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**Government of India**  
**Ministry of Personnel, Public Grievances and Pensions Department of Personnel & Training**  
**O/O Regional Director (WR)**  
**STAFF SELECTION COMMISSION,**  
**1<sup>st</sup> Floor, South Wing, Old CGO Building, 101**  
**M.K. Road, Mumbai - 400020**

NIT No: 04/SSC(WR)/Admn./2023

Dated: 23.08.2023

**NOTICE INVITING TENDER**

Sealed BID (Two Bids Packet- Technical Bid & Financial Bid) are invited from reputed firms/ agencies having experience and engaged in the work of pre-examination activities for Data Processing (DP) works in the connection with Examinations being conducted by Staff Selection Commission (WR). The Commission intends to form a panel of agencies to perform these functions for a period of three years initially, with further extension of one year at a time, if required, on the same terms and conditions as stipulated in this Notice Inviting Tender on mutual agreement and satisfaction of the Commission.

The time schedule of activities is as follows:

S.No.	Activity Description	Time Schedule
1.	Tender No.	No:04/SSC(WR)/Admn./2023 Dated: 23.08.2023
2.	Pre bid meeting Time & Date (if required)	11:00 Hours on 30.08.2023
3.	Time and last date of depositing tender / Bid	15:00 Hours of 13 <sup>th</sup> September, 2023
4.	Time and Date of Opening of Tender / Technical Bid	16:00 Hours of 21 <sup>st</sup> September, 2023
5.	Time and Date of Opening of Financial Bid	To be informed to technically qualified bidders through email/ mobile.
6.	Minimum Validity of tender offer	180 days from the date of Opening
7.	Services to be offered	Pre-examination works of various recruitment activities
8.	Estimated No of applications for Processing	Approximately 25 Lakhs/-
9.	Amount of EMD to be deposited	Rs. 3,00,000/-
10.	Performance Security Deposit	Rs. 6,00,000/-
11.	Duration of contract	Three Years from the date of award of contract, extendable up to a maximum of three more years, one year at a time.
12.	Cost of Bid Document	NIL

2. Tender document can be downloaded from the website [www.sscwr.net](http://www.sscwr.net). A copy of the complete tender document (NIT) duly signed and stamped on each page shall be uploaded as acceptance of each and every condition/clause mentioned therein, along with bid documents and EMD. Bids submitted without signed tender documents or requisite EMD shall be summarily rejected. Conditional bids will be summarily rejected. EMD instrument shall be payable at Mumbai. The Demand draft of Earnest money should bear the date after the date of Notice Inviting Tender.

3. The interested Companies/ Firms/ Agencies may put/ submit their Bid through online in CPP Portal, complete in all respect along with Earnest Money Deposit (EMD) of Rs.3,00,000/- from **23<sup>rd</sup> August, 2023 to 13<sup>th</sup> September, 2023**. A copy of the entire tender document duly signed and stamped on every page shall also be upload along with the bid documents as acceptance of each and every condition/clarification mentioned therein. Conditional bids will be summarily rejected. Only one tender should be kept in one cover. The tender is not transferable.

4. The prospective bidder may contact Section Officer (Adm) of this office for any queries in connection with submission of bid on prior appointment basis.

5. Any attempt on the part of the bidder to influence in any way for the acceptance of his tender will render the tender null and void.

6. The decision of the Regional Director, SSC(WR) shall be final on any matter of dispute arising out of tender.

Section Officer  
(Admn.)SSC (WR),  
Mumbai

Copy to: On Website [www.sscwr.net](http://www.sscwr.net)

## SECTION-II

1. Staff Selection Commission, ( Western Region) (SSC(WR)), Mumbai invites online bids on single stage two bid system for “Data Processing works of various Recruitment activities” at SSC(WR), Mumbai”.
2. Tender document may be downloaded from SSC(WR) web site [www.sscwr.net](http://www.sscwr.net) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in Notice Inviting Tender.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>. Manual bids shall not be accepted under any circumstance.
4. Bid documents may be scanned with 100 dpi which helps in reducing size of the scanned document.
5. Bidder who has downloaded the tender from the SSC(WR) website and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with SSC(WR) Mumbai.
6. *The Technical qualifications and documents required with technical bid are mentioned in Annexures*
7. **Earnest Money:** *Earnest money (i.e. ₹ 3,00,000/-) is to be submitted by means of a Bank Demand Draft/FD, of a scheduled bank payable/ enchasable at Mumbai. (a scanned copy to be uploaded on CPP Portal). It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD may be prepared in the name of "**Regional Director, SSC(WR), Mumbai**". The earnest money (DD/FD) or any exemption certificate) must reach the office of the Regional Director, SSC(WR), Mumbai prior to opening of tender.*
8. No request for transfer of any previous deposit of earnest money or security depositor payment of any pending bill held by the SSC(WR) Mumbai in respect of any previous work will be entertained. Bidder shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the bidder fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited
9. Bids without Earnest Money will be summarily rejected.
10. No claim shall lie against SSC(WR) Mumbai in respect of erosion in the value or interest on the amount of EMD.
11. The earnest money will be returned to the unsuccessful bidders after the tender is awarded.
12. EMD should remain valid for a period of 180 days beyond the final bid validity period. When the bidder agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.
13. The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD(Performance Security Deposit).

### **1. Award of Contract :**

- i) SSC(WR) will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bid the lowest evaluated quotation price.
- ii) Notwithstanding the above, SSC(WR) reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- iii) The bidder whose bid is accepted will be notified of the award of contract by SSC(WR) prior to expiry of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.
- iv) The competent authority reserves the right to reject the service if the same are not found in accordance with the required description/quality and make alternative arrangement at the risk & cost of contractor.

### **2. Tender Cost:-** Exempted as per GFR -2017.

### **3. General Terms and Conditions:-**

- i) Offline bid shall not be accepted in any circumstance.
- ii) The complete bidding process in online bidding. Bidder should be in possession of valid digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
- iii) Bidders are advised to follow the instructions provided in the 'Instructions to the Bidder for the e-submission of the bids online through the Central Public Procurement Portal for e- Procurement at <https://eprocure.gov.in/eprocure/app>.
- iv) Quotations/Bid should be valid for 180 days from the tender due date i.e. tender opening date.
- v) The bidder must be having a valid GST, PAN numbers and all other permissions, registrations, licenses etc. which are applicable in the present case, on the date of submission of bids.
- vi) The bidder must be able to provide the service within specified time period as prescribed in the Work Order, failing which the EMD will be liable to be forfeited.
- vii) All disputes shall be subject to Mumbai Jurisdiction only
- viii) SSC(WR) Mumbai reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.
- ix) The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> in the office of Regional Director, SSC(WR) Mumbai at the prescribed time.
- x) Financial bids of only those bidders will be opened whose technical bids are found suitable by the tender committee appointed for the purpose.
- xi) No separate information shall be given to individual bidders.
- xii) In comparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
- xiii) Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc. must be submitted as part of technical bid.
- xiv) In case the service provider requires any clarification regarding the tender documents,

they are requested to contact the Section Officer (Adm.) Mumbai through e-mail: [admsscwr@gmail.com](mailto:admsscwr@gmail.com) or before end date of clarification as per critical date sheet.

**4. Pre-Bid Meeting**:- The pre-bid Tender meeting if requested by bidders will be held as per criteria date sheet (Page no 2) *in the office of Regional Director, SSC(WR), Old CGO Building, 101 M.K. Road, Mumbai* for clarifying any points relating to this tender document by the prospective bidders. The bidders(s) may get clarified any confusion regarding any terms and condition of the contract during pre-bid meeting and thereafter any claim of doubt/confusion or any things relating to this contract will not be entertained and it will be deemed that the bidder has understood everything about this tender. The date of the opening of the technical bid will be posted on the official website and the bidders should attend the same. Thereafter, the technical bids will be evaluated and names of the bidders who are technically qualified will also be posted on the official website. If required, a meeting may be held to verify the documents as submitted in support of qualifying criteria in respect of only technically qualified bidders and they have to produce original documents for verification. Those who fail to produce any desired document in original on the appointed date and time, their bid will be rejected without giving them any further opportunity.

**5. Performance Security Deposit**:-

- a) The selected bidders must deposit the requisite amount of security money (10% of the approximate value of the work) within the stipulated date specified in the acceptance letter.
- b) Successful bidder/firm should submit performance security as prescribed in favour of “Regional Director, SSC(WR), Mumbai” through DD/FDR by any Schedule Bank with a clause to enforce the same on their local branch at Mumbai.
- c) The performance security deposit should be submitted in the office of Section Officer (Accounts), SSC, Mumbai.
- d) Validity of the performance security shall be for a period of 60 days beyond the expiry of contract.

**6. Forfeiture of Performance Security Deposit** :-

- a) In the event of failure to maintain the services as per work order within the stipulated period, the security deposit may be forfeited.
- b) In the event of failure, work may be awarded to the next lowest bidder vide the same work order at contractors’ risk and cost without any further reference, so that the loss incurred would be recoverable from the Security Deposit of the said contractor or from any sum due or which may become due to the contractors.
- c) If any equipment/instrument/infrastructure is damaged by the approved firm, cost of the same will be deducted from the deposited security money of the contractor.
- d) Refund of Security Deposit- After successful completion of work performance security deposit will be refunded within the three months.

**7. Validity of the bids**:- The bids shall be valid for a period of 180 days from the date of opening of the tender and no request for any variation in quoted rates and / withdrawal of tender on any ground by bidder(s) shall be entertained.. This has to be so specified by the

bidder in the commercial bid which may be extended, if required.

**8. Right of Acceptance:** - SSC(WR), Mumbai reserves the right to accept or reject any or all bids without assigning any reasons. SSC(WR), Mumbai also reserves the right to reject any bid which in its opinion is non-responsive/not-viable or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process. Canvassing in any form is strictly prohibited and the bidders who are found of canvassing in any form are liable to have their tenders rejected out-rightly.

**9. Breach of Contract:** -

a) If the agency fails to fulfill any of the terms and conditions of this agreement, including its annexures and schedules, or if the working or service of the Agency is found to be defective/unsatisfactory, the agency will be deemed to be in breach of this contract. In case of breach of contract, SSC(WR), at its discretion, will have the right to either impose penalty up to 10% of the total Annual Value of contract for each such violation or to cancel the contract forthwith and arrange to procure similar service from any other source available, at the risk and cost of the Agency. In event of cancellation due to breach of contract, the performance security deposit shall stand forfeited.

b) The Agency will be bound by the details furnished by it to the SSC(WR), while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract and forfeiture of the performance security.

**10. Subletting of contract:** - The contract will not be transferable. The successful bidder firm shall not assign or sublet the contract or any part of it to any other person or party without having first obtained permission in writing of the SSC(WR), which will be at liberty to refuse, if thinks fit.

**11. Eligibility Criteria:** -

a) The bidder should have **a minimum of five year experience**, in the field of data processing activities involving handling of manual as well as online applications checking, scanning, processing of applications, generation and printing of admit cards etc. for recruitment exams conducted by organisations like UPSC/ SSC/State Public Service Commission/ Railway Recruitment Board/Central Government PSUs/Autonomous bodies with proven track record. Documentary proof, in prescribed proforma, in support of claim of satisfactory completion of work, duly signed and stamped by the competent authority of the said office shall be attached. All work orders issued by the hiring organization shall also be submitted.

b) The bidder must have successfully executed/completed similar services, in each of the last three financial years i.e. 2020-21; 2021-22 and 2022-23, in one or more offices, as mentioned below -

- i. Three contracts for not less than 10 lakhs candidates each; or
- ii. Two contracts for not less than 15 lakh candidates each; or
- iii. One contract for not less than 30 lakh candidates.

c) The bidder must have an average annual financial turnover of Rs. 80 lakhs in each of

the three previous financial years i.e. 2020-21; 2021-22 and 2022-23, only from data processing activities (audited Profit & Loss account and Balance Sheet of the last three years, duly signed and stamped by the bidder, demarcating the turnover from data processing services shall be submitted.

d) The Agency / any of its Directors / Partners etc. should have not been black listed by any Govt. Organizations / Departments or should have not been convicted for any offence by any court of law as on date.

e) The Agency shall have Work Place, Manpower including technical Manpower, Computer, Laser Printers, Line Matrix Printers, Scanners and sufficient space at any point of time and shall be able to perform all activities/ operations relating to the work.

**12. Scope of work:** - Details of the candidates in the form of electronic data, which are called applications, are required to be processed in different specified formats for the purpose of communication with the candidates and for use of the Commission. The completion of work in prescribed time is the essence of Data Processing Works (DP works) for SSC. All DP works are time bound in nature and are required to be completed at a very short notice sometimes in a day or two. Successful bidders on selection and award of contracts would have to adhere to strict time lines. Bidders shall have to carry out the work within short notice. At times work will go on even after normal working hours and DP shall respond to the requirement of this office even after normal office hours. Delay in completion of work will not be allowed in any circumstances. Accuracy is also of utmost importance for such work, and sincere and conscious efforts are required to avoid potential mistakes. Confidentiality is to be maintained strictly without fail. The DP work will be under the following major heads viz:

- (a) Verification of applications;
- (b) Processing of electronic data;
- (c) Generation of data base for creation of admission certificates;
- (d) Printing of admission certificates
- (e) Scanning of dossiers of candidates.
- (f) Generation of reports as per requirement of the Commission

Further, in addition to above mentioned scope of work, any related work that may arise in future during the contract period, the DP Agency will have to carry out the work on mutually agreed rate and terms & conditions.

A. Verification of application - Online Data, i.e. photo, signature, and other details as furnished by the candidates through their respective registration numbers will be transferred electronically to the vendor for processing. The processing of data normally involves the following steps: -

- i. Particulars of candidates given in the data are checked in order to ascertain whether the applications are complete or not. Entry in certain fields as specified by the Commission determines whether an application is complete or not;
- ii. Image quality of photo and signature as uploaded by the candidates in online application form are checked in order to confirm whether such images conform to the specifications and are adequately legible, whether images are objectionable picture or non-human objects or pictures of famous or notorious personalities who cannot be applicants for such recruitment examination. Applications containing unacceptable images are to be rejected; other instructions regarding advertisement notice have to be applied.



- iii. It is to be checked whether candidates have submitted more than one application which are determined by using the fields of Name, Fathers' Name and Date of Birth of the applicant or any other parameter specified. If the candidate has submitted multiple application all their applications will be rejected.
- iv. Debarred candidates are to be identified and rejected.
- v. A data base of accepted and rejected candidates is created and a report is furnished to the Commission showing Centre wise accepted and rejected candidates along with other fields such as PH category, Scribe required etc.
- vi. DP will have to check the list of Examination Functionaries provided by commission with the candidates data for every exam/skill test to identify whether any of the Exam functionaries happens to be a candidate for the particular examination and report to the SSC(WR). Parameters for finding such common Exam Functionaries and candidates would be intimated to the DP from time to time.
- vii. DP will have to carry out any other work in relation to allocation of candidates and preparation of examination, as would be intimated by the Commission from time to time. If the Commission brings any changes in any or all of the procedures in future, the DP will have to carry out the same.

B. Electronic data processing -

- i. Randomization of candidates is to be done on the basis of certain formula given to the vendor by the Commission. Different kind of intelligent randomization logic is to be adopted for each examination as per Commission guidelines;
- ii. After randomization of candidates, there will be a normalization of candidates i.e. while allocating the candidates of a particular centre/city at the venues, the ratio of Male and Female candidates including their category (SC/ST/OBC/UR/EWS/PH/EXS) is to be maintained. Other parameters may also be given from time to time.
- iii. Final Roll Number of the candidate, as per prescribed Centre Code is to be allotted Centre wise.
- iv. Ticket number may be generated for candidates in respect of offline exam/ test. Ticket number is a serial number to be assigned against each Roll Number for a particular city/center.
- v. Generally, the examination is conducted in a number of venues in any particular center, if specified. Each venue has a code called venue code or sub center code. Candidates are allotted the venues according to the sequence of Random Numbers in the order of date of examination, session, shift, venue code as per the scheme of the Commission.

C. Generation of data base for creation of admission certificates and printing of commission copy-

- i. The DP is required to prepare a backend data in Dbf, xls, xlsx, mdb or any other format/s decided by the Commission, for uploading the status of candidates as well as E-Admit Card of candidates. The format of the database will be intimated to the vendor from time to time.
- ii. A Bar code is required to be generated for each candidate which will be printed on

the online Admit Card(AC) to be downloaded by the candidate directly from Commission's website as well as on the Commission copy which will be printed by the DP for each candidate and provided to the Commission for use at the examination centre. Bar code should contain certain information which will be intimated from time to time.

- iii. The Data Processor will be required to prepare e-Admission Certificate (e-AC) in the prescribed format (in PDF/HTML file format as per the directions of Commission). Format for e-Admit cards may be changed from time to time and data Processor shall have to carry out the modifications/alterations as intimated to them by the Commission from time to time. Call letters for Document verification will also have to be prepared in similar manner.

D. Printing of Commission Copies -

- i. The DP will be required to print the colour Commission Copy of Admission Certificate (AC) for each candidate in the prescribed pre-printed form and get it delivered to the SSC(WR) office located at Mumbai at his own expense. DP will be responsible for safe custody of the Commission copies during transit from his office to the Commission's office at Mumbai. Details of exams, time table, candidate's photograph, signature as well as Bar Code should be printed on the Commission Copy of AC. The proforma of the Commission copy is required to be got pre-printed by the DP. Two commission copies per A4 sheet will be printed. Such security features as prescribed by the Commission shall be provided in the Commission Copies.
- ii. The DP will also be required to prepare and print photo bearing (coloured) ATTENDANCE SHEET (12 candidates per sheet) in the prescribed format and to be handed over to SSC (WR) for offline exam and document verification.
- iii. For printing/ preparation of Admit Cards (Commission Copy) / Attendance Sheets, the Agency should develop the software in such a way that if at any stage SSC (WR) wishes to get the Admit Cards (Commission Copy)/ Attendance Sheets printed by its own non-technical staff that could easily be done by menu driven software.

E. Scanning and printing work -

- i. The DP will be required to provide such information as may be required by the Commission in hard copy from time to time in addition to the Commission copies. Whereas, the DP will get the Commission Copies pre-printed as per Commission's proforma, the other material such as print out of application forms, pictures of the candidates taken at various stages of examination, Attendance Sheets or any other information shall be computer printed on good quality A4 size paper.
- ii. Photograph, signature and other data required to be printed shall be printed/scanned in 300 dpi (Minimum) & must be visibly very clear and sharp.
- iii. All the specifications of printed material and stationery to be used for preparation/printing of Admit Cards, Attendance Sheets, Show Cause Notices, Rejection Letters, other exceptional report related to the conduct of examination shall be provided as per specifications/designs/colors conveyed by SSC (WR).

However, Stationery required for these works shall be provided by the Agency which must be of standard quality (Computer Stationery suitable for use on Line Matrix Printers and or A-4 size 70 GSM paper) and the agency shall take prior approval of the sample of such material from SSC (WR).

F. Generation of reports –

- i. The DP will be required to generate any number of reports in any format as required by the Commission from time to time. **No separate payment will be made to the DP for generation of any kind of report whatsoever.** At times these reports may be required to be provided at a very short notice and at odd hours. The DP will be bound to meet the timelines prescribed by Commission in this regard. Failure to do so will qualify as a breach of contract and liable for imposition of such penalties as decided by the Commission.
- ii. The DP is required to retain and maintain the complete data of the examination for a period of five years after the declaration of Final result of recruitment process or till as directed by the Commission, whichever is earlier. DP shall not destroy/ delete the data without the prior written approval of Regional Director, SSC(WR). The DP should provide various miscellaneous information from the database as and when asked for by the Commission.
- iii. The Agency shall maintain all activities in comprehensive integrated software to make the database searchable. The software may include the role based privileges with users – IDs & passwords of officials and proper track record/history of these activities and to monitor it and MIS (Management Information System) Reports for effective control on these activities.
- iv. The complete set up shall have a provision for integration with Unique Identification Number of UIDIA (Aadhar) and shall also be compliant with the guidelines of Govt. of India on Biometrics Identification.

13. **TENTATIVE TIMELINES FOR VARIOUS ACTIVITIES: -**

1.	Furnishing list of invalid applications, debarred candidates applying for the examination and candidate submitting multiple application	Within 2 day of receipts of data from Commission
2.	Processing of candidates data i.e. checking photo, signature, under age/over age, multiple applications, debarred candidates etc.	@ 1 lakh units per day and for increase in volume one day for every lakh of photo and signature subject to maximum 5 days.
3.	Furnishing centre-wise randomized list of all candidates as per randomization formula	Same day as requested by Commission
4.	Furnishing soft copy of complete data in DVD/pendrive	Within two days of completion of data processing
5.	Furnishing data for uploading the application status in the website	As and when directed by Commission

6.	Completion of printing of Commission Copies and hand over to the Commission	Within two days of provision of finalized data by the Commission.
7.	Uploading pdf files/html data of candidates in the server of this office for uploading the Admission Certificate in our website.	Same day as required by the Commission
8.	Reports sought by the Commission in various form	Immediately within 2-3 hours

The above time lines are only indicative. At times due to administrative exigencies the above time lines may be shrunk by the Commission, without compromising on quality/accuracy of work, requiring the DP to deploy additional manpower and machinery. No additional payments will be made on such occasion and the bidders will be deemed to have factored these circumstances in the price quoted by them.

**14. Price Bid:**

1. The Commercial bid format is provided as BOQ along with this Tender Document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this **dptender.xls** as it is and quote their offer/rates in the permitted column and upload the same in the Commercial Bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case the same is found to be a tampered/modified in any manner, Tender will be completely rejected and EMD would be forfeited.
2. The Bids must be submitted online only at CPP Portal website: <https://eprocure.gov.in/eprocure/app> on or before the due date. Bids submitted after the due date & time will be rejected.
3. The basic rates quoted by bidders exclusive of taxes will be considered for award of contract.

**15. Bid evaluation criteria and selection procedure :-** A two-stage procedure shall be adopted for evaluating the proposals. The selection will be done using Quality cum Cost Based Selection (QCBS) process. 60% weightge would be given to the Technical evaluation and 40% weightge would be given to the financial bid.

**A. Evaluation Criteria for Technical Proposal: -**

S.No.	Criterion	Marks	Maximum Marks
1.	Number of years of experience in the field of recruitment exam related data processing	Marks	35
	More than 20 years	35	
	Between 15 to 20 years	30	
	Between 10 to 15 years	25	
	Less than 10 years	10	
2.	Total number of candidates for which recruitment exam related data processing done in last three years i.e. 2020-	Marks	30

	21, 21-22 and 22-23		
	Above 2.5 crore	30	
	Above 2.0 Cr. upto 2.5 Cr.	20	
	Above 1.5 Cr. upto 2.0 Cr.	15	
	Above 1.0 Cr upto 1.5 Cr.	10	
	1.0 Cr. or less	05	
3.	Total Turnover from recruitment exam related data processing activities in last three years i.e. 2020-21, 21-22 and 22-23	Marks	30
	Above 10.0 Cr.	30	
	Above 7.5 Cr. upto 10.0 Cr.	25	
	Above 5.0 Cr. upto 7.5 Cr.	20	
	Above 2.5 Cr. upto 5 Cr.	10	
	Less than 2.5 Cr.	05	
4.	DP office located/proposed in Mumbai	Marks	05
	Yes	05	
	No	00	

*Note* : Experience/turnover etc. gained in recruitment exam related activities of UPSC/ SSC/ State Public Service Commission/ Railway Recruitment Board/Central Government PSUs/ autonomous bodies only will be taken into consideration.

**B. Evaluation Criteria for Financial Proposal: -**

The price bids of only those firm/agencies who qualify technically will be opened. The proposal with the lowest cost bid responsive will be given a financial score of 100 and the other proposals will be given financial score that are inversely proportionate to their cost bids. Financial bids declared non responsive will be awarded zero marks.

For e.g. assuming that out of technically qualified bids a firm “A” who has quoted ₹ 5/- is lowest one, it will be given a financial score of 100. Other technically qualified firms who have quoted above ₹ 5/- will be given the financial score as worked out in the following examples.

<u>Firms</u>	<u>Bid Rate</u>	<u>Financial Score</u>
Firm “B” -	₹ 6/-	$5/6 \times 100 = 83.33$
Firm “C” -	₹ 7/-	$5/7 \times 100 = 71.43$
Firm “D” -	₹ 8/-	$5/8 \times 100 = 62.50$

For working out the combined score, the Tender Committee will use the following formula:

$$\text{Total points} = \{T(w) \times T(s)\} + \{F(w) \times F(s)\}$$

where T(w) stands for weight of the technical proposal T(s) stands for technical score F(w) stands for weight of the financial proposal F(s) stands for financial score as worked

out above.

For e.g. if a firm score 50 marks in technical bid and 70 marks in financial bid the total points (upto two decimal points without rounding off) will be worked out as follows: -

$$\begin{aligned} & \{T(w)/100 \times T(s)\} + \{F(w)/100 \times F(s)\} \\ & (60/100 \times 50) + (40/100 \times 70) \\ & \text{Total} = 30 + 28 = 58 \text{ Points.} \end{aligned}$$

The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered for award of contract.

#### **16. Award of Contract:-**

- i. SSC(WR) Mumbai will award the contract to the bidder whose quotation has been determined to be substantially responsive and with the highest marks /rank i.e. total of technical evaluation marks (60% weightage) & financial evaluation marks (40% weightage) shall be deemed as the successful bidder and shall be considered eligible L1 bidder for further process. A bid will be considered as substantially responsive if it conforms to all terms & condition of the bid documents without material deviations.
- ii. In case of tie i.e. same score for two or more firms the L1 will be decided on the basis marks scored in technical evaluation and in case of marks in technical evaluation also being same, on the basis of the marks scored by vendor respectively in first, second and third rows of criteria of technical bid evaluation.
- iii. The following deviations will be deemed material deviations:
  - a. Non-submission of appropriate Bid Security;
  - b. Bid-validity period less than that stipulated in this tender document;
  - c. SSC(WR) Mumbai's decision regarding responsiveness of bids will be based on the contents of the bid itself without recourse to extrinsic evidence and will be final.
  - d. A bid determined as substantially non-responsive will be rejected by SSC(WR) Mumbai and shall not be considered beyond tender opening stage by correction of the non-conformity.
  - e. SSC(WR) Mumbai may waive any minor infirmity or non-conformity or irregularity in a bid which in its opinion does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
  - f. Notwithstanding the above, SSC(WR) Mumbai reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
  - g. The bidder whose bid is accepted will be notified of the award of contract by SSC(WR) Mumbai prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the work order.

**17. AGREEMENT / CONTRACT: -** The successful Tenderer shall be required to enter into an

Agreement with SSC (WR) within 10(Ten) working days of being called upon on a non-judicial stamp paper of Rs. 100/-(One hundred only) (as per Annexure-D) at his own cost and in the form annexed hereto to this effect. Such agreement must conform to all the terms and conditions of NIT and other such condition in the tender offer as may be agreed upon by SSC (WR), Mumbai. The Agreement will also include a clause for “No Disclosure of Information”

SSC (WR) reserves the right to cancel the agreement executed without any compensation whatsoever to the contractor any time before the award of the work. The action of SSC (WR) under this clause shall not construe the breach of contract.

**18. PERIOD OF CONTRACT: -**

- i. The contract will be for a period of three years initially from the date of signing the agreement.
- ii. The contract may be extended for further period of three years (one year at a time), on the same terms and conditions depending upon the satisfaction of the Commission on the decision of Regional Director, SSC (WR).
- iii. The agency shall be liable to complete all pending activities after expiry of agreement in respect of work already assigned during the period of Contract/Agreement.
- iv. After the expiry of Agreement / Contract with Agency by whatever reason, the Commission would be entitled to get the work done from any other firm/agency or person and the bidder would be liable to hand over all application forms, the punched and scanned database, source code, application dependences, licenses, application software / programs, other valuable information / reports, completed and uncompleted work to the Commission and will not object in any manner to the work being completed by any other agency. The Agency will handhold with the new selection company for three months (if required).

**19. DELAY/DEFICIENCIES IN THE BIDDER'S PERFORMANCE: -**

- i. In case of any mistake or delay in the supply of the output reports in CD/DVD/Mail/Pen Drive according to the schedule or any lapse on the part of DPA or if the Commission's instructions are not followed, the Commission shall have the right to rescind the contract and will have the right to get the work done through other agency at the risk and cost of the DPA. Any loss arising out of the same shall be borne by the DPA.
- ii. The Commission reserves the right to assign part-work of a particular examination to some other agency and the right to cancel the contract at any time if the work performed by the DPA is not satisfactory or not according to the guidelines/instructions issued by the Commission, without assigning any reason whatsoever and the decision of the Commission in this regard shall be final and binding. In the latter case, the DPA shall forfeit the Security Deposit.
- iii. The DPA shall not terminate the contract after the commencement of the job relating to a particular examination. The contract can be terminated by serving one month's notice but only after the entire job relating to the particular examination is fully and satisfactorily completed.
- iv. In case of any dispute as to interpretation of the terms of the contract, the decision of the Regional Director, SSC(WR) shall be final and binding.

**20. PENALTIES: -**

- i. The Agency shall be responsible for 100% accuracy and confidentiality in the execution of work. The agency shall be responsible for completion of work as per time schedule stipulated in the Bid Document/agreement and as per the directions of the Commission.

- ii. The Commission may impose penalties on the agency for omission/ mistakes/irregularities/errors/ delays/non-execution of work, committed by the agency. The quantum of penalty levied will be based on whether the mistake is major or minor. Any mistake which directly affects the result will be a major mistake (change of category, change in date of birth, missing application etc.). The Commission will have the right to impose a penalty not exceeding 25% of the total cost of work / total bill for mistakes. The following is an illustrative list of specific penalties.
- iii. Following is an illustrative list of specific penalties levied and deducted: -

S.No.	Nature and Type of Error	Penalties
1.	For every application form lost	Rs.2000/- per application
2.	Every missing Registration No./Roll No. from final data	Rs.2000/- per missing Roll number
3.	Error in Data Entry of manual application or wrong data processing of online data	Rs.1000 per candidate if error relates to result affecting field such as category, age relaxation code, post preference etc. (State code, Naxal/Militancy Affected District Code, etc in Constable (GD) Exam) and depends on gravity of error and the error detection stage of exam For others: Rs.500/- per candidate
4.	Mismatch of photograph and/or signature, Blurred photo/signature on Admit Card	Rs.500/- per Admit Card
5.	Error in printing – Admit Card, Call Letters	Rs. 500/- to Rs.1000/- per Call letter/Admit Card depending on the error
6.	In case of delay in completion of work as per time schedule/ directions of the Commission	Minimum Rs. 1000/- per day or one percent of work order value whichever is higher, for first 3 days. Then Rs.2,000/- per day
7.	Non-execution of work and/or showing unwillingness to carry out the work assigned	No payment for partly executed work + termination of agreement + forfeiture of Performance security + penalty for the losses/expenses incurred in completion of work.
8.	Errors in report, non-submission of report in the format decided by the Commission etc	Rs. 5000/- per report
9.	Missing sheet in Envelope containing Commission's Copy of Admission Certificate or Attendance Sheet meant for Venue Supervisor	Rs. 500/- per Missing Sheet
10	Any other error specific to the situation	Upto 10% of amount to be paid to vendor for that particular tier of exam.

**Note:**



- a. The agency shall have to correct all errors/omissions without any additional charges.
- b. For any loss, damage, financial liability etc. occurring to the Commission by way of court matter; litigation or under Right to Information Act, or otherwise on account of any irregularities, negligence, omission, commission or mishandling or additional cost incurred by SSC due to the DP's lapses etc., the Agency shall be accountable and the entire damage or loss of financial liability shall be borne entirely by the Agency.
- c. Though the number of applications will be around 25 lakhs approx. annually, it is possible that the number of applications is very less for a particular open examination or for Selection Post. Once assigned, the Agency shall have no right to refuse any particular work having less number of applications. Refusal of work may amount to penal action and even termination of contract.
- d. The penalties indicated are not exhaustive but only illustrative and will be reviewed by the Regional Director (WR) for each examination/test based on the mistakes committed by the Data Processor.

**21. TERMINATION OF AGREEMENT: -**

- i. In case of any delay in execution of work assigned, the Agency would be liable to pay penalties. However, in case of regular delays, the Commission would be entitled to cancel the agreement and in that case the agency will not be entitled to any amount payable to them under this contract.
- ii. In case of excessive errors and if the Commission is of the view that the work has not been performed satisfactorily and cannot be performed by the Agency, the Commission at its discretion may terminate the agreement without any prior notice and in that case the Commission would not be liable to pay any amount on any account to the Agency.
- iii. If the work of the agency is not found satisfactory or any breach is noticed or any manipulation is reported to or noticed by SSC (WR), the SSC (WR) reserves the right to cancel the contract and/or forfeit Performance Security submitted by the agency and/ or to take legal action including black listing the agency, at any point of time during the period of contract without prior notice.
- iv. In case the contract is terminated with agency, the Commission would be entitled to get the work done from any other firm/agency or person and the bidder would be liable to handover the database, source code, application dependencies, licenses, Application software/programs, other valuable information/reports, completed and uncompleted work to the Commission and will not object in any manner to the work being completed by any other agency. The Agency will handhold with the new selection company for three months (if required).
- v. The agency shall strictly comply with the terms and conditions of the agreement. In case of violation of any of the terms and conditions, the agreement shall be liable to be cancelled immediately and Performance Security shall also be forfeited and the agency will not be entitled to any amount payable to them under this contract.
- vi. 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 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.

**22. Clarification of Offers: -** To assist in the analysis, evaluation and computation of the Bids, the Competent Authority, may ask Bidders individually for clarification of their Bids. The request for clarification and the response shall be in writing but no change in the price or substance of the Bid offered shall be permitted.

**23. Right to call upon information regarding status of contract:-** The SSC(WR) will have the right to call upon information regarding status of contract, statutory/legal compliances at any point of time and the Agency will be obligated to provide the same to the complete satisfaction of the SSC(WR) within 48 hours of being called upon to do so.

**24. Payment terms and conditions:-**

- i. The payment will be made in Indian Rupees only. The Contractor shall submit Pre-receipted machine numbered invoice/bills in triplicate to designated officer of SSC (WR), Mumbai after successful completion of each Examination/ Skill Test/ work as per the accepted rate in the contract. Bill should contain PAN/TAN/Service Tax Registration/Account Detail and stamped.
- ii. The payment of the bills will be made after satisfactory and timely completion of the job in respect of a particular examination. However, 90% of the amount payable will be released after deducting penalty amount, if any, on successful completion of the written examination/work and on receipt of invoice/Bill after completion of the each tier of the Examination as per the accepted rate in the contract.
- iii. Balance 10% shall be released after deducting penalty amount, if any, after declaration of final results of the examination and on receipt of all examination formalities, if any, in the premises of SSC (WR) after accurate completion of the required process.
- iv. TDS (Tax deducted at source) on Income Tax etc. will be deducted by the Commission as per rules.
- v. The agency shall submit bills for payment in triplicate along with Work Completion Certificate (WCC) pertaining to the activities carried out and completed.
- vi. Payment will be made only after the Commission is satisfied about the completion of work in terms of quality & quantity.
- vii. Transportation charges of application etc. from the premises of the Data Processing Agency to the Commission's office and vice versa will have to be borne by the Data Processing Agency.
- viii. 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.

**25. Audit and Technical Examination :-** SSC (WR) shall have the right to have/conduct 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 SSC (WR) to recover the amount towards overpayment from the Bidder.

**26. Indemnity:** - The Agency shall indemnify the SSC(WR) from, and defend and hold the SSC(WR) harmless from and against, any losses suffered, incurred or sustained by the Agency or to which the Agency becomes subject, resulting from or arising out of any third party claim:-

- i. due to negligence in performance of the Services provided by the Agency;
- ii. Relating to the failure by the Agency to obtain, maintain or comply with the Statutory provisions, Consents, and Governmental Approvals;
- iii. Relating to personal injury (including death) or property loss or damage to the extent

- caused by the Agency or due to its employees' acts or omissions;
- iv. The Agency shall also be responsible for obtaining workman's compensation insurance of its personnel. In case of death, disability or any injury caused to them due to any accident in the premises of the SSC(WR), during working hour or otherwise, the SSC(WR) shall not be liable to pay any compensation to the person or his/her dependents in this regard. In case any financial liability devolves upon SSC(WR) under any present or future act, law or court order the same shall be recoverable from the Agency.
  - v. There may be certain cases where negligence on the part of the Agency or SSC(WR) for accident in the premises of the SSC(WR) causing death, disability or injury to its personnel cannot be substantiated for want of sufficient proof. Even in such cases, the agency will be liable to pay compensation to the victim or his dependents, as the case may be. The amount of compensation in such cases will be decided by the SSC(WR) which will be final and binding upon the agency.
  - vi. All the workers providing the services under this Agreement shall be employees of the Agency and SSC(WR) shall not have an employer-employee relationship with the employees of the Agency. The Agency undertakes to keep SSC(WR) indemnified against any demand/claim of wages, provident fund, Employees State Insurance and any other such dues of its employees. The relationship between the Agency and SSC(WR) is purely contractual and SSC(WR) is not responsible/liable for the employees and for staff of the Agency.
  - vii. The Agency shall undertake that any act of omission or commission including theft, by its staff shall be its sole responsibility and further that it would compensate SSC(WR) immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
  - viii. SSC(WR) shall not be a party in case any dispute takes place between the Agency and his employees.

**27. Representation and warranties:-** The bidder represents and warrants that -

- i. It has all requisite competence and expertise to execute, deliver and perform its obligations under this tender;
- ii. The execution, delivery and performance of work under this tender by the bidder (a) has been duly authorized by all its owners/partners (if any), and (ii) will not conflict with, result in a breach of or constitute a default under any other agreement to which the bidder is a party or by which the bidder is bound;
- iii. The bidder is duly licensed, authorized or qualified to do such business and are in good standing in every jurisdiction in which a license, authorization or qualification is required for the transaction of business of the character transacted by them, except where the failure to be so licensed, authorized, or qualified would not have a material adverse effect on its ability to fulfill any of the its obligations under this tender;
- iv. The agency is in compliance with all Laws applicable to it for delivery of the proposed services and it has obtained all applicable permits and licenses required of it in connection with its obligations under this tender;
- v. The performance of Services shall be in accordance with the Service Levels and meet the highest professional standards.

**28. Force Majeure:-**

- i. Neither the Agency nor SSC(WR) shall be considered in breach of this Contract to the extent that performance of their respective obligations is prevented by an event of Force Majeure that arises after the effective Date.
- ii. The Party (the “Affected Party”) prevented from carrying out its obligations hereunder shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the Affected Party.
- iii. If and to the extent that the Agency is prevented from executing the Services by the event of Force Majeure, while the Agency is so prevented it shall be relieved of its obligations to provide the services but shall endeavor to continue to perform its obligations under the contract so far as reasonably practicable and in accordance with Good Operating Practices.
- iv. The Agency shall not be entitled to payment of the Monthly Charge, if any, for the period of interruption caused by the event of Force Majeure.
- v. Irrespective of any exemption of performance granted under this clause, if an event of Force Majeure occurs and its effect continues for a period of [21] days, either party may give to the other a notice of termination. [If the SSC(WR) is paying fee during Force Majeure, then Agency should not have a termination right, as it is being paid.], which shall take effect [7] days after the giving of the notice. If, at the end of the [7]-day period, the effect of the Force Majeure continues, the contract shall terminate.

**29. Amendment to the Contract:-** SSC(WR) reserves the right to amend the scope and value of the contract. For any of the above actions, the SSC(WR) shall neither be liable for any damages, nor be under any obligation to inform the Agency of the grounds for the same.

**30. Interpretation:** - Any dispute regarding the interpretation of this Agreement shall be submitted to the Regional Director, SSC(WR), Mumbai for consideration. The decision on such dispute by the Regional Director, SSC(WR), Mumbai shall be final and binding on both parties.

**31. Arbitration:** - If any difference arises concerning this agreement, its interpretation or payment to be made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to Regional Director, SSC(WR) Mumbai to settle the dispute by Sole Arbitrator. Sole Arbitrator will be appointed by the Regional Director, SSC(WR) Mumbai. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1990 and the rule framed there under and in force shall be applicable to such proceedings.

**32. Legal Jurisdiction:** -The agreement shall be deemed to have been concluded in Mumbai, Maharashtra and all obligations here under shall be deemed to be located at Mumbai,

Maharashtra and Courts within Mumbai, Maharashtra will have Jurisdiction to the exclusion of other courts.

**33. OTHER TERMS AND CONDITIONS:-**

- a) The Bid Document should be clearly filled. The Bidders should quote all the rates as per Annexure-B (Financial Bid).
- b) BID offer should be valid for 180 days from the date of BID opening.
- c) Rate should be exclusive of all taxes which will be paid extra as applicable.
- d) The rates should be inclusive of the cost of transportation to and fro the Commission office, handling and delivery of documents and required machinery & manpower at every stage in contract etc.
- e) Bidder submitting the bid will be presumed to have considered and accepted all the terms and conditions. No enquiry, verbal or written shall be entertained in respect of acceptance or rejection of the bid.
- f) Any act on the part of the bidder to influence any person in the Commission will be a cause for rejection.
- g) Bid must be unconditional.
- h) In no case any job or work under this contract and arising hereto shall be subcontracted and/ or assigned by the Agency in any manner to any other agency/firm/person etc.
- i) The timelines and secrecy are the essence of the contract, which should be strictly adhered to by the Agency.
- j) The agency shall undertake full responsibility of the safe custody and secrecy of the documents supplied /received from the Commission. The data given by the Commission will be kept strictly confidential and no part of it will be divulged to any person without written authorization from the Commission. In case of any lapse found/ noticed by the Commission, Agency/ Firm etc. shall be fully responsible for the consequences.
- k) The agency will arrange for collection of input documents/ data from the Commission's Office or any other places so designated and return the same along with output reports at the Commission's office or any other place so designated, without any additional cost.
- l) All the data / result files of all the recruitments and any material, data and intermediate files prepared there from shall be the exclusive property of the Commission. Agency shall not have any right in any manner nor shall be entitled to retain the database/ applications etc. in any manner on any account. Non-performance of any part of the contract by the Commission shall not be ground for the agency to retain the property of the Commission and/ or use it in any manner in any eventuality. All intermediate data would also be supplied to the Commission on disks and on such other material as would be required for the purpose and the data and program developed will not be erased without written permission of the Regional Director, SSC (WR).
- m) The agency will at all times allow the duly authorized officer / officials of the Commission to inspect the work of data entry and processing, scanning and cropping, generation of admit cards and attendance sheets and other reports etc. for its accuracy, quality and timely completion of all stages of the work. The agency shall be bound to comply with the instructions of the authorized officers of the Commission.
- n) Final processing in respect of all the reports will be done only after getting clearance in writing from the Commission.
- o) The agency shall not provide, by way of sale or otherwise, any kind of data of application from to

- any third party. Further, the agency shall not use such data for any work/purpose other than that of the Commission.
- p) In case of any dispute, the decision of the Regional Director, SSC (WR) will be final and binding on the Agency.
  - q) Notwithstanding anything mentioned above, the Commission reserves the right to assess the bidder's capability, capacity, infrastructure, integrity and credibility to perform the said work and the Commission's decision shall be final. The Commission reserves the right to accept/ reject any or all the bids, not necessarily the lowest bid, without assigning any reason.
  - r) The Agency shall also provide trained and appropriate hardware and software persons proportionate to the work load at different point of time.
  - s) The Agency shall ensure confidentiality and security of data and information. The Commission will have full right to counter check over these activities and would have supervision of the same on regular basis.
  - t) All statutory obligations towards his employees like payment or PF etc. would be fulfilled by the Agency.
  - u) A copy of the documentation of the system designing and programmes will be provided by the agency to the Commission.
  - v) The administrative control of complete set up as well as the rights of software source code shall remain with SSC (WR).
  - w) The Agency shall comply with the statutory provisions as laid down under various Labour, Laws/acts/Rules like Minimum wages, provident funds, ESI, Bonus, Gratuity, Contract Labour act and other Labour Law/Acts/Rules in force from time to time at his own cost. In case of violation of any such statutory provisions under Labour Laws or any other law applicable on the Agency/Company, there will not be any liability on the Commission.
  - x) The Staff Selection Commission (WR) will be under no legal obligation to provide employment to any of the personnel of the Agency after expiry of agreement period and the Commission recognizes no employer-employee relationship between the Commission and the personnel deployed by the Agency. The SSC (WR) shall not be responsible financially or otherwise for any injury to the staff deployed by the Agency in the course of performing the duty for and on behalf of the Agency.
  - y) The SSC (WR) expects 100% accuracy for all the works/ activities of the contract. Whatever intermediary processing/printing/checking etc. is involved to ensure 100% accuracy it will be the responsibility of the Agency. No extra charges will be paid to Agency for such work.
  - z) The Staff of the Agency, in case found to be indulging in any undesirable or unfair activities relating to work assigned to the agency in the premises of the Commission or at any other place, the agency will solely be responsible for all the consequences, apart from liberty to the Commission to lodge complaints before appropriate authorities.
  - aa) Agency will ensure that no employee/staff will be engaged who himself or his near relative in blood relation going to appear in that particular exam for which agency has been awarded work. Information of all such employee will be furnished by the Agency 21 days in advance from schedule date of exam.
  - bb) In addition to the penalties imposed for erroneous work, the agency shall be liable to correct entire data (punched as well as scanned) without any additional cost towards Commission.
  - cc) Bid document is not transferable.
  - dd) All software developed i.e. front end & backend, along with all the related documents would be the

property of the Commission.

ee) The Commission reserves the right to accept the bids in part or in full or reject, without assigning any reason.

**DOCUMENTS TO BE SUBMITTED WITH THE TECHNICAL BID**

The bidder should attach the following documents duly signed by authorized signatory and stamped by seal of firm/ agency etc. in support of information provided in Technical BID (Annexure-A):-

- (a) The certificate of incorporation / registration;
- (b) The memorandum of association, article of association, partnership deed etc. as applicable;
- (c) Audited balance sheet and profit and loss account for the last three years;
- (d) Organizational Structure with names, designation, address, contract numbers etc. of important officers/officials of the agency;
- (e) Detailed bio-data of the MD/Director or partners or proprietor of the firm;
- (f) Details of the number of employees with their designation, qualification & experience etc.;
- (g) The resolution or Power of attorney in original appointing the authorized signatory of the agency / firm etc.
- (h) Certificates from various organizations for which work has been done in the last five years in support of the claim of five years experience in recruitment exam data processing work.
- (i) Certificates from various organizations showing number of candidates for which recruitment exam data processing work done in last three years.
- (j) Statement showing annual financial turnover from recruitment exam data processing work in each of the past three financial years.
- (k) Copy of the Value Added Tax (VAT) registration number issued by competent authority of government.
- (l) Earnest Money Deposit (EMD).
- (m) Copy of Goods and Service Tax (GST) Registration Number issued by competent authority of government.
- (n) Declaration regarding No Relative working in SSC.
- (o) Copy of the Permanent account Number (PAN) issued by competent authority of government.
- (p) All the pages of the NIT shall be numbered sequentially and all pages and annexures shall be signed with the firm's stamp by the bidder or a person or persons duly authorized to bind the bidder to the contract.

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## TECHNICAL BID (PART-I)

PROFILE OF BIDDER

1.	Name of Agency:		
2.	Full registered address of Agency		
3.	Contact Detail (Telephone/Mobile/Email id)	Office	
		Residence	
		Mobile	
		e-mail	
4.	Year of Establishment		
5.	Please specify as to whether Agency is a sole proprietorship firm or partnership firm or company (Pvt. Or Public) or any other form		
6.	Registration Number and date of Registration of Agency		
7.	VAT/ST/CST/GST No.		
	PAN/ TAN No.		
	Service Tax No.		
8.	Whether EMD submitted		
9.	Name, Designation, Full Address and Telephone Nos. of authorized Person to represent		
10.	Name of Permanent Employees of	Managing Director	

	Agency with designation and contact number	Directors	
		Partners	
		System analysts	
		Programmers	
		Data Entry Operators	
		Scanner Operator	
		Others	
11.	Name of Part Time employees with designation and contact number	Programmers	
		Data Entry Operators	
		Helpers	
		Others	
12.	Details of machines, computers, printers, scanners and other infrastructure available with Agency (Details of hardware/ software owned by the Agency) (attach separate sheet, if needed)		
13.	Infrastructure and Area available with Agency		
14.	Data Transfer Speed for Uploading/ Downloading of Data: Internet Facility available with the firm		
15.	Brief detail of Application and Operating software to be used by the agency for execution of the said work (attach separate sheet, if needed).		
16.	Whether Agency and / or its Director / Partners have ever been Black listed by any Government Department / Organization at any point of time, Give details, if any.		

17.	Whether Agency or any other entity with which any of its Director / Partner or proprietor etc. are / have been associated or any Director / Partner etc. had ever been convicted for any offence by any Court of Law at any point of time. Give details, if any.	
18.	Whether agency or/ and its Directors / Partners has ever been Blacklisted / debarred by any office of SSC/UPSC at any point of time, Give details, if any	
19.	Any other relevant information	

**UNDERTAKING**

I/We undertake that I/We have carefully studied all the Terms & Conditions of Tender No. .... dated..... of SSC(WR) and understood the parameters of the proposed work. I/We undertake to abide by the same.

I/We also undertake that I/We understood the parameters and technical specifications for conducting the work mentioned in the notice inviting tender to Tender No..... dated .....of SSC(WR) and shall conduct the work strictly as per these parameters and technical specifications for conducting the work.

I/We further undertake that the information given in this bid and accompanying documents are true and correct in all respects and I/We take full responsibility for the same.

Signature of Bidder

TECHNICAL BID (PART-II)

ELIGIBILITY CONDITIONS / SELECTION CRITERIA

1.	<p>Permanent Account Number (PAN)</p> <p>(Attach Proof, duly signed by authorized person and stamped by seal of Agency)</p>		
2.	<p>Service Tax Registration No. (Attach proof, duly signed by authorized person and stamped by seal of Agency)</p>		
3.	<p>Details of Earnest Money Deposit</p>	Amount	
		Draft No.	
		Date	
		Bank	
		Branch	
4.	<p>Details of five year work experience in recruitment examination activities as mentioned in scope of work for recruitment activities of renowned organisations as mentioned in the tender documents.</p> <p>(Attach Certificates in prescribed proforma issued by various Organizations, duly signed by authorized Signatory &amp; Stamped with seal of the Agency. Only such claims will be accepted for which certificates are submitted.)</p>		
5.	<p>Number of candidates for which data processing done in past three years, yearwise.</p> <p>(Attach Certificates in prescribed proforma issued by various Organizations, duly signed by authorized Signatory &amp; Stamped with seal of the Agency. Only such claims will be accepted for which certificates are submitted.)</p>		

6.	<p>Value, in rupees, of each recruitment related data processing contract successfully completed in various organisations in each of the three preceding financial years i.e. 2020-21, 21-22 and 22-23.</p> <p>(Attach Certificates in prescribed proforma issued by various Organizations, duly signed by authorized Signatory &amp; Stamped with seal of the Agency Only such claims will be accepted for which certificates are submitted.)</p>	
7.	<p>Turnover from recruitment exam related data processing activities in each of the last three years i.e. 2020-21, 2021-22 and 2022-23.</p> <p>(P&amp;L and Balance Sheet should be attached clearly demarcating the turnover from recruitment exam related data processing activities. Claim will not be accepted if turnover is not demarcated as required.)</p>	
8.	<p><b>CAPACITY :</b></p> <p>(a) Capacity of handling number of online and offline applications and scanning format of Common Application forms.</p> <p>(b) Manual Processing – No. of applications / day (Min &amp; Max.)</p> <p>(c) Data Entry- No. of applications / day (Min. &amp; Max.)</p> <p>(d) Scanning of Photograph/Signature - No. of records / day (Min. &amp; Max.)</p> <p>(e) Printing &amp; Despatch</p>	
7.	<p>Whether Agency and or its Directors / partners etc. are black listed by any Government Department / Organization as on date.</p> <p>Give Details, if any.</p>	

7.	Whether Agency and or its entity with which any of its Directors / Partners or proprietor etc. are / have been associated or any Director / Partner / Proprietor etc. are convicted for any offence by any court of law as on date. Give details, if any	
8.	Work Place of the Agency. Give full address of Place (Attach documentary proof)	

I/We hereby certify that my firm / agency / company is not black listed by any Government Department / Organization as on date.

I/We hereby certify that neither this firm / company / Agency nor any other entity with which the undersigned / any of the partners / directors are / have been associated nor the said individually have ever been convicted for any offence by any court of law as on date.

I/We hereby certify that the UPSC, the Staff Selection Commission or any of its Regional Offices has not terminated / cancelled any agreement with this firm / agency / company or any other entity with which the undersigned / any of the partners / directors are / have been associated, within last three years i till date.

I / We hereby certify that I / We have not tampered the tender document downloaded from the website [www.sscwr.net](http://www.sscwr.net).

This is to certify that I / We before signing this bid have carefully read the contents of the Bid Document and fully understood all the terms and conditions contained therein and undertake myself / ourselves to abide by the same.

I certify that all information / facts given in the Annexure are fully correct and true. In case any information / facts found to be incorrect, misleading or factually wrong, Commission is empowered to take any decision / action, as deems fit.

Date :

Place :

Signature of Bidder \_\_\_\_

Name of Bidder \_\_\_\_\_

Seal of Bidder \_\_\_\_\_

Proforma for Financial Bid

S.No.	Items of Scope of Work (see para 12 )	Price per application in Rupees (upto two decimal)
1	A	
2	B(i)	
	B(ii)	
	B(iii)	
	B(iv)	
	B(v)	
3	C	
4	D	
5	E	
	Total	

Price for each item under scope of work is to be indicated separately. However, total price will be taken into consideration for financial score/award of bid.

PARTICULARS FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)  
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK/  
NATIONALIZED BANK (WHETHER SITUATED AT MUMBAI OR OUTSTATION)  
WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT  
MUMBAI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED)

To,

The Regional Director  
SSC(WR), 1<sup>st</sup> Floor, Old CGO Building.  
101 M.K. Road, Mumbai -400020.

LETTER OF GUARANTEE

WHERE AS SSC(WR) Mumbai (Buyer) have invited Tenders vide Tender No.....Dt.....for providing of AND WHERE AS the said tender document requires the service provider whose tender is accepted for the providing of catering services in response there to shall establish an irrevocable Performance Guarantee Bond in favour of “SSC(WR) Mumbai” in the form of Bank Guarantee for Rs..... which will be valid for period of sixty days beyond the expiry of contract. The said Performance Guarantee Bond is to be submitted within 15 (Fifteen) days from the date of Acceptance of the LOA.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said firm failing to abide by any of the conditions referred to in tender document/work order/performance of the services, this Bank shall pay to SSC(WR) Mumbai on demand and without protest or demur .....(Rupees. ).

This Bank further agrees that the decision of SSC(WR) Mumbai (Buyer) as to whether the said firm has committed a breach of any of the conditions referred in tender document/ work ordershall be final and binding.

We, (name of the Bank & branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the firm and/or SSC(WR)Mumbai(Buyer).

Not with standing anything contained herein:

Our liability under this Bank Guarantee shall not exceed.....(Indian Rupees only).

This Bank Guarantee shall be valid upto..... (date) and.....

We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if SSC(WR), Mumbai serve upon us a written claim or demand on or before

(Date), Claim period should be beyond six month from the date of validity

i.e. (b) above.

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at Mumbai situated at..... (Address of local branch).

Yours truly,

Signature and seal of the Guarantor Name of the Bank:.....

Complete Postal Address: .....



Form-A  
PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL  
BIDDER  
RTG S / National Electronic Fund Transfer (NEFT) Mandate Form

1.	Name of the Bidder	
2.	Permanent Account No(PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No.	
	i) NEFT/IFSC Code	
	g) RTGS Code	
	h) Type of Account	
	j) Account No.	
4	Email id of the Bidder	
5.	Complete Postal Address of the bidder	

Form – B

Declaration by the Bidder:

I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with SSC(WR) Mumbai and/or prosecuted as per laws.

I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract & rules and I/we agree to abide them.

The bidder should not have been blacklisted before at any government organisation/SSC(WR) etc.

The bidder should not be prosecuted by any court of law defaulter for any Bank/Financial organization etc.

Place:-..... (Signature of Bidder with seal)

Date:-.....Name:

Seal :Address :

**FORM OF CERTIFICATE FOR CLAIMING ELIGIBILITY**

It is certified that M/s.....was awarded data processing work relating to recruitment of personnel in this organization for the period from ..... to .....

The data processing activities involved handling of manual as well as online applications checking, scanning, processing of applications, generation and printing of admit cards etc.

The total number of candidates for which data processing was done by M/s..... was .....and total value of the contract was Rs. ....

The above contract was successfully completed by M/s .....

**Seal and sign of competent authority**

*Note : The bidder shall submit one such certificate for each contract. In cases where contract was continued from year to year, one certificate for each financial year shall be submitted. All work orders issued by the hiring organization shall also be submitted along with this certificate.*

## **Instructions for Online Bid Submission:**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

## **REGISTRATION**

Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPP Portal which is free of charge.

As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/nCode /eMudhra etc.), with their profile.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/e-Token.

## **SEARCHING FOR TENDER DOCUMENTS**

There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

Once the bidders have selected the tenders they are interested in, they may download the require documents/ tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.

The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/ help from the Helpdesk.

## **PREPARATION OF BIDS**

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

Number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document /schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” are available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.

Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

The documents being submitted by the bidders would be encrypted using PKI encryption all techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key.

Further this key is subjected to a symmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

Upon the successful and timely submission of bids (i.e.after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

## **ASSISTANCE TO BIDDERS**

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help desk number 0120-4200462, 0120-4001002.