



Government of India

## STAFF SELECTION COMMISSION



Block No.-12  
CGO Complex,  
Lodhi Road, New Delhi.  
Phone: 011- 2436 4792 Fax: 011- 2436 6609

### Request for Proposal For Providing Computer Based Examination Services

Closing Date & time: 12-02-2016 at 1400 Hrs.

RFP No: 22/02/2015 – G

Dated : 15.01.2016

Name of Bidder.....

Address of the bidder .....

.....  
.....

This document contains ...51.... pages including the cover page. Please check that all the pages are intact in the document.

### **CHECK LIST FOR BIDDERS / APPLICANTS.**

1. The Bidder should ensure that all pages of this RFP document, duly signed by the authorized signatory as a token of acceptance of all terms and conditions by the bidder. Any other document and papers submitted in this RFP should also be signed by the authorized signatory under his signature with official seal wherever applicable.
2. The following documents form part of the RFP and should be submitted with RFP:

S. No.	Documents to be submitted	Documents submitted	
		Y / N	Page No. at which Document Attached
1	The RFP document is to be downloaded from Internet & DD of Rs.10000 in favour of DDO, Staff Selection Commission, payable at New Delhi, as cost of the bid document from a Nationalized / Scheduled Bank should be attached.		
2	EMD of Rs. Twenty five lakhs in the form of a Demand Draft /Bank Guarantee issued by any nationalized or scheduled bank in favour of DDO, Staff Selection Commission, payable at New Delhi.		
3.	Certificate of Incorporation/ Registration		
4	A copy of PAN Card/ GIR Number.		
5	Copies of the I.T. returns for 12-13, 13-14 & 14-15		
6	Attested copy of LST/CST/Service TAX Registration number, if applicable.		
7	Attested copy of Article or Memorandum of Association or partnership deed or proprietorship registration as the case may be.		
8	Attested copy from CA of turn over details for 3 financial years (12-13, 13-14 & 14-15).		
9	General Power of attorney in favour of the signatory signing the RFP documents. It is not required in case of proprietary firm if the proprietor himself signs the documents		
10	Financial bid as per format in a separate sealed envelope enclosed.		
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## SECTION – I



Government of India  
**STAFF SELECTION COMMISSION**



Block No.-12  
CGO Complex,  
Lodhi Road, New Delhi.  
Phone: 011- 2436 4792 Fax: 011- 2436 6609  
Email:general.ssc@gmail.com

### NOTICE INVITING TENDER

RFP No: 22/02/2015 – G

Dated : 15-01-2016

Completed Sealed bids (Sealing through PVC tapes/wax) are invited by Staff Selection Commission, Government of India from “Bidders” for selection of “Service Provider/s” for providing Computer Based Examination Services (along with various related activities mentioned in this RFP) for the examinations conducted by the Commission.

#### Eligibility Requirements for the Service provider

1. All Companies registered in India under Companies Act. 1956/2013 having single entity or consortium firm(s) fulfilling the following criteria are eligible to apply:

**Turn over:** - The bidder or any of the consortium firms, should have average annual turnover of Rs. 75 Crores or more in the last 3 financial years (12-13, 13-14 & 14-15) as per audited P&L(Profit & Loss) account. The bidder should have been a profit making entity in the field in which bids were invited in the last financial year (2014-15).

#### Experience: -

- a. The bidder or any of the consortium firms should have proven experience of at least 4 years in the field of computer based examination in India.
- b. The bidder or any of the consortium firms should have successfully executed 10 computer based exams with minimum of 10,000 candidates scheduled/appeared in one day in the last 3 Years for academic entrance or recruitment in Government Departments / PSUs/autonomous bodies/exam conducting bodies.
- c. The bidder or any of the consortium firms should have successfully conducted at least One (1) Computer Based Exams having minimum 15,000 candidates scheduled/appeared in single shift/slot for any department/Exam conducting body of Central or State Govt./PSUs/autonomous bodies/exam conducting bodies.
- d. The bidder or any of the consortium firms should have successfully conducted Computer Based Exams for at least 7.5 lakh candidates/exam in last 3 years for Government Departments/Autonomous bodies/PSUs/exam conducting bodies.

- e. The bidder should have successfully developed & administered Question Bank or Question Paper having at least 10000 questions (in toto) for Government Departments/PSUs/ autonomous bodies/ exam conducting bodies.
- f. The Bidder must have experience in developing questions for at least three different Government Departments/PSUs/ autonomous bodies/ exam conducting bodies.
- g. The Bidder must have experience of developing question bank for Computer Based Examination held in multiple shifts for Government Departments/PSUs/ autonomous bodies/ exam conducting bodies
- h. The bidder should have minimum 20 subject matter experts on their panel to develop multiple choice questions.
- i. The bidder or any of the consortium firms should meet Pre-Qualification criteria as per RFP.
- j. All consortium firm(s) should notify among themselves one entity as lead bidder.

The proposal to be submitted must be signed by each authorized representative of the bidder. Proposal made on behalf of a consortium must include signed statements by an appropriate officer of each organization participating in the consortium agreeing that the proposal is binding on each of them. The leadership role in case of consortium should be clearly mentioned and rolled out. The participating organizations constituting the said consortium for agreeing to participate in the bidding on the terms and conditions of the RFP shall be jointly and severally liable for the performance of all of the consortium's obligations under this proposal. Proposals must include a statement signed by all key personnel agreeing to participate on the terms providing in the proposal. However, the Commission would interact only with the lead bidder who would be fully responsible for carrying out or enforcing the conditions of the Contract/ provisions of the NIT.

- 2. BID security /EMD to be submitted, will be Rs. 25,00,000 (Rs. Twenty five lakhs) in the form of a Demand Draft /Bank Guarantee issued by any nationalized or scheduled bank in favour of DDO, Staff Selection Commission, payable at New Delhi.
- 3. **The bid document should be downloaded from the website [www.ssc.nic.in](http://www.ssc.nic.in).**
- 4. **Submission of RFP:** The duly Completed Sealed (Packing PVC tape/Sealing wax) bid documents shall be submitted to the undersigned, Room No.706, 7<sup>th</sup> Floor, Block No.12, CGO Complex, Lodi Road, New Delhi-110003 as per detailed instructions given in the bid document, either in person or by Registered AD, so as to reach before **12-02-2016, upto 1400 hrs**. This office is not responsible for delay if any occurred in transit. No claims on this account shall be entertained.
- 5. **Opening of bid** – Bid shall be opened in the Conference room, 4<sup>th</sup> floor, Block No.-12, CGO Complex, Lodhi Road, New Delhi-3 in the presence of bidders / authorized representatives of the bidders who wish to be present on 12-02-2016 at 1500Hrs.
- 6. The details of terms and conditions are given in Bid document. The right to accept or reject the whole or part thereof of any bid document without assigning any reason what so ever is reserved with Staff Selection Commission, New Delhi.

Shri R.K. Naskar,  
Under Secretary  
Staff Selection Commission,  
Block No.-12, CGO Complex, Lodhi Road,  
New Delhi-110003

## SECTION II

### INSTRUCTIONS TO BIDDERS

#### A. INTRODUCTION

The Government of India, in the Department of Personnel and Administrative Reforms vide its Resolution No. 46/1(S)/74-Estt.(B) dated the 4th November, 1975 constituted a Commission called the Subordinate Services Commission which has subsequently been re-designated as Staff Selection Commission effective from the 26th September, 1977 to make recruitment to various Class III (now Group "C") (non-technical) posts in the various Ministries/Departments of the Govt. of India and in Subordinate Offices. The functions of the Staff Selection Commission have been enlarged from time to time and now it carries out the recruitment also to non-gazetted Group "B" posts. The functions of the Staff Selection Commission were redefined by the Government of India, Ministry of Personnel, Public Grievances and Pensions vide its Resolution No.39018/1/98-Estt.(B) dated 21st May 1999 (may be seen under the heading Resolution). The new constitution and functions of the Staff Selection Commission came into effect from 1st June 1999. The SSC also undertakes certain non-mandated examinations for certain government bodies/PSUs as per mutual agreement.

#### Project Background

SSC intends to implement a system that will manage the recruitment process. The system shall mainly comprise the following activities:

- Preparation of centres for Computer based exam
- Preparation of adequate number of Question paper sets of appropriate standard as per guidelines and requirement of SSC
- Conduct Computer Based Examination
- Preparation/compilation of Result
- MIS/customized report generation

#### 1. DEFINITIONS

- (a) **President of India** : The President of India means the President of India and his successors.
- (b) **Government of India** :The Government or Government of India shall mean the President of India.
- (c) **SSC** : The SSC means the Staff Selection Commission having HQ at Block No.12, CGO Complex, Lodhi Road, New Delhi-110003 under, Ministry of Personnel, Public Grievances

and Pensions, Government of India which invites the tenders on behalf of the President of India.

- (d) **“The Bidder”** means the individual/firm or consortium of companies/firms who participates in the tender and submits its bid.
- (e) **“The Consortium”** means a group made up of two or more individuals, companies or governments that work together toward achieving a chosen objective. Each entity within the consortium is only responsible to the group in respect of the obligations that are set out in the consortium's contract. Therefore, every entity that is under the consortium remains independent in his or her normal business operations and has no say over another member's operations that are not related to that of the present consortium.
- (f) **“The Services”** means all activities related to conduct & performance of contractual obligations under the contract.
- (f) **“The Work Order”** means the order placed by SSC on the Service Provider, signed by Staff Selection Commission, Block No.-12, CGO Complex, Lodhi Road, New Delhi-110003 including all attachments and appendices thereto and all documents incorporated by reference therein. The work order shall be deemed as “Contract” appearing in the document.
- (h) **“The Contract Price”** means the price payable to the Service Provider, under the work order for the full and proper performance of its contractual obligations.
- (i) **Contract** :The term contract means, the documents forming the tender and acceptance there of and the formal agreement executed between the competent authority on behalf of the President of India and the contractor, together with the documents referred to therein including instructions issued from time to time by SSC and all these documents taken together shall be deemed to form one contract and shall be complementary to one another.
- (j) **“Acceptance”** is a process of accepting satisfactory services rendered by the Service provider by Staff Selection Commission , Block No.-12, CGO Complex, Lodhi Road, New Delhi-110003.

## 2. ELIGIBLE BIDDERS

- 2.1 All Companies / Bidders registered in India, having single entity or consortium firm(s) fulfilling the following criteria are eligible to apply.
- 2.2 **Turn over:** - The bidder or any of the consortium firms, should have average annual turnover of Rs 75 Crores or more in the last 3 financial years (12-13, 13-14 & 14-15).as per audited P&L(Profit & Loss) account . The bidder should be a profit making entity in the last financial year (2014-15).
- 2.3 The bidder or any of the consortium firms should have proven experience of at least 4 years in the field of computer based examination in India.
- 2.4 The bidder or any of the consortium firms should have successfully executed 10 computer based exams with minimum of 10,000 candidates scheduled/appeared in one day in the last 3 Years for academic entrance or recruitment in Government Departments/PSUs/autonomous bodies/exam conducting bodies.
- 2.5 The bidder or any of the consortium firms should have successfully conducted at least One (1) Computer Based Exams having minimum 15,000 candidates

scheduled/appeared in single shift/slot for any department/Exam conducting body of Central or State Govt./PSU/autonomous bodies/exam conducting bodies.

- 2.6** The bidder or any of the consortium firms should have successfully conducted Computer Based Exams for at least 7.5 lakh candidates/exam in last 3 years for Government Departments/Autonomous bodies/PSUs/exam conducting bodies.
- 2.7** The bidder or any of the consortium firms should have fulfilled Pre-Qualification criteria as per Annexure-III.

## **B. BID DOCUMENTS**

### **3. COST OF BIDDING**

The bidder/lead bidder shall be responsible for all costs incurred in connection with 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 SSC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. SSC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **4. DOCUMENTS REQUIRED**

- 4.1** The services required to be rendered; bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The Bid documents include:
- |     |   |   |              |
|-----|---|---|--------------|
| (a) | Notice Inviting Tender                      | - | Section I    |
| (b) | Instructions to Bidders                     | - | Section II   |
| (c) | General (Commercial) Conditions of Contract | - | Section III  |
| (d) | Special Conditions of the Contract          | - | Section IV   |
| (e) | Scope of Work                               | - | Section V    |
| (f) | Bid Form                                    | - | Section VI   |
| (b) | Financial Bid                               | - | Section VII  |
| (h) | Bid Security Form                           | - | Section VIII |



(i)	Performance Security Guarantee Bond	-	Section IX
(j)	Agreement	-	Section X
(k)	Letter of Authorization for Attending Bid Opening	-	Section XI
(l)	Compliance Report w.r.t. Scope of Work	-	Annexure-I
(m)	Particulars of the bidder,	-	Annexure-II
(n)	Qualifying Requirement	-	Annexure-III

- 4.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and shall result in rejection of the bid.

## 5. CLARIFICATION OF BID DOCUMENTS

- 5.1 A prospective bidder, requiring any clarification on the Bid Documents shall notify SSC in writing or by FAX/E-MAIL at Staff Selection Commission , Block No.-12, CGO Complex, Lodhi Road, New Delhi-110003 in mailing address indicated in the invitation of Bid. The queries should necessarily be submitted in the following format:

S. No.	Page Number	Tender Document Reference Number	Content of Tender Doc. For clarification	Points of clarification
1.				
2.				
3.				

- 5.2 SSC shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post 25-01-2016, upto 12.00 Noon, will not be entertained by the SSC.
- 5.3 SSC will hold a pre-bid meeting with prospective bidders on 27-01-2016 at 2:30 pm at SSC HQ. The Corrigendum/addendum (if any) & clarifications to the queries from all bidders will be posted on the SSC website by 29-01-2016.
- 5.4 Any clarification issued by SSC in response to query raised by prospective bidders shall form an integral part of bid documents and it may amount to an amendment of relevant clauses of the bid documents.

## **6. AMENDMENT OF BID DOCUMENTS**

- 6.1 At any time, prior to the date of submission of Bids, SSC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify bid documents by amendments.
- 6.2 The amendments shall be notified in SSC website and these amendments will be binding on them. The bidder is not supposed to change any clause in tender document downloaded from website. However, the printed version of Tender Document available along with amendments (if any) issued by SSC will be applicable to all bidders in case of any discrepancies.
- 6.3 In order to afford prospective bidders reasonable time to take the amendment into account in preparing their bids, SSC may, at its discretion, extend the deadline for the submission of bids suitably.

## **C. PREPARATION OF BIDS**

### **7. DOCUMENTS COMPRISING THE BID**

#### **7.1 The bid prepared by the bidder shall comprise the following components:**

- a. Documentary evidence established in accordance with the clause 2 & 10, that the bidder is eligible to bid and is qualified to execute the contract if the bid is accepted.
- b. Bid Security furnished in accordance with clause 12.
- c. A bid form and Financial bid completed in accordance with clause 8 & 9.
- d. Clause by Clause Compliance , as per Annexure-I.

### **8. BID FORM**

The bidder shall complete the bid form and appropriate Price Schedule furnished in the Bid Documents, indicating the details of services and descriptions thereof as per Section VI.

### **9. BID PRICES**

- 9.1 Rates shall be quoted on “per candidate per slot/session” basis and shall include all any incidentals thereof as per price schedule given in Section VII. The offer shall be firm in Indian Rupees. No foreign exchange will be paid/ made available by Selection Commission, Block No.-12, CGO Complex, Lodhi Road, New Delhi-110003
- 9.2 Prices indicated in the Price Schedule shall be entered in the following manner.

- (i) The Basic Unit Price i.e Rates/charge Per Candidate per slot/session (Max. of 2Hrs. duration) exclusive of all levies & charges shall be quoted item-wise. Service Taxes shall be quoted separately. Any other levies/charges, if any, shall be quoted separately failing which no subsequent request for addition of taxes would be entertained by this office.\

(ii) The bidder shall quote as per price schedule given in section VII for all the items given in schedule of requirement. Prices will be fixed at the time of issue of work order as per taxes applicable at that time.

**9.3** The Commission reserves the right to schedule more number of the candidates than the created capacity (other than the requisite reserve nodes) by the bidder, at any or all venues, which would require to be adjusted against the absentees for that shift of examination. In case of a spill over, such candidates would require to be accommodated in the next shift. However, the bill of the bidder would be limited to the created capacity in terms of the nodes/computer terminals (other than the requisite reserves) available at the venue for the candidates.

**9.4** A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

## **10. DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION**

The bidder shall furnish as part of the bid documents establishing the bidders' eligibility, the following documents or whichever is required as per terms and conditions of Bid documents.

- 10.1 EMD/Bid Security in accordance to clause no. 8.
- 10.2 Tender document duly filled in and signed by tenderer or his/their authorised representative along with seal on each page.
- 10.3 Certificate of Incorporation/ Registration.
- 10.4 Attested copy from CA of turn over details for the years 2012-13, 13-14 and 2014-15 (P&L Account) of the firm/Consortium of firms (companies).
- 10.5 The RFP document is to be downloaded from Internet & DD of Rs.10000 in favour of DDO, Staff Selection Commission, payable at New Delhi, as cost of the bid document from a Nationalized / Scheduled Bank should be attached.
- 10.6 General Power of attorney in favour of the signatory signing the RFP documents. It is not required in case of proprietary firm if the proprietor himself signs the documents.
- 10.7 Attested copy of Article or Memorandum of Association or partnership deed or proprietorship registration as the case may be.
- 10.8 Attested copy of LST/CST/Service TAX Registration number, if applicable.
- 10.9 Copies of the I.T. returns for 2012-13, 13-14 and 2014-15 .
- 10.10 Attested copy of PAN/GIR Number.
- 10.11 Price schedule as per format in a separate sealed envelope enclosed
- 10.12 Bid Form, duly filled in, as per section VI
- 10.13 Annexure-I ..... (Clause by Clause Compliance Report) is enclosed
- 10.14 Annexure-II..... (Tenderer's profile, duly filled in)
- 10.15 Annexure-III..... (Pre-Qualification Form) is enclosed
- 10.16 Bidder/lead bidder shall furnish a clause-by-clause compliance to the requirements and commercial conditions demonstrating responsiveness to terms and conditions. A bid without clause-by-clause compliance of terms and conditions shall not be considered.

- 10.17 An undertaking to the effect that bidder shall itself, as desired by SSC , use only authorized activities for SSC work and shall indemnify SSC for any loss or damage and including litigation, if any, which may arise due to SSC activities.
- 10.18 Any other document as required as per Clause 2 & 7 and any other clause of the bid document.

## 11. PROPOSED SERVICES TO BE RENDERED

The system shall mainly comprise of the following activities with any other related activities:

- Preparation of centres for Computer based examination
- Preparation of adequate number of Question paper sets of appropriate standard as per guidelines and requirement of SSC
- Conduct Computer Based Examination
- Preparation/compilation of Result
- MIS/customized report generation

## 12. BID SECURITY

- 12.1 The bidder/lead bidder shall furnish, as part of his bid, a bid security (EMD) for an amount of Rs. 25,00,000 (Rs. Twenty five lakhs **only** ). No interest shall be paid by SSC on the bid security for any period, whatsoever.
- 12.2 The bid security is required to protect SSC against the risk of bidder's conduct, which would warrant the security's forfeiture, pursuant to para 12.7
- 12.3 Bid Security shall be paid in the form of Crossed Demand Draft issued by any nationalized or scheduled bank in favor of DDO Staff Selection Commission, payable at New Delhi,/ Bank Guarantee in the prescribed format in section VIII.
- 12.4 A bid not secured in accordance with para 12.1 & 12.3 shall be rejected by SSC as non-responsive at the bid opening stage and returned to the bidder unopened.
- 12.5 The bid security of the unsuccessful bidder will be discharged/returned as promptly as possible but not later than 30 days after the expiry of the period of the bid validity prescribed by SSC pursuant to clause 13.

- 12.6 The successful bidder's bid security will compulsorily be converted to part performance security deposit in accordance with clause 26.
- 12.7 The bid security (EMD) may be forfeited:
- (a) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the Bid form  
or
  - (b) If the bidder makes any modifications in the terms and conditions of the tender before acceptance of the tender  
or
  - (c) In the case of successful bidder, if the bidder fails to sign the contract in accordance with clause 26.
- 12.8 In the above cases (12.7 (a), 12.7 (b) & 12.7 (c), the bidder will not be eligible to participate in the tender for same item for three years from the date of issue of letter of intent. The bidder will not approach the court against the decision of SSC in this regard.

### **13. PERIOD OF VALIDITY OF BIDS**

- i) Bid shall remain valid for 150 days after the date of opening of bids prescribed by STAFF SELECTION COMMISSION, BLOCK NO.12, CGO COMPLEX, LODHI ROAD, NEW DELHI-110003 . A bid valid for a shorter period shall be rejected by SSC as non-responsive.
- ii) In exceptional circumstances, SSC may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided as per Clause 12 shall also be suitably extended. The bidder may refuse the request without forfeiting his bid security. A bidder accepting the request and granting extension will not be permitted to modify his bid.

### **14. FORMAT AND SIGNING OF BIDS**

- 14.1 The Bid shall be typed or printed and all the pages numbered consecutively and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. The letter of authorization shall be indicated by written power-of-attorney accompanying the bid. All pages of the original bid, except for un-amended printed literatures, shall be signed by the person or persons signing the bid. The bids submitted shall be sealed properly.
- 14.2 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid.

#### **D. SUBMISSION OF BIDS**

#### **15. SEALING AND MARKING OF BIDS**

Interested agencies may submit the sealed bid in four envelopes as detailed below:

- 15.1 Sealed Envelope I - shall contain the original of the bid duly marked 'Original' **“Technical bid for providing Computer Based Examination Services”**.
- 15.2 Sealed Envelope II shall contain BID price of Rs.10000/- & BID SECURITY as mentioned in Clause 12, Section II above & super scribed as **“Tender for providing Computer Based Examination Services”, “Price of the BID & BID SECURITY”**.
- 15.3 Sealed Envelope III to contain financial bid as per Section VII. (Duly signed by authorized representative of bidder with company seal) & superscribed as **“Financial bid for providing Computer Based Examination Services”**.
- 15.4 Sealed Envelope IV to contain all the above three envelopes & super scribed as **“Tender for providing Computer Based Examination Services.”**
- 15.5 The name and address of the bidder should be mentioned on each envelope.
- 15.6 The Proposal should be filled by the Bidder in English language only.

#### **16. SUBMISSION OF BIDS**

- 16.1 The duly Completed Sealed (Packing PVC tape/Sealing wax) bid documents shall be submitted to Under Secretary , Room No. 706, 7<sup>th</sup> Floor, SSC , Block No.12, CGO Complex Lodi Road, New Delhi-110003 as per detailed instructions given in the bid document, either in person or by Registered AD, so as to reach before **12.02.2016, upto 1400 hrs**. This office is not responsible for delay if any occurred in transit. No claims on this account shall be entertained. Tenders received after due date & time shall not be entertained.
- 16.2 SSC shall at its discretion, extend this deadline for submission of bids by amending the bid documents in accordance with clause 6 in which case all rights and obligations of SSC and bidder previously subject to the deadline will thereafter be subjected to the deadline as extended.

#### **17. LATE BIDS**

Any bid received by SSC after the deadline for submission of bids prescribed by SSC pursuant to clause 16, shall be rejected and returned unopened to the bidder. It is the sole responsibility of the bidder that he should ensure timely submission of the tender.

#### **18. MODIFICATION AND WITHDRAWAL OF BIDS**

- 18.1 The bidder may withdraw his bid after submission provided that the written notice of the withdrawal is received by SSC prior to the deadline prescribed for submission of bids.
- 18.2 The bidder's withdrawal notice shall be prepared, sealed, marked and dispatched as required in the case of bid submission in accordance with the provision of clause 15. A withdrawal notice may also be sent by FAX but followed by the signed confirmation copy by post, so as to reach this office **not later than the deadline for submission of bids**.
- 18.3 Subject to clause 20, no bid shall be modified subsequent to the deadline for submission of bids.

## **E. BID OPENING AND EVALUATION**

### **19. OPENING OF BIDS BY STAFF SELECTION COMMISSION, BLOCK NO.12, CGO COMPLEX, LODHI ROAD, NEW DELHI-110003**

- 19.1 The SSC shall open the bids in the presence of bidders or his authorised representatives who choose to attend, at 1500 hrs on due date. The bidder's representative who are present, shall sign an attendance register. The bidder shall submit authority letter to this effect before they are allowed to participate in the bid opening (A Format is given at Section IX).
- 19.2 A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening.
- 19.3 The Bids shall be opened in the following manner
  - 19.3.1 The bid opening committee shall count the number of bids and assign serial numbers to the bids. For example, if 10 tenders have been received the bids shall be numbered as 1 of 10, 2 of 10 etc. All the members shall initial on the outer envelopes of all the bids with date.
  - 19.3.2 The envelopes containing the tender offer and not properly sealed, as required vide para 16.3.1 shall not be opened and shall be rejected outright. Closing the cover by gum will not be treated as sealed cover. The reasons for not opening such tender offers shall be recorded on the face of the envelope and all the members of bid opening committee shall initial with date.
  - 19.3.3 First the outer envelope containing the three envelopes be opened. The bid opening committee shall initial on all three envelopes with date.
  - 19.3.4 Among these three envelopes, the envelope marked **"BID price & BID SECURITY"** shall be opened first and examined.
  - 19.3.5 The bidders who have submitted proper BID document price & BID security as per tender document, their **"QUALIFYING BID"/ "Technical bid"** shall be opened and papers / documents submitted by the bidder shall be examined and recorded by the TOC. After opening the qualifying, all the documents contained therein shall be serially numbered and signed by the bid opening committee members.
  - 19.3.6 After recording of the "Qualifying Bid"/ **Technical bid**, the TOC will place all the Financials bids submitted by the bidder in an envelope and will seal it with a wax for keeping in safe custody.

19.4 The Financial Bid shall be opened in the following manner :

19.4.1 The envelope marked **"Financial Bid"**, will be opened only for qualified tenders in **"Qualifying bid"/ Technical bid**.

19.4.2 The date and time of opening of "Financial bid" shall be conveyed to all the bidders who have qualified in qualifying Bid and their representative shall be allowed to attend the financial bid Opening.

19.4.3 After opening the "Financial Bid" the bidder's name, bid prices, modifications, bid withdrawals and such other details as SSC, at its discretion, may consider appropriate; will be announced at the opening.

19.4.4 In case there is discrepancy in figures and words in the quote; the same shall be announced in the bid opening, but the quote in words shall prevail.

## **20. CLARIFICATION OF BIDS**

To assist in the examination, evaluation and comparison of technical bids, SSC may, at its discretion ask the bidder for the clarification of its bid. The request for the clarification and the response shall be in writing. **However, no post bid clarification at the initiative of the bidder shall be entertained.**

## **21. SELECTION PROCEDURE**

21.1 SSC shall constitute a Tender Evaluation Committee to evaluate the responses of the bidders. The Committee on the basis of Eligibility Criteria will undertake an initial screening and compilation of all the applications. The bidders, not meeting the eligibility requirement and barred by any government, will be summarily rejected.

21.2 The Tender Evaluation Committee constituted by SSC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

21.3 Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP. The decision of SSC in regard to evaluation & selection shall be FINAL and binding on the bidder.

21.4 SSC reserves the right to reject any application for any reason, without liability, the information provided by the bidder/ gathered by SSC shall become SSC ' s property even if application is rejected and can be used by SSC in any manner, if deem fit.

21.5 The "Financial" bid of only those bidders would be opened whose technical bid has been approved by the Competent Authority of SSC after detailed examination of technical bid strictly as per the scope of work, technical capability of the bidders and compliance to the Pre-Qualification Criteria.

21.6 Financial evaluation and identification of **L-1** bidder would be based on rate per candidate per slot basis only. However, bidder can quote their rates for ranges as specified in Financial Bids.



## **22. CONTACTING SSC**

- 22.1 Subject to Clause 20 no bidder shall try to influence SSC on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.
- 22.2 Any effort by a bidder to influence SSC during bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

## **23. AWARD OF CONTRACT**

- 23.1 SSC shall consider award of contract only to those eligible bidders whose offers have been found technically, commercially and financially acceptable and evaluated as the most suitable.
- 23.2 Award of work shall be considered on the basis of requirement as assessed by SSC at a later date. Mere empanelment does not confer automatic rights to any bidder, to service work/ job.
- 23.3 Selected bidder will have to enter into an agreement with Staff Selection Commission, Block-12, CGO Complex, Lodhi Road, New Delhi-110003
- 23.4 The work against the tender is for two year's requirement and the terms and conditions of this tender shall be operative for a period of two years from the date of signing of agreement between SSC and the bidder. The contract is extendable upto a period of another 1 year under same terms & conditions mutually agreed upon.

## **24. SSC's RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

SSC reserves the right to accept or reject any bid and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of SSC 's action.

## **25. ISSUE OF ADVANCE ORDER/ LETTER OF INTENT**

- 25.1 The issue of a letter of intent shall constitute the intention of SSC to enter into contract with the bidder.
- 25.2 The bidder shall within 14 days of issue of the letter of intent, give his acceptance along with performance security (if BG is submitted for EMD) in conformity with section IX provided with the bid document.

## **26. SIGNING OF AGREEMENT**

- 26.1 The signing of agreement shall constitute the award of contract on the bidder. The agreement with the successful bidder shall be signed by SSC within a week of submission of his acceptance.

- 26.2 As soon as the tender is approved by the competent authority, the Bid Security deposited by the successful bidder shall be compulsorily converted in to the Performance security deposit, which will be held by SSC till the completion of contract period.

**27. ANNULMENT OF AWARD:**

Failure of the successful bidder to comply with the requirement of clause 25 shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security, in which event, SSC may make the award to any other bidder at its discretion or call for new bids.

## **SECTION III**

### **GENERAL (COMMERCIAL) CONDITIONS OF CONTRACT**

#### **1. APPLICATION**

The general condition shall apply in contracts made by SSC for the services.

#### **2. STANDARDS**

Bidder, selected for appointment shall abide by all relevant rule & regulations of the government as issued from time to time, shall keep informed SSC about any change in their status etc.

#### **3. PATENT RIGHTS**

All rights for reproduction, editing and future use for the Computer Based Examination activities shall be with SSC unless otherwise stated explicitly & agreed by SSC at the time of accepting the proposal. The bidder shall indemnify SSC against any third party claims of infringement of patent, copyright, trademark or industrial design, Intellectual property rights arising from use of any design/model if any under the scope of contract.

#### **4. PERFORMANCE SECURITY**

- 4.1 The Bid Security deposited by the successful bidder shall be compulsorily converted in to the Performance security deposit, which will be held by SSC till the completion of contract period.
- 4.2 The bidder shall permit SSC, at the time of making any payment to him for work done under the contract, to deduct such sum in addition to the sum already deposited as security deposit (due to conversion of bid security) an amount to the tune of 10% of running bills/final bill.
- 4.3 If the bidder fails or neglects any of the bid obligations under the contract it shall be lawful for SSC to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure.
- 4.4 For every re-examination to be conducted at any centre/venue due to any reason attributable to the bidder, an amount upto total admissible in respect of that center/venue will be deducted from the payments due to the Service Provider. The Cost of re-examination at each centre will be borne by the Service Provider.
- 4.5 The performance security bond will be discharged by SSC after completion of bidder's obligations under the contract provided there are no recoveries to be made arising out of poor

quality of work, incomplete work and/or violation of any terms and conditions of the contract as stipulated in the bid document or shall be extended suitably in event of extension of period of contract or till all obligations under the contract has been satisfied.

4.6 No interest will be paid to the successful bidder on the security deposit.

## **5. INSPECTION AND TESTS**

- 5.1 SSC or his representative shall have right to enquire/inspect the method of services by bidder.
- 5.2 Should any inspection point out to the need of improvement, the alternation necessary to improve shall be incorporated free of cost to SSC .
- 5.3 Nothing in clause 5 shall in any way release the bidder, from any obligations under this contract.
- 5.4 If any service or any part thereof before it is taken over is found un-satisfactory or fails to fulfill the requirements of the contract, SSC shall give the bidder, notice setting forth details of such shortcomings or failure and the bidder, shall make or alter the same to make it comply with the requirements of the contract forthwith. These replacements shall be made by the bidder, free of all charges. Should it fail to do so within this time, SSC reserves the discretion to reject and replace at the cost of the whole or any portion of service as the case may be, which is un-satisfactory or fails to fulfill the requirements of the contract. The cost of any such replacement made by SSC shall be deducted from the amount payable.

## **6. AUDIT AND TECHNICAL EXAMINATION :**

Government/SSC shall have the right to cause an audit and technical examination of the work and the final bills of the bidder including all supporting vouchers, abstract etc. to be made after payment of the final bill and if as a result of such audit and technical examination any sum is found to have been overpaid in respect of any work done by the contractor under the contract or any work claimed by him to have been done by him under the contract and found not to have been executed, the contractor shall be liable to refund the amount of over payment and it shall be lawful for the S.S.C. to recover the amount towards the overpayment from the bidder.

## **7. PAYMENT TERMS**

**7.1** The payment will be made in Indian Rupees only . The mode of payment shall be as follows, subject to submission of pre receipt invoice/bills in duplicate after the successful completion of each exam as per the accepted rate in the contract.

- a) Bidder shall raise the invoice after successful completion of exam on the basis of number of exam sessions/slot scheduled. This may be read with para 9.3 of Section-II which, for easy reference is reiterated as under :

"The Commission reserves the right to schedule more number of the candidates than the stated capacity (other than the requisite reserve nodes) by the bidder, at any or all venues, which would need to be adjusted against the absentees for that shift of examination. In case of a spill over, such candidates need to be accommodated in the next shift. However, the bill of the bidder would be limited to the stated capacity in terms of the nodes/computer terminals (other than the requisite reserves) available at the venue for the candidates."

- b) An amount to the tune of 10% of running bills/final bill will be deducted as Performance security as per clause 4.
- c) SSC would endeavor to release 75% payment of the remaining invoice amount within 30 days of receipt of invoice on successful conduct of Examination by the firm and handing over of the complete data to the satisfaction of the SSC.
- d) 25% payment of the remaining invoice amount would be released after analysis of data, rectification of discrepancies, if any, by the bidder and release of result by SSC.
- e) Payments shall be made subject to deductions of TDS if any

## **7.2 Third Party work compensation**

The bidder shall be fully responsible for all claims made by the third party and shall also be responsible for all expenses incurred by SSC in any litigation initiated by any third party.

## **8. PRICES**

### **8.1**

- (i) Prices charged by the bidder for the services performed under the contract shall not be higher than the price quoted by the bidder in his bid.
- (ii)
  - (a) Prices will be fixed at the time of issue of work order as per taxes and statutory duties applicable at that time.
  - (b) In case of reduction of taxes and other statutory duties during the scheduled delivery period, SSC shall take the benefit of decrease in these taxes/duties for the services made from the date of enactment of revised duties/taxes.
  - (c) In case of increase in duties/taxes during the scheduled delivery period, SSC shall revise the prices as per new duties/taxes for the services, to be made during the remaining delivery period as per terms and conditions.
- (iii) Any increase in taxes and others statutory duties/levies after the expiry of scheduled delivery date shall be to the bidder's account. However, benefit of any decrease in these taxes/duties shall be passed on to SSC by the bidder.

## **9. CHANGES IN WORK ORDERS**

- 9.1 SSC may, at any time, by a written order given to a bidder, make changes within the general scope of the contract related to terms & references, enlarging the scope, analysis or specifications.
- 9.2 If any such change causes an increase or decrease in the cost of, or the time required for the execution of the contract an equitable adjustment shall be made in the contract price or delivery schedule, or both, and the contract shall accordingly be amended. Any proposal by the bidder, for adjustment under this clause must be made within thirty days from the date of

the receipt of the change in order. **However, the decision of the Commission on the issue would be final and binding on the bidder.**

## **10. SUBCONTRACTS**

- 10.1 In case of consortium, the lead bidder shall notify SSC in writing of all collaborations made with other firms registered in India to render any services by submitting terms and conditions and MOU made with the said firm on or before the due date of submitting the tender document. Such notification in his original bid or later shall not relieve the lead bidder, from any liability or obligation under the contract.
- 10.2 The proposal must be signed by authorized person of the lead bidder on behalf of consortium. Bid must include copy of consortium agreement signed by the authorized officer of each organization participating in the consortium; consortium should also include signed statements that the proposal is binding on each of them. In case of a consortium, any of the consortium firms should have the requisite qualifying criteria and experience as per RFP.

## **11. DELAYS / DEFICIENCIES IN THE BIDDER'S PERFORMANCE**

- 11.1 Delivery of service and performance of the services shall be made by the bidder, in accordance with the time schedule specified by SSC in its work order. It also cover Saturday/Sunday and other holidays where SSC may require services. In case the work is not completed in the stipulated delivery period, as indicated in the Work Order. The SSC reserves the right to cancel/pre-maturely closing the work order and also to get the balance work done by an appropriate agency at the exclusive risk and cost of the defaulting bidder.
- 11.2 Delay by the bidder, in the performance of its delivery obligations shall render the bidder, liable to any or all of the following sanctions, forfeiture of its performance security, imposition of liquidated damages, and/or termination of the contract for default.
- 11.3 If at any time during the performance of the contract, the bidder, or subcontractor(s) should encounter condition impeding timely delivery of the goods and performance of service, the bidder, shall promptly notify to SSC in writing the fact of the delay, its likely duration and its cause (s). As soon as practicable after receipt of the bidder's notice, SSC shall evaluate the situation and may at its discretion extend the period for performance of the contract.
- 11.4 If the works/services are not completed in the extended delivery period, the work order shall be short closed **and both** the performance securities shall be forfeited.

- 11.5 SSC will review the performance of the bidder quarterly and if the performance is found wanting or if there is any breach of conditions of the contract, then the contract will be liable to be terminated. The decision of SSC will be final and binding on all concerned parties.

## **12. LIQUIDATED DAMAGES**

- 12.1 The timely rendering of fault free services as stipulated in section V of the NIT is the essence of the contract. Extension of the time period for any or all the deliverables in the contract is not to be granted except in circumstances adjudged by the Commission to be beyond control. In case the vendor is deficient in delivery of services or any part thereof as per terms of the contract without the prior written consent of SSC, SSC will have right to recover liquidated damages as per clause 12 of the NIT.

### **12.2**

- a) In case of any kind of fault or break in service of any live node/terminal during the Computer Based Examination, in addition to any other penalty, the Commission reserves the right to impose penalty @ Rs 100 ( Rupees one hundred) per such node/terminal.
- b) In case the Bidder fails to fulfill the obligations as per the terms and conditions of the contract, the SSC may impose penalty to the extent of 100% of the total payment due for that Computer Based Examination. In addition, the Performance Security may also be forfeited.
- c) If the Bidder fails to deliver any or all of the Service(s)/Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, SSC shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 20% of the order value of the delayed Service(s) or unperformed Service(s).
- d) If the Bidder fails to complete the entire works/Service(s) before the completion date or the extended date or if the Bidder repudiates the Contract before completion of the Services, SSC may without prejudice to any other right or remedy available to SSC as under the Contract recover from the Bidder, as ascertained and agreed liquidated damages and not by way of penalty:
- e) SSC may recover from the Bidder, a sum equivalent to 1.0 % of “the total Contract price” for delay in completion of implementation the Service(s) for each week of delay beyond the scheduled completion date or part thereof, subject to a maximum of 20%.
- f) SSC may without prejudice to its right to affect recovery by any other method, deduct the

amount of liquidated damages from any money belonging to the Bidder in its hands (which includes SSC right to claim such amount against Bidder's Bank Guarantee or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement.

### **13. FORCE MAJEURE**

- 13.1 If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event comes to an end or ceases to exist, and the decision of SSC as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.
- 13.2 Provided, also that if the contract is terminated under this clause, SSC shall be at liberty to take over from the bidder at a price to be fixed by the Commission, which shall be final, all unused, undamaged and acceptable materials which may be in possession of the bidder at the time of such termination or such portion thereof as SSC may deem fit, except such materials as the bidder may, with the concurrence of SSC, select to retain.

### **14. TERMINATION FOR DEFAULT**

- 14.1 SSC may, without prejudice to any other remedy for breach of contract, send to the bidder written notice of default.
- a) if the bidder, fails to make good the defaults as mentioned in the clause 14.1 of the notice, SSC will have right to terminate the contract in whole or in part.
- 14.2 In the event SSC terminates the contract in whole or in part pursuant to para 14.1 SSC may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the bidder, shall be liable to SSC for any excess cost for such similar services. However the bidder, shall continue the performance of the said contract in this regard and to the extent of services not terminated therein.

### **15. TERMINATION FOR INSOLVENCY**



SSC may at any time terminate the Contract by giving written notice to the bidder without compensation to the bidder, in case the bidder, becomes bankrupt or otherwise insolvent as declared by a the competent court. Such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SSC .

## **16. ARBITRATION**

- 16.1 In case of any dispute arising between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. In any case, the either party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation, in the manner as prescribed, the same may be resolved exclusively by arbitration. In such case, the matter will be referred to the sole arbitrator appointed by Chairman, Staff Selection Commission, for adjudication. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996.
- 16.2 The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- 16.3 The venue of the arbitration proceeding shall be the office of SSC, H.Q., New Delhi or such other places as the arbitrator may decide.
- 16.4 The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

## **17. SET OFF**

Any sum of money due and payable to the bidder (including security deposit refundable to him) under this contract may be appropriated by SSC or the Govt. or any other person or persons contracting through the Govt. of India and set off the same against any claim of SSC or Govt. or such other person or persons for payment of a sum of money arising out of this contract or under any other contract made by the Contractor with SSC or Govt. or such other person or persons contracting through Govt. of India.

18. The bidder, shall fully indemnify, defend and hold SSC harmless from and against all claims, liabilities, losses or damages, recoveries, proceeding, judgments, costs, charges and expenses which

may be made or brought or commenced against SSC or which SSC may or may have to bear, pay or suffer, directly or indirectly in connection with any breach of terms and conditions of this contract by the bidder, or its agents, employees, officers or any matters arising upon or by virtues of this contract.

## SECTION IV

### Special Conditions of the Contract

1. The special conditions of the contract shall supplement the 'Instructions to the Bidders' as contained in Section II & "General Conditions of the Contract" as contained in Section III and wherever there is a conflict, the provisions herein shall prevail over those in Section II and Section III.
2. (a) The Bank Guarantee for bid security as prescribed in clauses 12.1 & 12.3, Section II of the bid documents shall be submitted along with the bids in a separate cover. The bank guarantee so submitted shall be as per format given in Section-VIII on prescribed judicial paper with stamps of proper value and should contain full address of the issuing branch of the bank with its Telephone number and FAX number.  
  
(b) In case where the documents of bid security are not submitted in the manner prescribed under clause 2(a) above, cover containing the technical and financial offers SHALL BE REJECTED AND RETURNED TO THE BIDDER UNOPENED.
3. SSC reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient grounds.
4. It shall be obligatory on the part of bidder to share all the sources in respect of providing CBE services and any other item, which is not proprietary of the bidder.
5. SSC will not be liable for any financial/ legal liability
  - i) From any other persons to whom the material/ services realized through the Supplier/ Vendor,
  - ii) From any person, model, authority from whom the bidder, procured and lodged the materials or other services as desired by SSC.
6. The bidder has to arrange demonstration of the services to be supplied at his own cost.
7. The successful bidder would be required to make the system up and operational in mutual consultation with SSC in the shortest possible time.
8. The successful bidder will be responsible for providing secure systems. The successful bidder should adhere to Information Security Management procedures as per acceptable standards with best practices.
9. The bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus which include anti-malware, anti-spyware and anti-spam solution for the entire system
10. The bidder shall have to maintain strict privacy and confidentiality of all the data it gets access to.
11. SSC may perform the Infrastructure Compliance Review to verify the conformity of the Infrastructure (both IT, non IT & Network infrastructure) provided by the bidder against the requirements provided in the RFP and/or as proposed in the proposal submitted by the bidder. However, the bidder would be responsible for continuous compliance of the norms.

12. The Vendor will be responsible for arranging the equipment (hardware, software etc) in perfect working condition and will have to post adequate number of trained personnel for the day of Examination.
13. Interface software for providing final data in required format will have to be developed and implemented by the bidder as per requirement of SSC.
14. Question paper with Bilingual display on screen will be provided by the vendor as per requirement of SSC.
15. Keeping in view that the work involved is confidential and sensitive in nature, service provider has to enclose the following certificates along with the technical bids:
  - a) . It shall not divulge any details, whatsoever, pertaining to the Computer Based Recruitment Test / Exam to anyone including any other agency(ies) / authority(ies) without prior written permission of SSC. Service Provider shall take necessary preventive measures to ensure that nobody comes to know that the Computer Based Recruitment Test / Exam is being conducted by them on behalf of SSC
  - b) Lead bidder/consortium firms shall not sub-contract the main operational aspects such as question paper development, design and secure deployment of question paper and other core activities and shall be solely responsible for the safe and smooth conduct of examination. However, if so required, the bidder may have tie-ups with other agencies for arranging necessary infrastructure.

## 16. PERIOD OF CONTRACT

The initial contract shall be for **Two years** (unless terminated otherwise). However, the contract may be extended for further **one year** with mutual consent on same terms and conditions.

17. A List of Govt. Departments/Autonomous Bodies/PSUs/Public Service Commission's where the bidder has done or is doing the similar work should be submitted alongwith tender. Copies of Work orders alongwith work completion certificate of such Govt. Departments/PSU/ Autonomous Bodies/Public Service Commission shall also be supplied.
18. Details regarding the deliverables as understood by the bidder w.r.t. the scope of work along with details of infrastructure at each tentative venue as envisaged by the bidder.
19. Certificate by the authorized signatory that all the terms & conditions of the bid and Scope of Work are acceptable to the bidder.
20. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Examination Process. Notwithstanding anything to the contrary contained in this RFP, SSC shall be at liberty to reject the Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited

Practices”) in the Selection Process. In such an event, SSC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.

“Corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of SSC who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof.

## SECTION V

### SCOPE OF WORK

SSC intends to select a bidder to implement a computer based examination system for recruitment at various locations across India. The tentative list of cities are annexed.

SSC has an online portal for candidate registration. All candidates are required to register on online portal. After successful registration, candidate may apply for any relevant vacancy/post available and pay fees for the particular application.

SSC is planning to conduct recruitment examinations in computer based mode in suitable batches within the shortest possible schedule. With this RFP, the selected bidder shall be responsible for:

- i) Identification and Preparation of test centres across India as per the requirement.
- ii) Preparation of adequate number of Question paper sets of appropriate standard as per guidelines and requirement of SSC,
- iii) Capturing biometric and photograph of candidate's registration.
- iv) Recording of each exam lab.
- v) Conduct the computer based examinations
- vi) Setting up of Help Desk
- vii) Post Exam Services

#### **2. Identification and Preparation of test centres across India as per the requirement:**

2.1 The selected bidder shall be responsible for identification, preparation and manage the test centres as per the guidelines of SSC. Some key responsibilities of selected bidder are as under:-

2.1.1 The examination will generally be conducted nationwide in single/double shifts per day, depending on the number of application and at the discretion of the SSC. In case the Commission decides to conduct the examination in three shifts in a day, the payment to the service provider would be made at a discount of 10% of the rates quoted, for all shifts on that day at venues where examination is held in three shifts.

2.1.2. It may also be required to schedule exams for multiple posts on same day with in the common/ shared examination facilities/test centres, when expected number of applications for these posts is not very large. .

2.1.3. The time schedule for conducting the examinations shall be finalized by the SSC based on the number of applications received.

2.1.4. The Vendor will provide demo question paper for Mock test for relevant Exam in bi-lingual mode or English, as the case may be, within 20 days before conducting each exam for uploading on web-site. The mock test should be on the template of main exam to be conducted and in line with the requirement of SSC.

### **3. Infrastructure & facilities at test centres:**

3.1 Bidder shall be responsible to provide complete Infrastructure including hardware, software & networking etc., including:

- a) Preparation of examination centre with hardware, software, server, internet and LAN connectivity etc.
- b) The bidder will have to keep at least one buffer center of around 250 terminals, upto five cities with necessary exigent arrangements where the exam is held, which could be used in case of any eventuality. This would be decided in consultation with Commission
- c) Each center should have at least 10% buffer terminals.
- d) The hardware, software provided should match with the test application requirements.
- e) Fool proof data security and data transfer, right to access to data base server should **not** be with anyone locally at exam centre.
- f) Bidder shall provide manuals for secured conduct of examination and exception handling/ emergency procedures.
- g) Detailed Audit of infrastructure such as Desktop/LAN/Basic Amenities etc.
- h) Providing Backup Server along with each primary server at each location with all software loaded and kept ready for use in case such requirement arises..
- i) Backup server should be mirrored with Primary server. In case, the primary server crashes/fails exam can be continued with backup server without disrupting the exam.
- j) The Primary and the Back up server used during examination is to be owned by the Service Provider, updated with latest security software & features.
- k) Adequate power back up at each centre including buffer/mobile DG sets in each city of exam, details of which to be shared with the SSC before each exam.
- l) Provisions for data backup and disaster recovery.
- m) Ensuring that all the terminals and the Servers including backups would be Virus free.
- n) The bidder would ensure proper gate management.
- o) The bidder would ensure that each candidate is frisked before entry to the examination hall and no electronic device or gadget is taken inside the hall. The bidder would be fully responsible for any consequences including costs if any, arising out of the same.
- p) Exam Desk should be partitioned such a way that the computer screen of one candidate is not visible to others.
- q) The terminal No. at which the candidate is to take the Test/test would be allotted at random at the

time of Registration. The SSC, at its discretion may, however require the same to be fixed in advance.

3.2. For checking impersonation the Vendor will have to display candidates' personal details such as

Roll No. & Name including photo on the screen of the terminal during the exam period.

3.3 Provide staff as per the requirement of SSC. Each examination centre shall have a minimum staff as stated below.

- a. Test Centre Administrator/Supervisor: 1 per centre.
- b. IT Manager/assistant Supervisor : 2 per centre
- c. Invigilators : 2 per 24 candidates with a minimum of 2 in each lab.
- d. Technical Support Staff : 1 per 50 candidates

3.4 SSC may also appoint its invigilators/observers to test centres along with the bidder's supervisors/staff.

3.5 In addition, the work would also include the following:

- Filling up of forms such as attendance sheet with the LTI and the signature of the candidate, sitting plan etc as per requirement of the SSC would be the responsibility of the bidder.
- All personnel associated with the exam will have to certify that none of their near relation is appearing in the said examination at the appropriate time in the format prescribed by the commission.
- Computer (terminal) with adequate and appropriate configuration.
- The Test centres should have basic facilities e.g. tables, chairs, adequate supply of drinking water, toilets etc.
- During the test, access to all possible web resources for browsing, chatting etc. should be blocked from the computers of the candidate as well as any other computer peripherals such as printers. Functions like 'Copy–Paste' should also be disabled.
- Proper security at the examination centres.
- At least one day before the date of online examination, the bidder should test and certify that the application is functioning at each centre on each node with full load. It should also certify that adequate arrangements have been made to meet exigencies like power failure, electrical system break downs, LAN or switch failing, nodes failing, test-server failing, mob, physical security challenged. Bidder shall also submit the Emergency Management plan prior to



deployment of application or kick off the online examination process.

- In addition to above, the bidder will also be responsible for collection of Commission's copy of the Admit card and attendance sheet which are required to be sent to different centre. The bidder will collect the same from the respective Regional Director's office. These copies are required by the invigilators to obtain the signature of the candidates during the examination. The Commission, at its discretion, may decide to share the candidates' application database with the selected bidder who would be then responsible for software driven scrutiny, issue of admit card and generation of attendance list etc as per the requirement of the Commission.

#### **4. Question bank and dispatch of question papers:**

All activities relating to Question Bank and dispatch of Question Papers would be primarily carried out ensuring complete security and confidentiality by the bidder as per requirement of SSC. The Bidder would be involved at the appropriate time as detailed below:

- a) The Bidder will have to adhere to the Standard Operating Procedure (SOP) laid down by the SSC for all Pre and Post exam activities.
- b) The bidder will have to provide the question sets of appropriate standard and composition as advised by SSC, in adequate numbers. Such sets are required to be scientific and should be properly validated and moderated as per requirement of the SSC. The question sets should pass the reliability test. It has to be ensured that the questions have not been directly picked up from any ready sources and generally should not have been asked in the comparative competitive examinations in the last 3-4 years. In case of multiple shifts of the same examination, the bidder has to ensure that the 'experts' certify each set to be of similar difficulty level and composition. The SSC keeps the liberty to cross certify the same with its own set of independent experts. The bidder would be responsible for any consequences arising as a result of any variation.
- c) A team of expert of Human Resources should be deployed by the bidder for question development and validation work. The team must comprise at least two qualified psychometricians involve in the work since beginning that is study, planning, designing, question development methodology and styles etc. Apart from this team should have adequate number of experienced question developer and evaluators.
- d) An expert psychometrician should be deployed in the Head Office of SSC on need basis to facilitate SSC in various Question items related operations.
- e) Following should be included in question development methodology:

- i. Conducting Training and Practice Session for Question Writers.
  - ii. Dedicated experts for translation of questions in Hindi/English.
  - iii. Multilevel validation of each and every question.
- f) The SSC would be at liberty to use such question sets or any other sets. In cases of such question sets being used, the bidder will also be responsible for making the services of the experts/moderators available in case any of the answers are challenged by the candidates. Decision on assignment of a particular set to a particular shift would be of the SSC.
- g) Uploading of Answer key for 10 days or so on SSC website for representation by candidates, deciding on final answer key on the basis of response receives and then uploading the final answer key on the SSC website before scoring of appear candidates is undertaken.
- h) In case, the question sets or any part thereof, are being provided by the SSC, the Vendor would be responsible for providing requisite user friendly software and methodology along with the format of Question Paper. This software will have to be installed by the Vendor in the secured computer system/Server which will be kept secured in the SSC office. Due training, if required will also be provided by the Vendor along with dummy drill for handling question paper.
- i) The software should have facility to shuffle the Questions as well as Answer options in the Question Paper presented to the candidate as per requirements of the SSC.
- j) The modalities of transferring the Question Pack and dissemination to the candidates will be done by the selected vendor as per the procedures specified by the SSC.
- k) Question Paper, to be deployed at exam centres, will be shared by SSC with Service Provider only 2 – 3 hours before commencement of examination.
- l) In accordance with the Government's decision to dispense with the interview, the recruitment to various Selection Posts is required to be held on the basis of Computer Based Examination. Such posts traditionally attract fewer number of candidates. The successful bidder will be required to develop an appropriate syllabus which needs to be approved by the Commission and thereafter provide appropriate content. The rates quoted in the financial bid would also be applicable equally in these cases.

## **5. Capturing biometric and photograph of candidates during registration**

Ensure accurate Registration of each candidate reporting for the test well before start of the Test/Exam as decided by the SSC. At the time of Registration, candidate's photograph taken on the web-cam to be

checked with the photograph brought by the candidate and his Biometric information is to be captured and stored for future use by the SSC. A maximum ratio of 1:30 for the biometric machines is to be maintained for the candidate registration.

## **6. Recording of each exam lab**

The bidder will have to make arrangement for continuous monitoring and recording of candidates' activities at each venue by CCTV surveillance so as to cover all the candidates in the lab for full duration of the exam. The video footage should be of good, acceptable standard and should be made available to SSC.

## **7. Conduct of the computer based exam:**

- i) In examinations involving more than a lakh candidate, the SSC at its discretion may decide to hold two shifts on each day and if required, upto three shifts on each day.
- ii) Each exam shift shall be conducted on different question paper set.
- iii) Bidder shall provide the interface to upload test papers at central server and secure link to download the test paper at test centres.
- iv) Bidder shall provide training for generation and uploading of encrypted confidential data such as question paper, answer key etc. to SSC officials.
- v) Minimum 128 bit encryption should be applied to the data that is transmitted over the internet.
- vi) As various tests (for various posts) may be taken up for computer based examination on the same day, bidder shall ensure the proper allocation of question paper to the candidates at designated time. Software should automatically display question paper based on candidate's ID.
- vii) The application should auto save the responses of the candidate once responded (candidate should not have to click or perform any action during the course of the examination to save his/her responses)
- viii) There should be no human intervention for allocation of test paper.
- ix) Identification of candidates appearing for the exam shall be made through Hall ticket, photo ID and biometric capture in accordance with the procedure detailed by the SSC at the appropriate time.
- x) The Examination shall be computer based with the questions being provided onscreen with multiple choice answers.
- xi) The Service Provider shall provide facility for prior multiple mock tests on the website for registered candidates to acquaint themselves with the interface and pattern before the

examination date.

- xii) Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.
- xiii) Audit trail of exam activity should be recorded and should be available to the SSC on demand
- xiv) While exam may be conducted on local LAN, data of test progress should be accessible to SSC for monitoring purposes. Bidder should provide reports to SSC to view the test progress. SSC may also view the camera of any or all centre. Hence bidder should have a utility to show the live recording at SSC control centre.
- xv) Bidder shall transfer the entire data of exam immediately after completion of exam to central server.
- xvi) Bidder shall provide facility to view the question wise test details such as the question, answer marked by candidate, correct answer of the question etc. in case required by SSC.
- xvii) The bidder shall be responsible for designing and for developing various modules required and for providing requisite user friendly software/application and methodology. The bidder shall provide proper facility to persons with disability (PwD) candidates.
- xviii) The bidder will make arrangement at the Control room of the SSC at its HQ & 9 regional offices for monitoring and supervising Exam activities of all the venues on monitoring console. Service Provider will be required to setup control centre including Hardware, software, networking at SSC Head Quarter. Hardware and software at regional offices for monitoring and supervising exam activities should also be dedicated up by the service provider during the entire duration of the contract.
- xix) The bidder shall take all steps to prevent leakage of question papers.
- xx) Bidder shall adhere to all necessary security compliances like encryption of question papers, encrypted communication/data transfer, password protection and accessibility by authorized officers etc.

## **8. Post Exam Services**

- i. The Bidder would then prepare Reports as desired and mutually decided by the SSC.
- ii. The bidder should have the capability to transmit the response sheet of the candidates to them within a period of less than 6 hours of examination or as decided by the SSC.
- iii. The Bidder will arrange to transmit the attendance details of each shift of examination with in the first hour of the examination.

- iv. Report generating the sitting plan of candidate.
- v. Regeneration of questions and answers of candidates as required in RTI or for any other purposes of the SSC.
- vi. The Bidder will also transfer the Registration details including List of Present/ appeared candidates to the SSC within 2 days after conclusion of Test/session.
- vii. Individual candidate-wise, item-wise responses and audit trail will have to be captured and loaded into a physical storage medium and handed over to the Commission within a week time. The data should also be uploaded to SSC server at the Master Control Facility.
- viii. The Commission may require the bidder to immediately notify the individual candidate through e-mail about the responses made by the candidate.
- ix. Score Card Preparation - Developing the scorecards of the candidates on the basis of the evaluation: Vendor shall prepare the scorecard of each candidate as per requirements of the Commission.
- x. The Commission may also require the vendor to prepare the result on the basis of the final Answer Key in consultation with the Commission. The rules will be defined by the Commission to the successful bidder.
- xi. MIS generation / customized reports: Vendor shall provide adequate reports to Commission as per the requirement of SSC.
- xii. SSC would be responsible for declaration of the result
- xiii. Bidder will also provide log reports if required by SSC
- xiv. Bidder will be also help SSC in responding to RTI and queries related to exam.
- xv. The Bidder will have to resolve any discrepancy noticed by the SSC while processing of the result.
- xvi. The Commission reserves the right to alter or modify any of the procedure as per requirement of the Commission.

## SECTION VI

### BID FORM

RFP No: 22/02/2015 – G

Dated : 15.01.2016

To

Shri R.K. Naskar,  
Under Secretary  
Staff Selection Commission,  
Block No.-12, CGO Complex, Lodhi Road,  
New Delhi-110003

Dear Sir,

1. Having examined the conditions of contract and specifications including addenda Nos..... we, undersigned, offer to provide as per clause 11, section II in conformity with the said services to be rendered, conditions of contract and specifications for the rate shown in the financial bid, attached herewith and made part of this Bid.
2. We undertake, if our Bid is accepted, to commence services within schedule time frame and to complete delivery of all the services specified in the contract within as per schedule calculated from the date of issue of your purchase order/RO.
4. If our Bid is accepted, we undertake that EMD/Bid Security deposited shall be compulsorily converted in to the Performance security deposit in case DG is submitted for EMD, we will obtain the performance guarantees of a Scheduled Bank for a sum Rs.25 Lakhs for the due performance of the contract
4. We agree to abide by this Bid for a period of 150 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Until a formal work Order of Contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
7. We understand that you are not bound to accept the lowest or any bid, you may receive.

Dated this ..... day of ..... 2016

Name and Signature -----

In the capacity of -----

Duly authorized to sign the bid for and on behalf of .....

## SECTION VII

### Financial Bid (Amount in Rs.)

Sl. No.	Number of Candidates per examination <b>(This may be read along with Para 9.3 of Section-II and Para 7.1(a) of Section-III)</b>	Basic Unit Price (i.e Rates/charge Per Candidate per slot/session (Max. of 2Hrs. duration) exclusive of all levies & charges	Service Tax		Any other levies/charges	Unit Price inclusive of all levies & charges (G=C+E+F)
			%	Amt.		
A	B	C	D	E	F	G
1.	Up to 50000 candidates CBE services					
2.	50001-500000 candidates CBE services					
3.	More than 500001 candidates CBE services					

Note : In case the Commission decides to conduct the examination in three shifts in a day, the payment to the service provider would be made at a discount of 10% of the rates quoted, for all shifts on that day at venues where examination is held in three shifts.

- Price should be written both in figures and words.
- Rates shall be quoted on “per candidate per slot/session” basis and shall include all charges in respect of things mentioned in the paras related to the scope of work including any incidentals thereof.
- Taxes, if any, shall be quoted separately failing which the quoted rates would be taken as inclusive of taxes and no subsequent request for addition of taxes would be entertained by this office.
- L1 bidder will be determined on the basis of total amount quoted in the column ‘G’ of financial bid for each slab.
- The para 9.3 of Section-II as reiterated in para 7.1(a) of Section-III is being reproduced for easy reference :  
“The Commission reserves the right to schedule more number of the candidates than the created capacity (other than the requisite reserve nodes) by the bidder, at any or all venues, which would require to be adjusted against the absentees for that shift of examination. In case of a spill over, such candidates would require to be accommodated in the next shift. However, the bill of the bidder would be limited to the created capacity in terms of the nodes/computer terminals (other than the requisite reserves) available at the venue for the candidates.”

Dated:

Signature:

Name of Firm:

## SECTION -VIII

### BID SECURITY FORM

Whereas ..... (hereinafter called "the Bidder") has submitted its bid dated.....for Providing Computer Based Examination Services for Staff Selection Commission, Block No.12, CGO Complex, Lodhi Road, New Delhi-110003 vide RFP No. 22/02/2015 – G dated 15-01-2016 KNOW ALL MEN by these presents that WE ..... OF ..... having our registered office at .....(hereinafter called "the Bank") are bound unto Staff Selection Commission (hereinafter called "SSC") in the sum of Rs..... for which payment will and truly to be made of the said SSC, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligation are :

1. If the Bidder withdraws his bid during the period of bid validity
2. If the Bidder, having been notified of the acceptance of his bid by SSC during the period of bid validity.

- (a) Fails or refuses to execute the Contract, if required; or
- (b) Fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.

We undertake to pay to SSC up to the above amount upon receipt of its first written demand, without SSC having to substantiate its demand, provided that in its demand, SSC will note that the amount claimed by it is due to it owing to the occurrence of one or combination of above conditions, specifying the occurred condition or conditions.

Signature of the Bank Authority.

Name

Signed in Capacity of

Name & Signature of witness

Full address of Branch

Address of witness

Tel No. of Branch



## SECTION -IX

### PERFORMANCE SECURITY GUARANTEE Bond

In consideration of Staff Selection Commission (hereinafter called "SSC") having agreed to exempt \_\_\_\_\_ (hereinafter called "the said contractor(s)") from the demand under the terms and conditions of an agreement/(Purchase Order) No \_\_\_\_\_ dated \_\_\_\_\_ made between \_\_\_\_\_ and \_\_\_\_\_ for \_\_\_\_\_ for Providing Computer Based Examination Services (hereinafter called "the said agreement"), of security deposit for the due fulfillment by the said contractor (s) of the terms and conditions contained in the said Agreement, on production of the bank guarantee for \_\_\_\_\_ we, (name of the bank) \_\_\_\_\_ ( hereinafter refer to as "the bank") at the request of \_\_\_\_\_ (contractor(s)) do hereby undertake to pay to SSC an amount not exceeding \_\_\_\_\_ against any loss or damage caused to or suffered or would be caused to or suffered by the government by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

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

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

4. We (name of the bank) \_\_\_\_\_ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of SSC under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till \_\_\_\_\_ (office/Department) Ministry of \_\_\_\_\_ certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of 30 months from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

5. We (name of the bank)\_\_\_\_\_ further agree with SSC that SSC shall have the fullest liberty without our consent and without affecting in any manner our obligations thereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by SSC against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of SSC or any indulgence by SSC to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Supplier/ Vendor(s).

7. We (name of the bank) \_\_\_\_\_ lastly undertake not to revoke this guarantee during its currency except with the previous consent of SSC in writing.

Dated the \_\_\_\_\_ day of \_\_\_\_\_

for \_\_\_\_\_

(indicate the name of bank)

## SECTION -X

### AGREEMENT

**The successful bidder shall have to execute the following agreement;**

This agreement made on this \_\_\_\_\_ day of \_\_\_\_\_ (month) \_\_\_\_\_ (Year) between M/s \_\_\_\_\_

\_\_\_\_\_ herein after called "The Contractor" (Which expression shall unless excluded by or repugnant to the context, include its successors, heir, executors, administrative representative and assignee) of the one part & the President of India here in after referred to as the Government, of other part.

Where as the contractor has offered to enter into contract with the said Government for the execution of work of Providing Computer Based Examination Services for Staff Selection Commission, Block No.12, CGO Complex, Lodhi Road, New Delhi-110003 on the terms and conditions vide RFP No. 22/02/2015 – G dated 15-01-2016 and the rates approved by the Government (copy of Rates annexed) have been duly accepted and where as the necessary security deposits have been/will be furnished in accordance with the provisions of the tender document and whereas no interest will be claimed on the security deposits.

Now these presents witness and it is hereby agreed and declared by and between the parties to these presents as follows :

- 1) The contractor shall, during the period of this contract that is to say from ..... to..... of work for Rs. \_\_\_\_\_ (In words) \_\_\_\_\_ whichever is earlier or until this contract shall be determined by such notice as is hereinafter mentioned, safely carryout, Providing Computer Based Examination Services for Staff Selection Commission, and other associated works as described in RFP No. 22/02/2015 – G dated 15-01-2016 when the government of **(the SSC)** or any other persons authorised by **(the Chairman SSC)** in that behalf require. It is understood by the contractor that the quantity of work mentioned on the schedule is likely to change as per actual requirements as demanded by exigencies of service.
- 2) The NIT (notice inviting tender), Bid documents (Qualifying and Financial), letter of intent, approved rates, annexed hereto and such other additional particulars, instructions, work orders as may be found requisite to be given during execution of the work shall be deemed and taken to be an integral part of the contract and shall also be deemed to be included in the expression "The Agreement" or "The Contract" wherever herein used.
- 3) The contractor hereby declares that nobody connected with or in the employment of the SSC/DOPT is not/shall not ever be admitted as partner in the contract.
- 5) The contractor shall abide by the terms and conditions, rules, guidelines, safely precautions etc. stipulated in the tender document including any correspondence between the contractor and the Government having bearing on execution of work and payments of work to be done under the contract.

In witness whereof the parties presents have here into set their respective hands and seals the day and year in\_\_\_\_\_

Above written :

Signed sealed & Delivered by

the above named Contractor in

the presence of.

Witness :

1.

2.

Signed & Delivered on behalf

of the President of India by

the

Witness :

1.

2.

## SECTION-XI

### LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

( To reach Under Secretary before date of bid opening )

To

Shri R.K. Naskar,  
Under Secretary  
Staff Selection Commission,  
Block No.-12, CGO Complex, Lodhi Road,  
New Delhi-110003

Subject : Authorization for attending bid opening on \_\_\_\_\_(date) in the tender no  
.....dated .....for Providing Computer Based Examination Services .

Following persons are hereby authorized to attend the bid opening for the tender mentioned  
above on behalf of \_\_\_\_\_ (Bidder) in order of  
preference given below.

Order of Preference	Name	Signatures Specimen
I		
II		
Alternate Representative		

**Signatures of bidder**  
**Or**  
**Officer authorized to sign the bid**  
**Documents on behalf of the bidder.**

A maximum of two representatives for any bidder shall be authorized and permitted to attend the Bid  
Opening.

## **ANNEXURE –I CLAUSE BY CLAUSE COMPLIANCE**

We (Name of Firm) \_\_\_\_\_ hereby furnish the technical compliance report as per RFP as under.

- a) We confirm the acceptance & understanding of deliverables by the bidder with respect to Scope of Work and other terms and conditions of RFP.
- b) Undertaking of providing seating capacity for 60,000 candidates in single shift.
- c) We confirm that the service provider can conduct Computer Based Test/Exam as per Scope of Work in RFP.
- d) The agency undertakes to be responsible for complete security of processes, infrastructure, VPN connections, etc. as per the plan drawn in consultation with the Commission.
- e) Details of secured LAN system with LAN back-up equipment & VPN connection to be provided at all venues, are furnished.
- f) Details of Back-up Server & its connectivity with main Server along with the details of software to be provided at each venue, are furnished.
- g) Details of web-cams to be installed at each lab for continuous recording of candidate activities, are furnished.
- h) Details of Registration counters including facilities for photo capture and Bio-Metric information to be captured for each candidate. Also indicate number of candidates per counter.
- i) Detailed methodology for Data storage and transfer of data through VPN under secured environment are indicated.
- j) Details of Anti-virus software to be provided at Server level as well as at Terminal level, are furnished.
- k) Detailed methodology for creating Question paper under secured environment within SSC premises and the type of software training to be provided at SSC, are indicated.
- l) Detailed activities to be provided w.r.t. Pre-Test activities as defined in Scope of Work, are indicated.
- m) Detailed methodology for preparation and dispatch of question papers through VPN connectivity w.r.t., Scope of Work, are indicated.
- n) Detailed methodology to be adopted for carrying out Post-Test processing w.r.t. Scope of Work, are indicated.
- o) The Service provider will provide all the facilities as per guidelines laid down by the Commission for PwD candidates.
- p) The Agency will provide all data of the candidates including audit trail of all activities of candidates to the Commission after conclusion of exam.

- q) The Agency will make arrangement at SSC control room for monitoring & supervising exam activities of all the venues.
- r) We confirm that the software is capable for generating bilingual question packs.
- s) We confirm that the firm is ISO 27001 certified for conducting Computer Based Recruitment Test/Exam.

<b>Dated:</b>	<b>Signature:</b>
<b>Name of Firm:</b>	
<b>Company Seal:</b>	

**ANNEXURE-II : DETAILS OF BIDDER**

(to be submitted by bidder on their letter heads)

- (i) Name of the Bidder ,
- (ii) Address of Office at Delhi (if any)  
Tel. Nos.  
Mobile Nos.  
Fax No.  
E – mail
- (iii) Full address of the head office ( Registered Address )/other offices  
Tel. Nos.  
Mobile Nos.  
Fax No.  
E – mail
- (iv) Year of Establishment--
- (v) Legal status of the bidder (Proprietor/Partnership/Private Ltd./Public Ltd.)---
- (vi) Memorandum of Association/articles to be submitted.
- (vii) **Dedicated team of Professional for STAFF SELECTION COMMISSION, BLOCK NO.12, CGO COMPLEX, LODHI ROAD, NEW DELHI-110003 :**  
Name, designation, qualification, telephone numbers and experience of each professional should be indicated
- (viii)

Year-wise financial turnover	2012-13	
	2013-14	
	2014-15	

I/we hereby certify that all the particulars given above are correct and true to the best of my knowledge.

Signature \_\_\_\_\_

Full Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

**(Authorized  
Representative)**



(ix) Details of consortium partners as per format attached:

**For Consortium Firm (not Lead Bidder)**

1.	Name of the Consortium Firm	
2.	Registered Office Address and Website	
3.	Year of Establishment	
4.	Type of Firm	
5.	Name of the authorized contact person of the Consortium Firm	

**Note:** 1. If needed, the bidder can use separate sheets for explaining the above points.

2. SSC reserves the rights to verify the facts given by the bidder, with the authorities, if so required.

### **ANNEXURE -III: PRE-QUALIFICATION**

<b>S. No.</b>	<b>Qualification</b>	<b>Supporting Document to be submitted</b>	<b>Page no.</b>
1	The bidder or any of the consortium firms should have proven experience of at least 4 years in the field of computer based examination in India.	Certificate of Incorporation/Registration.	
2	The bidder or any of the consortium firms, should have average annual turnover of Rs. 75 Crores or more in the last 3 financial years ( 12-13, 13-14 & 14-15).as per audited P&L(Profit & Loss) account . The bidder should be a profit making entity in the last financial year (2014-15).	Self – attested copy of Audited Balance Sheet.	
3	The bidder or any of the consortium firms should have successfully executed 10 computer based exams with minimum of 10,000 candidates scheduled/appeared in one day in the last 3 Years for academic entrance or recruitment in Government Departments/PSUs/autonomous bodies/exam conducting bodies.	Self-attested work Order along with execution/ completion Certificate for each of such computer based exams.(To be submitted as per Format-A)	
4	The bidder or any of the consortium firms should have successfully conducted at least One (1) Computer Based Exams having minimum 15,000 candidates scheduled/appeared in single shift/slot for any department/Exam conducting body of Central or State Govt./PSUs/autonomous bodies/exam conducting bodies.	Completion Certificate showing successful completion of the Exam having more than 15000 candidates in single shift. .(To be submitted as per Format-B)	
5	The bidder or any of the consortium firms should have successfully conducted Computer Based Exams for at least 7.5 lakh candidates/exam in last 3 years for Government Departments/ Autonomous bodies/PSUs/exam conducting bodies.	Work Orders/Completion Certificates /Documents showing successful completion of Exams.(To be submitted as per Format-C)	
6	Software for question paper authoring, computer based/ online examination, biometric candidate handling, etc. must be owned by the agency or the Agency should have licensed copy of the application.	Declaration on bidder letter head that the agency will make changes in software as per SSC requirement.	
7	The bidder or any of the consortium firms should have ISO 27001 (Information Security Management System Standard) certification.	Self – Attested Certificate	
8	The bidder or all the consortium firms should not be Black Listed by any Government department or Semi-government organization on the day of bidding.	Self – Declaration signed by Authorized Signatory.	
9	The bidder or any of the consortium firms should provide undertaking of having capacity of conducting Computer Based Exam for 100,000 Candidates in Single Shift.	Undertaking signed by Authorized Signatory.	
10	The bidder should have successfully developed QB or QP having at least 10000 questions (in toto) for Govt. Depts./PSUs/ autonomous bodies/ exam conducting bodies.	Relevant Work Orders/Completion Certificates /Documents	
11	The Bidder must have experience in developing questions for at least three different Government Departments/PSUs/ autonomous bodies/ exam conducting bodies. The bidder should have minimum 20 subject matter experts on their panel to develop multiple choice questions		
12	The Bidder must have experience of developing question bank for CBE held in multiple shifts for Govt. Departments/PSUs/ autonomous bodies/ exam conducting bodies		

### **Format-A**

**Details of 10 or more successfully executed Computer Based/online Exams with minimum of 10,000 candidates in 1 day in last 3 Years for academic entrance or recruitment for Government Agencies/Departments /PSUs/ Exam Conducting Bodies.**

S. No.	Name of concerned Govt. Agency/ Department/ Exam Conducting Body	Name of Exam	Relevant Certificates enclosed
1			
2			

### **Format-B**

**Details of conducting at least One (1) Computer Based/online Exam having minimum 15,000 candidates appeared in single shift/slot for any department/Exam conducting body of Central or State Govt.**

No.	Name of Client Govt. Agency/ Department/ Exam Conducting Body	Name of Exam	Date of Exam	Number Candidates Single Shift	of in	Relevant Certificates enclosed
1						
2						

### **Format-C**

**Details of conducting computer bases/online exams for at least 7.5 lakh candidates/exam last 3 Years for any Government Agency/Departments /PSUs Exam Conducting Bodies.**

Sr. No.	Name of Client Govt. Agency/ Department/ Exam Conducting Body	Name of Exam	Number of Exams	Relevant Certificates enclosed
1				
2				



## Combined Higher Secondary Level Examination, 2014 to be held on 2.11.2014

			forenoon	afternoon	
S.No.	Name of Centre	Regional Office	Registered Candidates	Registered Candidates	Total Register candidates in both sessions
1	Jaipur	NR	27216	27216	54432
2	Jodhpur	NR	9936	9936	19872
3	Kota	NR	3024	3024	6048
4	Sriganganagar	NR	10080	10080	20160
5	Almora	NR	2592	2592	5184
6	Dehradun	NR	4608	4608	9216
7	Haldwani	NR	7488	7488	14976
8	Haridwar	NR	12960	12960	25920
9	Alwar	NR	15552	15552	31104
10	Bharatpur	NR	10080	10080	20160
11	Bikaner	NR	4464	4464	8928
12	Uaipur	NR	11376	11376	22752
13	Dausa	NR	21600	21600	43200
14	Guntur	SR	10368	10368	20736
15	Hyderabad	SR	25776	25776	51552
16	Kurnool	SR	7056	7056	14112
17	Rajamundry	SR	7488	7488	14976
18	Tirupati	SR	8208	8208	16416
19	Chennai	SR	5040	5040	10080
20	Coimbtore	SR	2304	2304	4608
21	Trichirapalli	SR	2304	2304	4608
22	Tirunelveli	SR	4176	4176	8352
23	Puduchery	SR	1296	1296	2592
24	Vishakhapatnam	SR	11520	11520	23040
25	Madurai	SR	3744	3744	7488
26	Agra	CR	9504	9504	19008
27	Aligarh	CR	12528	12528	25056
28	Allahabad	CR	31392	31392	62784
29	Bareilly	CR	10368	10368	20736
30	Gorakhpur	CR	13680	13680	27360
31	Kanpur	CR	15696	15696	31392
32	Lucknow	CR	45936	45936	91872
33	Meerut	CR	16992	16992	33984
34	Varansi	CR	21168	21168	42336
35	Bhagalpur	CR	12240	12240	24480
36	Gaya	CR	6336	6336	12672
37	Katihar	CR	6480	6480	12960
38	Patna	CR	24624	24624	49248
39	Muzzaffarpur	CR	4320	4320	8640
40	Amravati	WR	8352	8352	16704
41	Aurangabad	WR	8064	8064	16128
42	Kolhapur	WR	2880	2880	5760
43	Mumbai	WR	8784	8784	17568
44	Nagpur	WR	8928	8928	17856
45	Nanded	WR	3600	3600	7200
46	Nashik	WR	6480	6480	12960
47	Pune	WR	6768	6768	13536
48	Chandrapur	WR	5328	5328	10656
49	Jalgaon	WR	3168	3168	6336
50	Bhandra	WR	2160	2160	4320
51	Panaji-Goa	WR	864	864	1728
52	Ahmedabad	WR	14400	14400	28800
53	Rajkot	WR	2736	2736	5472
54	Surat	WR	3024	3024	6048



55	Vadodaraw	WR	3888	3888	7776
56	Kolkata	ER	34416	34416	68832
57	Gangtok	ER	576	576	1152
58	Port Blair	ER	864	864	1728
59	Bankura	ER	5184	5184	10368
60	Berhampore	ER	5328	5328	10656
61	Burdwan	ER	11232	11232	22464
62	Chinsurah	ER	6192	6192	12384
63	Jalpaiguri	ER	6336	6336	12672
64	Malda	ER	6048	6048	12096
65	Medinipur	ER	6480	6480	12960
66	Siliguri	ER	7776	7776	15552
67	Barrackpore	ER	5472	5472	10944
68	Howrah	ER	7056	7056	14112
69	Berhampur	ER	3168	3168	6336
70	Balasore	ER	2736	2736	5472
71	Bhubneshwar	ER	1872	1872	3744
72	Kendujhar	ER	1728	1728	3456
73	Sambalpur	ER	1440	1440	2880
74	Koraput	ER	1152	1152	2304
75	Raurkela	ER	5904	5904	11808
76	Dhenkanal	ER	2736	2736	5472
77	Ranchi	ER	39456	39456	78912
78	Alipurduar	ER	3888	3888	7776
79	Leh	NWR	288	0	288
80	Chandigarh	NWR	27504	27504	55008
81	Jammu	NWR	5040	5040	10080
82	Shimla	NWR	3888	3888	7776
83	Hamirpur	NWR	7056	7056	14112
84	Anantnag	NWR	1296	1296	2592
85	Baramula	NWR	432	0	432
86	Kargil	NWR	144	0	144
87	Doda	NWR	288	0	288
88	Jalandhar	NWR	6624	6624	13248
89	Srinagar	NWR	1008	1008	2016
90	Bhatinda	NWR	11808	11808	23616
91	Rajouri	NWR	576	576	1152
92	Amristar	NWR	10368	10368	20736
93	Patiala	NWR	10368	10368	20736
94	Imphal	NER	3168	3168	6336
95	Dibrugarh	NER	2160	2160	4320
96	Shillong	NER	1728	1728	3456
97	Silchar	NER	2016	2016	4032
98	Agartala	NER	2592	2592	5184
99	Kohima	NER	1008	1008	2016
100	Guwahati	NER	5760	5760	11520
101	Aizwal	NER	432	432	864
102	Tura	NER	432	0	432
103	Jorhat	NER	1296	1296	2592
104	Tejpur	NER	1296	1296	2592
105	North Lakhimpur	NER	1296	1296	2592
106	Golpara	NER	1152	1152	2304
107	Churachandpur	NER	1008	1008	2016
108	Itanagar	NER	1008	1008	2016
109	Jagdalpur	MPR	1440	1440	2880
110	Bilaspur	MPR	7488	7488	14976
111	Rewa	MPR	5040	5040	10080
112	Khandwa	MPR	2448	2448	4896
113	Jhabua	MPR	1008	1008	2016



114	Jabalpur	MPR	10080	10080	20160
115	Indore	MPR	13392	13392	26784
116	Gwalior	MPR	15408	15408	30816
117	Guna	MPR	1728	1728	3456
118	Ambikapur	MPR	1584	1584	3168
119	Mandsaur	MPR	3024	3024	6048
120	Chindwara	MPR	7344	7344	14688
121	Chattarpur	MPR	3168	3168	6336
122	Raipur	MPR	12528	12528	25056
123	Bhopal	MPR	21456	21456	42912
124	Banglore	KKR	6912	6912	13824
125	Dharwad	KKR	7632	7632	15264
126	Trivendrum	KKR	7200	7200	14400
127	Manglore	KKR	1728	1728	3456
128	Kozhikode	KKR	6192	6192	12384
129	Kollam	KKR	3744	3744	7488
130	Kochi	KKR	7056	7056	14112
131	Trissur	KKR	4896	4896	9792
132	Gulburg	KKR	2304	2304	4608
133	Delhi	NR	72576	72576	145152
	Total			1056816	1056816