



Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Personnel & Training



**STAFF SELECTION COMMISSION, WESTERN REGION**  
[an ISO 9001:2008 certified organization]

1st Floor, o l d . C G O Building, South Wing  
101. M.K Road, Mumbai-400020

**Tel:** 022 22019118, **Fax:** 22018527, **Website:** [www.sscwr.net](http://www.sscwr.net)

**Request for Proposal (RFP)**  
**for**  
**“Services Relating to Data Processing of Manual and Online Applications for Various Examinations and Related Activities”**

**in**

**Staff Selection Commission (Western Region), Mumbai.**

Closing Date & Time 24.03.2017 at 15.00 Hours.

RFP No: 4/4/2016-WR

Dated: 17.02.2017

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

Address : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Price Rs. 1000/-

Signature of Bidder

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## CHECK LIST FOR BIDDERS / APPLICANTS

1. RFP contains 42 pages including the cover page. Please check that all pages are intact in the document.
2. The Bidder should ensure that all pages of this RFP document are 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.
3. The following documents form part of the RFP and should be submitted along with RFP:

| Sl. No | Documents to be submitted   | Documents submitted |          |
|--------|---|---------------------|----------|
|        |   | Yes/No              | Page No. |
| 1      | Earnest Money Deposit (EMD) of <u>Rs.2,00,000/- (Rupees Two Lakh Only)</u> must be submitted as per clause 13.3 of Bids under Section II. |                     |          |
| 2      | Technical Bid as per Annexure - B   |                     |          |
| 3      | Financial Bid as per Annexure - C   |                     |          |
| 4      | Letter of Authorization for attending Bid opening as per Annexure - E   |                     |          |
| 5      | Particulars of Bidder as per Annexure - F   |                     |          |
| 6      | List of Important Clients   |                     |          |
| 7      | Any other document in support of the Bid  |                     |          |

No.4/4/2016-WR  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Personnel & Training  
STAFF SELECTION COMMISSION  
(Western Region)

1<sup>st</sup> Floor, Old CGO Building  
101.M.K Road, Mumbai –  
400 020  
Dated:17.02.2017

**SECTION I**  
**NOTICE INVITING TENDER**

Sealed BID (Two Bids Packet -Technical Bid & Financial Bid) is invited from reputed agencies having experience in the work of **Data Processing of Manual and Online applications** involving sorting, numbering, bunching of offline applications, data entry, scanning, integration of data of online applications with data of manual (Offline) applications, scrutiny of applications as per notice of exam, generation of Admit Cards, Attendance Sheet, Venue List, various other Reports etc. for recruitment activities of Staff Selection Commission (western Region), Mumbai. SSC (WR) intends to form a panel of two or more agencies to perform these functions for a period of two years initially, which may be extended up to a maximum of one year, on the same terms and conditions subject to its satisfaction.

**The schedule of activities is as follows:-**

| S.No. | Activity Description                            | Time Schedule  |
|-------|---|--|
| 1     | Tender No.                                      | No.4/4/2016-WR dated 17.02.2017  |
| 2     | Time and last date of depositing Tender/Bid     | 15:00 Hours of 24.03.2017  |
| 3     | Time and date of opening of Tender/Bid          | 15:30 Hours of 24.03.2017  |
| 4     | Minimum validity of Tender offer                | 120 days from the date of Opening  |
| 5     | Services to be offered                          | Data Processing of Manual and Online applications and other related activities.                |
| 6     | Estimated number of applications for processing | Approximately 15 lakhs to 20 lakhs   |
| 7     | Amount of EMD to be deposited                   | <b>Rs.2,00,000/- (Rupees Two Lakh only)</b>  |
| 8     | Performance Security                            | <b>Rs.5,00,000/- (Rupees Five Lakh only)</b>   |
| 9     | Duration of Contract                            | Two years from the date of award of contract which may be extended up to a maximum of one year |
| 10    | Cost of Bid Document                            | <b>Rs.1,000/- (Rupees One Thousand only)</b>   |

2. Tender Document can be obtained from Information/Facilitation Counter of Staff Selection Commission (WR), Mumbai – 400 020 on all working days between 11.00 AM and 04.00 PM on or before 24.03.2017 (at 15:00 Hours) after paying cost of Bid Document through Account Payee Demand Draft/Pay Order in favour of Regional Director, Staff Selection Commission (WR) payable at Mumbai.

Tender Document can also be downloaded from the website of this Regional Office i.e. [www.sscwr.net](http://www.sscwr.net). The cost of the Tender Document, in case downloaded from website, in the form of Demand Draft for Rs.1000/- drawn in favour of Regional Director, Staff Selection Commission (WR) payable at Mumbai is to be enclosed along with requisite Bid Security (EMD) & other documents, failing which the Tender will be outrightly rejected. The Demand Draft towards cost of Tender Document and of Earnest Money Deposit (EMD) should bear a date subsequent to the date of Notice Inviting Tender and on or before the closing date for submission of the Tender.

3. Interested Companies/Firms/Agencies may submit their Bid, complete in all respects along with Earnest Money Deposit (EMD) of Rs.2,00,000/- from 11:00 AM on 17.02.2017 upto 1500 hours on 24.03.2017 in the Tender Box kept in the office of Regional Director, Staff Selection Commission (Western Region), 1st Floor, Old CGO Building, 101 M.K. Road, Mumbai – 400 020. The Tenders shall not be entertained after this deadline under any circumstances whatsoever.

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

Regional Director  
SSC (WR), Mumbai.

## **SECTION II**

### **INSTRUCTIONS TO BIDDER**

#### **1.0 INTRODUCTION**

Staff Selection Commission, an organization under Government of India, Ministry of Personnel, Public Grievances and Pensions, Department of Personnel & Training, is mandated to undertake recruitment for Group B (Gazetted / Non-Gazetted) and Group C (Non-Technical) Posts under Government of India and their Attached and Subordinate Offices. The Commission conducts various examinations every year, having two/three/four stages viz. Tier-I/Tier-II/Tier-III/Tier-IV. Tier-II/Tier-III Examination would be of descriptive type. Tier – IV Examination would be DEST (Data Entry Skill Test)/CPT (Computer Proficiency Test) only in respect of limited candidates. Besides, candidates qualifying in Tier-I for the post of Sub-Inspectors in CPOs are required to appear in Physical Endurance Test/Detailed Medical Examination (DME). The rest of the examinations are for recruitment to Selection Posts.

#### **2.0 PROJECT BACKGROUND**

Staff Selection Commission, Western Region [SSC (WR)] invites rate for the entire work of Data Processing of Applications (Accepted and Rejected) and other related activities, as detailed below, from firms specialized in:-

- (i) Data processing work of manual and online applications, which will include scrutiny of application forms, scanning and/or printing of application forms, clipping of photograph and signature of the applicant in the Admission Certificate (Candidate's Copy) and Venue-wise Attendance Sheet, printing of Admission Certificates (Commission's Copy) etc.; and
- (ii) Other related activities.

#### **3.0 ELIGIBLE BIDDERS**

- 3.1 The agency desirous of participating in the tender must have their Headquarters in Mumbai with adequate infrastructure.
- 3.2 The agency should be a Government / Public or Private Limited Company or Firm registered under Companies Act, 1956.
- 3.3 The agency should have a minimum of five years experience in the field of data processing activities, involving handling of manual as well as online applications, data entry, scanning, processing of applications, generating and printing of Admit Cards etc. for recruitment to organizations like UPSC/State Public Service Commission/ Railway Recruitment Board/ Railway Recruitment Cell/ PSUs/ any other Central Govt. Autonomous Bodies with proven track record (attach documentary proof in support of claim, such as, work orders and certificate for successful completion of work from said organizations duly signed and stamped by the competent authority).
- 3.4 The agency must have an average turnover of Rs.50.00 lakhs (Rupees fifty lakhs) during last three financial years (i.e. 2013-14, 2014-15 & 2015-16) only in data processing activities as mentioned in the preceding Clause 3.3 (Audited Profit & Loss Account and Balance Sheet of last three years, duly signed and stamped by seal of Bidder, demarcating the turnover of the above said activities must be submitted).
- 3.5 The Agency / any of its Directors / Partners etc. should have not been blacklisted by any Govt. Organization/ Department or convicted for any offence by any court of law, as on date.
- 3.6 The Agency shall have Work Place, Manpower including Technical Manpower, Computers, Laser Printers, Line Matrix Printers, Scanners and sufficient space to store at least Two Lakh Manual/Online Applications at any point of time and shall be able to perform all activities/ operations relating to the work in Mumbai City, Maharashtra State. (Provide relevant documentary proof).

- 3.7 The Agency must have sufficient Technical Manpower, at least 10 persons on the rolls of the firm, comprising of the following:

| Post                                   | No. of Persons | Qualification  |
|--|----------------|--|
| IT Manager                             | 1              | BE/B.Tech. Graduates in ECE / IT / CS with 5 years experience.                             |
| Senior Programmer/<br>Senior Executive | 3              | BE/B.Tech. Graduates in ECE / IT / CS.   |
| Junior Programmer/<br>Junior Executive | 3              | Degree / Diploma in IT / CS.   |
| EDP Assistants                         | 3              | Higher Secondary / Diploma and above in any discipline with experience in Data Entry Work. |
| <b>Total</b>                           | <b>10</b>      |  |

#### 4.0 COST OF BIDDING

The 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 (WR) to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the Bid process. SSC (WR) will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

#### 5.0 DOCUMENTS TO BE SUBMITTED

The services required to be rendered; Bidding procedures and Contract Terms & Conditions are prescribed in the Bid Documents. The Bid Documents include:

|   |                 |
|---|-----------------|
| Notice Inviting Tender                            | - Section - I   |
| Instructions to Bidder                            | - Section - II  |
| General Conditions of Contract                    | - Section - III |
| Special Conditions of the contract                | - Section - IV  |
| Scope of work                                     | - Section - V   |
| Brief Summary of Requirement of Work              | - Annexure - A  |
| Timelines for Various Data Processing Activities  | - Annexure - AA |
| Technical Bid                                     | - Annexure - B  |
| Financial Bid                                     | - Annexure - C  |
| Agreement   | - Annexure - D  |
| Letter of Authorization for attending Bid Opening | - Annexure - E  |
| Particulars of the Bidder                         | - Annexure - F  |

#### 6.0 CLARIFICATION OF BID DOCUMENTS

A prospective Bidder, requiring any clarification on the Bid Documents shall notify SSC (WR) in writing or by FAX/E-MAIL to Staff Selection Commission (WR), 1st Floor, Old CGO Building, M.K Road, Mumbai – 400 020 at the mailing address indicated in the invitation of Bid.

#### 7.0 AMENDMENT OF BID DOCUMENTS

- 7.1 At any time, prior to the date of submission of Bids, SSC (WR) 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.

7.2 The amendments shall be notified in SSC (WR) website and these amendments will be binding on the bidder. The Bidder shall not 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 (WR) will be applicable to all Bidders in case of any discrepancies.

7.3 In order to afford prospective Bidders reasonable time to take the amendment into account in preparing their Bids, SSC (WR) may, at its discretion, extend the deadline for the submission of Bids.

## **8.0 PREPARATION OF BIDS**

- A. Bid Security furnished in accordance with Clause - 13.
- B. Bid Form and Financial Bid, completed in accordance with Clauses - 9 & 10.

## **9.0 TECHNICAL BID / BID FORM**

The Bidder shall complete the Technical Bid / Bid Form and appropriate Price / Rate Schedule furnished in the Bid Documents, indicating the details of services and descriptions thereof as per Annexure- B & C.

## **10.0 BID PRICES / RATES / FINANCIAL BID**

10.1 Prices / Rates shall be quoted on "per candidate" basis and shall include all or any incidentals thereof as per price/rate schedule given in Annexure - C. The offer shall be in Indian Rupees. No foreign exchange will be paid / made available by Staff Selection Commission (WR), 1 s t Floor, Old CGO Building, M.K Road, Mumbai – 400 020..

10.2 A Bid submitted with an adjustable price / rate quotation will be treated as non-responsive and rejected.

## **11.0 DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION**

11.1 The Bidder should submit the Technical Bid as per **Annexure - B**, giving complete details including their capacity for handling number of applications (both for manual and online), considering the Timelines for Various Data Processing Activities illustrated in **Annexure-AA**.

11.2 The Bidder is required to submit their Financial Bid for Processing of Applications (both Accepted and Rejected) i.e., Manual and Data Processing of offline applications including Common Application Forms (in scanning format) to be adopted in future and Data processing of online applications. A consolidated price / rate including stationery, transportation and all other related work pertaining to the processing of applications, dispatch, printing of requisite forms, generation of reports - hard copies and soft copies in CD/DVDs etc. may be quoted in the format enclosed (**Annexure - C**). Service tax and any other taxes as applicable should be indicated separately, failing which these will be treated as subsumed in the rate quoted.

11.3 In case, the day of Bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of Bids. There will be no change in the timings.

11.4 The following documents shall be enclosed by every bidder along with the Technical Bid:-

- a. List of important clients.
- b. Any other document which the vendor may feel necessary to support the services/Bid.

11.5 Tender Form must contain the name, Office and after Office hours addresses including telephone number(s) of the person(s) who is/are authorized to submit the Bid with signature(s).

11.6 Unsigned & unstamped Bid shall not be accepted.

11.7 All pages of the Bid being submitted must be signed and sequentially numbered by the Bidder irrespective of the nature of content of the documents.

- 11.8 Bids **NOT** submitted as per the specified format and nomenclature will be outrightly rejected.
- 11.9 Ambiguous Bids will be outrightly rejected.
- 11.10 SSC (WR) will **NOT** be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the Tender notice or submission of the Tender Bids.
- 11.11 The offers submitted by telegram/ fax/ E-mail etc. shall **NOT** be considered. No correspondence will be entertained in this regard.
- 11.12 Bidder shall indicate his prices / rates in clear/visible figures as well as in words. In case of a mismatch, the prices / rates written in words will prevail.
- 11.13 Any alteration/overwriting/cutting in the Bid should be duly countersigned else it will be outrightly rejected.
- 11.14 Conditional Tenders shall **NOT** be accepted on any ground and shall be rejected straightway.
- 11.15 If any clarification is required, the same should be obtained before the submission of Bids.
- 11.16 Bidder shall furnish a compliance statement (Point-wise) of the requirements with the Technical Bid. **No deviation in terms & conditions** of the Tender Document will be accepted in any case.
- 11.17 Tender process will be over after the issue of empanelment letter(s) to the selected vendor(s).
- 11.18 Copy of VAT/ST/CST No. allotted by the Sales Tax Authorities, as well as PAN/TAN number of the firm allotted by the Income Tax authorities should be submitted. The Bidder should be registered with Service Tax Department of the Government.

## **12.0 PROPOSED SERVICES TO BE RENDERED**

- 12.1 Data processing work of manual and online applications, which will include scrutiny of application forms, scanning and/or printing of application forms, clipping of photograph and signature of the applicant in the Admission Certificates (Candidate's Copy) and Venue-wise Attendance Sheet, printing of Admission Certificates (Commission's Copy) etc., from firms specialized in computer management capable of auto segregation of large number of fields; and
- 12.2 Other related activities.

## **13.0 BID SECURITY**

- 13.1 Earnest Money Deposit (EMD) of Rs.2,00,000/- (Rupees Two Lakh only) as Bid Security (EMD) must be submitted as part of the Bid. No interest shall be paid by SSC (WR) on the Bid Security for any period, whatsoever.
- 13.2 The Bid Security/EMD is required to protect SSC (WR) against the risk of Bidder's conduct, which would warrant the security's forfeiture, pursuant to Clause 13.7.
- 13.3 Bid Security/EMD shall be paid in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or a Bank Guarantee in acceptable form, from any of the Nationalized or Scheduled Banks, in favour of Regional Director, Staff Selection Commission (WR), payable at Mumbai. The EMD should remain valid for a period of 45 days beyond the final Tender validity period.
- 13.4 A Bid not secured in accordance with Clauses 13.1 & 13.3 shall be rejected by SSC (WR) as non-responsive at the Bid opening stage and returned to the Bidder.
- 13.5 The Bid Security/EMD of the unsuccessful Bidder will be discharged/returned as promptly as possible but not later than 30 days after the expiry of Bid validity period prescribed by SSC (WR) pursuant to Clause 14.
- 13.6 In the case of Bidders whose Tender Bids are accepted for empanelment, EMD will be refunded on receipt of Performance Security of Rs.5,00,000/- (Rupees Five Lakh only).



13.7 The Bid Security (EMD) will 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 24.

13.8 In the above cases [mentioned in paras 13.7 (a), 13.7 (b) & 13.7 (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 (WR) in this regard.

#### **14.0 PERIOD OF VALIDITY OF BIDS**

14.1 Bid shall remain valid for 120 days after the date of opening of Bids prescribed by Staff Selection Commission (WR), 1st Floor, Old CGO Building, 101.M.K. Road, Mumbai – 400 020. A Bid valid for a shorter period shall be rejected by SSC (WR) as non-responsive.

14.2 In exceptional circumstances, SSC (WR) 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 13.1 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.

#### **15.0 FORMAT AND SIGNING OF BIDS**

15.1 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 by 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 unamended printed literatures, shall be signed by the person or persons signing the Bid. The Bids submitted shall be sealed properly.

15.2 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.

#### **16.0 SUBMISSION OF BIDS**

##### **16.1 Documents to be submitted with the Technical Bid (Annexure-B):**

16.1.1 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-B):

- (i) Certificate of Incorporation / Registration;
- (ii) Memorandum of Association, Articles of Association, Partnership Deed etc. as applicable;
- (iii) Audited Balance Sheet and Profit and Loss Account for the last three years;
- (iv) Organizational Structure with name, designation, address, contact number etc. of important officers/officials of the agency;
- (v) Detailed Bio-data of the MD/Director or partners or proprietor of the firm;
- (vi) Details of employees with their designation, qualification & experience etc.
- (vii) Resolution or Power of Attorney in original appointing the authorized signatory of the agency / firm etc.
- (viii) Work Order / Certificates from various organizations for which work has been done in the last three years.

- (ix) Copy of Permanent Account Number (PAN)/TAN issued by competent authority of Govt.
- (x) Copy of Service Tax Registration Number issued by competent authority of Govt.
- (xi) Earnest Money Deposit (EMD).
- (xii) Any other additional information / documents which proves competency of the Agency and influence the decision of the Commission to assign the work.
- (xiii) Copy of ISO 9001:2008 Certificate (if available).
- (xiv) Cost of Bid Document through Demand Draft.
- (xv) Income Tax Returns for the last three years.
- (xvi) Declaration regarding No Relative working in SSC on Rs.20/- Stamp paper.
- (xvii) Notarized Letter of Authorization (Annexure-E), and
- (xviii) Sealing and Marking of Bids.

16.1.2 Bids should be submitted in a single envelope, with three different inner envelopes, as explained below:

| <b>Inner Envelope Contents</b>            | <b>Addressed to</b>    | <b>Super scribed with</b>                                  |
|---|------------------------|--|
| EMD Instruments                           | Regional Director (WR) | EMD for Data Processing work of SSC (WR), Mumbai           |
| Documents as per Annexure-B Technical Bid | Regional Director (WR) | Technical Bid for Data Processing work of SSC (WR), Mumbai |
| Documents as per Annexure-C Financial Bid | Regional Director (WR) | Financial Bid for Data Processing work of SSC(WR), Mumbai  |

16.1.3 All the above 3 (three) envelopes should be sealed and placed in another one single outer envelope and submitted as follows:

| <b>Outer Envelope Contents</b>       | <b>Addressed to</b>    | <b>Super scribed with</b>  |
|--------------------------------------|------------------------|--|
| 3 Inner Envelopes as mentioned above | Regional Director (WR) | Tender No.SSC (WR)/Exam/2016/1 for Data Processing work of SSC(WR), Mumbai |

16.1.4 The name and address of the Bidder should be mentioned on each envelope.

16.1.5 The proposal should be filled by the Bidder in English language only.

## **16.2 Submitting Bids**

16.2.1 The duly completed Sealed (Packing PVC tape/Sealing wax) Bid Documents shall be submitted to Regional Director, Staff Selection Commission (WR), 1st Floor, Old CGO, 101. M.K. road, Mumbai – 400 020 as per detailed instructions given in the Bid Document, either in person or by Registered AD, so as to reach before 15:00 hrs on 24.03.2017. 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.

16.2.2 SSC (WR) shall at its discretion, extend this deadline for submission of Bids by amending the Bid Documents in accordance with Clause 7 in which case all rights and obligations of SSC (WR) and Bidder will be subjected to the deadline as extended.

### **16.3 Late Bids**

Any Bid received by SSC (WR) after the deadline for submission of Bids prescribed by SSC (WR) pursuant to Clause 16, shall be rejected and returned unopened to the Bidder. It is the sole responsibility of the Bidder to ensure timely submission of the Bid.

### **16.4 Modification and Withdrawal of Bids**

16.4.1 The Bidder may withdraw his Bid after submission provided that the written notice of the withdrawal is received by SSC (WR) prior to the deadline prescribed for submission of Bids.

16.4.2 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 16. 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**.

16.4.3 No Bid shall be modified subsequent to the deadline for submission of Bids.

## **17.0 BID OPENING AND EVALUATION**

### **17.1 Opening of Bids**

17.1.1 The sealed covers containing EMD only will be opened in the first instance in the presence of representatives of the Bidders who choose to remain present at the Office of SSC (WR).

17.1.2 Technical Bids of only those Bidders, whose EMD instruments are found to be in order, will be opened afterwards in the same Bid opening session, in the presence of the vendor's representatives.

17.1.3 Financial Bids of only those Bidders, whose Bids are found technically qualified by the Technical Evaluation Committee, will be opened in the presence of the vendor's representatives subsequently for further evaluation.

17.1.4 One authorized representative of each of the Bidder would be permitted to be present at the time of aforementioned opening of Bids.

### **17.2 Technical Evaluation Process**

17.2.1. Technical Bids will be evaluated in accordance with the requirements mentioned in **Annexure-B**.

17.2.2 A duly constituted Technical Evaluation Committee (TEC) will shortlist Technical Bids on the basis of technical parameters including visit to inspect offices of the agencies to verify their claim.

17.2.3 The shortlisted Bidders may be asked to demonstrate their capacity to carry out the work through a sample assignment either at their own premises or by deploying their own equipment and technical manpower, at the Office of SSC (WR) as per schedule to be intimated to them. In case the vendor fails to demonstrate within the timeframe given by SSC (WR) for evaluation, the Bid shall be rejected.

17.2.4 For Technical Evaluation, Bidders have to ensure the availability of appropriate technical personnel, from their organization for interacting with TEC and Evaluation Team. In case a Bidder fails to provide required technical personnel along with proper documentation, then such defaulting Bidder shall be taken off the Tender Evaluation Process and the Bid will stand rejected.

### **17.3 Evaluation of Financial Bids**

- 17.3.1 The Financial Bids of only those Bidders shortlisted from the Technical Bids by TEC will be opened in the presence of their representatives on a specified date and time to be intimated to respective Bidders and the same will be evaluated by a duly constituted Financial Evaluation Committee (FEC).
- 17.3.2 There will be NO NEGOTIATION regarding the Financial Bid.
- 17.3.3 Lowest Quoting Bidder will be finalised after following the provisions of Clause 21.1.
- 17.3.4 The maximum period of matching prices / rates will not be more than 7 working days from the date of issuance of offer letter from SSC (WR) to the concerned Bidders.
- 17.3.5 No enquiry shall be made by the Bidder(s) during the course of evaluation of the Tender, after opening of Bid, till final decision is conveyed to the successful Bidder(s). However, the Committee/its authorized representative and Office of SSC (WR) can make any enquiry/seek clarification from the Bidders, which the Bidders must furnish within the stipulated time, failing which Bids of such defaulting Bidders will be rejected.

### **18.0 CLARIFICATION OF BIDS**

To assist in the examination, evaluation and comparison of Technical Bids, SSC (WR) may, at its discretion ask the Bidder for the clarification of its Bid. The request for clarification and response shall be in writing. **However, no post Bid clarification at the initiative of the Bidder shall be entertained.**

### **19.0 SELECTION PROCEDURE**

- 19.1 SSC (WR) shall constitute a Technical Evaluation Committee to evaluate the responses of the Bidders to the RFP and all supporting documents / documentary evidence. The Committee on the basis of Eligibility Criteria will undertake an initial screening and compilation of all the Bids. The Bids not meeting the eligibility requirements or barred by any government, will be summarily rejected.
- 19.2 Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP. The decision of SSC (WR) in regard to evaluation & selection shall be FINAL and binding on Bidders.
- 19.3 SSC (WR) reserves the right to reject any Bid for any reason, without liability. The information provided by the Bidder/ gathered by SSC (WR) shall become SSC (WR)'s property even if the Bid is rejected and can be used by SSC (WR) in any manner, if deemed fit.
- 19.4 "Financial Bid" of only those Bidders, whose Technical Bid has been approved by the Competent Authority of SSC (WR) 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, would be opened.
- 19.5 Financial evaluation and identification of **L-1** Bidder would be based on price / rate per candidate.

### **20.0 CONTACTING SSC (WR)**

- 20.1 No Bidder shall try to influence SSC (WR) on any matter relating to its Bid, from the time of Bid opening till the time the contract is awarded.
- 20.2 Any effort by a Bidder to influence SSC (WR) during Bid evaluation, Bid comparison or contract award decision shall result in rejection of the Bid.

## **21.0 AWARD OF CONTRACT (EMPANELMENT)**

- 21.1 A panel of vendors may be formed on their written consent to work at the prices / rates of lowest Bidder. Other Bidders shall match the lowest unit price / rates finalized. If none of the Bidders other than L1 Bidder agree to match the L1 rate, there shall be only one vendor on panel.
- 21.2 In the event the vendor's firm or the concerned division of the firm is taken over/ bought over by another company, all the obligations and execution responsibilities under the agreement with SSC (WR), should be passed on for compliance by the new firm in the negotiation for their transfer.
- 21.3 All empanelled vendors have to agree for honouring all Tender conditions and adherence to all aspects of fair trade practices in executing the work order placed by SSC (WR).
- 21.4 In the case of Bidder(s) whose Tender Bids is/are accepted for empanelment, Bidder(s) shall be required to give Performance Security of Rs.5,00,000/- (Rupees Five Lakh only) along with acceptance of the offer of contract, within 10 calendar days. Performance Security will be in the form of Fixed Deposit Receipt (FDR)/ Bank Guarantee (BG) of any commercial bank drawn in the name of Regional Director, Staff Selection Commission (WR), valid for 30 months [six months beyond the contract period of two years (24 months)] initially and to be revalidated appropriately on extension of the contract.
- 21.5 Performance Security will have to be renewed for such further period corresponding with the renewal of the contract. On termination of the contract, the Performance Security shall be refunded to the vendor without any interest, subject to any deduction as may be applicable as mentioned in the contract.
- 21.6 The vendor should not assign or sublet the empanelment or any part of it to any other agency in any form. If found doing so, the contract shall result in termination of empanelment and forfeiture of Performance Security Deposit.

## **22.0 SSC (WR)'s RIGHT TO ACCEPT ANY BID AND TO REJECT ALL BID OR ANY BID**

- 22.1 SSC (WR) may, at any time, terminate the empanelment by giving written notice to the empanelled vendor without any compensation, if the empanelled Bidder/vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SSC (WR).
- 22.2 In case of any mistake or delay in the supply of the output reports in CD/DVD according to the schedule or any lapse on the part of Data Processing Agency (DPA) or if the Commission's instructions are not followed, the Commission shall have the right to rescind the contract and 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.
- 22.3 The Commission reserves the right to assign part-work of a particular examination and the right to cancel the contract at any time if the job assigned to the DPA is 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 Performance Security.
- 22.4 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 notice but only after the entire job relating to the particular examination is fully and satisfactorily completed.
- 22.5 In case of any dispute as to interpretation of the terms of the contract, the decision of the Regional Director (WR) shall be final and binding.

### **23.0 ISSUE OF LETTER OF INTENT**

- 23.1 The issue of a Letter of Intent shall constitute the intention of SSC (WR) to enter into contract with the Bidder.
- 23.2 The Bidder shall within 10 days of issue of the Letter of Intent, give his acceptance along with Performance Security in conformity with Clause 21.4 provided in Award of Contract (Empanelment).

### **24.0 SIGNING OF AGREEMENT**

- 24.1 Successful Bidders shall be required to enter into an Agreement with SSC (WR), within a week on being called upon, on a non-judicial stamp paper of Rs.100/- (Rupees One hundred only) (Annexure - D) at his own cost. The signing of agreement shall constitute the award of contract on the Bidder. The agreement with the successful Bidder shall be signed by SSC (WR) within a week of submission of his acceptance. Such agreement must conform to all the terms and conditions of Notice Inviting Tender and other such conditions in the Tender offer as may be agreed upon by Regional Director, SSC (WR).
- 24.2 As soon as the Tender is approved by the competent authority, EMD will be refunded on receipt of Performance Security of Rs.5,00,000/- (Rupees Five Lakh only).
- 24.3 SSC (WR) reserves the right to cancel the agreement executed without any compensation whatsoever to the contractor at any time before the award of the work. The action of SSC (WR) under this Clause shall not constitute breach of contract.

### **25.0 ANNULMENT OF AWARD**

Failure of the successful Bidder to comply with the requirement of Clause 23 & 24 shall constitute sufficient ground for the annulment of the award and forfeiture of the Bid Security, in which event, SSC (WR) may award the bid to any other Bidder at its discretion or call for new Bids.

## SECTION-III

### GENERAL CONDITIONS OF CONTRACT

#### 1.0 APPLICATION

The general conditions mentioned in this Section, shall apply for the contract for the services contained in the tender document made by SSC (WR) with the successful Bidder(s)/Vendor(s)/Data Processing Agency (DPA).

#### 2.0 STANDARDS

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

#### 3.0 PATENT RIGHTS

3.1 All data / result files of all the recruitments and any material, data and intermediate files prepared therefrom 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 the ground for the agency to retain the property of the Commission and/ or use it in any manner in any eventuality.

3.2 All rights for reproduction, editing and future use of data / result files of all the recruitments and any material, data and intermediate files shall be with SSC (WR) unless otherwise stated explicitly & agreed by SSC (WR) at the time of accepting the proposal. The Bidder shall indemnify SSC (WR) 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.

#### 4.0 CONFIDENTIALITY

The Data Processing Agency must ensure that **TOTAL CONFIDENTIALITY** is maintained while performing any job entrusted by the Commission. 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, including criminal action and termination of contract.

#### 5.0 SECURITY DEPOSIT

5.1 In the case of those Bidders whose Technical Bids do not qualify, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within one month of the acceptance of TEC (Technical Evaluation Committee)'s recommendations.

5.2 In the case of those Bidders who are not empanelled, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within one month of the acceptance of FEC (Financial Evaluation Committee)'s recommendations.

5.3 In the case of Bidders whose Tender / Bids are accepted for empanelment, EMD will be refunded on receipt of Performance Security.

#### 6.0 INSPECTION AND TESTS

6.1 SSC (WR) or his representative shall have right to enquire / inspect the method of services by Bidder.

- 6.2 If the inspection points out to the need for improvement, necessary alteration shall be incorporated free of cost to SSC (WR).
- 6.3 Nothing in Clause 5 shall in any way release the Bidder, from any obligations under this contract.
- 6.4 If any service or any part thereof before it is taken over is found unsatisfactory or fails to fulfill the requirements of the contract, SSC (WR) 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 (WR) reserves the discretion to reject and replace cost of the whole or any portion of service as the case may be, which is unsatisfactory or fails to fulfill the requirements of the contract. The cost of any such replacement made by SSC (WR) shall be deducted from the amount payable.

## **7.0 AUDIT AND TECHNICAL EXAMINATION**

SSC (WR) 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 SSC (WR) to recover the amount towards overpayment from the Bidder.

## **8.0 PAYMENT TERMS**

- 8.1 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.
- 8.2 The payment of the bills will be made only after satisfactory and timely completion of the job in respect of a particular examination. However, 80% payment will be made on receipt of bill after completion of the written examination. The remaining 20% will be paid within one month from the date of the declaration of final results of the examination on receipt of bill.
- 8.3 Transportation charges of application forms 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.
- 8.4 The agency shall not provide, by way of sale or otherwise, any kind of data of application forms to any third party. Further, the agency shall not use such data for any work/purpose other than that of the Commission. 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 (WR) in any litigation initiated by any third party.

## **9.0 PRICES/RATES**

- 9.1 Prices/Rates charged by the Bidder for the services performed under the contract shall not be higher than the price/rate quoted by the Bidder in his Bid.
- 9.2 Prices/Rates will be fixed at the time of issue of work order as per taxes and statutory duties applicable at that time.
- 9.3 In case of reduction of taxes and other statutory duties during the scheduled delivery period, SSC (WR) shall take the benefit of decrease in these taxes/duties for the services made from the date of enactment of revised duties /taxes.



- 9.4 In case of increase in duties/taxes during the scheduled delivery period, SSC (WR) shall revise the prices/rates as per new duties/taxes for the services, to be made during the remaining delivery period as per terms and conditions.

#### **10.0 CHANGES IN WORK ORDER**

- 10.1 SSC (WR) 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.
- 10.2 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/rate 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 receipt of change in order. **However, the decision of Regional Director, SSC (WR) on the issue would be final and binding on the Bidder.**

#### **11.0 SUB-CONTRACTS**

The Bidder shall not assign, sub-contract or sublet the whole or any part of the work covered by the contract.

#### **12.0 DELAY/ DEFICIENCIES IN THE BIDDER'S PERFORMANCE**

- 12.1 In case of any mistake or delay in the supply of the output reports in CD/DVD 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.
- 12.2 The Commission reserves the right to assign part-work of a particular examination and the right to cancel the contract at any time if the job assigned to the DPA is 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.
- 12.3 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.
- 12.4 In case of any dispute as to interpretation of the terms of the contract, the decision of the Regional Director (WR) shall be final and binding.

#### **13.0 PENALITES**

- 13.1.1 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.
- 13.1.2 Following is an illustrative list of specific penalties levied and deducted:-

| <b>S.No.</b> | <b>Nature and Type of Error</b>   | <b>Penalties</b>  |
|--------------|---|---|
| 1.           | For every application form lost/torn  | Rs.100/- per application  |
| 2.           | Every CRFS/IPO/DD missing   | Actual amount of loss   |
| 3.           | Every missing Roll Number from final data   | Rs.100/- per missing Roll Number  |
| 4.           | Error in Data Entry of manual application or wrong data processing of Online Data | (i) Minimum Rs.100/- and upto Rs.500/- per error if error relates to result affecting field such as category, age |

|     |   |   |
|-----|---|---|
|     |   | relaxation, age relaxation code, post preference etc. (State Code, Naxal/Militancy Affected District Code, Border District Code in Constables (GD) Exam.) and depends on gravity of error and the error detection stage of exam.<br>(ii) For others: Rs.100/- per candidate |
| 5.  | Mismatch of photograph and/ or Signature; Blurred photo/signature on Admit Card of manual application   | Rs.100/- per Admit Card.  |
| 6.  | Error in printing - Rejection Letter, Admit Card, Call Letters  | Rs.100/- per Call Letter/Admit Card etc   |
| 7.  | In case of delay in completion of work as per fixed time schedule / directions of the Commission  | Minimum Rs.1000/- per day or one percent of work order value whichever is higher, for each day of delay.  |
| 8.  | 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.  |
| 9.  | Errors in reports, non submission of reports in the format decided by the Commission, non-submission of reports on due time, non-submission of reports with signature of authorized signatory & seal of agency. | Rs.1000/ per report   |
| 10. | Missing Sheet in Envelope containing Commission's Copy of Admission Certificate & Attendance Sheet meant for Venue Supervisor   | Rs.500/- Per Missing Sheet  |
| 11. | Any other error specific to the situation   | 10% of amount to be paid in this Head/ category per occasion.   |

**Note:**

- (i) The agency shall have to correct all errors/omissions without any additional charges.
- (ii) 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 etc., the Agency shall be accountable and the entire damage or loss of financial liability shall be borne entirely by the Agency.
- (iii) Though the number of applications will be around 15 to 20 lakhs 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.

13.1.3 The penalties indicated are not exhaustive but only illustrative and will be reviewed by the Regional Director (WR) for each examination based on the mistakes committed by the Data Processor.

**14.0 FORCE MAJEURE**

14.1 Notwithstanding the provisions of the Tender, the Agency shall not be liable for forfeiture of its Performance Security, liquidated damages or termination for default, to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

- 14.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the agency and not involving the Agency's fault or negligence and not foreseeable. Such event may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 14.3 If a Force Majeure situation arises, the qualified agency shall promptly inform the Commission in writing of such conditions and the cause thereof. Unless otherwise directed by the Commission in writing, the Agency shall continue to perform its obligations, under the contract as far as reasonably possible and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Commission may terminate the contract, by giving a written notice of 7 days to the agency, if as a result of force Majeure, the agency being unable to perform activities/functions for a period of more than two weeks.

#### **15.0 TERMINATION OF AGREEMENT FOR DEFAULT**

- 15.1 SSC (WR) may, without prejudice to any other remedy for breach of contract, send to the Bidder written notice of default. If the Bidder fails to make good the defaults, SSC (WR) will have the right to terminate the contract in whole or in part.
- 15.2 In the event SSC (WR) terminates the contract in whole or in part pursuant to Clause 14.1, SSC (WR) 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 (WR) 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.
- 15.3 In case of any delay in execution of work assigned, the Agency would be liable to pay penalties. However, in case of repetitive 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.
- 15.4 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/continued 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.
- 15.5 If the work of the agency is not found satisfactory or any breach of the terms and conditions of the contract is noticed or any manipulation is reported to or noticed, then 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.
- 15.6 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 hand over all database, source code, application dependencies, licenses, Application software/programs, other valuable information/reports, completed and incomplete 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 selected company for three months (if required).
- 15.7 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.

#### **16.0 TERMINATION FOR INSOLVENCY**

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

## **17.0 ARBITRATION**

- 17.1 In the event of any question, dispute or difference arising under this agreement or in connection therewith (except as to matter the decision of which is specifically provided under this agreement), the same shall be referred to sole arbitration of the Regional Director, SSC (WR), Mumbai.
- 17.2 The award of the arbitrator shall be final and binding on the parties.
- 17.3 In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his Office or being unable to act for any reasons whatsoever, such Regional Director, SSC (WR), Mumbai or the said Officer shall appoint another person to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessor.
- 17.4 The Hon'ble Courts of M u m b a i shall have exclusive jurisdiction in case of any dispute arising on any account between the parties.

## **18.0 LABOUR LAWS**

- 18.1 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.

## SECTION IV

### SPECIAL CONDITIONS OF THE CONTRACT

#### 1.0 APPLICABILITY

The special conditions mentioned in this Section, shall apply for the contract for the services contained in the tender document made by SSC (WR) with the successful Bidder(s)/Vendor(s)/Agency(ies)/Data Processing Agency (DPA).

#### 2.0 REQUIREMENTS FOR SSC (WR)

##### WEBSITE

The Commission has introduced the facility of interaction with candidates through Commission's and Regional Offices' websites. The address of the website of Western Regional Office is [www.sscwr.net](http://www.sscwr.net) As the facility for downloading e-Admit Cards by the candidates is one of the important components of the web interaction with candidates, the DPA is required to provide the following details:-

- i) Database of all applications received with the specified fields including Roll No. in access for uploading as acknowledgement information to candidates.
- ii) Database of Rejected Candidates due to overage/underage, late receipt, etc. in registration number order with the specified fields, as **pdf** files for uploading in the website.
- iii) Database of Admitted Candidates with specified fields along with photo and signature files in **access/pdf** format to facilitate downloading of e-Admit Card by candidates to be produced at the time of Exam.

#### 3.0 FUTURE COMPATABILITY

3.1 The Commission may migrate to a Common Application Form which can be scanned. The salient features of such common application forms are:-

- a) OMR / ICR based form
- b) Each form will be bar coded
- c) Each form will be of single page

3.2 For processing such forms, the availability of two such machines of the following calibrations will be required:-

- a) Mark Sense (bubbles, checks, tick marks)
- b) Bar Code
- c) Key from Image (for open ended questions or comments)
- d) Grey Scale Image Capture for photographs and signatures
- e) Dropout colours to enable both pencil and ink read capabilities
- f) Handprint and Machine print characters interpreted and converted to ASCII data,
- g) 16 Level OMR Mark Discrimination- To evaluate the relative darkness of a mark in order to discriminate between smudges and erasures and valid marks
- h) Data so prepared has to be 100% error free.

3.3 The Data Processing Agencies are required to clearly state whether they will be in a position to adapt to the above mentioned new system and carry out data processing work in the event of the Commission migrating to Common Application Form.

#### 4.0 PERIOD OF CONTRACT

The initial contract shall be for a period of two years (unless terminated otherwise). However, the contract may be extended for a further period of one year on the same terms and conditions subject to the satisfaction of the Commission.

## 5.0 DOCUMENTS TO BE ENCLOSED WITH TECHNICAL BID

The following documents shall be enclosed by every vendor along with the Technical Bids:-

- a. List of important clients.
- b. Any other document which the vendor may feel necessary to support the services/Bid.

## 6.0 OTHER CONDITIONS

- 6.1 Tender Bid must contain the name, Office and after Office hours addresses including telephone number(s) of the person(s) who is/are authorized to submit the Bid with signature(s).
- 6.2 Unsigned & unstamped Bid shall not be accepted.
- 6.3 All pages of the Bid being submitted must be signed and sequentially numbered by the Bidder irrespective of the nature of content of the documents.
- 6.4 Bids **NOT** submitted as per the specified format and nomenclature will be outrightly rejected.
- 6.5 Ambiguous Bids will be outrightly rejected.
- 6.6 SSC (WR) will **NOT** be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the Tender notice or submission of the Tender Bids.
- 6.7 Bidders shall indicate their Prices/ Rates in clear/visible figures as well as in words. In case of a mismatch, the Prices/ Rates written in words will prevail.
- 6.8 Any alteration/overwriting/cutting in the Bid should be duly countersigned else it will be outrightly rejected.
- 6.9 Conditional Tenders shall **NOT** be accepted on any ground and shall be rejected straightway.
- 6.10 If any clarification is required, the same should be obtained before the submission of Bids.
- 6.11 Bidder shall furnish a compliance statement (Point-wise) of the requirements with the Technical Bid. **No deviation in terms & conditions** of the Tender Document as well as technical specifications will be accepted in any case.
- 6.12 The offers submitted by telegram/ fax/ E-mail etc. shall **NOT** be considered. No correspondence will be entertained in this regard.
- 6.13 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.
- 6.14 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 scheduled date of exam.

## **SECTION V SCOPE OF WORK**

**1.0** Staff Selection Commission, an organization under Government of India, Ministry of Personnel, Public Grievances and Pensions, Department of Personnel & Training, undertakes recruitment for Group B (Gazetted / Non-Gazetted) and Group C (Non-Technical) Posts under Government of India and their Attached and Subordinate Offices. The Commission conducts various examinations every year having two/three/four stages viz. Tier- I, Tier-II, Tier – III & Tier - IV. Tier-II/Tier-III Examination would be of descriptive type. Tier –IV Examination would be DEST (Data Entry Skill Test)/CPT (Computer Proficiency Test) only in respect of limited candidates. Besides, candidates qualifying in Tier-I for the post of Sub-Inspectors in CPOs are required to appear in Physical Efficiency Test/DME. The rest of the examinations are for recruitment to Selection Posts. Following are the main open Examinations conducted by SSC:-

- (i) Junior Engineers (Civil / Mechanical / Electrical / Quantity Surveying & Contract) Examination.
- (ii) Combined Graduate Level Examination.
- (iii) SI/ASI in CPOs & in Delhi Police Examination.
- (iv) Stenographers (Grade 'C' & Grade 'D') Examination.
- (v) Combined Higher Secondary Level (10+2) Examination.
- (vi) Multi-Tasking (Non-Technical) Staff Exam.
- (vii) Junior Translators (CSOLS)/ Junior Hindi Translators Examination.
- (viii) Constables (GD) in CAPFs.
- (ix) SSC (WR) also conducts Departmental Examinations.
- (x) Other examinations on consultancy basis.

In addition to the above open examinations, the Commission makes recruitment for various isolated posts (Non-Gazetted) in Central Government through Selection Method.

**2.0** The Commission invites rate for various items of work involved in the entire Data Processing of Applications as detailed below:-

- (i) Data processing work of manual and online applications, which will include scanning and/or printing of application forms, clipping of photograph and signature of the applicant in the individual Admission Certificates(Candidate's Copy) and Venue-wise Attendance Sheet, printing of Admission Certificates (Commission's Copy) etc., from firms. The firms desirous of participating must have their Headquarters in Mumbai with adequate infrastructure and must have experience in handling Data processing work relating to examinations at least for the past five years. The general conditions involved are given below.
- (ii) Other related activities.

**3.0** Following activities are to be performed by the Data Processing Agency (DPA)

### **A. OPEN COMPETITIVE EXAMINATIONS (OFFLINE & ONLINE)**

#### **3.1 Manual/ Online applications**

3.1.1 The Data Processing Agency (**DPA**) will number the envelopes containing application forms in the premises of this Office and collect them from this Office on daily basis and acknowledge receipt of the total number of the envelopes received. Unrelated documents are to be returned to the Commission along with a list thereof within two days of receipt of each lot of applications, on no cost basis.

3.1.2 The DPA will open the envelopes, sort out the manual applications Centre-wise and then stamp Application Number by machine on the specified space in the application, as per instructions from SSC(WR). For this purpose, a 7 digit Numbering Machine must be used.

- 3.1.3 An envelope may contain more than one application and other papers. Such envelopes along with the contents must be returned with a list to SSC (WR) without doing necessary data processing. The instructions from SSC (WR) should be followed in respect of processing of these applications. No unilateral decision shall be taken by the DPA. The Centre Codes of different Centres of examination will be intimated by SSC (WR).
- 3.1.4 The envelopes in which the applications of candidates are received form part of the dossiers of the candidates and hence, they must be retained duly tagged/stapled along with the application.
- 3.1.5 Window of Roll Numbers earmarked for each Centre will be provided by SSC (WR) and Roll Numbers are to be allotted with reference to the Centre mentioned in the application form or envelope. The allocation of Roll Number to candidates applying online will be the first block of 5 lakhs Roll Number i.e. from 1 to 500000 in each Centre, and manual Roll Number will start from 500001 onwards prefixed with 4 digit Centre code. For example: For M u m b a i Centre, Online Roll Number will be from 7 001000001 – 7 001500000 and Manual Roll Number will be from 7001500001.
- 3.1.6 Centre-wise break-up of applications must be intimated by the DPA to SSC (WR) within a day from the Closing Date of receipt of applications.
- 3.1.7 Documents are to be arranged in the following order:-
- i) Postal order/Demand Draft, if applicable
  - ii) Application form
  - iii) Testimonials etc. (wherever applicable)
  - iv) Envelope of the application
- 3.1.8 The DPA will indicate the total amount of Central Recruitment Fee Stamps (CRFS)/Indian Postal Orders (IPOs)/Demand Draft (DD) received on every manual application and amount remitted through State Bank of India (SBI) Net Banking/SBI Challans by the applicants in respect of online applications.
- 3.1.9 A consolidated list showing the number of candidates (category-wise and amount-wise) paying fee through CRFS/SBI Net Banking/SBI Challans/IPOs/DDs will have to be furnished to SSC (WR). Adequate care should be taken while indicating the amount on the application form so that bona fide candidates are not rejected for non-submission of fees or payment of less fee.
- 3.1.10 IPOs/DDs received as fees from candidates are to be returned to SSC (WR), Centre-wise in bundles. The amount shown in the list and amount of IPOs and DDs handed over by the DPA must tally. The DPA will be responsible for any discrepancy and Commission will have the right to adjust shortfall due to such discrepancy out of the Security Deposit.
- 3.1.11 After allotment of Roll Numbers on the applications, the IPOs/DDs are to be removed from the applications after stamping Roll Number on the back portion of IPO/DD and handed over to SSC (WR) with a list containing name of examination, name and category of the candidate, Roll Number, amount and number of IPO/DD.
- 3.1.12 The DPA will arrange the applications along with the enclosures serially (Roll No. wise) in Roll No. blocks of 50 and keep the same inside a cover file (Specimen may be seen at this Commission's Office). All the cover files will be marked with Name of examination, Centre of examination and Roll Number block of the candidates. Rejected applications are to be returned in separate folders/covers/bags. All such applications are to be kept under security, safety and confidentiality so that it is not tampered with till it is handed over to SSC (WR) by the Agency.



3.1.13 The preliminary scrutiny of applications regarding the eligibility of candidates at the time of Tier-I/Tier-II/Tier-III/Tier-IV/PET/DME/Selection Posts Recruitments will be provided by the Commission. However, the general points of scrutiny/grounds for rejection of applications are as follows:-

|        |  |
|--------|--|
| (i)    | Underage / overage in respective category as per Date of Birth in the Application Form and Age Limit prescribed in the Notice of Examination     |
| (ii)   | Photograph not pasted on the application/Photographs of deity etc. pasted on the application or blurred/mixed photograph on the application form |
| (iii)  | Application not in prescribed format   |
| (iv)   | Unsigned application   |
| (v)    | Non-payment of fees / Less fees/ CRFS not stamped by the Post Office/ application not accompanied by prescribed mode of payment                  |
| (vi)   | Debarred from examination and within the debarment period  |
| (vii)  | Blurred photograph/Signature not clear   |
| (viii) | Submission of more than one application (Multiple Applications)  |
| (ix)   | Incomplete application, where any significant information is not filled in e.g. date of birth, category etc.                                     |
| (x)    | Applications received after closing date   |
| (xi)   | Applications of other regions  |
| (xii)  | Any other particulars mentioned in the Notice of a particular examination  |
| (xiii) | No Educational Qualification (for Selection Posts Recruitment)   |
| (xiv)  | Supporting Documents not enclosed along with the Application Form (DOB, EQ, Caste, etc.) for Selection Posts Recruitment                         |

3.1.14 The grounds for rejection should be mentioned on top of the application form. In respect of online applications, a printout of the application along with the checklist of rejected candidates should be handed over to the Commission. The DPA will send a Centre-wise list showing rejected applications and the grounds for rejection of the same along with the respective application forms to the Commission for decision on the matter. The corresponding data should be given a rejection tag and on receipt of the status from this Office, care should be taken to either remove or retain the rejection tag as per instructions of the Commission in this regard. Admission Certificate of such candidate should not be dispatched unless and until cleared by the Commission. The DPA should provide a soft copy of list of rejected candidates with remarks to be placed on the Website.

3.1.15 Any activity incidental to the above mentioned works shall also be performed by the Agency without any additional cost.

## 3.2 Data Entry and related work:

3.2.1 The DPA will enter the data in CD/DVD as per prescribed data structure. Data entered as per data structure specified by the Commission from time to time must be verified through double entry system and data should be error-free. The Agency shall ensure 100% accuracy of complete database by physical verification from application forms. Double entry of application data shall be done to ensure 100% accuracy in data following error generation techniques. Database structure for offline application should be similar to database structure of online application.

3.2.2 After entry of the final data, Allotment of Ticket Numbers (7 digits - from 7000001) to be made in consultation with SSC (WR) using Psuedo Random Number Generation Technique and the randomized data should be sent to SSC (WR) in CD/DVD. The Roll Numbers will correspond to the machine numbered Center Code and Index Number whereas the randomized order will be reflected in the Ticket Number. The randomization of Roll Numbers should be confined to the particular Centre i.e. Mumbai, Pune, Nagpur etc. In case of any defect in the CD/DVD or in case the information stored on it cannot be read, the DPA will supply at their own cost another CD/DVD containing the information. For all examinations, photograph and signature of the candidates have to be scanned properly from the applications submitted by the candidates and printed clearly on the

Admission Certificate (Candidate's Copy) & Admission Certificate (Commissions Copy) ensuring very good quality. Agency will keep SSC (WR) Copy, Admit Card etc. in safe custody and return the same to SSC (WR). Misuse of Commission's Copy will lead to termination of contract.

- 3.2.3 The DPA shall carry out integration of online data with data entered manually for further processing to generate Admission Certificates, verify and validate data during various stages of recruitment. The relevant instructions to be followed by DPA during integration of data, storing of scanned photograph and scanned signatures and structure of data to be captured in respect of offline and online applications is detailed in **Annexure – A** or as may be specified by SSC (WR) from time to time. The Agency shall keep a provision of printing Bar Code on admit card in conformity with Biometric-cum-Bar Code System. Any incidental work required for data integration shall be done by the Agency without any extra cost.
- 3.2.4 Scanning of photographs as well as signature of the candidate should be done clearly (ensuring production of good quality images) and the same should be stored as 'png' files. File name should contain actual Roll Number allotted to that particular candidate. The scanned photographs (black & white) should be stored in 8-bit grayscale PNG format and the digital size of the file must be of resolution 100 pixel width by 120 pixel height to ensure conformity with online data.
- 3.2.5 Similarly scanned signature should be stored in 8-bit grayscale PNG format and the digital size of the file must have resolution 140 pixel width by 60 pixel height. Each photograph and signature of the candidate must be identified through a unique file name which must be the same as the Roll Number of the candidate suffixed with 'p' & 's' respectively.
- 3.2.6 The Agency shall maintain intact record of all scanned data as well as data entered till five years after the declaration of Final result of recruitment process. Agency shall destroy / delete the data only after taking prior approval of Regional Director SSC (WR).
- 3.2.7 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 and 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.
- 3.2.8 The complete set up shall have a provision for integration with Unique Identification Number of UIDA (Aadhaar) and shall also be compliant with the guidelines of Govt. of India on Biometric Identification.
- 3.2.9 In case of any dispute, the decision of the Regional Director (WR) will be final and binding on the Agency

### **3.3 Requirement for Website**

- 3.3.1 The Commission has introduced the facility of interaction with candidates through Commission's and Regional Offices' websites. The address of the website of Western Regional Office is **www.sscwr.net** As the facility for downloading e-Admit Cards by the candidates is one of the important components of the web interaction with candidates, the DPA is required to provide the following details:-
  - i. Database of all applications received with the specified fields including Roll No. in access for uploading as acknowledgement information to candidates.
  - ii. Database of Rejected Candidates due to overage/underage, late receipt, etc. in registration number order with the specified fields, as **pdf** files for uploading in the website.
  - iii. Database of Admitted Candidates with specified fields along with photo and signature files in **access/pdf** format for downloading of e-Admit Card by candidates to be produced at the time of Exam. (iv) The DP should indicate the cost including sending SMS and e-admit card to the candidates e-mail directly.

### **3.4 Quality of Scanned Photographs**

- 3.4.1 Quality of photographs is an essential scrutiny parameter for SSC (WR). Utmost caution should be given to its proper resolution and printing. If the quality of scanned photographs and its resolution is not of appropriate standard, it would be taken as a deficiency in service and SSC (WR) will invoke the Penalty Clause.

### **3.5 Other Related Activities**

- 3.5.1 The DPA will print Individual Admission Certificates (Candidate's Copy) containing Name, Category, Address, Roll Number, Ticket Number, Photograph and Signature of candidates, Name and address of the Venue, Name of the Examination, Date and Time, etc.; Admission Certificates (Commission's Copy) containing scanned photograph and signature of candidates, besides Name, Roll No., Ticket No., Category, Sex, etc.; Room-wise Attendance Sheet containing the particulars of 12 candidates per page or as may be decided for each examination, Venue List with Ticket Number blocks for each venue. Blank Admission Certificates (Candidate's Copy) and (Commission's Copy) will have to be arranged by DPA whereas, window envelopes and service stamps will be supplied by SSC (WR). The timelines for various Data Processing activities laid down by the Regional Director (WR), Staff Selection Commission, Mumbai for completion of the work shall be strictly adhered to by the DPA and no extension of time under any circumstance will be given. In particular, the Admission Certificates are required to be issued by DPA, so as to reach the candidates at least 3 weeks before the date of examination.
- 3.5.2 Transportation charges in connection with examination work and expenses incurred on standard quality stationery paper used for generation of Rejection Memos, Room-wise Attendance Sheets, Admission Certificate (Commission's Copy), Master Index in Alphabetical and Roll Number order, Rejection List, other reports and database in prescribed format in CD/DVDs etc., will have to be borne by the Data Processor. Any additional Manual / Data entry / printing / spiral binding work etc., incidental to different Tiers of the same examination has to be considered part and parcel of the examination work and the same has to be completed without claim for extra payment.
- 3.5.3 All applications must be returned to SSC (WR) as soon as data entry work is completed. The applications are to be arranged neatly and kept in cover files in the space provided by SSC (WR). The DPA must ensure that no application form is lost / damaged during processing. The DPA will be responsible for safe transportation, custody and return of applications along with enclosures with proper accounting. The applications should not be removed for processing or to any other location outside the premises of the DPA. The DPA shall not outsource or sub-contract all or part of the work to any other individual or organization.
- 3.5.4 In case of online applications, printout of online applications containing complete data, photograph and signature of the candidates will be supplied by the DPA on A4 Sheet with printout of second page of the application on its backside. This printout will be supplied in case of candidates qualified in written exam.
- 3.5.5 After completion of examination, the DPA will be handed over Admission Certificates (Commission's Copy) of each venue. Roll Numbers and Names of candidates who have been indicated as 'Present' in this list will be entered in a separate data base. This data base has to be matched with the original data base of registered candidates generated in DVD at the time of examination and a copy of the database of candidates who were present for the examination has to be handed over to SSC (WR). It is the responsibility of the Data Processor to come to this Office and collect the Admission Certificates (Commission's Copy) received from all the venues of the concerned examination.

### **3.6 Generation and Printing of Call letters for Document Verification/ Skill Tests (DEST/CPT) / PET & DME.**

#### **3.6.1 DPA shall carry out the following activities:-**

- a) Match/Mismatch analysis in respect of Name, Category, Sex etc., of Main Data base with Result Data of qualified candidates.
- b) Randomization and generation of random number for Document Verification/ Skill Tests/PET/DME and allotment of Date and Group/Batches, Venues etc.
- c) Generation and Printing of Call letters in A-4 size paper as per timelines fixed by SSC (WR).
- d) Printed call letters for Document Verification/ Skill Test/ PET / DME shall be sent to/delivered at SSC Premises.
- e) Printing of Call letters for Dispatch [Black & white passport size photograph, signature and address of the applicant have to be scanned in 200 dpi (Minimum) & must be visibly very clear and sharp].
- f) Printing of online applications of candidates qualified for Document Verification/Skill Tests as per instructions of SSC (WR) in A-4 size.
- g) Scanning of first and second page of Manual Application of candidates finally selected and
- h) Any activity incidental to this function shall be performed by the agency at no extra cost.

### **3.7 Future Compatibility**

#### **3.7.1 The Commission may migrate to a Common Application Form which can be scanned. The salient features of such common application forms are:-**

- a) OMR / ICR Based form
- b) Each form will be bar coded
- c) Each form will be of single page

#### **3.7.2 For processing such forms, the availability of two such machines of the following calibrations are required:-**

- a) Mark Sense (bubbles, checks, tick marks)
- b) Bar Code
- c) Key from Image (for open ended questions or comments)
- d) Grey Scale Image Capture for photographs and signatures
- i) Dropout colours to enable both pencil and ink read capabilities
- j) Handprint and Machine print characters interpreted and converted to ASCII data,
- k) 16 Level OMR Mark Discrimination- To evaluate the relative darkness of a mark in order to discriminate between smudges and erasures and valid marks
- l) Data so prepared has to be 100% error free.

#### **3.7.3 The Data Processing Agencies are required to clearly state whether they will be in a position to adapt to the above mentioned new system and carry out data processing work in the event of SSC (WR) migrating to Common Application Form.**

### **B. ITEMS OF WORK TO BE PERFORMED BY DATA PROCESSING AGENCY (DPA) (SELECTION POSTS):**

#### **4.0 For Selection Posts, the DPA shall have to do the data entry as per the file structure provided by SSC (WR), calculation of percentage of marks of every candidate on the prescribed Educational Qualification (if required), submission of Scrutiny Report in prescribed format, printing of Admission Certificates (Commission's Copy) /Call Letters, printing of Individual Admission Certificates (Candidate's Copy) with scanned photograph and signature and Room-wise Attendance Sheets.**

**C. GENERATION OF VARIOUS REPORTS:-**

5.0 Illustrative List of various Reports that are required to be generated:-

- (i) List of candidates who have submitted more than one application (duplicate searching) name-wise, date of birth-wise, father's name-wise.
- (ii) Venue-wise and Session-wise Attendance Sheet in Ticket Number order with scanned photo and signature and other details of the candidates.
- (iii) Statistical reports on the following in the format specified:
  - (a) Male/Female candidates;
  - (b) Scheduled Caste / Scheduled Tribe / OBC / Ex-Servicemen / Physically Handicapped / General Candidates with Male / Female break-up
  - (c) List of ineligible candidates, highlighting the reasons for their ineligibility; and
  - (d) Any other reports that may be called for.
- (iv) Rejection Memorandum in respect of all ineligible candidates along with their name and mailing address.
- (v) Printing of Admission Certificates (Candidate's Copy) on pre-printed stationery.
- (vi) Printing of Venue-wise Admission Certificate (Commissions Copy).
- (vii) Master Index in Roll Number order.
- (viii) Alpha List (Centre-wise list of the candidates in alphabetical order of their names).
- (ix) Complete Rejection List in Roll Number order in dbf format in CD/DVD for uploading in the website
- (x) Database of all Accepted and Rejected Applications as per given structure in ACCESS in CD/DVD for uploading in the website to facilitate downloading of e-Admit Card by candidates.

The DPA shall copy the entire data in two CD/DVDs and hand it over to SSC (WR) immediately on completion of the job.

**BRIEF SUMMARY OF REQUIREMENT OF WORK**

Data Processing Agency shall have to comply with various parameters of work like working time, timelines for completion, accuracy, format for data entry and output, machines etc. as per statement given below :-

|  |   |
|--|---|
| Source   | Manual Application Forms and Online application data with scanned photo and signature.  |
| Format   | Handwritten/Typed/Database File/Excel sheets.   |
| Place of Data Entry  | Data Entry work of Manual Applications shall be done at the premises of the Agency.   |
| Working Place/State  | DPA shall perform all activities/ operations relating to this work in Chennai only.   |
| Scanning of first and second page of manual application & cropping Photo, Signature and Address from scanned image | Black & white passport size photograph, signature and address of the applicant have to be scanned in 200 dpi (Minimum) & must be visibly very clear and sharp or else Agency must make amends. Format of scanning will be in bmp/jpg. |
| Number of Applications for processing  | Approximately 15-20 lakhs annually.   |
| Time Period of completion  | Separately or together for various activities as decided by SSC (WR) from time to time.<br>Periodical information to be provided in batches in between.   |
| Accuracy   | 100%  |
| Format in which data to be entered   | Dbase, visual fox- pro or MS Access, Database screen scanned images have to be embedded with database recorded of the concerned application. All the fields of Application form to be fed in database.                                |
| Format in which data to be given to SSC (WR)   | <b>Dbf file, Excel, xlsv or mdb file</b> as desired by SSC (WR)   |
| Checking validity of Photo, signature in case of online application  | Photos like deity or actor or blurred photo and blurred signature   |
| Back-up  | CD/DVD (two sets) or in any other reliable medium that may be prescribed by SSC (WR).   |

**TIMELINES FOR VARIOUS DATA PROCESSING ACTIVITIES:**

| <b>S.No</b> | <b>Task / Activities</b>  | <b>Time Schedule</b>  | <b>Imaginary illustration</b> |
|-------------|---|---|-------------------------------|
| 1           | Manual Processing of applications   | Daily Progress Report Examination Centre-wise (Post/Category-wise) shall be submitted by the DPA. Manual Processing work shall be completed within 5 days of closing date of receipt of application i.e. 20.06.2016 | 25.06.2016                    |
| 2           | Data Entry including Scanning of Manual Application and cropping of Photograph and Signature from Manual Applications Image   | Within 7 days of closing date of receipt of applications.   | 27.06.2016                    |
| 3           | Data Integration of Online applications   | Within 3 days after online database made available to the DPA i.e. 01.07.2016.  | 03.07.2016                    |
| 4           | Rejection List based on various parameters like underage, overage etc. in dbf format in CD/DVD for uploading in the website   | Within 5 days after online database made available to the DPA.  | 05.07.2016                    |
| 5           | Centre-wise Venue List, Admission Certificates (Candidate's Copy) & Admission Certificate (Commission's Copy) to be finalized in consultation with SSC (WR)   | Within 7 days after online database made available to the DPA.  | 07.07.2016                    |
| 6           | Centre-wise randomization and allocation of Ticket/Seat Nos. and Venue List as approved by SSC (WR)   | Within 10 days after online database made available to the DPA.   | 10.07.2016                    |
| 7           | Printing of Admission Certificates (Candidate's copy) & Admission Certificate (Commission's Copy) for dispatch 3 weeks before the examination date <u>or</u> as per requirement of SSC (WR)   | Within 12 days after online database made available to the DPA.   | 12.07.2016                    |
| 8           | Data base of "Total Applications List" for each Examination Centre-wise (Post/Category Codes) (Roll No. wise) duly signed and stamped with seal of DPA on each and every page or through their registered email id for uploading in the website | Within 15 days after online database made available to the DPA.   | 15.07.2016                    |
| 9           | Summary of number of candidates Examination Centre-wise   | Within 15 days after online database made available to the DPA.   | 15.07.2016                    |

**TECHNICAL BID TO BE SUBMITTED IN SEALED COVER TO  
STAFF SELECTION COMMISSION (WR)****TENDER FOR DATA PROCESSING OF MANUAL & ONLINE APPLICATIONS FOR VARIOUS  
EXAMINATIONS AND RELATED ACTIVITIES****(a) Particulars of the Agency / Firm:-**

| <b>Sl.No.</b> | <b>Items</b>  | <b>Details</b> |
|---------------|---|----------------|
| 1.            | Name  |                |
| 2.            | Year of Establishment   |                |
| 3.            | Registration Number   |                |
| 4.            | Address   |                |
| 5.            | Telephone (Landline/Mobile),<br>Fax &<br>E-Mail   |                |
| 6.            | Details of Physical Infrastructure/<br>Area available with the firm<br>(Whether Leased/Owned)   |                |
| 7.            | Manpower details:<br>(Permanent / on Roll)<br>(Give details of all staff with<br>designation, qualification and<br>experience)  |                |
| 8.            | Details of Hardware / Software<br>owned by the firm   |                |
| 9.            | Data Transfer Speed for<br>Uploading/Downloading of Data;<br>Internet Facility available with the<br>firm   |                |
| 10.           | Experience in the Industry<br><br>(a) Nature of work undertaken by<br>the Organization in the past<br><br>(b) Experience In Manual &<br>Online Data Processing<br>including Scanning of<br>photograph & signature with<br>specific reference to<br>Examinations |                |



|     |  |   |
|-----|--|---|
| 11. | <p>Nature of work to be undertaken: Data Processing of manual and online applications and any additional information called for from candidates during different Tiers of the examination including Physical Efficiency Test/ DME and Interview, Venue-wise Attendance Sheets &amp; Admission Certificate's (Candidate's Copy) with scanned photos and signatures, Master Index Lists, Admission Certificate's (Commission's Copy) with scanned photos and signatures, Rejection Memos, other Reports and database in the prescribed format for uploading in the Website to facilitate downloading of e-Admit Card by candidates and softcopies in CD/DVDs, wherever required. Processing of applications (both accepted and rejected) illustrated in <b>Annexures-A and AA.</b></p> |   |
| 12  | <p><b>CAPACITY</b></p> <p>(a) Capacity of handling number of online and offline applications and scanning format of Common Application Forms considering the illustrative timelines as given at enclosed in <b>Annexure-AA.</b></p>  |   |
|     | (b) Manual Processing:   | No. of applications / day (Min.& Max.)  |
|     | (c) Data Entry   | No. of applications / day (Min.& Max.)  |
|     | (d) Scanning of Photograph/Signature   | No. of records / day (Min.& Max.)   |
|     | (e) Printing & Despatch of:<br>(i) Admission Certificates<br>(ii) Rejection Memos  | <p>No. of Admission Certificates / day (Min. &amp; Max.)<br/>No. of Memos / day (Min. &amp; Max.)</p> |
| 13  | Name and Address of Major Clients with Contact Numbers   | <p>(i)</p> <p>(ii)</p> <p>(iii)</p> <p>(iv)</p> <p>(v)</p>  |

|    |   |  |
|----|---|--|
| 14 | (a) VAT/ST/CST No.<br>(b) PAN/TAN No.<br>(c) Service Tax No.  |  |
| 15 | Contact Person(s)<br>(a) Name<br>(b) Designation<br>(c) Address<br>(d) Tel (Landline)<br>(e) Mobile<br>(f) Fax<br>(g) email |  |

**FINANCIAL BID  
(in separate envelope)**

**PRICE/RATE FOR JOB/WORK**

| Sl. No. | Nature of work  | Price/ Rate per Application/<br>Qualified Candidates<br>(Prices/ Rates quoted shall be independent of volume of applications)  | Approximate time for completion of the work  |
|---------|---|--|--|
| 1       | <p><b><u>For Open Examinations</u></b></p> <p>Data Processing of manual and online applications (including sorting, numbering, bunching, transportation to/from SSC (WR) Office, secured storage etc.), Data Entry, Scanning of first page of application, cutting of Photograph, Signature &amp; Address from scanned image, preliminary scrutiny of application (<b>Refer SECTION V - Scope of work</b>) and any additional information called for from candidates during different Tiers of the examination including Physical Efficiency Test, DME and Interview, Venue-wise/Room-wise Attendance Sheets with scanned photos and signatures, Master Index Lists, Admission Certificates (Candidate's Copy) and Admission Certificates (Commission's Copy) with scanned photos and signatures, Rejection Memos, Other Reports and database in the prescribed format for uploading in the Website to facilitate downloading of e-Admit Cards by candidates and softcopies in CD/DVDs, wherever required, sending SMS and e-Mail to candidates, etc.</p> <p>Processing of applications (both accepted and rejected) have been illustrated in <b>Annexure - A</b></p> | <p><u>For Tier-I Exam</u></p> <p>(i) Rs. _____/- per Manual Application</p> <p>(ii) Rs. _____/- per Online Application</p> <p><u>For Tier-II Exam</u></p> <p>Rs. _____/- per Qualified Candidate</p> <p><u>For Tier-III Exam (Descriptive)</u></p> <p>Rs. _____/- per Qualified Candidate</p> <p><u>For Tier-IV Exam (Skill Test/CPT)</u></p> <p>Rs. _____/- per Qualified Candidate</p> | <p>Time schedule will be given for each Tier of examination so as to complete dispatch of Admission Certificates THREE weeks before the date of examination or as per the requirement of SSC (WR).</p> |
| 2       | <p><b><u>For Selection Post Recruitment</u></b></p> <p>Data Processing of manual and online applications (including sorting, numbering, bunching, transportation to/from SSC (WR) Office, secured storage etc.) in exam other than open examinations i.e. Selection Post Recruitment, Data Entry, Scanning of first and second page of application, cutting of Photograph, Signature &amp; Address from scanned image, preliminary scrutiny of applications, Eligibility checking from documents as per requirement of the Notice, sending SMS and e-Mail to candidates, etc. (<b>Refer Section V - Scope of Work</b>)</p>  | <p>Rs. _____/- per Application</p>   |  |

| Sl. No. | Nature of work  | Prices/ Rates per Application/ Qualified Candidates<br>(Prices/ Rates quoted shall be independent of volume of applications) | Approximate time for completion of the work |
|---------|---|--|---|
| 3.      | <p><b><u>Pre-Printed Stationery Charges</u></b></p> <p>Generating and Printing of following Reports/Documents in A4 Sheet from merged online &amp; offline randomized Data Base (Black &amp; White/ Colour print)</p> <p>a. Online Application Form<br/> b. Individual Admission Certificates (Candidate's Copy)<br/> c. Admission Certificates (Commission's Copy) – Two candidates per page<br/> d. Room-Wise Attendance Sheets containing data of 12 candidates<br/> e. Interview/Skill Test Individual Call Letter<br/> f. SMS and e-Mail to candidates.<br/> g. Any other Report as desired by Commission.</p> <p>Pre-printed Stationery cost will be met out by the DPA</p> | Rs. _____/- per Qualified Candidate  |   |

**AGREEMENT OF CONTRACT**

This agreement of contract (herein after called agreement) made on this \_\_\_\_\_ day of ..... (month) ..... (year) between The Staff Selection Commission (WR) through The Regional Director (WR), Staff Selection Commission, 1<sup>st</sup> Floor, 101 M.K. Road, Mumbai – 400 020, hereinafter called the Commission represented by the Regional Director on part and \_\_\_\_\_, hereinafter called the Data Processor (DP), on the other part which shall include his executors, administrators and representatives in interest.

Whereas the Data Processor has offered to enter into contract with the said Commission for **Services relating to Data Processing of Manual and Online applications for Various Examinations and Related Activities** on the terms and conditions herein contained in Notice Inviting Tender----- dated----- which are part and parcel of this agreement and at the rates Quoted by L1 Firm for each activity/category, which have been duly accepted and whereas the necessary Performance Security have been furnished in accordance with the provisions of the Bid Document and whereas no interest will be claimed on the Performance Security.

And whereas the said DP has Tendered his Prices/Rates, as mentioned hereunder, for data processing work of manual and online applications of the Commission as detailed in General Conditions laid down in the Tender and in **Annexures – A, AA, B, C & D** annexed to the Tender Document.

Price/ Rate Per application: As indicated in Annexure - C

Data Processing of manual and online applications including Common Application form (in scanning format) to be adopted in future and any additional information called for from candidates during different Tiers of the examination including Physical Efficiency Test/DME and Interview, Venue-wise Attendance Sheets with scanned photos and signatures, Master Index Lists, Admission Certificates (Candidate's Copy) and Attendance Sheets with scanned photos and signatures, Room-wise Attendance Sheets, Admission Certificate (Commission's Copy), Rejection Memos, Other Reports and database in the prescribed format for uploading in the Website to facilitate downloading of e-Admit Card by candidates and softcopies in CD/DVDs, wherever required.

The above price/rate has been approved and accepted by the Commission.

**Now, therefore, this agreement witnesses:**

1. That now the Data Processor will carry out all the Data/Manual Processing work **as detailed and specified in General Conditions laid down in the Tender** and in **Annexures A to D** of the Tender Document as and when called upon to do so during the currency of this agreement.
2. That the Parties would be bound by all the General Terms and Conditions, guidelines, construction practices, safety precautions etc. laid down in the Tender Document which shall be deemed to form part of this agreement including any correspondence between the contractor and the SSC (WR) having bearing on execution of work and payment of work to be done under the contract.

3. The DP hereby declares that nobody connected with or in the employment of the O/o Regional Director, SSC (WR) Mumbai, shall ever be admitted as partner in the Contract.
4. The DP hereby declares that he 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, DP shall be fully responsible for the consequences including criminal action and termination of contract.
5. In case of violation of any of the terms/conditions of the Tendered work, any mistake or delay in the supply of output returns/CDs/DVDs according to the schedule or any lapse on the part of Data Processor or in case of non-implementation of the instructions of the Commission, the Commission shall have the right to rescind the contract and get the work done through other agency at the risk and cost of the Data Processor. In that case, the Data Processor shall forfeit the Performance Security. Any loss arising out of the same shall be borne by the Data Processor. In the event of cancellation of contract, the Data Processor will be required to handover all applications/material/paper etc., in proper condition to the satisfaction of the Commission in its premises within two days from the date of such intimation.
6. The applications/envelopes will be transported by the Data Processor at his own expense and under his own arrangements. The Data Processor will be responsible for safe transportation and custody in his premises and also for safe return of applications along with enclosures to the Commission's Office after completion of work. The applications should not be removed for processing or otherwise to any other location outside the premises of the DPA.
7. The DP will at all times allow duly authorized officials / Officers of the Commission to inspect the Data/manual Processing work for its accuracy, quality, timely completion at all the stages of the work as per the laid down schedule. The Officers/Officials so authorized will issue necessary instructions to the Data Processor and to his operators as may be necessary after the inspection of the work and the DP shall be bound to comply with such instructions, both verbal and written.
8. It will be the responsibility of the DP to ensure that no pilferage / replacement of the envelope nor any addition of envelope is done by anyone including DP's handling staff at any stage. The DP shall bring all discrepancies to the notice of the Commission. The Commission will issue instructions to the DP with regard to the disposal of such cases. The DP shall not take any unilateral action with regard to the disposal of such applications.
9. The DP shall neither communicate any information regarding applications, Centres allotted, Roll Number given to the candidates etc., nor share any of the contents of the application with any individual or any private/semi-government/government agency. The DP will carry out processing work in their own premises and with their own employees and shall not outsource or sub-contract all or part of the work to any other individuals, contractors, organizations or Data Processors under any circumstances, which shall be a violation of this contract.
10. The timelines laid down by the Regional Director (WR), Staff Selection Commission, Mumbai for completion of the work will be strictly adhered to by the Data Processor and no extension under any circumstances will be given. In particular, the Admission Certificates (Candidate's Copy) are required to be issued by the Data Processor, so as to reach the candidates at least 3 weeks before the date of examination. Failure on the part of the Data Processor to the timeframe given by the Commission will be viewed seriously and will render the said firm(s) liable to pay penalty up to Rs.1,000/- per day or 1% of the work order value, whichever is higher, for the period of delay and the penalty amount will be deducted from the bill.

11. The Commission will have the right to impose a penalty for mistakes committed by the DP. Following is an illustrative list of specific penalties that will be levied and deducted:-

- Every application lost / torn (Rs.100/-)
- Every missing Roll Number from final data (Rs.100/-)
- Every CRFS/IPO/DD missing (actual amount of loss)
- Every wrong photograph and signature scanned or wrong data in Admission Certificate or Attendance Sheet or Attendance Sheet and print quality in a hazy and blurred manner (Rs.100/-)
- For posting of every Admission Certificate to wrong / incorrect / incomplete address or to another address of candidate (Rs.100/-).

The penalties indicated are not exhaustive but only illustrative and will be reviewed by the Regional Director (WR) for each examination based on the mistakes committed by the Data Processor.

12. All papers used by the Data Processor for preparation/printing of data shall be of standard quality. Transportation charges in connection with examination work and expenses incurred on standard quality stationery paper used for generation of Attendance Sheets, Master Index with Alphabetical and Roll Number List, Rejection List and Other Reports in hard copies, soft copies in CDs/DVDs, etc., will have to be borne by the Data Processor. Any additional manual / data entry / printing / dispatch / spiral binding work etc., incidental to different Tiers of the same examination will be considered part and parcel of examination work and the same will be completed by Data Processor without claim for any extra payment.

13. The Data Processor will be required to collect all specimen copies of the data layout, applications, forms, certificates, alpha list, attendance sheet, and soft copy format etc., from the Office of the Commission well in advance before commencing the actual work of Data Processing. The Data Processor shall communicate progress of manual and online data processing work to the Commission on daily basis without fail, by FAX/E-mail.

14. The Commission reserves to itself the right to maintain a panel of Data Processors and to utilize the services of all or anyone of them, and assign part-work of a particular examination to the Data Processor in connection with the Commission's work during the subsistence of the contract, at the discretion of the Regional Director (WR), whenever a need for such engagement arises.

15. The Data Processor shall not terminate the contract after the commencement of the job relating to particular examination. The contract can be terminated by serving one month notice after the entire job relating to the particular examination is fully and satisfactorily completed.

16. Performance Security of Rs.5,00,000/- (Rupees Five Lakh only) made by the Data Processor in the form of Fixed Deposit Receipt/Bank Guarantee, duly drawn in favour of the Regional Director (WR), Staff Selection Commission shall stand as Security Deposit. This Performance Security will not earn any interest.

17. Payment of bills will be made only after satisfactory and timely completion of the job in respect of a particular examination. However, 80% payment will be made on receipt of bill after completion of the first Tier of the examination i.e., after the written examination. Remaining 20% will be paid within one month from the date of declaration of final results of the examination on receipt of bill.

18. TDS at the applicable rates will be deducted on each payment made to the Data Processor and amount will be recovered from the bills by the Drawing and Disbursing Officer, Staff Selection Commission (WR), Mumbai.

19. In case of any dispute as to interpretation of the terms of the contract, the decision of the Regional Director (WR) shall be final and binding.

20. The contract will be valid for a period of two years commencing from \_\_\_\_\_ to \_\_\_\_\_ but can be extended for a further period of one year on the same terms and conditions, by mutual Agreement. Notwithstanding that the contract may have expired, the Data Processor shall continue to carry out the work allotted by the Regional Director at the price / rate agreed to in the original contract, until other arrangements are made by the Regional Director. However, the Commission shall be at liberty to terminate the agreement if it thinks so, at any time during the currency of the agreement without assigning any reasons, by giving one week notice to the Data Processor.

In witness whereof the parties present have here into set their respective hands and seals the day, year in.....

Above written:

( )  
Signature on behalf of SSC  
(WR)  
Name:

Designation:

Seal:

( )  
Signature on behalf of Data Processor  
Name:

Designation:

Seal:

Agreement signed in the presence of

Witness 1:

Signature:

Name:

Witness 1:

Signature:

Name:

Witness 2:

Signature:

Name:

Witness 2:

Signature:

Name:

Signature of Bidder with Seal



**LETTER OF AUTHORISATION FOR ATTENDING BID OPENING**

(To reach Regional Director before date of Bid Opening)

To

Regional Director  
Staff Selection Commission (WR)  
1<sup>st</sup> Floor, Old CGO, 101. M.K.  
Road, Mumbai – 400 020.

Subject: Authorization for attending Bid Opening on \_\_\_\_\_(date) in the  
Tender No.....dated ..... for Data Processing of Manual and Online  
applications.

Sir/Madam,

Following person(s) is/are hereby authorized to attend the Bid Opening for the Tender  
mentioned above on behalf of \_\_\_\_\_ (Bidder)  
in order of Preference given below.

| <b>Order of Preference</b> | <b>Name</b> | <b>Specimen Signature</b> |
|----------------------------|-------------|---------------------------|
| I                          |             |                           |
| II                         |             |                           |
| Alternative Representative |             |                           |

Signature of Bidder  
or  
Officer authorized to sign the Bid Documents on behalf of the Bidder

**PARTICULARS OF BIDDER**

(To be submitted by Bidder on their letter heads)

- (i) Name of the Bidder
- (ii) Address of Office at Mumbai
- (iii) Tele. Nos.  
Mobile Nos.  
Fax No.  
E – mail
- (iv) Full address of the Head Office ( Registered Address)/other Offices  
Tele. Nos.  
Mobile Nos.  
Fax No.  
E – mail
- (v) Year of Establishment—
- (vi) Legal status of the Bidder (Proprietor/Partnership/Private Ltd./Public Ltd.) ---
- (vii) Memorandum of Association/Articles to be submitted.
- (viii) Dedicated team of professionals (Name, designation, qualification, telephone numbers and experience of each professional to be indicated) for Staff Selection Commission, Western Region, 1st floor, OLD CGO Building, 101. M.K. Road, Mum bai – 40 020.

(ix)

|  |         |  |
|--|---------|--|
| Year-wise financial turnover <u>only</u> in data processing activities as mentioned in Clauses 3.3 and 3.4 of Section II – ‘Instructions to Bidders’ | 2013-14 |  |
|  | 2014-15 |  |
|  | 2015-16 |  |

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 \_\_\_\_\_