



Request for Proposal
For
Identification of Service Provider (SP)
To conduct
Computer Based Examination (CBE)
For
Staff Selection Commission

[AUGUST 2018]



This page is intentionally left Blank

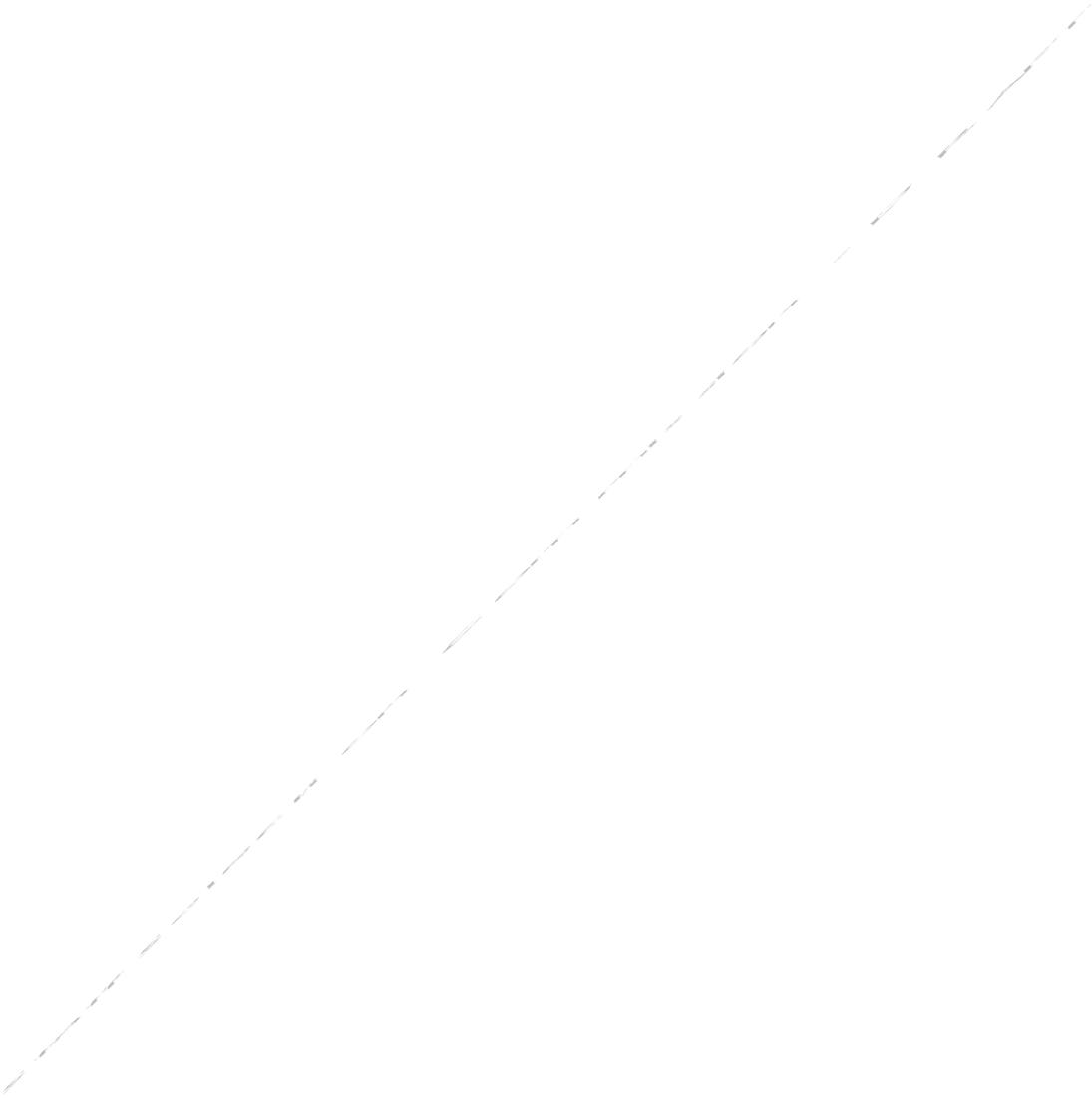




Table of Contents

| | |
|--|----|
| 1. Part 1 : Functional inputs | 7 |
| 1.1 Introduction | 7 |
| 1.2 Headquarters..... | 7 |
| 1.3 Regional and Sub-Regional Offices..... | 7 |
| 1.4 Functions of SSC | 7 |
| 1.5 Receipt of Applications | 8 |
| 2. Objective of this Exercise | 9 |
| 3. Scope of Work..... | 10 |
| 3.1 Expectations from the Service Provider | 10 |
| 3.2 Project Requirements..... | 10 |
| 3.3 Detailed Description of Activities | 10 |
| 3.3.1 Central System..... | 11 |
| 3.3.2 Local Server System | 11 |
| 3.3.3 User System..... | 11 |
| 3.3.4 Support Infrastructure | 11 |
| 3.3.5 Readiness and Conduct of Examination | 11 |
| 3.3.6 Submission of documents to SSC after Examination..... | 13 |
| 3.3.7 Question Set | 13 |
| 3.3.8 Manpower Support | 15 |
| 3.3.9 Requirement Gathering..... | 17 |
| 3.3.10 Compliance to Standards..... | 17 |
| 3.3.11 Adherence to Implementation Plan and Project Governance Structure | 17 |
| 3.3.12 Dashboards & Modules | 17 |
| 3.4 Roles and Responsibilities of Service Provider..... | 18 |
| 4. Functional Requirements for the Project..... | 21 |
| 4.1 Basic Requirements to be met by the system | 21 |
| 4.2 Functional Requirements..... | 21 |
| 4.2.1 Software Application Requirements | 21 |
| 4.3 Server & Equipment Requirements..... | 22 |
| 4.4 Non-IT Requirements..... | 23 |
| 4.4.1 General..... | 23 |
| 4.4.2 Examination venue | 24 |
| 4.5 Manpower Requirements | 26 |
| 4.6 Surveillance system requirements | 27 |
| 5. Technical Requirements for the Project | 29 |
| 5.1 Software Requirements | 29 |
| 5.2 Software and other standards | 29 |
| 5.3 Compliance with Industry Standards..... | 29 |
| 5.4 Performance Metrics | 30 |
| 5.5 Network connectivity..... | 30 |
| 5.6 Minimum technical requirement at Examination Venue | 31 |
| 5.6.1 Servers at Examination Venues..... | 31 |
| 5.6.2 Minimum requirement for Computer Nodes: | 31 |
| 5.7 Infrastructure Support to SSC | 31 |
| 6. Operational Requirements for the Project..... | 32 |
| 7. Indicative Examination Data..... | 33 |
| 8. Part II – Submission process | 36 |



| | | |
|--------|--|----|
| 8. | Address for correspondence | 36 |
| 8.1 | Request for Proposal Data Sheet | 36 |
| 8.2 | Procurement of RFP..... | 37 |
| 8.3 | Bid Clarifications..... | 37 |
| 8.4 | Pre-Bid Conference..... | 37 |
| 8.5 | Issue of Clarifications..... | 38 |
| 9. | Instructions for submission of the Bid | 39 |
| 9.1 | Instructions..... | 39 |
| 9.2 | Mode of Submission | 39 |
| 9.3 | Authentication of Bids | 39 |
| 9.4 | Interlineations in Bid..... | 39 |
| 9.5 | Late Bids..... | 39 |
| 9.6 | Proposal Preparation Costs..... | 40 |
| 9.7 | Supplementary Information/ Corrigendum / Amendment to the RFP | 40 |
| 9.8 | Right to Terminate the Process..... | 40 |
| 9.9 | Language of Bids..... | 40 |
| 9.10 | Bid Prices..... | 40 |
| 9.11 | Bid Currencies..... | 41 |
| 9.12 | Bidder Qualifications | 41 |
| 9.13 | Earnest Money Deposit (EMD)..... | 41 |
| 9.14 | Bid Validity Period | 42 |
| 9.15 | Commercial Proposal / Bid Prices | 42 |
| 9.16 | Correction of Error..... | 42 |
| 9.17 | Prices of Components and Overall Price Information | 42 |
| 9.18 | Conditions under which this RFP is issued..... | 43 |
| 9.19 | Rights to the Contents of the Proposal | 43 |
| 9.20 | Modifications and Withdrawal of Proposals..... | 43 |
| 9.21 | Non-Conforming Proposals..... | 44 |
| 9.22 | Disqualification..... | 44 |
| 9.23 | SSC's Right to change the Scope of Contract at the time of Award of the Contract | 44 |
| 9.24 | SSC's Right to Accept Any Bid and to reject any or All Bids..... | 45 |
| 9.25 | Concessions permissible under statutes | 45 |
| 9.26 | Tax Liability..... | 45 |
| 9.27 | Uniformity..... | 45 |
| 9.28 | Only One Proposal..... | 45 |
| 9.29 | Bid Scope..... | 45 |
| 9.30 | Duration of Project | 45 |
| 10. | BID Opening & Evaluation Process | 46 |
| 10.1 | Bid Opening Session | 46 |
| 10.2 | Overall Evaluation Process..... | 46 |
| 10.3 | Pre-Qualification Criteria - Mandatory..... | 46 |
| 10.4 | Technical Evaluation Criteria:..... | 48 |
| 10.4.1 | Technical Evaluation Criteria with marks: | 48 |
| 10.4.2 | Technical Proposal – Other Requirements | 52 |
| 10.5 | Commercial Bids..... | 53 |
| 10.6 | Final Evaluation of Bids..... | 53 |
| 11. | Award Of Contract | 55 |
| 11.1 | Notification of Award | 55 |



| | | |
|------|---|----|
| 11.2 | Contract Finalization and Award | 55 |
| 11.3 | Signing of the Contract | 55 |
| 11.4 | Failure to agree with the Terms and Conditions of the RFP | 55 |
| 11.5 | Performance Bank Guarantee (PBG) | 55 |
| 11.6 | Service Level Agreement (SLAs) | 56 |
| 11.7 | Terms of Payment | 59 |
| 12. | Annexure – Part II | 60 |
| 12.1 | Non- Disclosure Agreement (NDA)..... | 60 |
| 12.2 | Earnest Money Deposit | 62 |
| 12.3 | Undertaking on Patent Rights | 63 |
| 12.4 | Undertaking on Pricing of Items of Technical Response | 64 |
| 12.5 | Undertaking on Service Level Compliance..... | 65 |



Abbreviations used in this document

| Abbreviation | Meaning |
|--------------|---|
| ARC | Administrative Reforms Commission |
| CBT | Computer Based Test / CBE: Computer Based Examination |
| CR | Central Region |
| DC | Data Centre |
| DR | Disaster Recovery |
| ER | Eastern Regional Centre |
| MSA | Master Service Agreement |
| NER | North Eastern Regional Centre |
| NR | Northern Regional Centre |
| NWR | North western Regional Centre |
| QCBS | Quality and Cost Based Selection |
| RFP | Request for Proposal |
| SR | Southern Regional Centre |
| SSC | Staff Selection Commission |
| SSL | Secure Socket Layer |
| W3C | World Wide Web Consortium |
| WR | Western Regional Centre |

1. Part 1 : Functional inputs

1.1 Introduction

The Staff Selection Commission is one of the largest recruiting agencies of the Government of India, in terms of number of applicants. The Commission is mandated with the task of making recruitment to all Group 'B' (Non-Gazetted) and Group 'C' (Non-Technical) posts in various Ministries / Departments of the Government of India and their Attached and Subordinate Offices except those posts which are specifically exempted from the purview of the Commission. In addition, the Commission in the year 2016 was assigned the additional responsibility of making recruitment to Group 'B' (Gazetted) posts of Assistant Accounts Officer and Assistant Audit Officer for the Indian Audit and Accounts Department

1.2 Headquarters

The Staff Selection Commission has its Headquarters in New Delhi. It has a nationwide network of seven Regional Offices located at Allahabad, Bengaluru, Chennai, Guwahati, Kolkata, Mumbai and New Delhi, and two Sub-Regional Offices located at Chandigarh and Raipur. The Regional and Sub-Regional Offices implement the policies and programmes of the Staff Selection Commission which includes holding of examinations at various centres all over the country with the assistance of the State Governments concerned Members..

1.3 Regional and Sub-Regional Offices

For smooth conduct of examinations through a large network of Examination Venues/sub-centres situated in different parts of the country for the convenience of the candidates, the Commission has been provided with a Regional set-up. At present, there are seven Regional Offices at Allahabad, Mumbai, Delhi, Kolkata, Guwahati, Chennai, Bangalore and two Sub-Regional Offices at Raipur and Chandigarh

1.4 Functions of SSC

The Commission is mandated to conduct eight All India Open Competitive Examinations in a year, viz.

- i. Combined Graduate Level Examination,
- ii. Combined Higher Secondary (10+2) Level Examination,
- iii. Junior Engineers (Civil, Mechanical, Electrical, Quantity Surveying & Contract) Examination,
- iv. Sub Inspectors in Delhi Police, CAPFs & Assistant Sub Inspectors in CISF Examination,
- v. Junior Hindi Translator, Senior Hindi Translator and Hindi Pradhyapak Examination,
- vi. Junior Translator (Central Secretariat Official Language Service) Examination,
- vii. Multi-Tasking (Non-Technical) Staff Examination and
- viii. Stenographers' Grade 'C' & 'D' Examination.

Besides, the Commission also conducts three Limited Departmental Competitive Examinations in a year for promotion from:



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

The Commission also makes recruitment to Selection Posts, i.e. isolated posts in different Ministries / Departments and Attached and Subordinate Offices of the Government of India, which are not covered by the All India Open Competitive Examinations and have essential qualifications specific to the job requirement. These posts were earlier filled through interviews only. As interviews for lower level posts have been dispensed with by the Government of India with effect from 01.01.2016, the said posts are now being filled through written examinations, conducted in the format of Objective Type Multiple Choice Questions.

In addition, two non-mandated examinations are also being conducted by the Commission on the specific directions of the Government. These two examinations are:-

- i. Constable (GD) in CAPFs, NIA & SSF and Rifleman (GD) in Assam Rifles Examination, and
- ii. Temporary Constable (Executive)-Male & Female in Delhi Police Examination.

For these examinations, the Commission has entered into a Memorandum of Understanding (MoU) with the Ministry of Home Affairs and the Delhi Police, respectively.

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

1.5 Receipt of Applications

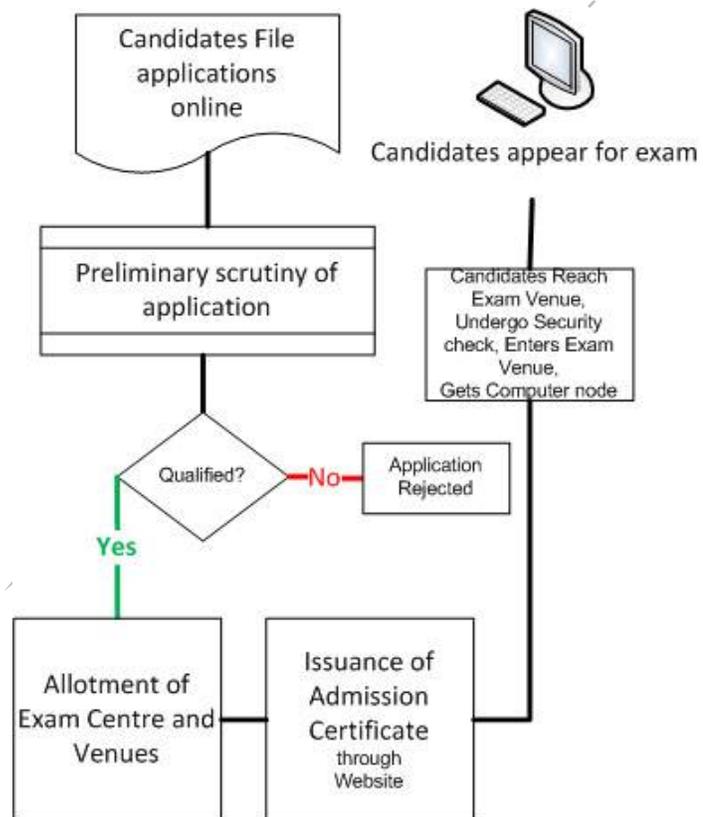
The main activities related to examinations, such as receipt of applications, issue of admission certificates and declaration of results have been made completely online.

2. Objective of this Exercise

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

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

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



The primary objective of this exercise is to engage Service Provider(s) to assist the Staff Selection Commission in conducting the computer based examinations in a safe, secure and seamless manner.

3. Scope of Work

This chapter summarizes the overall scope of work that needs to be executed by the selected Service Provider(s).

3.1 Expectations from the Service Provider

The selected Service Provider is expected to support the SSC in the conduct of Computer Based Examinations (CBE) for the eligible applicants who had received their Admission Certificates. It is envisaged to be a comprehensive, integrated process, designed to manage the overall conduct of SSC's Examinations including but not limited to

- i. Identification, selection and preparation of adequate number of standard venues for the conduct of computer based examinations within stipulated time.
- ii. Pre-audit of all examination venues for parameters such as Zero-Black spot CCTV coverage, testing the examination system at full load, etc.
- iii. Arrangements for biometric registration of candidates
- iv. Maintain a robust question bank in a safe and secure manner, preparation of adequate number of question sets for automated administration
- v. End-to-End support including technical, operational, logistic and manpower related support during and after the conduct of examination including
 - a. Invigilation
 - b. Security & frisking (engagement of professional security agencies)
 - c. Establishment of a control room at SSC HQ and Regional and Sub-Regional Offices with robust dashboards for real-time/near-real-time monitoring of examinations
 - d. Management of representations related to questions and answer keys
- vi. Ensure a seamless, secure conduct of examination
- vii. Storage and transmission of examination logs and other data to SSC in a safe and secure mode within prescribed time frame
- viii. Processing the challenges received from candidates with regard to questions/answer keys
- ix. Timely submission of examination scores of candidates to SSC
- x. Support to the SSC Headquarters, Regional and Sub-Regional Offices, during pre-examination, conduct of examination and post-examination phases.

3.2 Project Requirements

The RFP envisages the following components of work to be executed by a competent Service Provider in order to fulfil the objectives of the proposed exercise of conducting computer based examinations for prospective and shortlisted candidates.

3.3 Detailed Description of Activities

This section explains the basic details of requirements. (Technical requirements for this project are explained under the Chapter related to Technical Requirements).



3.3.1 Central System

Since the Examinations for SSC will be conducted across the country spanning from a single shift to multiple shifts on each day, the Service provider is expected to provide a Central IT Infrastructure system on the lines of a Data Centre with a parallel Disaster Recovery System where the core application (henceforth described as Software in this document) shall be made available in a secure manner at exam venues.

At any point in time during the currency of the project, if the Government policy demands migration of data from the Service Provider's central system to any other identified system, the Service Provider shall support the migration of data related to this project within mutually agreed timelines.

3.3.2 Local Server System

While the primary Questions / Question Sets shall be securely placed in the Central System, the examinations of SSC shall be conducted at the identified examination venues in a LAN Based format.

3.3.3 User System

Every candidate shall be provisioned with one individual computer node for appearing in the examination. The detailed specifications of user computer node are explained in the Technical Requirement chapter of this document.

3.3.4 Support Infrastructure

Support Infrastructure shall include the following but not limited to:

- i. Surveillance cameras at site, without leaving any dark spots
- ii. Capture biometric data of all entrants to the examination venue
- iii. Availability of CCTV footage etc. after examination.
- iv. Audit trail of all transactions from entry till exit of the candidates.

3.3.5 Readiness and Conduct of Examination

(a) Preparation

- Based on the details of Region-wise and City-wise Distribution of candidates as given by SSC, list of venues for examination shall be made available to the SSC by the Service Provider at least 30 days prior to start of the examination.
- Any change of venues due to any reasons, shall be completed by the Service provider at least 25 days in advance

(b) Venue:

- The venue for examination shall be frozen 21 days prior to the conduct of examination.
- Examination venues should be taken over by the Service provider for the conduct of examinations as follows:
 - i. For small exams (less than or equal to 10 lakh candidates), the venue shall be taken over 3 days in advance
 - ii. For large exams (more than 10 lakh candidates), the venue shall be taken over 5 days in advance



- 3/5 days prior to the examination, the venue shall be available for Mock Drill. Mock drill must be completed with 100% load.
 - All nodes must be thoroughly checked and sanitized
 - All staff associated with the conduct of examination at the respective venue must be present during the Mock Drill.
- (c) Audit of Venue. Audit includes, process, project, asset, security, manpower, etc.,
- (d) Regional and Sub-Regional offices will conduct sample audit of examination venues.
- (e) Conduct of Examination
- Each question will be available in "TOTAL" for the candidate on-screen. (Candidate should not be made to navigate more than one screen for one question)
 - Photograph of the candidate will be clearly visible on the computer screen.
 - All questions selected for a particular examination must be stored in encrypted format in the central server.
 - The question sets downloaded on the local server must be in encrypted format.
 - Questions shall be decrypted only at the terminal of the candidate after the candidate Logs in and examination starts
 - Questions must be randomized
 - System should save/record all transactions and automatically log-out after the stipulated time gets completed.
- (f) Logs of transaction : System should ensure record of every transaction viz.,
- Start time of examination
 - End time of Examination
 - Time taken by candidate to attend to each given question
 - Idle time of computer node (if any)
 - Any form of interruption in the computer node due to technical or operational faults
 - Time at which candidate logs-out of the examination (This may be different from the time of end of examination)
 - Complete trail of navigation between questions
- (g) Attendance
- The service provider will collect signature, affix photograph of candidate and take statements in the handwriting of the candidates on the "Commission Copy" from respective candidates .
 - Service provider will ensure to get Signature and Thumb Impression of each and every candidate who appears for the examination in the Attendance sheet



3.3.6 Submission of documents to SSC after Examination

On completion of examination, the Service Provider shall comply with the following processes at the venue itself:

- (a) The Attendance sheet & Commission copy must be signed by the invigilator and countersigned by the venue manager.
- (b) The completed attendance sheet of each examination, before being submitted to the Commission Headquarters will be scanned in colour at 200 DPI and uploaded as PDF file to the central system. This file shall be available for secure access to the Staff Selection Commission Headquarters. This exercise shall be completed on the same day.
- (c) Signed Commission copy of candidates shall be made in the batches of 50 and each batch of 50 Commission copies with each candidate in individual page shall be scanned in colour at 200 DPI as PDF and uploaded to the central system. Commission Copies shall be uploaded within 72 hours of completion of examination of that day.
- (d) The original hard copies must be despatched by courier/speed post/ registered post to the Commission on the same day. The Service provider will be responsible for the secure delivery of the hard copies of the Commission copy and Attendance sheet to the Commission.

Submission /Upload of Examination data

- (a) Examination data from each venue shall be uploaded to the Central System by Service Provider within **one hour of completion of the shift.**

Self-Certification List for upload & Submission

The service provider shall upload the following declaration testimonials for each shift to the Central Server for being assessed by the Commission and subsequently send by post:

- (a) List of all examination functionaries who were deployed in the venue, with their signatures affixed on the sheet along with their contact numbers and email addresses.
- (b) Number of changes in computer nodes during the examination along with details of affected candidates.
- (c) Report of any untoward incident and action taken thereon.

This testimonial will be created, signed by Venue Manager, scanned and uploaded by the service provider on the same day (If the exam goes on for 3 days, there will be three such documents that would be uploaded by the Service Provider. The hard-copy of this document will be sent by Registered Post/ Courier to SSC / Regional /Sub-Regional Offices within 3 days after end of the entire examination).

3.3.7 Question Set

The Service provider must ensure a robust mechanism for preparation of questions and a secure mechanism for the transmission of the same to the computer nodes during examination. The Service provider shall adhere to the following:



- Ensure to maintain highest standard of confidentiality in creation, processing, maintenance, storage, encryption and administration of question set
- Ensure that the question items are not directly taken from question papers of any other examinations during last two years.
- Arrange for creation of items with the help of dedicated panel of subject experts
- Ensure second level of validation of items created by panel of subject experts
- Questions would be created topic-wise and subsequently the same would be clubbed
- Difficulty level of items would be assigned by one panel of subject experts and the same would be validated by another panel of subject experts
- Pool of questions will be created topic-wise/subject-wise with proper tagging of difficulty level of each question item
- Complete set of question papers would be generated from the pool of questions through a computerised programme just before downloading the question paper for the examination
- Ensure that the question papers have similar difficulty level across various sets of question papers for one examination
- If translation of question items is required, translation work will be done through a dedicated panel of experts
- Same meaning and sense of question is retained in the translated version as in the original language
- Ensure proof-reading of each question.
- Questions must be randomized
- Sample set of question paper must be submitted to the SSC at least 15 days prior to the conduct of the Mock Test at the first venue
- Questions shall be available only 30 minutes prior to examination. Questions shall not be available earlier than 30 minutes
- Question set shall transmit from Central Server to Local server, or Local server to Candidates Terminal only after best encryption (as on date of examination. As on date it is at least 128 bit encryption). Questions shall not travel any path without encryptions.
- Perfection of question should be of the highest level. In extreme cases, a maximum of 2 wrong questions in any given set of 100 questions in a shift will be allowed.
- Encryption shall have "ZERO HUMAN INTERVENTION".

Self-review by candidates

- (a) Service Provider must ensure to expose the master question set of each shift in in a form that can be uploaded on the website.
- (b) The candidates who had appeared in the examination would be given a link by the SSC to challenge questions/ tentative answer keys.



- (c) The master set of question will be visible to candidates for a limited period of time as decided by the Commission.
- (d) The challenges on the Questions/Answer keys will be given to the Service Provider for processing the challenges.

Preparation of final scores

- (a) Service Provide will finalise the answer keys within 5 days of the receipt of the challenges and provide the same to SSC.
- (b) For arriving at the final scores of the candidates, an approved normalisation formula will be applied on the raw scores.
- (c) Service provider will provide the scores of the candidates within 5 days of the finalisation of answer keys.

3.3.8 Manpower Support

The Service Provider is required to offer the following specific manpower at each venue but not limited to the list given below:

1. Coordinators:

Chief Coordinator: The service provider will position one Chief Coordinator in the Headquarters of the Commission, who will be its own employee and will be responsible for the overall coordination between SSC and all other functionaries appointed by the Service Provider, who are associated with the conduct of examination(s). He/ she will inter-alia perform the following functions;

- (a) Finalization of venues
- (b) Enabling and energizing the Central Dashboard at the SSC-HQrs.
- (c) Collating & processing all inputs from various Regional and Sub-Regional Offices
- (d) Coordinating the work of processing the scores and preparation of Merit List including the processing of challenges
- (e) Providing responses on RTI applications, complaints, grievances, court related matters, police cases etc.
- (f) Providing all reports required by the Commission
- (g) Any other functions assigned by the SSC

Chief Coordinator will be assisted by one or more permanent employee(s) of the Service Provider. He/She will be the representative of the Service Provider and will be the single point of contact at SSC HQ for all examination related matters.

Regional Coordinators: Regional Coordinators will be employees of the Service Provider, will be positioned **one** at each Regional/ Sub-Regional Office of the Commission and will be the coordinator for all matters related to examinations in that region. He/She will be the single point of contact for that region.



2. **Venue Manager:** Venue manager will be responsible for the complete management of the venue. He/ she will check the credentials of the manpower deployed at the venue and ensure satisfactory conduct of the examination functionaries including dress code, identity cards etc.
As the leader/head of the examination venue, he/she will be responsible for seamless conduct of examinations in all respects. He/she will communicate all inputs from the venue to the concerned Regional /Sub-Regional Office directly or through his/her regional coordinator. As the head of the venue, he/she shall be responsible to handle and manage all eventualities such as reporting examination related malpractices to the concerned agencies (including lodging FIR with the police).
3. **Lab Supervisor:** each room/lab must be provisioned with a supervisor. He/she will supervise the invigilation process at lab/room. Will meet the same requirements prescribed under invigilators. All invigilators will be under the control of respective Lab Supervisors. Lab supervisor will ensure high standards of invigilation from the invigilators under him/her.
4. **Invigilators** (1 per 25 candidates): The Service Provider will ensure that the invigilators are ;
 - At least 21 years of age
 - With prior experience of invigilation
 - Invigilators will be regularly shuffled among labs/venues
5. **Software Support Engineer:** During the conduct of examination at any identified venue, there shall be an on-site software technical support staff, who shall be able to offer support to the venue and to the candidates in the event of any such challenges with respect to the Software that are used in the examination.
6. **Infrastructure/Network Support Engineer:** During the conduct of any examination at any identified venue, there shall be an on-site Infrastructure & Network support staff who shall be able to offer support to the venue and to the candidates in the event of any such challenges with respect to the Hardware/Network and the support incidents that are identified during the said examination.
7. **Security Staff:** Security within the venue is the sole responsibility of the service provider. Security Staff must be engaged from Registered Professional Security Agencies. The Security staff so deployed at venues must be empanelled with the security agency and shall comply with the dress code, display identity cards, adhere to discipline, and show professional conduct while frisking and other security related activities. The guard at entry point shall frisk the candidates (separate for male & female) with Hand held metal detector devices. A senior functionary of the



security agency designated as Security Supervisor must be positioned at the Control Room of SSC HQ during the entire examination cycle.

8. **Multi-Tasking staff:** The Service Provider shall ensure deployment of adequate number of Multi-Tasking staff for support and any miscellaneous services.

The Service Provider shall ensure that

- (i) none of the exam functionaries deployed for any examination are appearing in the same examination as a candidate
- (i) none of their relatives are appearing as a candidate at the venue of their deployment.
- (iii) the exam functionaries are not involved in any criminal case.

3.3.9 Requirement Gathering

The Service Provider is expected to have conducted a comprehensive requirement analysis of the system, infrastructure and training needs in discussion with all the stakeholders.

The Service Provider must have mapped the Functional Requirements of the proposed exercise and analysed the existing gaps between the Functional Requirements and the functionalities provided by the software. The Service Provider shall identify the customization requirements for the implementation.

3.3.10 Compliance to Standards

- i. The Service Provider shall ensure industry standard formats for capturing, storage, processing, transmission and reporting of data.
- ii. While the system shall support Hindi & English languages, it must also support scalability to multiple Indian languages (as mentioned in the Schedule VIII of the Constitution).
- iii. The Service Provider must ensure that all the technology components adhere to flexibility, interoperability, usability, availability, manageability, security and integration standards as at Section 5.3 of this document

3.3.11 Adherence to Implementation Plan and Project Governance Structure

- i. The Service Provider shall adhere to roles and responsibilities as defined in the RFP.
- ii. The Service Provider must conform to the defined institutional mechanism for project review and monitoring including risk management during the entire contractual period.
- iii. The Service Provider shall maintain documentation related to the project with adequate traceability matrix and version control wherever necessary.

3.3.12 Dashboards & Modules

Service provider shall be responsible to setup CONTROL ROOM in the Commission Headquarters and at all Regional and Sub-Regional Offices.



The service provider must provide an automated DASHBOARD in the control rooms of Regional and Sub-Regional Offices and the Headquarters of the Commission. Service provider shall provide the required hardware, peripherals including LCDs and Software.

- A National Level Status indicator will be available at the HQ which will display the status of Examinations at Pan-India Level and at Regional/City/Venue level.
- Live feeds of CCTV surveillance data (on demand) as prescribed by SSC
- Should be available on Graphical User Interface drilling down to the venue level.
- Dashboards must be REALTIME to the extent possible.
- Information that cannot be shown Real-time should be available on "Near-Real-time" mode.
 - Other information, as desired by the Commission shall be made available as downloadable reports for end of Shift, end of Day and end of complete examination.
- Each Regional/Sub-Regional office must have a Dashboard available on their desktops for view
- Apart from a Desktop based dashboard, the Staff Selection Commission Headquarters will be provided with an LCD-wide-screen (40") dashboard
- The dashboard will contain the following aspects:
 - Attendance at each venue (no. of candidates appearing for exam)
 - Check-list of facilities at each venue must be made available for Regional and Sub-Regional Offices & Headquarters
 - Except for the candidates examination data, all major aspects of venue will be available on this dashboard
 - Status of start & end of Examination
 - Status of capturing of Biometric details
 - Status of download of question paper from Data Centre to Venue Server
 - No. of live nodes
 - Status of any node getting affected
 - Status of transfer of exam data to central system
 - Status of sealing of venues

3.4 Roles and Responsibilities of Service Provider

1. The detailed scope of work and responsibilities for the selected Service Provider are discussed in earlier sections of this document. In addition to these roles and responsibilities, the responsibilities of the selected Service Provider will also include but will not be limited to the following:
 - Procure and Implement the Infrastructure (Software and Hardware) for the project as per specified requirements
 - Design, test and deploy software at venues of the examination
 - Setup requisite infrastructure at the venues of examination



- Provide training to individuals/staff/support staff and Government officials as required
- Configure the solution to facilitate access to the software from all the identified locations / users
- Provide necessary software and IT infrastructure maintenance support
- Work in close coordination with SSC, Project Monitoring Unit (PMU)* and other stakeholders for this project; and provide reports as required by the Commission
- Carry out the activities as indicated in the contract agreement and submit all the mentioned deliverables within the stipulated time-frame
- Ensure that the timelines are strictly adhered to, and ensure resolution within timelines set out by the SSC.
- Ensure compliance with the project SLAs
- Implement a version control tool to record each and every version of the software release, as well as ensure that all security measures are in place to secure the data, code or functionality
- Ensure that no personal/private information relating to candidates is shared with any unauthorised entity.
- Ensure maintaining sanctity of the examination at all cost. This includes
 - Confidentiality of Question sets
 - Subject matter experts
 - Gate management and security and safety at exam venues
 - Outsourcing of activities
 - Security related to data of candidates & venues
 - Software, hardware, network and other support infrastructure
- Service provider will collect biometric information from each candidate appearing for examination, in the form of (i) Thumb impression (ii) Photograph. This information must be transferred to the Commission as "PDF file" and as "digital data".
- Biometric information collected from candidates, supervisors, invigilators or any other official entrant related to the exam, shall conform to the security guidelines, interoperability and procedures as defined in the "E-GOV Standards" Manual of Government of India.
- Biometric information shall be transferred to the Commission within the time stipulated by SSC after completion of any given examination. On successful upload, the biometric information must be erased/removed from service providers system/storage.
- Biometric information collected at venue must be erased after a period defined in consultation with the Commission and a certificate to this effect must be furnished to the Commission.



- Service provider shall provide a mechanism to SSC to access data related to biometric, photograph of candidates, to enable the Commission to generate PDFs as required for individual candidates or a group of candidates or for specific venue.
- In all subsequent stages of examinations, biometric data of candidates, captured in any previous tiers/stage of examination will be verified by the Service provider conducting subsequent examinations.

2. **Documentation:** The Service Provider must ensure that complete documentation of the Project is provided with Standard Operating Procedures (SOP), Minutes of Meetings, etc., and adhere to standard methodologies in software development/operations as per ISO standard and/or CMMi models.

* **Project Monitoring Unit (PMU):** A Project Monitoring Unit will be appointed by SSC to monitor the operations of Service Provider in the conduct of examinations (manpower, technical and operations). The functionaries of the PMU will be authorised to inspect any venue, software, servers and evaluate & audit the system.

4. Functional Requirements for the Project

This chapter summarizes the overall Functional Requirements that need to be met by the selected Service Provider

4.1 Basic Requirements to be met by the system

The system to be deployed by the Service Provider must be able to deliver the minimum services listed below. The Service Provider shall implement all the necessary functional, technical, operational and other supporting requirements to meet these functionalities.

4.2 Functional Requirements

The proposed system shall be a core, automated, scalable and integrated software application, deployed centrally at Data Centre (DC) which could be securely accessed only by authorized users over secure connectivity.

4.2.1 Software Application Requirements

1. **Language Support:** Examination software must provide multilingual support i.e. in English, Hindi and other languages mentioned in the VIII Schedule of the Constitution. All displays on candidate's computer nodes must be in English and Hindi. Where required, screen shall support all scripts of Indian Languages contained in the VIII schedule of the constitution.
2. **Dates:** All functionality must properly display and transmit date data in DDMMYYYY format.
3. **Test Engine:** Test engine must support the following functionalities apart from other functions. The system must have capability
 - a) to shuffle questions
 - b) to shuffle answer options
 - c) to display images of different formats along with the text on the same screen
 - d) to ensure high-clarity and complete image within the display area along with the respective question in the same screen
 - e) to enable candidates to navigate between questions within the stipulated time
 - f) to show the candidates' credentials including text and images
 - g) to present questions and answer options in a randomized way in such a manner that every candidate gets a different version of randomized question set
4. The examination software must capture candidate's data & information real-time while taking the examination.
5. The system must automatically stop when the time limit is over. However, in the event of any break/delay/interruption during the examination, such time of break/delay/interruption shall be compensated accordingly by the system to ensure that every candidate gets the full allocated duration of time.
6. The software must not store any response of the candidate at computer node. Software must have the capability to synchronize the responses in the real time with the local server at venue.



7. The software must be able to generate various reports for analysis such as score report, section-wise score report, feedback report, question paper report, summary report of candidate's performance etc., as required by the Commission
8. At the completion of the examination, the software must generate the Candidate's log trail of examination. The data must be made available to the SSC on time.
9. The software must upload the candidates' examination responses directly to the Data Centre in the encrypted form.
10. Within one hour of completion of the shift, one copy of "Candidate's examination responses" in encrypted format must be made available to SSC.
11. While the examination is ongoing, access to all possible web resources must be blocked from the computer node of the candidate as well as any other computer peripherals. Similarly, functions like 'Copy-Paste, Cut-Paste, screen capture' shall be disabled.
12. Login must be "CAPTCHA" enabled.
13. The Examination software must be capable of hard closing the running applications and disabling all the ports along with the keyboard on the candidate's computer node.
14. While keyboard ports are disabled, only SCREEN-BASED-KEYBOARD (virtual keyboard) with randomized keys shall be available for login only.

4.3 Server & Equipment Requirements

The service provider shall ensure that the following parameters are adhered to:

A diagrammatic representation of the expectation is explained in the figure:

1. The Software will be securely hosted in the Data centre (DC).
2. Access to the server data, specific to the Examinations will be made available to SSC.
3. Service Provider must hold the primary Software/ Question bank in exclusive servers in Data Centre.
4. A Disaster Recovery Centre(as per Tier-III standards of DC/DR) must be available.
5. The DC & DR must be ISO-27001 Certified.
6. The exam venue must have a separate Server Room with adequate number of primary and backup servers.
7. The computer nodes in the Examination Venue must be connected only by wired LAN.
8. Each of the computer node must be loaded only with the requisite operating System and the examination tool.
9. Service Provider must own the Servers (primary and backup) for the purpose of conducting examination at venues. Configuration for the primary and back-up servers must be identical. Primary and backup servers must be in sync and switching must be performed without any interruptions to the examinations being conducted.
10. Time hardening of examination servers must be done so that no one can change the server time.
11. MAC & IP addresses along with the asset ID as per the inventory records of such servers and computer nodes must be submitted to SSC as and when required.



12. After automated allotment of computer nodes subsequent to biometric registration of candidates, any allocation change in computer nodes shall be submitted to SSC at the end of each shift.
13. Automated allotment of computer nodes to candidates after biometric registration must be made in such a way that candidates are distributed in uniform pattern across the lab. (Ex: Odd-Even allotment).
14. Spare computer nodes must not be allotted to candidates, unless there is any fault in the nodes originally allotted to candidates.
15. The service provider must setup a “dummy-candidate computer node” for every examination for monitoring purposes at SSC Headquarters.
16. At each exam venue, the servers must be located in a room separate from the computer lab.
17. None other than the authorized personnel shall have access to the server area at the venue.
18. Each venue must have 10% additional spare working computer nodes. For instance if a venue has capability to host 100 candidates at one go, then there must be at least 10 spare computer nodes.

4.4 Non-IT Requirements

4.4.1 General

1. The Examination Venue must be made available for review, audit and inspection:
 - For examinations with candidature up to 10 lakh: at least 3 days prior to the conduct of examination.
 - For examinations with candidature beyond 10 lakh: at least 5 days prior to the conduct of examination.
2. CCTV surveillance must be made functionally available in such a way that all candidates are covered under the surveillance setup. i.e., one camera may cater to 25 candidates, but all candidates and the examination area must be covered under the surveillance, which gets recorded to a central system at the Examination Venue.
3. Surveillance system must also cover the following areas:
 - a. Entry point of the Examination venue (Entry refers to the location from where the entry to computer lab starts including the locations of biometric registration).
 - b. Exit points of the venue, if the entry and exits are separate.
 - c. Server Room.
 - d. Pathway to washrooms.
 - e. Atop the water and other convenience facilities.
 - f. The room of the venue manager (if any).
 - g. The front area and the back area of the Examination Venue.
 - h. Any points specifically indicated by the SSC for comprehensive surveillance coverage of the Examination venue.



4. 3 feet seat width should be available for candidates in such a way that a candidate cannot see other candidate's screen. Cardboard, transparent material and thermocol are strictly prohibited in partitions.
5. Furniture of good quality should be provided for candidates to take examination.
6. Non-shadow lighting is mandatory for every hall of examination.
7. Examination venues should contain holding area to keep candidate's belongings.

4.4.2 Examination venue

Service Provider will be required to accredit agencies/ institutions, who have examination venue infrastructure as per the standards mentioned in this RFP. Service Provider will provide detail of such exam venues and certify that accredited exam venues comply with the standards defined in this document. The Service provider must have their own examination venue or have requisite Memorandum of Understanding (MoU) with the agencies/ institutions who would provide their computer nodes necessary for the conduct of examination at each exam venue. Service Provider will be required to submit an undertaking pertaining to the list of agencies/ institutions, their seating capacity and locations.

1. Acceptance of any venue as examination venue is at the discretion of the concerned Regional/ sub-Regional Office of SSC.
2. Examination Venues should be easily accessible and have well known address in the locality / city/ town where these are located. Congested areas to be avoided.
3. Antecedent detail of the venue owner, in case of hired/leased venues must be verified by the Service Provider and made available to the Commission.
4. Coaching centres must not be used as the examination venue for the SSC exams. After pre-audit, a computer lab selected for examination will not be used for any activity which could be prejudicial to the seamless conduct of SSC examination.
5. Venues must be identified as per the requirement of the examination at least 30 days prior to the scheduled date of the examination and communicated to SSC.
6. After audit of venues by Regional/ Sub-Regional Office of the SSC, the venue must be finalised at least 21 days prior to the commencement of the Examination.
7. Examination Venues must have adequate covered space for checking of documents and biometric registration of candidates. One counter with biometric machine is required to serve 30 scheduled candidates.
8. Service Provider must ensure the availability of sufficient number of Examination Venues across the Country covering all States and UTs.
9. Arrangement of necessary power backup (UPS and DG set or alternate power backup solution) shall be made at each Examination Venue. Connected UPS must have at least 20 minutes of power backup. Service Provider must ensure that the power backup solution suffices as per the seating capacity of the examination venue.
10. Each examination venue must have a minimum capacity of 100 candidates. In exceptional cases, with prior approval of SSC, examination venues with lesser capacity may be engaged, provided these venues strictly conform to the requirements specified.
11. Service Provider must conduct 01 "full load mock test" (dry run) prior to start of the examination, as per mutually agreed schedule.



12. Service Provider must submit certification of the nodes eligible for conducting the computer based examination and sealing of the examination venue after conducting successful mock test. The examination venue will be sealed after completion of examination for the day and certificate to this effect will be provided to SSC by the Service Provider on day-to-day basis. The certificate will be submitted online which will be available for verification by SSC from the centralised Dashboard.
13. Service Provider will provide for allocation of alternative computer node from the audited spare capacity to candidates in case of failure of any node and assist them to undertake the examination with minimum disruption.
14. Following facilities / arrangements are required to be provided for Persons with Disability (PwD) candidates:
 - As far as possible, the venue of the examination should be allotted within the city of their choice.
 - Evening shifts should be avoided for these candidates.
 - Their examination venue should be as near as possible from the city centre
 - Their examination lab should preferably be on the ground floor or within a short distance from the lift
 - Examination venue should have disabled-friendly washroom facilities
 - Facility of wheel chairs may be provided to candidates, if required.
15. Following facilities / arrangements are required to be provided for female candidates:
 - As far as possible, the venue of the examination should be allotted within the city of their choice.
 - Evening shifts should be avoided for these candidates.
 - Their examination venue should be as near as possible from the city centre.
16. While a candidate enters the examination venue, the following activities shall be ensured:
 - Frisking (separately for male and female candidates).
 - Service Provider must ensure one level of frisking with hand-held metal detector devices.
 - Capture biometric details of candidates (as required).
 - Biometric registration of the candidates should start 1 hour before the conduct of exam and concludes well within the time of start of examination.
17. During the conduct of Examination, the following activities must be ensured with minimum disturbance to candidates:
 - Take signature, thumb impression, and handwritten statement from the candidates' on Attendance Sheet and Commission copy of Admission Certificate, wherever applicable.
18. After conclusion of an Examination:
 - Admission certificate with photograph and signature of candidates must be uploaded to the central system in batches of 50 (50 sheets will constitute one PDF file).
 - Signed Attendance sheet must be uploaded to central system on the same day.
 - Examination data including candidate responses, etc., must be transferred to the central system after encryption.
 - Commission's Copy and Attendance Sheets in original, must be sent to SSC by registered post or by courier on the same day.

4.5 Manpower Requirements

i. Each Examination Venue must have the manpower as described in the table below:

| S.No | Description | Job/Duties | Terms of engagement | Count |
|------|----------------------------|---|--|--|
| 1. | Chief Coordinator | Overall coordination with SSC , Will be stationed at SSC HQ | An employee of Service Provider | One Assisted by one or more employees of the Service Provider. |
| 2. | Regional Coordinators | Coordinate with SSC Regional and Sub-Regional Offices | An employee of Service Provider | One per Region. |
| 3. | Venue Manager | Overall management and supervision of the examination venue | An employee of Service Provider. List must be provided to SSC in advance | One per venue irrespective of the size of the venue. |
| 4. | Lab Supervisor | Supervision of the examination in computer lab | Employee of Service Provider. (or) From a dedicated panel maintained by the Service Provider on long term contract basis and duly verified by Police. The panel must be submitted to SSC in advance. | One per computer lab. |
| 5. | Invigilator | Vigil on the examinations being conducted | Outsourcing allowed. List must be provided to SSC in advance | One per 25 candidates. |
| 6. | Software Support | Software Support during the conduct of examination | Employee of Service Provider. List must be provided to SSC in advance | Minimum One per venue ; One for every 200 candidates for large venues. |
| 7. | Network Hardware support & | Network and hardware support at examination venue | Outsourcing allowed. | Minimum One per venue ; One for every 200 candidates |

| S.No | Description | Job/Duties | Terms of engagement | Count |
|------|---|--|--|--|
| | | | List must be provided to SSC in advance | for large venues. |
| 8. | Security & Frisking | All functions related to security of the venue including gate management, frisking, and internal security. | Only from registered professional security agencies. | Minimum of two males & one female staff. Additional one male and one female staff for every 100 candidates |
| 9. | Washroom cleaning staff | | Outsourcing allowed | One each for Male / Female washroom |
| | Support staff for maintenance of centres. | | Outsourcing allowed | Adequacy to be maintained |

- The personnel deployed at the venue shall maintain a uniform dress code, to be decided by the Service Provider in consultation with SSC. The Service Provider shall be responsible for maintaining dress code by the personnel deployed at the venues.
- All personnel deployed by the Service provider shall wear distinctly visible Photo-ID Cards.

4.6 Surveillance system requirements

All Examination Venues will be covered with CCTV surveillance. Cameras should be installed in such a manner that it covers the entire examination area, walkways with continuous recording of the examination.

Following minimum functionality must be supported by the surveillance system:

1. At least 2 CCTV cameras should be installed diagonally in an examination venue having seating capacity of 50 Candidates. After that 1 additional CCTV Camera will be required for each set of additional 50 Candidates.
2. CCTV camera feeds must be stored locally on the server at 10 Frames per second (FPS) and Full HD (1080 Pixel) Resolution. The system shall be configured in such a way that Full-HD does not enable zooming to the extent where the screen/question is visible during the conduct of examination.
3. CCTV camera must capture Examination Venue activities from 60 minute before the examination to 60 minutes after the completion of examination. If examinations are



conducted in more than one shift, the CCTV surveillance must start 60 minutes before the beginning of the first shift and continue without break until 60 minutes after the completion of final shift.

4. Service Provider will be required to store CCTV camera feeds with necessary metadata to data centre server for all the exams within 72 hours after the examination. In exceptional circumstances such as natural calamity, with prior approvals, the feeds must be made available within 07 days.
5. CCTV cameras must be IP enabled. Web based access must be provided to the live feed during the examination at designated control room at SSC HQ and Regional and Sub-Regional Offices.
6. Service Provider is required to share the CCTV footage with SSC either through a File Transfer mechanism or by providing access to the storage servers, and also keep a copy of the same securely till One year after the expiry of contract between Service Provider and SSC.

5. Technical Requirements for the Project

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

5.1 Software Requirements

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

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

5.2 Software and other standards

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

5.3 Compliance with Industry Standards

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

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



5.4 Performance Metrics

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

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

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

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

5.5 Network connectivity

| S. No | Network Link | Locations/Connectivity | Bandwidth Size (Indicative) | Service provisioning by |
|-------|--------------|--|------------------------------|---|
| 1 | N1 | All locations (Examination Venues) shall have local LAN with minimum CAT-5 cable based LAN network | Minimum 100 Mbps | Provision locally |
| 2 | N2 | Connectivity to DC/DR | Secure connectivity to DC/DR | Preferred Government network provision , or any secure private connectivity |

5.6 Minimum technical requirement at Examination Venue

5.6.1 Servers at Examination Venues

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

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

5.6.2 Minimum requirement for Computer Nodes:

| Item | Particulars |
|------------------------------|---|
| Monitor/Terminal size | 15 inch or 17 inch |
| Processor | CPU Speed: 1.5 GHz or above. |
| RAM | 2GB or higher |
| Others | <ul style="list-style-type: none"> • USB disabled, Keyboard disabled during exam after login • Proxy disabled (Direct Internet) • All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. (in milliseconds) • All responses to be recorded upon in real time. • Internet disabled. |

5.7 Infrastructure Support to SSC

- 1 Service Provider will install necessary server, storage, support, dashboard infrastructure & network equipment at the SSC HQ.
- 2 The servers & storage will store the following data of examination not limited to:
 - Biometric data along with logs
 - Examination data, responses and other related data with time stamps
 - Uploaded scans of Commission Copy of Admission Certificates and Attendance Sheets, etc.
 - Retrieval of reports as and when required by the Commission.
 - CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by the SSC.
3. Necessary software for retrieval of above data in the form of queries, reports etc. shall be provided by the Service Provider to the SSC.
4. SSC will provide space & raw supply of electricity for setting up the infrastructure. Service provider will install requisite UPS for the IT Infrastructure. The complete IT-Infrastructure installed at the SSC Headquarters along with software (as mentioned in 5.7) will be fully handed over to SSC at the end of the contract.



6. Operational Requirements for the Project

This chapter summarizes the overall Operational Requirements

- **Software Application Requirements**

1. The application software must be architected, designed and deployed in a manner to cater to the projected load without any degradation of performance and shall meet the defined SLAs as explained above.
2. The database schema and design must be capable of handling current and future loads.
3. The proposed solution must be vertical and horizontal scalable i.e. scalable to handle increased usage than the projected usage and scalable to handle new business requirements.
4. SSC or their designated agency may audit the DC /DR at any time

- **Support Requirements**

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

7. Indicative Examination Data

Details of Examinations conducted by SSC since June 2016

| Sl. No. | Name of Examination | Date of Examination | Registered candidates |
|---------|---|--------------------------|-----------------------|
| 1 | Slis in CAPFs and Delhi Police Examination (Paper-I), 2016 | 04.06.2016 to 07.06.2016 | 693767 |
| 2 | Combined Graduate Level Examination (Tier-I), 2016 | 27.08.2016 to 11.09.2016 | 3803748 |
| 3 | Combined Graduate Level Examination (Tier-II), 2016 | 30.11.2016 to 02.12.2016 | 149319 |
| 4 | Slis in CAPFs and Delhi Police Examination (Paper-II), 2016 | 18.12.2016 | 12043 |
| 5 | UD Grade Limited Examination, 2016 | 03.12.2016 | 370 |
| 6 | Combined Higher Secondary Level Examination (Tier-I), 2016 | 07.01.2017 to 08.02.2017 | 6406623 |
| 7 | Junior Engineers Examination (Paper-I), 2016 | 01.03.2017-04.03.2017 | 622041 |
| 8 | Selection Post (Higher Secondary) Examination | 26.03.2017 (FN) | 2905 |
| 9 | Selection Post (Matric Level) Examination | 26.03.2017 (AN) | 3058 |
| 10 | Junior Hindi Translator Examination (Paper-I), 2017 | 15.06.2017 | 29287 |
| 11 | Slis in CAPFs and Delhi Police Examination (Paper-I), 2017 | 01.07.2017-07.07.2017 | 729595 |
| 12 | Selection Post Examination, (Matric Level) | 16.07.2017 | 23840 |
| 13 | LD Grade Ltd. Departmental Examination, 2017 | 30.07.2017 | 550 |
| 14 | Combined Graduate Level Examination (Tier-I), 2017 | 05.08.2017 to 23.08.2017 | 3026598 |
| 15 | Stenographer Grade C and D Examination, 2017 | 11.09.2017-14.09.2017 | 541900 |
| 16 | Multi-Tasking Staff Examination (Paper I), 2016 | 16.09.2017 to 31.10.2017 | 6975285 |
| 17 | Scientific Assistants in Indian Meteorological Department Examination, 2017 | 22.11.2017 to 25.11.2017 | 473701 |
| 18 | Selection Post Exam (Matric Level) | 05.11.2017 | 243 |
| 19 | Selection Post Exam (Higher Secondary Level) | 15.11.2017 | 1236 |
| 20 | Selection Post Exam (Graduate Level) | 18.11.2017 | 17401 |



| Sl. No. | Name of Examination | Date of Examination | Registered candidates |
|--------------|---|--------------------------|-----------------------|
| 21 | Constables in Delhi Police Examination, 2016 | 05.12.2017 to 08.12.2017 | 195857 |
| 22 | Slts in CAPFs and Delhi Police Examination (Paper-II), 2017 | 15.12.2017 | 12047 |
| 23 | Junior Engineer Examination (Paper-I), 2017 | 22.01.2018-29.01.2018 | 1041604 |
| 24 | Selection Post (Matriculation) Examination | 08.02.2018 | 1778 |
| 25 | Selection Post (Graduate) Examination | 15.02.2018 | 6611 |
| 26 | Selection Post (Higher Secondary) Examination | 24.02.2018 | 4192 |
| 27 | Combined Graduate Level Examination (Tier-II), 2017 | 17.02.2018 to 22.02.2018 | 189838 |
| 28 | Combined Higher Secondary Level Examination (Tier-I), 2017 | 04.03.2018-28.03.2018 | 6152068 |
| Total | | | 3,11,17,505 |

PART II – SUBMISSION PROCESS

8. Part II – Submission process

This section II of the RFP comprises of the bidding guidelines, instructions to the bidders, evaluation criteria, formats for bid response etc.

The bids are invited by the Staff Selection Commission (SSC) for selection of Service providers who would conduct Computer based Examinations for the candidates who apply for various examinations conducted by the SSC.

The bidders are advised to study the Bid document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the Bid document with full understanding of its implications. This Section provides general information about the Issuer (SSC), important dates and addresses for submission of the bids.

Issuer

This RFP is being issued by the Staff Selection Commission, New Delhi

Contact Person

Deputy Secretary (General SSC) (dsa@ssc.nic.in) will be the contact person for this project. For all queries related to the bid, SSC's consultants M/s. National Institute for Smart Government, (NISG, New Delhi will be represented by G Chamu, g.chamu@nisg.org)

8. Address for correspondence

Deputy Secretary (General SSC)
R.No. 713, Staff Selection Commission,
Block 12, CGO Complex,
Lodi Road
New Delhi 110 003

8.1 Request for Proposal Data Sheet

| S. No | Important Information | Details |
|-------|--|---|
| 1 | Non Refundable BID Fee | Rs.20,000 |
| 2 | Publication of RFP Document | 17 th August 2018 (Friday) |
| 3 | EMD | Rs.50,00,000 (Rupees fifty lakhs only) |
| 4 | Last date for submission of written queries for clarifications. | 27 th August 2018 (Monday) |
| 5 | Date of Pre-bid conference | 04 th September 2018 (Tuesday) |
| 6 | Release of responses and clarifications on pre-bid queries | 17 th September 2018 (Monday) |
| 7 | Last date for receipt of proposals in response to RFP notice | 03 rd October 2018 (5:00 PM) (Wednesday) |
| 8 | Time and Date of opening of Pre-Qualification bids received in response to the RFP | 05 th October 2018 (Friday) |

| S. No | Important Information | Details |
|-------|--|--|
| 9 | Time and Date of opening of Technical Proposal received in response to the RFP notice for successful bidders | 09 th October 2018 (Tuesday) |
| 10 | Place, Time and Date for Technical Presentations | 30 th , 31 st October 2018 (Tue, Wed) 01 st November 2018 (Thu) |
| 11 | Time and Date of opening of Financial proposals received in response to the RFP notice | Tentatively 08 th November 2018 (Thursday) Will be informed to bidders who qualify technically |
| 12 | Contact Person for queries | Deputy Secretary (General – SSC) & Consultants (NISG) |
| 13 | Addressee and Address at which proposal in response to RFP notice is to be submitted | Online |

8.2 Procurement of RFP

The RFP can be downloaded from the CPP portal from the website of the Staff Selection Commission or can be collected from the SSC from 17th August 2018 till 25th August 2018 by payment of tender fees of Rs.20,000.00 (Rupees Twenty Thousand only) by demand draft drawn from any Scheduled bank in favour of DDO, Staff Selection Commission, payable at New Delhi. The tender fees is non-refundable even if the bid is not submitted. The bidders can obtain the Tender document at the address mentioned below:

Deputy Secretary (General SSC)

R. No. 713, Staff Selection Commission

CGO Complex, Lodi Road, New Delhi 110 003

In case the tender is downloaded from the website, the bidder will have to submit the draft of Rs. 20,000.00 towards tender fees along with the Pre-qualification bid document. In case the tender fee is not paid, the tender will be summarily rejected. The Tender Document is not transferable to any other bidder. The bidders are expected to examine all the instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required, as mentioned in the RFP documents, or submission of a proposal not substantially responsive to the RFP documents in every respect, shall be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid fee.

8.3 Bid Clarifications

The bidders need to send their queries on Bid document before the dates as mentioned Under Para 8.4. The clarifications can be sent in writing or by email to Deputy Secretary (General SSC), R.No.713, Staff Selection Commission, Lodi Road, New Delhi 110003, (email : dsa@ssc.nic.in)

8.4 Pre-Bid Conference

SSC shall host a Pre-Bid Conference, scheduled on Tuesday the 04th September 2018 at 1500 HRS at SSC Headquarters, New Delhi. SSC may incorporate any changes in the RFP, based on suggestions acceptable evolving from interactions on the RFP document, during the pre-bid



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

8.5 Issue of Clarifications

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

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

| S. No | Bidding Document Section | Bidding Document Reference Page Number | Content of the RFP requiring clarification | Points of clarification | Remarks / Suggestions |
|-------|--------------------------|--|--|-------------------------|-----------------------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |

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

9. Instructions for submission of the Bid

9.1 Instructions

Proposals must be direct, concise, and complete.

SSC will evaluate proposal received from a bidder, based upon its clarity and the directness of its response to the requirements of the project, as outlined in this RFP.

Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only..

9.2 Mode of Submission

Submission of the bid through the CPP Portal

1. SSC will not accept delivery of proposal in any manner other than what has been prescribed in this document. Proposal delivered in any other manner shall be treated as defective, invalid and is liable to be summarily rejected.
2. Technical proposal should not contain any commercial information.
3. The proof with technical and commercial proposals, should be submitted along with a certified true copy of the corporate sanctions/approvals specifying the authorized representative of the bidder concerned, to sign/act/execute documents forming part of the bid submitted, including various RFP documents and binding contracts, at the portal.
4. If any bidder does not qualify in the technical evaluation, the Commercial Proposal will be not be opened.
5. The proposals shall be valid for a period of nine (9) months from the date of opening of the proposals (270 days from the date of opening of proposals). A proposal valid for a shorter period could be summarily rejected. Bids, once submitted cannot be withdrawn by the bidder concerned until the completion of evaluation process.
6. In exceptional circumstances, at the discretion of the SSC, the Commission may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto, shall be made in writing.

9.3 Authentication of Bids

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

9.4 Interlineations in Bid

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

9.5 Late Bids

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



9.6 Proposal Preparation Costs

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

9.7 Supplementary Information/ Corrigendum / Amendment to the RFP

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

9.8 Right to Terminate the Process

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

9.9 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and the Commission, shall be in English, provided that any printed document furnished by the bidder may be written in another language so long as the same is accompanied by an authenticated English translation. In the given case, for purposes of interpretation of the bid, the English translation shall be binding.

9.10 Bid Prices

1. Quantities as specified in Cost Tables in this Bid document, would be used for the purpose of commercial evaluation.



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

9.11 Bid Currencies

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

9.12 Bidder Qualifications

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

9.13 Earnest Money Deposit (EMD)

1. Bidders shall submit, along with their Bids, EMD of Rs.50,00,000.00 (Rs. Fifty Lakhs only) only for each slab (slab-1 & slab-2) in the form of a Demand Draft/ Bank Guarantee issued by any Scheduled bank in favour of the SSC payable at New Delhi , valid for a period of 90 days from the due date of the RFP. Bid Fees in any other form, will not be accepted. Format of EMD is provided at Annexure-Part II
2. The Bank Guarantees are to be issued by any Scheduled Bank. .
3. The EMD of all unsuccessful bidders shall be refunded by SSC within three months of a bidder being notified as unsuccessful. The EMD of successful bidder would be returned upon the submission of the Performance Guarantee.
4. The EMD amount is interest free and will be refundable to the bidders, without any interest accrued thereon.
5. The bid submitted without EMD shall be summarily rejected.
6. Bidders claiming Special category concessions from the Government shall be governed under respective provisions and guidelines of the Government of India. Bidders submitted their bids under the given category would be required to submit certification issued by appropriate agency of the Government to substantiate their claim for their benefit hence solicited.



7. The bid security may be forfeited in the following conditions:
 - a. If a bidder withdraws its bid during the period of validity of the bid
 - b. In case of a bidder being successful in the commercial bidding process, if the bidder fails to sign the contract in accordance with terms and conditions as detailed under this RFP.

9.14 Bid Validity Period

1. Period of Validity of Bids
 - a. Bids shall remain valid for 270 days consequent upon the date of opening of the Technical Proposal as prescribed by the Commission. A bid valid for a period less than 270 days, shall be summarily rejected. However, the prices finalized after opening of the Bids shall not be considered for escalation, throughout the period of implementation and operation of the Contract.
2. Extension of Period of Validity
 - a. In exceptional circumstances, SSC may request the Bidder(s) for an extension of the period of validity of their Bids. The request and the responses thereto shall be made in writing by the Commission. The validity of EMD shall also be suitably extended.

9.15 Commercial Proposal / Bid Prices

1. The Bidder is expected to factor in the price of all the items and services proposed, in the Technical Proposal. SSC may seek clarifications from a Bidder on his Technical Proposal. Any of the clarifications submitted by the Bidder on the technical proposal, should not have any commercial implications. The Commercial Proposal submitted by the Bidder, should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical bid.
2. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services as sought, in the RFP, may be submitted with the proposal. However, this information will not be considered for evaluation purposes.

9.16 Correction of Error

1. Bidders are advised to exercise adequate care in quoting the prices.

9.17 Prices of Components and Overall Price Information

1. The Bidder shall quote a price for all the components, the services of the solutions as per the provisions of this RFP document. All the prices shall be quoted in terms of Indian Rupees.
2. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of Labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost, in meeting the obligations under the contract.
3. The price quoted in the Commercial Proposal shall be the only payment, payable by SSC to the successful Bidder for completion of the contractual obligations, by the successful Bidder under the Contract, subject to the terms of payment as specified in the proposed



commercial bid or the one agreed between SSC and the Bidder after negotiations. The price shall be exclusive of all taxes, duties, charges and statutory levies as applicable.

4. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever, within the period of the validity of the proposal and period of the validity of the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected at the discretion of the Commission.
5. Bidder should provide all prices, quantities as per the format prescribed under **Clause 10.5**- (Bid Response – Commercial Bid). No field/columns should be left blank by the bidder. In case of a field being not applicable, the Bidder must indicate “NA (Not Applicable)” in all such fields.
6. It is mandatory to provide details of the GST payable by bidder. The bidder shall also submit to SSC, its GST registration certificate and requisite details as per the governing regulations.
7. All costs incurred due to any delay, directly attributable to the bidder, shall be borne by the Bidder.
8. SSC reserves the right to direct the Bidder to submit proof of payment against any of the taxes, duties and statutory levies as indicated in the bid, within the specified time frame as permitted under Governing Taxation laws.

9.18 Conditions under which this RFP is issued

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

9.19 Rights to the Contents of the Proposal

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

9.20 Modifications and Withdrawal of Proposals

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



9.21 Non-Conforming Proposals

1. A proposal may be construed as a non-conforming proposal and would be considered as ineligible if it does not comply with the requirements of this RFP. Failure to comply with the technical requirements or non-acknowledgment of receipt of any amendments, would be considered as factors leading to a proposal being categorized as non-conforming.
2. If a proposal appears to be a combination of promotional material which does not follow the prescribed format of this RFP or does not appear to address the particular requirements of the proposed contract, the given bid shall also be considered for disqualification by the Commission..

9.22 Disqualification

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

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

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

1. SSC may at any time, by a written order given to the bidder, make changes to the scope of the contract under consideration.
2. If any such change causes an increase or decrease in the cost of or the time required for the bidder's performance of any part of the work under the Contract, mutually agreed change in the Value or time schedule relating to the given Contract shall be arrived at between the Bidder and the Commission. Any claim made by the bidder for change under



the extant Clause must be asserted from the Commission within a period of twenty one (21) days consequent upon the receipt of the change order.

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

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

1. SSC reserves the right to accept any bid and/or annul the Bidding process and reject bids at any time prior to the final award of Contract, without incurring any liability to the bidders concerned and without any obligation to inform the bidders concerned regarding the reasons of said action of SSC.
2. SSC reserves the right to negotiate the terms and conditions of the commercial bid with the selected bidder seeking a revision in the bid thus submitted.

9.25 Concessions permissible under statutes

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

9.26 Tax Liability

The bidder shall indicate TAXES/GST wherever applicable

9.27 Uniformity

1. All information submitted must clearly refer to page number, section number or other identifying reference in this RFP document. All information submitted must be noted and furnished in the sequence mentioned in this RFP.
2. All pages of the proposal submitted by bidder should be sequentially paginated.

9.28 Only One Proposal

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

9.29 Bid Scope

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

9.30 Duration of Project

1. The duration of the project is for a period of 2 years from the date of signing of the contract , with option to extend the contract for a maximum period of 3 years under same terms and conditions

10. BID Opening & Evaluation Process

10.1 Bid Opening Session

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

10.2 Overall Evaluation Process

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

10.3 Pre-Qualification Criteria - Mandatory

| S. No | Pre-qualification Criteria | Documentary Evidence |
|-------|--|--|
| 1 | The Bidder should be registered under the Companies Act, 1956 as amended in 2013 should have registered offices in India and should be in existence for at least the last Five (5) financial years, as on 31 st March 2018. | Copy of Certificate of Incorporation issued by Registrar of Companies Ministry of Corporate Affairs, Government of India |

| S. No | Pre-qualification Criteria | Documentary Evidence |
|--|--|--|
| 2. | The Bidder should submit Earnest Money Deposit (EMD) of Rs. 50,00,000 for each Slab | EMD should be submitted through a Demand Draft/Bank Guarantee drawn on Scheduled Bank, payable at New Delhi. |
| 3. | The Bidder should submit the tender fees (non-refundable) of Rs. 20,000 (Rupees Twenty thousand only) | Tender fees in form of Demand Draft drawn on Scheduled Bank, payable at New Delhi |
| 4. | Power of Attorney from the bidder , in the name of person signing the Bid, authorizing him to submit/execute this agreement as a binding document | Valid Power of Attorney in original |
| 5. | The Bidder must have valid ISO 9001: 2008 certification; or at least CMMi Level 3 certification | Authenticated Copy of valid certificates at the time of bid submission The bidder shall be responsible for retaining the requisite certification during the currency of the contract under consideration in this RFP |
| 6. | For Slab 1 (= \leq 50 Lakh candidates): The Bidder should have an annual turnover of at least Rs. 20 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018 | Certified Copy of the financial statements including audited Balance sheet and Profit & Loss Account along with the certificate issued by the Statutory Auditor appointed by the Company |
| | For Slab 2 (>50 Lakh candidates): The Bidder should have an annual turnover of at least Rs. 100 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018 | |
| 7. | The Bidder shall not be under a ban or blacklisted for any reason, by any Government entity in India as on last date of submission of the Bid | Affidavit by authorized signatory of the Bidder |
| <p>Note:</p> <ol style="list-style-type: none"> 1. <i>Suppression of information / facts would lead to summary disqualification of the bid submitted.</i> 2. Consortium in any form is not allowed in this bid | | |



10.4 Technical Evaluation Criteria:

10.4.1 Technical Evaluation Criteria with marks:

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

| S.No | Details | Slab 1 (<=50L) | Marks | Slab 2 (>50L) | Marks |
|------|--|--|----------|----------------------------|----------|
| 1. | Turnover of the Company | Units | 8 | Units | 8 |
| | Turnover >=500 Cr | | | 8 | |
| | Turnover >=300 Cr but <500 Cr | | | 6 | |
| | Turnover >=200 Cr But <300 Cr | | | 4 | |
| | Turnover >=100 Cr but <200 Cr | | | 2 | |
| | Turnover >=100 | 8 | | | |
| | Turnover >=80 Cr but <100 Cr | 6 | | | |
| | Turnover >=50 Cr but <80 Cr | 4 | | | |
| | Turnover >=20 Cr but <50 Cr | 2 | | | |
| | Turnover <20 Cr | 0 | | | |
| | Proof: Balance sheet of the company signed by company auditor | | | | |
| 2. | Net Profit (as % of Turnover) of the Company | Units | 7 | Units | 7 |
| | Net Profit >=30% | | | 7 | |
| | Net Profit >=20% but < 25% | | | 5 | |
| | Net Profit >=15% but < 20% | | | 4 | |
| | Net Profit >=15% | 7 | | 2 | |
| | Net Profit >=10% but < 15% | 5 | | | |
| | Net Profit >=5% but < 10% | 4 | | | |
| | Net Profit Positive | 2 | | | |
| 3. | Conducting of Computer Based exams in FY 2016-17 & 2017-18 (with minimum (units) candidates per exam) | 10,000 candidates | 5 | 5,00,000 candidates | 5 |
| | Conducted 10 exams or above | 5 | | 5 | |
| | Conducted 7-9 exams | 4 | | 4 | |
| | Conducted 4-6 exams | 3 | | 3 | |
| | Conducted 1-3 exams | 2 | | 2 | |
| | | Proof: Client's Certification (or) Work order from any client | | | |
| 4. | Volume of Examinations Conducted in FY 2016-17, 2017-18 in CBT in a single shift | units | 8 | | 8 |
| | Conducted >= 1,25,000 | | | 8 | |
| | Conducted >=100,000 less than 125,000 | | | 6 | |
| | Conducted >=75,000 less than 100,000 | | | 4 | |



| S.No | Details | Slab 1 (<=50L) | Marks | Slab 2 (>50L) | Marks |
|----------|--|---------------------|-----------|---------------------|-----------|
| | (More than 50,000 for Slab -1) Conducted >=50,000 less than 75,000 for slab-2 | 8 | | 2 | |
| | Conducted >=10,000 less than 50,000 | 6 | | 0 | |
| | Conducted >= 1000 less than 10,000 | 2 | | 0 | |
| | Proof: Client's Certification (or) Work order from any client | | | | |
| 5 | Combined Volume of Examinations Conducted (CBT) in the last 2 years (Sum of all candidates in 2 years) [2016-17, 2017-18] | units | 8 | units | 8 |
| | Conducted >=1,00,00,000 | | | 8 | |
| | Conducted >=50,00,000 <1,00,00,000 | | | 6 | |
| | Conducted >=25,00,000 <50,00,000 | 8 | | 4 | |
| | Conducted >=10,00,000 <25,00,000 | 6 | | 2 | |
| | Conducted >=5,00,000 <10,00,000 | 4 | | | |
| | Conducted >=1,00,000 < 5,00,000 | 2 | | | |
| | Proof: Client's Certification (or) Work order from any client | | | | |
| 6 | Infrastructure for Data Centre / Disaster Recovery (DR) | units | 10 | | 10 |
| | DC & DR Owned by Service Provider | 10 | | 10 | |
| | DC owned by Bidder, DR Hired from different sources | 7 | | 7 | |
| | Both DC & DR hired from others (similar to Cloud) | 5 | | 5 | |
| | Proof: Audit certificate from any 3rd Party Auditor of DC & DR / Cert-In certification | | | | |
| 7 | Computer Nodes : Venue <Minimum> Owned (or) Leased for at least 3 years validity on the date of submission of the bid | 10,000 units | 10 | 75,000 units | 10 |
| | Ownership of 100% of the nodes | 10 | | 10 | |
| | Ownership of at least 50% of the nodes (rest hired) | 7 | | 7 | |
| | ownership less than 50% of the nodes (Hired) [More than 25% of nodes but less than 50%] | 5 | | 5 | |



| S.No | Details | Slab 1 (<=50L) | Marks | Slab 2 (>50L) | Marks |
|----------|--|----------------|----------|---------------|----------|
| | Fully Hired | 1 | | 1 | |
| | Proof: Agreement copy with site/venue owner in case of leased venues Certificate from CTO of site owned by service provider, 3rd party audit certificate/ client's audit certificate | | | | |
| 8 | General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st July 2018 | units | 8 | | 8 |
| | >1500 | | | 8 | |
| | More than 1000 but <=1500 | | | 4 | |
| | More than 500 but <= 1000 | | | 2 | |
| | More than 250 but <= 500 for Slab2 | 8 | | | |
| | More than 250 for slab 1 | | | | |
| | More than 100 or <=250 | 4 | | | |
| | >= 100 but less than 50 | 2 | | 0 | |
| | Proof: Declaration by the company secretary | | | | |
| 9 | General Security of the overall system | | 8 | | 8 |
| | Software Security | 4 | | 4 | |
| | Application hosted in Secure environment | 1 | | 1 | |
| | Application ensure data transfer with encryption | 1 | | 1 | |
| | Application hosted exclusively at each site | 1 | | 1 | |
| | Application keeps timestamp of entries | 1 | | 1 | |
| | Infrastructure Security | 2 | | 2 | |
| | Each system being sanitized before exam | 0.5 | | 0.5 | |
| | Exposure of Server blocked beyond DC | 0.5 | | 0.5 | |
| | Only Application is installed in terminals | 0.5 | | 0.5 | |
| | Local terminal/system does not hold data | 0.5 | | 0.5 | |
| | Network Security | 2 | | 2 | |
| | One terminal cannot trace other terminal | 0.5 | | 0.5 | |
| | Dual Network setup available at site | 0.5 | | 0.5 | |



| S.No | Details | Slab 1 (<=50L) | Marks | Slab 2 (>50L) | Marks |
|-----------|---|----------------|-----------|---------------|-----------|
| | Dual Network setup available at site | 0.5 | | 0.5 | |
| | Central tool to monitor each terminal activity | 0.5 | | 0.5 | |
| | ISO Certification | | | | |
| 10 | Examination Venue Counts (Across the country) across country in the last 2 years [2016-17, 2017-18]. Coverage of all 29 States | | 10 | | 10 |
| | No of franchise Examination Venues >=250 | | | 10 | |
| | No of Franchise Examination Venues >=200 but < 250 | | | 8 | |
| | No of franchise Examination Venues >=150 but <200 | | | 6 | |
| | No of franchise Examination Venues >=100 but <150 | 10 | | 4 | |
| | No of franchise Examination Venues >=75 but <100 | 7 | | 2 | |
| | No of franchise Examination Venues <75 | 2 | | 0 | |
| | No of franchise Examination Venues <=50 | 1 | | 0 | |
| | No of Franchise Examination Venues <25 | 0 | | 0 | |
| 11 | CMMi Levels on Services | | 5 | | 5 |
| | CMMi Level 5 | 5 | | 5 | |
| | CMMi Level 4 | 4 | | 4 | |
| | CMMi Level 3 | 3 | | 3 | |
| | Less than CMMi Level 3 in Software | 0 | | 0 | |
| | CMMi Certification | | | | |
| 12 | CMMi Level in Development | | 5 | | 5 |
| | CMMi Level 5 | 5 | | 5 | |
| | CMMi Level 4 | 4 | | 4 | |
| | CMMi Level 3 | 3 | | 3 | |
| | Less than CMMi Level 3 in Services | 0 | | 0 | |
| | CMMi certification | | | | |
| 13 | Conduct of computer based examination in English, Hindi & All languages in the eighth schedule to the constitution Conduct of examination [2 years – 2016-17, 2017-18] | | 3 | | 3 |
| | Conduct of computer based examination in English & Hindi | 3 | | 3 | |



| S.No | Details | Slab 1 (<=50L) | Marks | Slab 2 (>50L) | Marks |
|------|-------------------------|----------------|-------|---------------|-------|
| | Certificate from Client | | | | |
| 14 | Presentation | | 5 | | 5 |

Minimum 75% required to qualify in the Technical Bid. Bidders who secure less than 75% marks will be considered as DISQUALIFIED

10.4.2 Technical Proposal – Other Requirements

1. Should contain all the mandatory undertakings as specified in this RFP. Format for all the required undertakings / covering letters are provided in Annexures-Part II.
 1. Non- Disclosure Agreement (NDA)
 2. Earnest Money Deposit(EMD)
 3. Bid Documents
 4. Undertaking on Patent Rights
 5. Undertaking on Service Level Compliance
 6. Undertaking on Deliverables
2. The technical proposal should address all the areas/ sections as specified in this RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP.
3. The technical proposal must not contain any pricing information. While submitting additional information, it should be marked as “supplementary” to the specific response. If the bidder wishes to propose additional services (or enhanced level of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to this proposal.
4. Proposed methodology for implementation
5. The Technical Proposal should address the following:
 - a. Overview of the proposed solution which meets the requirements as specified in this RFP
 - b. Overall proposed Solution, technology, and deployment architecture
 - c. Security architecture
 - d. Integration Architecture
 - e. Network architecture
 - f. Details of the Solution as per the format provided in this RFP
 - g. Approach & methodology for conducting the computer based examinations including the project plan.
 - h. Overall Governance Structure and Escalation Mechanism
 - i. Project team structure, size, capability and deployment plan
 - j. Training Strategy for officials/employees of the SSC
 - k. Key Deliverables such as Question Bank Project Management, reporting and review methodology
 - l. Bidder’s experience in all the project related areas as highlighted in Bid evaluation criteria.
 - m. Bidder must provide the team structure and the resumes of key officials responsible for the management of this project. Termination in case of wrongdoing



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

10.5 Commercial Bids

| S. No. | Item | Basic Unit Price (i.e. Rates/charge Per Candidate per shift) exclusive of all statutory levies & taxes | GST and any other taxes | | Any other statutory levies/ taxes | Unit Price inclusive of all statutory levies & taxes (G=C+E+F) |
|--------|---|--|-------------------------|--------|-----------------------------------|--|
| | | | % | Amount | | |
| A | B | C | D | E | F | G |
| 1. | Computer Based Examination services Per candidate (in both figures and words) | | | | | |

Note:

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

10.6 Final Evaluation of Bids

The evaluation of Bidder proposals will be done using the QCBS methodology.

The individual Bidder's Commercial Bid scores are normalized as per the formula below.

$F_n = F_{min}/F_b * 100$ (rounded off to 3 decimal places) Where,

F_n = Normalized Commercial Bid score for the Bidder under consideration

F_b = Absolute Commercial Bid for the Bidder under consideration

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

Final **Composite Score** = $T_s * 0.70 + F_n * 0.30$

The Bidder with the highest Composite Score will be considered for award of the contract. In the event of a tie, the bid with best commercials will be considered for



award of contract. If the tie still persists, the guidelines of Government of India on the subject shall be followed for processing of the bids.

11. Award Of Contract

11.1 Notification of Award

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

11.2 Contract Finalization and Award

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

11.3 Signing of the Contract

At the time of notification of the successful bidder with regard to the Bid having been accepted by the SSC, the SSC shall enter into a contract with the successful bidder.

SSC shall have the right to annul the award in case there is a delay of more than 21 days from the date of this notification, in signing of contract, for reasons attributable to the successful bidder.

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

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

11.5 Performance Bank Guarantee (PBG)

1. **Part 1: Contract PBG** : A PBG of 5 times the value of EMD amount would be furnished by the successful bidder in the form of a Bank Guarantee and details submitted as per the format provided in this RFP. The PBG shall be executed through a Scheduled Bank. The EMD will be returned to the successful bidder on submission of this PBG. The PBG will be returned to the successful bidder after 6 months post completion of contract.

Part 2: Examination PBG : A PBG of 10% of value of the work order for each examination would be furnished by the successful bidder in the form of a Bank Guarantee and details submitted as per the format provided in this RFP. The PBG shall be executed through a Scheduled Bank.

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



11.6 Service Level Agreement (SLAs)

The following SLAs will be applicable to IA and made part of the agreement.

| S. No. | Service Level | Criticality | Penalty |
|--------|---|-------------|---|
| 1. | Conduct Computer Based Exam in all the identified / planned Venues. | Critical | <p>If exam could not be conducted in an Exam Venue due to lack of services not provided by the Service Provider, a penalty of [basic transaction Fee] x (No. of candidates registered) for that venue.</p> <p>Re-examination for that venue/shift for all the affected candidates must be conducted free of cost within two week after completion of that examination.</p> <p>If Exam in a Venue/part of venue is delayed for more than 30 minutes then a penalty of (50% of the basic transaction fee) x (No. of affected candidates) for that venue will be imposed</p> |
| 2. | Availability of requisite manpower in each shift of the examination at Examination Venue as per RFP | Moderate | <p>1. A penalty of Rs.10000 per person per shift in case of non- availability of Manpower as per RFP [Venue manager, Software Engineer, Network Engineer)</p> <p>2. A penalty of Rs.1000 per venue/shift in case of non-availability of Manpower as per RFP (Lab supervisor, invigilator & security)</p> |
| 3. | Provision for 10% buffer computer nodes in each Examination Venue | Moderate | <p>Buffer Computer Nodes : 0% to 5%: A penalty of Rs. 10,000 per venue per shift.</p> |



| S. No. | Service Level | Criticality | Penalty |
|--------|---|-------------|--|
| | | | Buffer Computers: >5% to <10%: A penalty of Rs. 5,000 per venue per shift |
| 4. | Availability of Biometric Devices | Critical | Any deficiency in availability of biometric devices will invite a penalty of Rs.5000 per machine per shift. |
| 5. | Setup CCTV Cameras for surveillance and make recordings available | Critical | If deficiency in recording is observed on the CCTV recordings submitted by Service Provider then a penalty of Rs. 10,000 per defaulting venue per shift. |
| 6. | If error is found in scores as per defined standard during result processing activities | Critical | A penalty of 50% of the (basic transaction fee) x no. of affected candidates subject to a maximum of 10% of work order for that examination. |
| 7. | 100% capture of biometric and photo capture before the exam | Critical | If 100% photo and biometric of candidates are not captured, a penalty of 10% of the (basic transaction fee) x no. of affected candidates subject to a maximum of 10% of work order for that examination. |
| 8. | If exam questions /answer keys get leaked before the examination | Critical | A penalty up to 200% of the value of shift will be imposed The re-examination shall be conducted free of cost by the Service Provider. |
| 9. | Allotment of wrong-duration of examination time. | Critical | Conduct examination again for candidates Plus Penalty = No of candidates affected x [basic transaction fee] |



| S. No. | Service Level | Criticality | Penalty |
|--------|---|-------------|---|
| 10. | Delay in submission of scores No penalty for submission of scores upto 2 days From 3 rd day till 10 days From 11 th Day till 20 days Beyond 20 days | Critical | 5% of (total basic transaction fee, subject to minimum Rs.10,000) 10% of (total basic transaction fee, subject to minimum Rs.20,000) 25% of (total basic transaction fee, subject to minimum Rs.20,000) |
| 11. | Error in Questions 2-4% Above 4% | Critical | (a) 2-4% Error in questions or answers or both Penalty amount = Rs.10 x No of questions with errors x no of candidates in that shift (b) Beyond 4% Error : Penalty amount = Rs.25 x No of questions with errors x no of candidates in that shift |
| 12. | Uploading Attendance Sheets | Critical | Beyond end of that day (11:59:59 PM) upto 72 hours : Rs. 1,000 per venue Beyond 72 hours : Rs. 2,000 for each day (24 hours) |
| 13. | Uploading of Commission copy in bunch of 50 units as PDF file (200 DPI) to the central system | Critical | Beyond 24 hours of completion of the examination: Rs. 1,000 per venue per day Beyond 96 hours : Rs. 2,000 for each day delayed (24 hours) |

| S. No. | Service Level | Criticality | Penalty |
|--------|---|-------------|--|
| 14. | Despatch of hard-copies of Attendance sheet & Commission copy to the Commission | Critical | Same day despatch : No penalty Every additional day after day of examination : Rs. 1,000 per day per venue |

11.7 Terms of Payment

Payment shall be made on each work order separately

Payment shall be made only after satisfactory completion of the given work order and due certification to the effect by the SSC

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



12. Annexure – Part II

12.1 Non- Disclosure Agreement (NDA)

[On Company Letterhead]

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

WHEREAS

The “Purchaser” has issued a public notice inviting various organizations to propose for hiring services of a company for provision of services to SSC (hereinafter called the “Project”) of the Purchaser;

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

The Purchaser and the Bidder agree as follows:

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



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

For and on behalf of the Bidder

____ (Signature) _____

(Name of the Authorized Signatory) Date

Address

Location:



12.2 Earnest Money Deposit

1. In consideration of _____ (hereinafter called the "Government")
Represented by SSC, on the first part and M/s _____ of

(Hereinafter referred to as "Bidder") on the Second part, having agreed to
Accept the Earnest Money Deposit of Rs. (Rupees _____) in the form of
Bank Guarantee/Demand Draft for the Request for Proposal for procurement of _____ us

(Name of the Bank), (hereinafter referred to as the "Bank"), do hereby
undertake to pay to the Government forthwith on demand without any demur and without
seeking any reasons whatsoever, an amount not exceeding _____ (Rupees) and the guarantee
will remain valid up to a period of 270 days from the due date of the opening of the bid. It will,
however, be open to the Government to return the Guarantee earlier than this period to the
Service Provider, in case the Service Provider does not qualify for the commercial negotiations
by the Commercial Negotiations Committee (CNC) as constituted by the Government after a
recommendation is made by the CNC on the bid(s) after an evaluation.
 2. In the event of the Service Provider withdrawing the tender before the completion of the
stages prior to the Commercial negotiations or during the Commercial negotiations, as the case
may be, the Performance Bank Guarantee deposited by the Service Provider stands forfeited to
the Government. We also undertake not to revoke this guarantee during this period except with
the previous consent of the Government in writing and we further agree that our liability under
the Guarantee shall not be discharged by any variation in the term of the said tender and we
shall be deemed to have agreed to any such variation.
 3. No interest shall be payable by the Government to the Service Provider on the performance
bank guarantee for the period of its currency
- Dated this _____ day of _____
- For the Bank of _____ (Manager)



12.3 Undertaking on Patent Rights

[Company letterhead]

To, [Date]
Director
SSC

Sub: Undertaking on Patent Rights

Sir,

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

Yours faithfully,
Authorized Signatory
Designation



12.4 Undertaking on Pricing of Items of Technical Response

To

[Date]

Deputy Secretary (General SSC)

R. No 713, Staff Selection Commission

Lodi Road, New Delhi 110 003

Sub: Undertaking on Clarifications sent to SSC

Sir,

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

Yours faithfully,

Authorized Signatory

Designation



12.5 Undertaking on Service Level Compliance

[Company letterhead]

To, [Date]
Deputy Secretary (General SSC)
R. No 713, Staff Selection Commission
Lodi Road, New Delhi 110 003

Sub: Undertaking on Service Level Compliance

Sir,

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

Yours faithfully,

Authorized Signatory Designation

END of DOCUMENT