SSC at the end of the contract.

7 Operational Requirements for the Project

This chapter summarizes the overall Operational Requirements

7.1 Software Application Requirements

The application software for conduct of examination must be architected designed and deployed in a manner to cater to the projected load without any degradation of performance and shall meet the defined SLAs as explained above.

The database schema and design must be capable of handling current and future loads.

The proposed solution must be vertical and horizontal scalable i.e. scalable to handle increased usage than the projected usage and scalable to handle new business requirements.

"SSC or their designated agency may audit the DC/DR during business hours, with a 5 days advance notice"

7.2 Support Requirements

The Service Provider shall provide Operation and maintenance (O&M) support to SSC till the end of the contract.

8 Indicative Examination Data

Details of Examinations conducted by SSC for two previous financial years are placed below:

#	Examinations conducted in 2021-22 & 2022-23	Registered Candidates
1	Combined Higher Secondary (10+2) Level Exam, 2020 (Tier 1)	38,98,378
2	SI in Delhi Police CAPFs and Assistant Sub Inspector in CISF Exam (Paper II) 2019	5,961
3	Combined Graduate Level (Tier 1) Exam 2020	22,09,867
4	Combined Graduate Level Examination 2019 Skill Test	27,388
5	Multi-Tasking Non-Technical Staff Exam Paper 1, 2020	45,34,810
6	Stenographer Grade C & D Exam 2019 Skill Test	9,007
7	Combine Higher Secondary (10+2) Level Exam 2019 (Skill Test)	28,514
8	Sub Inspector in Delhi Police and CAPFs Exam Paper II 2020	5,572
9	Stenographer Grade C and D Exam 2020	5,12,172
10	Constable GD in CAPFs, NIA, SSF and Rifleman GD in Assam Rifles Exam 2021	71,74,579
11	Senior Secretariat Assistant/UDC Limited Departmental Competitive Exam 2017 Paper 1	80
12	Junior Secretariat Assistant/LDC Limited Departmental Competitive Exams 2018 Paper 2	958
13	Combined Graduate Level Examination (Tier-I), 2020 Tier 2	1,14,070
14	Selection Post Examination Phase IX 2021 Matriculation	6,36,749
15	Selection Post Phase IX 2021 Higher Secondary	2,87,025
16	Selection Posts Exam Phase IX 2021 Graduate	2,47,054
17	Combined Graduate Level Examination 2021 Tier 1	20,80,473
18	Combined Higher Secondary Level Examination 2021 Tier 1	38,55,152
19	Multi-Tasking Non-Technical and Havaldar (CBIC & CBN) Paper 1, 2021	39,33,119
20	Selection Post Examination Phase X and Ladakh 2022 Matric	3,89,985
21	Selection Post Examination Phase X and Ladakh 2022 Higher Secondary	2,39,068
22	Selection Post Examination Phase X and Ladakh 2022 Graduation	1,65,527
23	Combined Graduate Level Examination 2021 Tier II	2,70,411
24	Junior Hindi Translator, Junior Translator, Senior Hindi Translator 2022 Paper 1	9,965
25	Sub Inspector in Delhi Police and CAPFs Exam Paper 1 2022	7,49,577
26	Junior Engineer (Civil, Mechanical, Electrical and Quantity Surveying & Contract) 2022 Paper 1	6,42,628

27	Stenographer Grade C & D 2022 CBE	5,27,902
28	Combined Graduate Level Examination 2022 Tier 1	34,83,411
29	Constable GD in CAPFs, NIA, SSF and Rifleman (GD) in Assam Rifles 2022	54,39,032
30	Combined Graduate Level Examination 2022 Tier II	3,60,112
31	Combined Higher Secondary (10+2) Level Exam, 2022 (Tier 1)	32,80,868
SUMMARY		
	Total for Financial Year 2021-22	1,96,92,184
	Total for Financial Year 2022-23	2,89,10,641
	Grand Total	4,86,02,825

9 Part II – Submission process

This section of the RFP comprises of the bidding guidelines, instructions to the bidders, evaluation criteria, formats for bid response etc. The bids are invited by the SSC for selection of Service providers who would conduct Computer based Examinations for the candidates who apply for various examinations conducted by the SSC. The bidders are advised to study the Bid document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the Bid document with full understanding of its implications. This Section provides general information about the Issuer (SSC), important dates and addresses for submission of the bids.

Issuer

This RFP is being issued by the SSC, New Delhi

Contact Person

Deputy Secretary (General), SSC (HQ) (email: **sogen-ssc@gov.in**) will be the contact person for this project. For all queries related to the bid, Under Secretary (General), SSC (HQ) (email: **sogen-ssc@gov.in**) may be contacted. The reply to the queries will be given by the internal Committee headed by the Controller of Examination, SSC.

9.1 Address for correspondence

Deputy Secretary (General SSC)
Staff Selection Commission,
Block 12, CGO Complex,
Lodhi Road, New Delhi-110003

9.2 Request for Proposal Data Sheet for CBT

S.No.	Important Information	Details
1.	Publication of RFP Document	02/11/2023 (Thursday)
2.	Complete RFP document can be obtained from	Deputy Secretary (General), SSC-HQ, Block No.-12, CGO Complex, Lodhi Road, New Delhi on submission of Non-Disclosure Agreement (as per Annexure 13.1) on the letterhead of the bidder.
3.	EMD	Rs. 50 lakh (for each slab).
4.	Date and time of Pre-Bid conference	08/11/2023 (Wednesday) at 11:00AM
5.	Last date for submission of written queries for clarifications.	10/11/2023 (Friday)
6.	Release of responses and clarifications on pre-bid queries	16/11/2023 (Thursday)
7.	Start date for receipt of proposals in response to RFP notice	17/11/2023 (Friday)
8.	Last date for receipt of proposals in response to RFP notice	30/11/2023 (Thursday), 05:00PM

9.	Date and Time of opening of Pre-Qualification bids received in response to the RFP	01/12/2023 (Friday), 11:00AM
10.	Date and Time of opening of Technical Proposal received in response to the RFP notice for successful bidders	06/12/2023 (Wednesday), 11:00AM
11.	Date for Technical Presentations and Demonstration	08/12/2023 (Friday)
12.	Date and Time of opening of Financial proposals received in response to the RFP notice	Tentatively 15/12/2023 (Friday) Will be informed to the bidders who qualify technically.
13.	Contact Persons for queries on RFP	Under Secretary (Gen.), SSC (HQ), Block No. 12, CGO Complex, Lodhi Road, New Delhi-110003. (email: sogen-ssc@gov.in).
14.	Addressee and Address at which proposal in response to RFP notice is to be submitted	<u>CPP Portal:</u> <u>One copy of Technical Bid is to be submitted offline in addition to online submission on CPP Portal.</u> Deputy Secretary (General), Staff Selection Commission, Block No-12, CGO Complex, Lodhi Road, New Delhi, 110003

Procurement of RFP

1. The RFP without scope of work and SLA can be downloaded from the CPP portal or from the website of the SSC.
2. Complete RFP document can be collected from the SSC as mentioned in Data Sheet above at Para-9.2 on submission of Non-Disclosure Agreement (as per Annexure 13.1) on the letterhead of the bidder. The bidders can obtain the Tender document at the address mentioned below:

Deputy Secretary (General)
Staff Selection Commission,
Block No. 12, CGO Complex,
Lodhi Road, New Delhi 110003

3. There is **NO FEE** for the bid documents.

The Tender Document is not transferable to any other bidder. The bidders are expected to examine all the instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required, as mentioned in the RFP documents, or submission of a proposal not substantially responsive to the RFP documents in every respect, shall be at the bidder's risk and may result in rejection of the proposal.

9.3 Bid Clarifications

The bidders need to send their queries on Bid document before the dates as mentioned above. The clarifications can be sent in writing or by email to the **Under Secretary (General), (email:**

sogen-ssc@gov.in) Staff Selection Commission, Block No. 12, CGO Complex, Lodhi Road, New Delhi 110003. The reply to the queries will be given by the internal Committee headed by the Controller of Examination, SSC.

9.4 Pre-Bid Conference

SSC shall host a Pre-Bid Conference, as scheduled above. SSC may incorporate any changes in the RFP, based on suggestions acceptable evolving from interactions on the RFP document, during the pre-bid conference. The decision of SSC regarding acceptability of any suggestion shall be final. It may not be possible at the Pre-Bid Conference to answer questions which are received after the conclusion of the pre-bid conference. However, prospective bidders are free to raise their queries during the meeting. The responses will be conveyed to all the prospective bidders (by way of hosting amendments/ clarifications on the website). The representatives of the bidders may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed requirements specifically with regard to this RFP. SSC shall provide each bidder with an opportunity to seek clarifications regarding any aspect of this RFP and the project, during the pre-bid conference.

9.5 Issue of Clarifications

SSC at its own initiative or in response to a clarification requested by a prospective bidder(s), can issue a corrigendum. All corrigenda would be published on the website of the CPP Portal and website of SSC. All such corrigenda shall be binding on all the bidders. The bidders are also advised to visit the aforementioned website, on a regular basis for checking necessary updates in regard to this RFP

All enquiries from the bidders relating to this RFP must be submitted in writing or by email, exclusively to the contact official of the SSC. Contact details are provided in this RFP. The queries should necessarily be submitted in the following format:

S. No	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions
1					
2					

SSC shall give an appropriate response to all queries of the bidders. However, SSC claims no warranty as to the completeness or accuracy of the response on the query thus raised nor does SSC undertake to answer all the queries that have been posed by the bidders. All responses given by SSC will be available to all the bidders through the website.

10 Instructions for submission of the Bid

10.1 Instructions

Proposals must be direct, concise, and complete. SSC will evaluate proposal received from a bidder, based upon its clarity and the directness of its response to the requirements of the project, as outlined in this RFP. Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only.

10.2 Mode of Submission

Submission of the bid through the CPP Portal only and one copy of the technical bid is to be submitted offline.

1. SSC will not accept delivery of proposal in any manner other than what has been prescribed in this document. Proposal delivered in any other manner shall be treated as defective, invalid and is liable to be summarily rejected.
2. Technical proposal should contain only technical information and shall not contain any details related to the commercial values of the project.
3. The proof with technical and commercial proposals, should be submitted along with a certified true copy of the corporate sanctions/approvals specifying the authorized representative of the bidder concerned, to sign/act/execute documents forming part of the bid submitted, including various RFP documents and binding contracts, at the portal.
4. If any bidder does not qualify in the technical evaluation, the Commercial Proposal will not be opened.
5. The proposals shall be valid for a period of six (6) months from the date of opening of the proposals (180 days from the date of opening of proposals). A proposal valid for a shorter period could be summarily rejected. Bids once submitted cannot be withdrawn by the bidder concerned until the completion of evaluation process.
6. In exceptional circumstances, the SSC at its discretion may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto, shall be made in writing.

10.3 Authentication of Bids

The original and copies of the bid, shall be typed or written in indelible ink and signed by the Bidder or the official duly authorized by the bidder to this effect. A letter of authorization shall be supported by a written power-of-attorney, accompanying the bid. All pages of the bid, except for un-amended printed document, shall be initialed in ink and stamped by the authorized person or persons signing the bid.

10.4 Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder. In such a case, the requisite corrections shall be initialed by the authorized person or persons signing the bid.

10.5 Late Bids

Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained.

10.6 Proposal Preparation Costs

The bidders shall be responsible for all the costs incurred in connection with their participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the SSC to facilitate the evaluation process, and in negotiating a definitive Service Agreement (Master Service Agreement as per the RFP) and all such activities related to the bid process. This RFP does not commit SSC to award a contract or to engage in negotiations with the bidder concerned. Further, no reimbursable cost may be incurred in anticipation of an award of the contract for implementation of the project.

10.7 Supplementary Information/ Corrigendum / Amendment to the RFP

1. If SSC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, the Commission may issue supplements/corrigendum to this RFP. Such supplementary information shall be communicated to all the participating bidders. Any such supplementary information shall be deemed to have been incorporated by this reference into this RFP.
2. At any time prior to the deadline (or as extended by SSC) for submission of bids, SSC, for any reason, whether at the initiative of the SSC or in response to clarifications requested by a prospective bidder, may modify the RFP document by issuing amendment(s) to the effect. All bidders will be notified of any such amendment(s). The given amendments will be binding on all the bidders.
3. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, the SSC at its discretion, could extend the deadline for the submission of bids.

10.8 Right to Terminate the Process

SSC makes no commitments, explicit or implicit, that this process will result in a commercial transaction with any of the bidders participating in the process. A bidder's participation in this process may result in SSC selecting the bidder concerned, to engage in further discussions and negotiations towards the finalization of the contract. The commencement of such negotiations does not, however, signify a commitment by the SSC to execute the contract or to continue with further negotiations.

10.9 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and the SSC, shall be in English, provided that any printed

document furnished by the bidder may be written in another language so long as the same is accompanied by an authenticated English translation. In the given case, for purposes of interpretation of the bid, the English translation shall be binding.

10.10 Bid Prices

1. Quantities as specified in Cost Tables in this Bid document, would be used for the purpose of commercial evaluation.
2. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications or escalation, on any account whatsoever. However, SSC reserves the right to negotiate the prices quoted in the bid, to effect an appropriate modification in the commercial terms and conditions quoted.
3. The Commercial bid should clearly indicate the price to be charged, without any qualifications whatsoever and should exclude all taxes, duties, fees, statutory levies, works contract tax and other statutory charges as may be applicable in relation to the activities proposed to be carried out in the contract concerned.
4. Prices or commercial terms and conditions should not be revealed in any form before the opening of the Commercial Bid. Failure to abide by the given condition could result in the bid submitted by the bidder concerned to be summarily rejected by the SSC. If a change in price is envisaged due to any clarification, revised bid in shall be submitted with prior written permission of the SSC before the time specified for closing of commercial bid.

10.11 Bid Currencies

Prices shall be quoted in Indian Rupees (INR) only.

10.12 Bidder Qualifications

1. The "Bidder" as used in the Bid documents, shall be construed as the one who has signed on the Bid Form. The Bidder may be either the Principal Officer or the Authorized Representative of the bidder. In either case, he / she shall submit a certificate of authority to this effect. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Principal Officer or by the Authorized Representative of the bidder concerned.
2. The authorization shall be indicated by written power of attorney accompanying the Pre-qualification bid.

10.13 Earnest Money Deposit (EMD) for CBT

1. Bidders shall submit, along with their Bids, EMD of Rs. 50,00,000 (Rs. Fifty lakh only) only for each slab towards the CBT in the form of a Demand Draft/ Bank Guarantee issued by any Scheduled bank in favor of the SSC payable at New Delhi, valid for a period of 270 days from the due date of the RFP. Format of EMD is provided at Annexure-Part II (para 13.2). For Slab 1 & Slab 2 below, there shall be separate EMD of Rs.50,00,000/- for each slab.

Slab 1: Up to & equal to 10 lakhs candidates.

Slab 2: Above 10 lakhs

2. The Bank Guarantees are to be issued by any Scheduled Bank. In the event of any extensions in the overall process, bidders shall re-submit the Demand Draft/Bank Guarantees for further 270 days, as the case may be.
3. The EMD of all unsuccessful bidders shall be refunded by SSC within three months of a bidder being notified as unsuccessful. The EMD of successful bidder would be returned upon the submission of the Performance Guarantee.
4. The EMD amount is interest free and will be refundable to the bidders, without any interest accrued thereon.
5. The bid submitted without EMD or Bid Securing Declaration shall be summarily rejected.
6. Bidders claiming Special category concessions from the Government shall be governed under respective provisions and guidelines of the Government of India. Bidders submitted their bids under the given category would be required to submit certification issued by appropriate agency of the Government to substantiate their claim for their benefit hence solicited.
7. The bid security may be forfeited in the following conditions:
 - a. If a bidder withdraws its bid during the period of validity of the bid
 - b. In case of a bidder being successful in the commercial bidding process, if the bidder fails to sign the contract in accordance with terms and conditions as detailed under this RFP.

10.14 Bid Validity Period

i. Period of Validity of Bids

Bids shall remain valid for 270 days consequent upon the date of opening of the Technical Proposal as prescribed by the SSC. A bid valid for a period less than 270 days, shall be summarily rejected. However, the prices finalized after opening of the Bids shall not be considered for escalation, throughout the period of implementation and operation of the Contract.

ii. Extension of Period of Validity

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

10.15 Commercial Proposal / Bid Prices

1. The Bidder is expected to factor in the price of all the items and services proposed, in the Technical Proposal. SSC may seek clarifications from a Bidder on his Technical Proposal. Any of the clarifications submitted by the Bidder on the technical proposal, should not have any commercial implications. The Commercial Proposal submitted by the Bidder, should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal

during the evaluation of the technical bid.

2. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services as sought, in the RFP, may be submitted with the proposal. However, this information will not be considered for evaluation purposes.

10.16 Correction of Error

Bidders are advised to exercise adequate care in quoting the prices. There will be no correction of error allowed after submission of bid by the bidders.

10.17 Prices of Components and Overall Price Information

1. The Bidder shall quote a price for all the components, the services of the solutions as per the provisions of this RFP document. All the prices shall be quoted in terms of Indian Rupees.

2. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of Labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost, in meeting the obligations under the contract.

3. The price quoted in the Commercial Proposal shall be the only payment, payable by SSC to the successful Bidder for completion of the contractual obligations, by the successful Bidder under the Contract, subject to the terms of payment as specified in the proposed commercial bid or the one agreed between SSC and the Bidder after negotiations. The price shall be exclusive of all taxes, duties, charges, and statutory levies as applicable.

4. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever, within the period of the validity of the proposal and period of the validity of the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected at the discretion of the SSC.

5. Bidder should provide all prices, quantities as per the format prescribed under **Clause 11.5- (Bid Response – Commercial Bid)**. No field/columns should be left blank by the bidder. In case of a field being not applicable, the Bidder must indicate "NA (Not Applicable)" in all such fields.

6. It is mandatory to provide details of the GST payable by bidder. The bidder shall also submit to SSC, its GST registration certificate and requisite details as per the governing regulations.

7. All costs incurred due to any delay, directly attributable to the bidder, shall be borne by the Bidder.

8. SSC reserves the right to direct the Bidder to submit proof of payment against any of the taxes, duties and statutory levies as indicated in the bid, within the specified time frame as permitted under Governing Taxation laws.

9. Prices or commercial terms and conditions should not be revealed in any form before the opening of the Commercial Bid. Failure to abide by the given condition could result in

the bid submitted by the bidder concerned to be summarily rejected by the SSC. If a change in price is envisaged due to any clarification, revised bid shall be submitted by the bidder with prior written permission of the SSC before the time specified for closing of commercial bid.

10.18 Abnormally Low Bid.

If the quote for the Venue is found to be less than 40% of the total cost of Project, then the bid would be considered Abnormally low and will be rejected.

10.19 Conditions under which this RFP is issued.

1. This RFP is not an offer and is issued with no commercial obligation on the part of the SSC. SSC reserves the right to withdraw the RFP and change any part thereof at any stage. SSC also reserves the right to disqualify any bidder, should it be felt necessary at any stage.
2. Timing and sequence of events resulting from this RFP shall be determined by the SSC.
3. Neither the bidder nor any of the authorized representatives of the bidder, shall have any claim whatsoever against SSC or any of its officials or employees, arising out of or relating to this RFP or procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms and conditions of the final contract).
4. Till the finalization of the contract and during the currency of the period of the contract, the bidders shall not directly or indirectly try to solicit any official or employee of SSC. The bidder shall also not engage any official or employee of the SSC, who was involved in the process of evaluation of the bid, as his employee without the prior written approval of the SSC

10.20 Rights to the Contents of the Proposal

All proposals and accompanying documents of the Technical proposal shall be considered as the property of SSC and shall not be returned after opening of the technical proposals.. SSC is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without any right to compensation to the bidders.

10.21 Modifications and Withdrawal of Proposals

No proposal may be withdrawn in the interval between the deadline for submission of the proposal and the expiry of the validity period as specified in this RFP. The bid fees shall be forfeited if any of the bidders withdraw their bid.

10.22 Non-Conforming Proposals

1. A proposal may be construed as a non-conforming proposal and would be considered as ineligible if it does not comply with the requirements of this RFP. Failure

to comply with the technical requirements or non-acknowledgment of receipt of any amendments, would be considered as factors leading to a proposal being categorized as non-conforming.

2. If a proposal appears to be a combination of promotional material which does not follow the prescribed format of this RFP or does not appear to address the particular requirements of the proposed contract, the given bid shall also be considered for disqualification by the SSC.

10.23 Disqualification

The proposal is liable to be disqualified under the following circumstances:

1. Proposal not submitted in accordance with the procedure and formats prescribed in this RFP or is treated by the SSC as a non-conforming proposal.
2. The form used for submitting the proposal is found to be incomplete
3. Proposal is not accompanied by all the requisite documents
4. In case of the bidder submitting the quotation for a part of the project
5. Information submitted in technical proposal is found to be misrepresentative, incorrect or false, at any time during the finalization of the contract or during the tenure of the contract, including the extension period, if any
6. Commercial proposal is found to be enclosed along with the technical proposal
7. Bidder tries to influence the process of evaluation of the proposal by resorting to unlawful/corrupt/fraudulent means at any point of time during the bid process
8. In case any one bidder submits multiple proposals for the same category/slab or in case of a common interest arising amongst more than one bidder, the bidders concerned are likely to be disqualified.
9. Bidders may specifically note that while evaluating the proposals, if it comes to the knowledge of the SSC, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance, resulting in delaying the processing of the proposal, the bidders so involved would be liable to be disqualified for the award of this contract, which may extend for a further period of three years in regard to tenders floated by the SSC.
10. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within 21 days of the date of notice of award of contract or within such extended period, as may be specified by SSC.

10.24 SSC's Right to change the Scope of Contract at the time of Award of the Contract

1. SSC may at any time, by a written order given to the bidder, make changes to the scope of the contract under consideration.
2. If any such change causes an increase or decrease in the cost of or the time required for

the bidder's performance of any part of the work under the Contract, mutually agreed change in the Value or time schedule relating to the given Contract shall be arrived at between the Bidder and the SSC. Any claim made by the bidder for change under the extant Clause must be asserted from the SSC within a period of twenty one (21) days consequent upon the receipt of the change order.

3. SSC reserves the right to withdraw/revoke/cancel the whole or any part of the Bid at any stage without assigning any reason.

10.25 SSC's Right to Accept Any Bid and to reject any or All Bids

1. SSC reserves the right to accept any bid and/or annul the Bidding process and reject bids at any time prior to the final award of Contract, without incurring any liability to the bidders concerned and without any obligation to inform the bidders concerned regarding the reasons of said action of SSC.

2. SSC reserves the right to negotiate the terms and conditions of the commercial bid with the selected bidder seeking a revision in the bid thus submitted.

10.26 Concessions permissible under statutes

Bidder, while quoting against this RFP, should take cognizance of all concessions admissible under various Statutes including the benefit under statutory provisions relating to GST, failing which, the bidder shall be required to bear the extra cost which arise on account of the bidder not availing concessional rates of levies like customs duty, excise duty, sales tax, etc. SSC shall not bear any responsibility to this effect. However, SSC may provide necessary assistance to the bidder for claiming the given concessions from the statutory authorities concerned. In case of a reduction in the rate of tax claimed by the bidder, the requisite benefit arising out of the given reduction in the rate of tax shall be passed over to the SSC by the bidder.

10.27 Tax Liability

The bidder shall indicate TAXES/GST wherever applicable.

10.28 Uniformity

1. All information submitted must clearly refer to page number, section number or other identifying reference in this RFP document. All information submitted must be noted and furnished in the sequence mentioned in this RFP.

2. All pages of the proposal submitted by bidder should be sequentially paginated.

10.29 Only One Proposal

For CBT: Bidders shall submit only one proposal under each category/slab. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified.

10.30 Bid Scope

The bidder cannot bid for a specified portion of the RFP under consideration. The entire scope of work has been detailed in this RFP.

10.31 Duration of Project

1. The duration of the project is for a period of 3 years from the date of signing of the contract, with option to extend the contract for a maximum period of 1 year at a time with maximum 2 extensions under same terms and conditions.
2. In extreme case, SSC may prefer to extend the contract for a further 1-year period after the completion of contract period of 5 years, until identification of a different service provider subsequent to exit management.

10.32 Consortium

Consortium in any form is not allowed in this bid process and the Service Provider shall not subcontract services.

11 BID Opening & Evaluation Process

11.1 Bid Opening Session

- a. Total transparency will be observed by the SSC, while opening the proposals/bids.
- b. SSC reserves the rights at all times to postpone or cancel a scheduled date/time of opening of the bid.
- c. The bids shall be opened, in three sessions, one for pre-qualification, one for Technical Proposal and one for Commercial Proposal (as submitted by the bidders whose technical bids have been found to be eligible), in the presence of authorized representatives of the bidders.
- d. The authorized representatives of the bidders, present during the time of the opening of the bids, shall sign a register of attendance to this effect. In the event of the specified date of bid opening being declared a Government holiday, the Bids shall be opened at the same time and location on the next working day. However, if there is no authorized representative present, for the bidder, SSC shall proceed with the opening of the bids.
- e. During bid opening, preliminary scrutiny of the bid documents shall be made to determine whether the bid documents are complete, the required bid fees has been furnished, the documents have been signed by the authorized signatory of the bidder, and the bids are found to be in order. Bids not conforming to the given preliminary requirements, shall be summarily rejected at the discretion of the SSC. Preliminary scrutiny should not be construed that the bid submitted by a bidder has been found to be complete in all respects.

11.2 Overall Evaluation Process

- a. A three-tier evaluation process shall be adopted for evaluation of the proposals submitted by the bidders. SSC shall review the technical bids of the bidders who meet the Pre-Qualification criteria, to determine whether the technical bids are compliant with the requirements of the RFP. Bids that are not compliant are liable to be rejected.
- b. The bids of the bidders found successful in respect of their technical bids, shall be informed accordingly by the SSC. Consequent thereto the commercial bids of the technically successful bidders shall be opened

11.3 Pre-Qualification Criteria for CBT: Mandatory

S No.	Pre-qualification Criteria	Documentary Evidence
1	The Bidder should be registered under the Companies Act, 1956 as amended in 2013 should have registered offices in India and should be in existence for at least the last Five (5) financial years, as on 31 March 2023.	Copy of Certificate of Incorporation issued by Registrar of Companies Ministry of Corporate Affairs, Government of India
2	The Bidder should submit Earnest Money Deposit (EMD) of Rs. 50,00,000 (Rs Fifty Lakh only) for each slab	EMD should be submitted through a Demand Draft/Bank Guarantee drawn on Scheduled Bank, payable at New Delhi. Validity of the DD shall be for 90 days which shall be revalidated at the end of 89th day for three times i.e., 270 days. The BG shall be valid for 270 days
3	Tender	There shall be NO TENDER FEE for this bidding.
4	Power of Attorney from the bidder, in the name of person signing the Bid, authorizing him to submit/execute agreement as a binding document". Power of Attorney from the bidder,	Valid Power Attorney in original
5	The Bidder must have valid 9001: 2008 certification; or at least CMMi Level 3 Compliance certification	Authenticated Copy of valid certificates at the time of bid submission The bidder shall be responsible for retaining the requisite certification during the currency of the contract under consideration in this RFP
6	For Slab 1 (= <10 Lakh candidates): The Bidder should have —average turnover of at least Rs 30 cr from the business of conducting Computer based Examinations during any three consecutive financial years from the last five financial years (i.e., 2018-2019, 2019-20, 2020- 21, 2021-22, 2022-23) with positive net worth as on 31.3.2022 For Slab 2 (> 10 Lakh candidates): The Bidder should have average turnover of at least 50 cr from the business of conducting Computer based	Certified Copy of the financial statements including audited Balance sheet and Profit & Loss Account

	Examinations during any three consecutive financial years from the last five financial years (i.e. 2018-2019, 2019-20, 2020-21, 2021-22, 2022-23) with positive net worth as on 31.3.2022 Note – The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc.	
7	The Bidder shall not be under a ban or blacklisted for any reason, by any Government entity in India as on last date of submission of the Bid	Certified Copy of the financial statements including audited Balance sheet and Profit & Loss Account
8	Examination Software System	The examination software system will be demonstrated by the bidder. Only if the software system clears the benchmark of 65 marks as described in para Exam System below will be considered for evaluation.
9	Integrity Pact	Submit Integrity Pact as per the format defined
Note: 1. Suppression of information / facts would lead to summary disqualification of the bid submitted. 2. Consortiums are not considered in this bid.		

11.4 Technical Evaluation Criteria with marks:

The following table depicts the broad technical evaluation criteria used to arrive at the Technical Score **(TS)** for the bidder:

CBT: Technical Evaluation Criteria with marks allocation:

SSC intends to onboard two agencies; accordingly technical requirements are separated in two categories named as 10 lac candidate's category (for exam from up to 10 lac candidates) and more than 10 lac candidate's category for the purpose of technical evaluation.

Note : Every stage/tier of the exam is separate exam and category will be selected accordingly. Bidder selected in either of the categories may be required to conduct the examinations of the other category, if directed by SSC owing to compelling circumstances.

Marking Criteria for Technical Evaluation of Bids

Following Scoring Model will be followed for technical evaluation of the bids for conduct of examinations:

S.No	Details	Slab 1 (≤10L)	Marks	Slab 2 (>10L)	Marks
1.	Average Turnover of the Company in last three F.Y. 2020-21, 2021-22 & 2022-23	Units	8	Units	8
	Turnover ≥500 Cr			8	
	Turnover ≥300 Cr but <500 Cr			6	
	Turnover ≥200 Cr But <300 Cr			4	
	Turnover ≥100 Cr but <200 Cr	8		2	
	Turnover ≥80 Cr but <100 Cr	6			
	Turnover ≥50 Cr but <80 Cr	4			
	Turnover ≥20 Cr but <50 Cr	2			
	Turnover <20 Cr	0			
	Proof: Balance sheet of the company signed by company auditor				
2.	Net Profit (as % of Turnover) of the Company in F.Y. 2022-23	Units	4	Units	4
	Net Profit ≥30%			4	
	Net Profit ≥20% but < 25%			3	
	Net Profit ≥15% but < 20%			2	
	Net Profit ≥15%	4		1	
	Net Profit ≥10% but < 15%	3			
	Net Profit ≥5% but < 10%	2			
	Net Profit Positive	1			
3.	Conducting of Computer Based exams in FY 2020-21, 2021-22 & 2022-23 (with minimum (units) candidates per exam)	20,000 candidate s	8	5,00,000 candidate s	8
	Conducted 15 exams or above	8		8	
	Conducted 10-14 exams	6		6	
	Conducted 5-9 exams	4		4	
	Conducted 1-4 exams	2		2	
	Proof: Client's Certification (or) Work order from any client				
4.	Volume of Examinations Conducted in FY 2020-21, 2021-22 & 2022-23 in CBT in a single shift	units	10		10
	Conducted ≥100,000			10	
	Conducted ≥75,000 less than 100,000	10		8	
	Conducted ≥50,000 less than 75,000	8		6	
	Conducted ≥25,000 less than 50,000	6		4	
	Conducted ≥ 10000 less than 25,000	4		2	
	Conducted ≥ 5000 less than 10,000	2			

	Proof: Client's Certification (or) Work order from any client				
5	Combined Volume of Examinations Conducted (CBT) in the last 3 years (Sum of all candidates in 3 years) [2020-21, 2021-22 & 2022-23]	Units	8	Units	8
	Conducted >=1,00,00,000				8
	Conducted >=50,00,000 <1,00,00,000				6
	Conducted >=25,00,000 <50,00,000				4
	Conducted >=10,00,000 <25,00,000	8			2
	Conducted >=5,00,000 <10,00,000	6			
	Conducted >=1,00,000 < 5,00,000	4			
	Conducted >=75,000 <1,00,000	2			
	Proof: Client's Certification (or) Work order from any client				
6	Infrastructure for Data Centre / Disaster Recovery (DR)	Units	7		7
	DC & DR Owned by Service Provider	7			7
	DC owned by Bidder, DR Hired from different sources	5			5
	Both DC & DR hired from others (similar to Cloud)	3			3
	Proof: Audit certificate from any 3rd Party Auditor of DC & DR / Cert-In certification				
7	General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st March 2023	Units	10		10
	>1000	10		10	
	More than 750 but <=1000			8	
	More than 500 but <= 750			4	
	More than 250 but <= 500	8		2	
	More than 100 or <=250	4			
	>= 100 but less than 50	2		0	
	Proof: Declaration by the company secretary				
8	Maximum Venues deployed for any single Exam in last 3 years (2020-21, 2021-22 and 2022-23)		5		5
	251 +	5		5	
	201-250	5		4	
	151-200	5		3	
	101-150	3		2	
	50-100	1		1	
	Proof: Client's Certification (or)				

	Work order from any client				
9	Coverage of number of states/UT for any single examination in last 3 years (2020-21, 2021-22 and 2022-23)		5		5
	30+	5		5	
	25-30	4		4	
	21-25	3		3	
	16-20	2		2	
	10-15	1		1	
	Proof: Work order / Client Certification.				
10	CMMi Levels on Services		5		5
	CMMi Level 5	5		5	
	CMMi Level 4	4		4	
	CMMi Level 3	3		3	
	Less than CMMi Level 3 in Software	0		0	
	CMMi Certification				
11	Presentation		10		10
12	Demonstration of Examination System as per para 11.5		20		20

11.5 Qualification Criteria for CBT: Examination Systems - Mandatory

Exam Software System (*)		20 Marks			
1.1	Exam software system is able to detect, log and prevent if any candidate utilizes another communication mechanism/device (external or internal hardware in node) for cheating. The communication mechanism/devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, and Camera	12%	2.4		
1.2	Exam software system is able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external network to the exam nodes and the centre server	5%	1		
1.3	Exam software system is able to detect, log and prevent attempts which can interfere with the integrity of the exam on node. This should include addition	5%	1		

	of hardware, interference from unauthorized software or service and external network traffic				
1.4	Strong access controls are maintained before, during and after the exam on the centre server and HO server containing results data	10%	2		
1.5	The bidder maintains integrity of the exam software installed on the exam node. Mechanisms are in place to assess the integrity of the software (version, executable and randomization of the questions/answers) before usage during exam	5%	1		
1.6	The bidder generates and maintain accurate mapping of candidate to the centre, shift and exam node. All changes to the candidates exam node during exam is captured accurately	8%	1.6		
1.7	The bidder captures and records all user access logs of all critical IT infrastructure The infrastructure includes exam centre servers [primary, backup, and registration), candidate node (candidate log), routers /switches used at the exam centres, and HO centralised server. The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed and what time)	10%	2		
1.8	The bidder maintains accuracy of time during the conduct of the exam. This includes how time is maintained at exam centre (node time, exam start/stop, extra time, candidate breaks, and PwD) and the activities performed from HO [communication with centre servers)	4%	0.8		
1.9	The bidder sanitizes the exam related	3%	0.6		

	data on the exam centre servers (primary, backup and registration), exam node and at HO after the execution of exam				
1.10	The bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switch/router that is used in the conduct of the exam	4%	0.8		
1.11	Candidate verification (biometric et al) during examination to detect malpractices	4%	0.8		
1.12	Handling of network failure during exam (between center and HQ or center server and candidate computer)	3%	0.6		
1.13	Detection and prevention of remote access of candidate computer	3%	0.6		
1.14	Encryption of network traffic between candidate node, servers and data center	4%	0.8		
1.15	Security of question paper generation (assessment platform as per Para-3.7) distribution and candidate response	10%	2		
1.16	Detecting and preventing malpractice related to unscheduled candidates at exam center	6%	1.2		
1.17	Ability to display multilingual questions	4%	0.8		
Total Score		100%	20		

Note 1-For the purpose of software testing, bidder must set up a lab at SSC Office and bidder would have to conduct mock exam for 3 hours duration.

Note 2-Bidders scoring 75% or more scores as per above criteria will be considered technically qualified. Also, Bidders should score 65% or more in “Exam Software System” (Point 11.5) scheme to be considered technically qualified. Price Bids of such technically qualified bidders only shall further be opened.

Technical Proposal – Other Requirements

1. Should contain all the mandatory undertakings as specified in this RFP. Format for all the required undertakings / covering letters are provided in Annexures-Part II.

1. Non- Disclosure Agreement (NDA)
2. Earnest Money Deposit (EMD)

3. Bid Documents
4. Undertaking on Patent Rights
5. Undertaking on Service Level Compliance
6. Undertaking on Deliverables

2. The technical proposal should address all the areas/ sections as specified in this RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP.

3. The technical proposal must not contain any pricing information. While submitting additional information, it should be marked as "supplementary" to the specific response. If the bidder wishes to propose additional services (or enhanced level of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to this proposal.

4. Proposed methodology for implementation

5. The Technical Proposal should address the following:

- a. Overview of the proposed solution which meets the requirements as specified in this RFP
- b. Overall proposed Solution, technology, and deployment architecture
- c. Security architecture
- d. Integration Architecture
- e. Network architecture
- f. Details of the Solution as per the format provided in this RFP
- g. Approach & methodology for conducting the computer based examinations including the project plan.
- h. Overall Governance Structure and Escalation Mechanism
- i. Project team structure, size, capability and deployment plan
- j. Training Strategy for officials/employees of the SSC
- k. Question Paper management
- l. Bidder's experience in all the project related areas as highlighted in Bid evaluation criteria.
- m. Bidder must provide the team structure and the resumes of key officials responsible for the management of this project.

6. The technical proposal shall also contain bidder's contingency plan to address the key challenges anticipated during the execution of the project.

11.6 Commercial Bids for CBT

The Commercial proposal for Computer Based Test (CBT) shall be placed separately as below:

TABLE-1

S. No	Item	Basic Unit price	GST	Any other tax	Unit Price (in figures)	Unit Price (in words)
A	B	C	D	E	F	G
1.	Operational cost for conduct of exam except venue cost as per the scope of RFP. (per candidate)					
2.	Cost of Venue (per candidate)					
3.	Cost of Audit of questions from Vault (Per question)					
4.	Cost of AADHAR* authentication (per candidate)					
5.	Total (S. No.1+ S. No.2+ S. No.3+ S. No.4)					

*(This Service will be used only if required)

Note:

- Price should be written both in figures and words.
- Rates shall be quoted based on "per candidate per shift" and shall include all levies in respect of things mentioned in the paras related to the scope of work including any incidentals thereof.
- Lowest Commercial bid will be determined on the basis of total amount quoted in column 'C' of Table-1 of the Commercial bid.
- The bidder will have to substantiate the taxes and levies claimed by him in each bill. The bidders will thus be required to provide documentary evidence of the rates of tax as applicable on the basic unit cost quoted at the time of claiming payment consequent upon the award of the contract arising out of this RFP.
- Scores would be considered for the purpose of QCBS (Quality cum cost based system) based final evaluation.
- On the cost quoted in commercials, a 10% discount should be given to SSC for exams more than 2 shifts in a day (i.e., the 3rd shift volume will get a discounted costing at 10%). No extra payments will be made for normal shifts.
- On the cost quoted in commercials, a 15% discount should be given to SSC for exams more than 3 shifts in a day (i.e., the 4th shift volume will get a discounted costing at 15%). No extra payments will be made for normal shifts.

TABLE-2

S. No	Item	Basic Unit	GST	Any other tax	Unit Price (in figures)	Unit Price (in
-------	------	------------	-----	---------------	-------------------------	----------------

		price				words)
A	B	C	D	E	F	G
1.	Cost of Content Authoring* (Creation of Question as per Para-3.7) (per question)					
2.	Cost of Assessment Platform* (Question Paper Generation Software as per Para-3.8) (per question paper set)					

Note: The Services as mentioned in 'Table-2' above, will be used only if required. **This will not be used for determination of H1 as per QCBS.** However, the selected service provider will have to agree to the lowest quote for each item of 'Table-2' received in this regard, in case SSC requires these services.

Average bid value shall be arrived as the sum of total bid values for each item in 'Table-2' divided by the total number of technically qualified bids. The bidder(s) whose bid value is higher than or less than 40% of the average bid value shall not be considered.

11.7 Final Evaluation of Bids

The individual Bidder's Commercial Bid scores are normalized as per the formula below.
Normalization of Technical & Financial Bids

Technical:

T_s = T_b/T_{max} X 100 (rounded off to 5 decimal places) Where,

T_s= Normalized Technical score for the Bidder under consideration

T_b= Absolute Technical score for the Bidder under consideration

T_{max}= Maximum absolute Technical Score (Best technical Score)

Financial:

F_n = F_{min}/F_b X 100 (rounded off to 5 decimal places) Where,

F_n= Normalized Commercial Bid score for the Bidder under consideration

F_b= Absolute Commercial Bid for the Bidder under consideration

F_{min}= Minimum absolute Commercial Bid (Lowest Bid received)

Final Composite Score = T_s * 0.70 + F_n * 0.30

The Bidder with the highest Composite Score will be considered for award of the contract. In the event of a tie, the bid with best technicals will be considered for award of contract. If the tie still persists, the guidelines of Government of India on the subject shall be followed for processing of the bids.

12 Award of Contract

12.1 Notification of Award

Prior to the expiry of the validity period, SSC will notify the successful bidder in writing that the proposal submitted by the Bidder has been accepted. The notification of award will initiate the finalization of the contract. Upon the successful bidder's furnishing of performance bank guarantee, SSC will promptly notify each unsuccessful bidder and shall return their EMD.

12.2 Contract Finalization and Award

SSC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of QCBS evaluation of their Technical and Commercial bids, for the purpose of arriving at reasonable terms and conditions for the contract arising out of this RFP

12.3 Signing of the Contract

At the time of notification of the successful bidder with regard to the Bid having been accepted by the SSC, the SSC shall enter into a contract with the successful bidder. SSC shall have the right to annul the award in case there is a delay of more than 21 days from the date of this notification, in signing of contract, for reasons attributable to the successful bidder.

12.4 Failure to agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which case, SSC would be free to take necessary decision on the subject.

12.5 Performance Bank Guarantee (PBG)

1. **Part 1: Contract PBG for CBT:** A PBG of 10 times the value of EMD amount would be furnished by the successful bidder in the form of a Bank Guarantee and details submitted as per the format provided in this RFP. The PBG shall be executed through a Scheduled Bank. The EMD will be returned to the successful bidder on submission of this PBG.

Part 2: Examination PBG: A PBG of 3 % of value of the work order for each examination would be furnished by the successful bidder in the form of a Bank Guarantee and details submitted as per the format provided in this RFP. The PBG shall be executed through a Scheduled Bank.

2. The Contract PBG must be furnished within 21 days from the date of signing of the contract and should be valid for entire period of the contract.
3. SSC may invoke forfeiture of the Performance Bank Guarantee for any failure on part of Bidder to fulfil its obligations as specified under the Contract Agreement executed with the successful bidder.

12.6 Service Level Agreement (SLAs) for CBT

Full contents of Chapter No. 12.6 (Page No. 74 to 76) will be shared with the prospective bidders on submission of Non Disclosure Agreement as per Annexure-13.1 on the letterhead of the bidder.

12.7 Terms of Payment

Terms of Payment for Software (CBT)

CBT: For the Conduct of Examination (CBT), the payment shall be made against each work order for each examination:

- No ADVANCES shall be paid.
- Payment shall be made at the rate of 75% of the amount claimed in the given work order, at the time of submission of the invoice/bill to the SSC.
- The balance 25% of the payment shall be made after certification by SSC of all the activities related to the given work order have been duly completed in all respects
- Deductions from the payment due shall be made for statutory levies, taxes, penalties and liquidated damages etc., as per the contract agreement signed between the SSC and the bidder and in accordance with the applicable rules on the day of the release of payment.
- In case of any recoveries are due to be made with regard to statutory levies, taxes, penalties and liquidated damages, etc., the SSC reserves the right to effect the recoveries from the subsequent payments due to the Service provider

13 Annexure – Part II

13.1 Non-Disclosure Agreement (NDA)

[On Company Letterhead]

This AGREEMENT (hereinafter called the "Agreement") is made on the [day] day of the month of [month], [year], between, SSC, on the one hand, (hereinafter called the "Purchaser") and, on the other hand, [Name of the bidder] (hereinafter called the "Bidder") having its registered office at [Address]

WHEREAS

The "Purchaser" has issued a public notice inviting various organizations to provide services to conduct Computer Based Test (CBT) for Staff Selection Commission (hereinafter called the "Project");

The Bidder, having represented to the "Purchaser" that it is interested to bid for the proposed Project,

The Purchaser and the Bidder agree as follows:

1. In connection with the "Project", the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal. The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:
 - a) Hold such Information in absolute confidence with the same degree of care with which the Bidder protects its own personal, confidential and proprietary information;
 - b) Use the Information only as needed for the purpose of bidding for the Project;
 - c) Except for the purpose of bidding for the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information.
 - d) Undertake to document the number of copies it makes with regard to the project, and
 - e) On completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information as relating to the project.
3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
 - a) Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such a disclosure; or
 - b) Is or becomes publicly known through no wrongful act of the Bidder; or
 - c) Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.

4. The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.
5. The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available under statutes or in equity for such a breach.
6. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information. Notwithstanding the disclosure of any Information by the Purchaser to the Bidder, the Purchaser shall retain title and all intellectual property and proprietary rights to the Information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by such party is either granted or implied by the conveying of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the Information and shall reproduce any such mark or notice on all copies of such Information.
7. This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
8. Upon written demand of the Purchaser, the Bidder shall (i) cease using the Information, (ii) return the Information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and (iii) upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
9. This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties to the contract. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
10. CONFIDENTIAL INFORMATION IS PROVIDED "AS IS" WITH ALL FAULTS. IN NO EVENT SHALL THE PURCHASER BE LIABLE FOR THE ACCURACY OR COMPLETENESS OF THE CONFIDENTIAL INFORMATION.
11. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliate, successors and assigns.
12. Agreement shall be governed by and construed in accordance with the Indian laws.

For and on behalf of the Bidder

____ (Signature) _____

(Name of the Authorized Signatory)

Date

Address

Location:

13.2 Earnest Money Deposit

In consideration of _____ (hereinafter called the "Government") Represented by SSC , on the first part and M/s _____ (Hereinafter referred to as "Bidder") on the Second part, having agreed to Accept the Earnest Money Deposit of Rs. 50,00,000/- (Rupees Fifty Lakh Only) in the form of Bank Guarantee/Demand Draft for the Request for Proposal for Identification of Service Provider(s) to conduct Computer Based Test (CBT) for Staff Selection Commission, _____ (Name of the Bank), (hereinafter referred to as the "Bank"), do hereby undertake to pay to the Government forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding _____/- (Rupees _____) and the guarantee will remain valid up to a period of 270 days from the due date of the opening of the bid. It will, however, be open to the Government to return the Guarantee earlier than this period to the Bidder, in case the Bidder does not qualify for the commercial negotiations by the Commercial Negotiations Committee (CNC) as constituted by the Government after a recommendation is made by the CNC on the bid(s) after an evaluation.

- i. In the event of the Service Provider withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Performance Bank Guarantee deposited by the Bidder stands forfeited to the Government. We also undertake not to revoke this guarantee during this period except with the previous consent of the Government in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.
- ii. No interest shall be payable by the Government to the Service Provider on the performance bank guarantee for the period of its currency

Dated this ____ day of ____

For the Bank of ____ (Manager)

13.3 Undertaking on Patent Rights

[Company letterhead]

To,

[Date]

Deputy Secretary (General)
Staff Selection Commission,
Block No-12, CGO Complex,
Lodhi Road, New Delhi - 110003

Sub: Undertaking on Patent Rights

Sir,

1. I/We as Service Provider (SP) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/ We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall indemnify SSC against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SP shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to SSC and persons authorized by SSC , irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve SSC of any legal action.

Yours faithfully,

Authorized Signatory
Designation

13.4 Undertaking on Pricing of Items of Technical Response

To
Deputy Secretary (General SSC)
Staff Selection Commission,
Block No.-12, CGO Complex,
Lodi Road, New Delhi 110 003

[Date]

Sub: Undertaking on Clarifications sent to SSC

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical proposal. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Yours faithfully,

Authorized Signatory
Designation

13.5 Undertaking on Service Level Compliance

[Company letterhead]

To,

[Date]

Deputy Secretary (General SSC)
Staff Selection Commission,
Block No-12, CGO Complex,
Lodi Road, New Delhi 110 003

Sub: Undertaking on Service Level Compliance

Sir,

1. I/We as SP do hereby undertake that we shall monitor, maintain and comply with the service levels as desired in the RFP to provide quality service to SSC
2. However, if the proposed number of resources is found to be not sufficient in meeting the tender and/or the Service Level requirements given by SSC, then we will augment the team without any additional cost to SSC.

Yours faithfully,

Authorized Signatory
Designation

SSC may invoke forfeiture of the Performance Bank Guarantee for any failure on part of Bidder to fulfil its obligations as specified under the Contract Agreement executed with the _____ successful _____ bidder.

13.6 Clause 144 (xi) of Ministry of Commerce

[Company letterhead]

[Land locked borders]

To
Deputy Secretary (General SSC)
Staff Selection Commission,
Block No.-12, CGO Complex,
Lodhi Road, New Delhi 110 003

[Date]

Subject: Submission of Model Certificate in compliance of Rule 144 (xi) of GFR 2017

Dear Sir/Madam,

I have read the clause regarding restrictions on procurement from a bidder of a country which shares land border with India; I hereby certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

I have read the clause regarding restrictions on procurement of a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

13.7 Annexure- A

Role and Responsibility of selected bidder:

The selected bidder shall work closely with the PMU/auditors for smooth, transparent and timely conduct of the exam. Following are the responsibilities of the selected bidder:

1. Provide detailed understanding of the technical architecture, process followed in conduct of exam, data flow and data understanding to the PMU/auditor before the start of exam
2. Provide timely details of the exam centers coordinators (contact number, authorization, etc.) to auditors
3. Provide timely access to exam center premises for pre-exam audit
4. Timely mitigate (before exam start) the critical observations identified by PMU/auditors during pre-exam center audit to the satisfaction of SSC
5. Provide electronic data as identified in the section below. Point 1 (click by click of candidate audit log) of the below data requirement section is to be provided at end of every exam day. All remaining data should be provided within 3 weeks after the close of the last shift of the exam. Please note that in case some of the data is not available, all efforts should be made to collect and share the data
6. The observations related to pre, during or post exam should be mitigated to the satisfaction of SSC
7. The data should be made available to SSC in a secure manner. All processing of the data provided by the selected bidder would be performed by SSC at their premises.
8. Provide access to the PMU/auditor "during exam" at the exam center as independent observers
9. For sample machines in exam center identified by the PMU/auditors, provide access to download application logs, or other system settings after the exam is over
10. All the data outlined in the section below should be captured electronically and to be extracted in presence of the auditors for the purpose of validation.
11. Provide candidate audit logs on **real time basis** to the PMU/Auditor software at each centre during exam. Bidder should permit installation of application/software on local servers for real time monitoring of candidate response behavior.

Following electronic data is to be provided by selected bidder:

- 1) Raw dump of click-by-click activity log of candidate during the exam with timestamp. The dump should include all activities captured by the application, for example, exam start activity, questions explored, options selected, response submitted for questions, break time, resume of exam, visit to various question paper sections/questions, exam end time, incidents during exam, etc.
- 2) Raw dump of click-by-click activity log of IT Manager/personnel on the server (at exam center) used for conducting the exam, with timestamp. This data should be shared from both primary and backup server and should include all the activities, for example, set up of the exam, question paper download time, conduct of exam, marking of attendance, time for end of exam and exam data upload to a central server, deletion of exam data from the computers, other user activities performed on the servers (application logs, application / services running, operating system event logs, remote logins, etc.).
- 3) Dump of services and applications running on the attendance/registration system, and IT

manager computer

- 4) Raw incident log dump of the exam application on node used for delivery of the exam (should include all events for example, hardware events, network events, software events, etc.)
- 5) Seating plan of candidates (exam center, room number, seat number, node IP, node MAC, similar details in case of change of node, etc.)
- 6) Final score computed for the candidates
- 7) Feedback received from candidates
- 8) Log of system or power issues or any other technical/non-technical incident that occurred during exam including historical incidents
- 9) Log of any issues with the Firewall or exam software
- 10) Configuration (OS, RAM, MAC address, IP address, screen resolution, printer settings, sleep mode settings, antivirus policy, services running, applications installed, hardware installed, etc.) of the servers used to conduct the exam at center and nodes on which candidates give the exam
- 11) Details of exam centers and their total capacity in terms of seats and nodes
- 12) Report of health check/IT audit of machines as well as physical infrastructure audit of
- 13) centers
- 14) List of whitelisted websites and applications on primary server, backup server, and
- 15) candidate nodes
- 16) Biometric registration report which includes candidate details, time stamps and center details
- 17) Log of exam data received at a central server with timestamp
- 18) Log of connections made to the exam center servers from the central server or Head office (network log of connections made)
- 19) For Linux based exam software – complete output of “netstat” and select input devices (provided by SSC) '/dev/input/' for the entire duration of exam

13.8 ANNEXURE- B

Following Proforma:

- Proforma 1 : Document Handling over certificate
- Proforma 2 : Details of different functionaries involved at Examination Centre
- Proforma 3 : No Relation Certificate
- Proforma 4 : Certificate of Successful activation of nodes before start of registration.
- Proforma 5 : Consolidated Absentee –Cum- Attendance Statement
- Proforma 6 : Commission Copy .
- Proforma 7 : Centre Head's Certificate of Scrutiny and Verification of Attendance
- Proforma 8 : Certificate of Conduct of Examination
- Proforma 9 : De-Mapping and Re-Mapping of Candidate from Allotted Seat to Other Seat
- Proforma 10 : Log of using the Washroom during Examination
- Proforma 11 : Certificate of Live Video Feed from CCTV

Envelopes for 250 Candidates:

- A3 Size – One for Performa for 200 candidates One for Attendance Sheets
- (a) Envelopes – One for putting Commission Copy and Rough sheets collected from candidates(to be dispatched to Regional Office)
 - One for putting Attendance Sheet.(Attendance Sheet to be dispatched to SSC Hqrs)
 - One for putting above A4 Size envelopes

End of content