

PUBLIC SERVICE COMMISSION, WEST BENGAL

161A S. P. Mukherjee Road, Kolkata – 700026

Website: www.pscwbonline.gov.in / www.pscwb.org.in

E Mail: secpscwb@gmail.com

NOTICE INVITING TENDER

Sealed tenders in prescribed format duly superscribe as “Tender for conduct for ONLINE EXAMINATIONS” are hereby invited from registered, bonafide, resourceful, reputed and experienced firms for the following item of work for the **Public Service Commission, West Bengal** :-

Conduct of ONLINE EXAMINATIONS in selected Examination Venues under various Centres (Any or all Districts of West Bengal / Kolkata North / Kolkata South) from time to time.

The tenders are in two parts, **Part I- Technical Bid** and **Part II- Financial Bid**, on behalf of the **Public Service Commission, West Bengal**.

Bidders may submit the bid in prescribed manner as mentioned in the **Notice Inviting Tenders** on all working days between **11 AM to 4 PM**, in the drop box kept at the **8th Floor, in front of the chamber of the Accounts Officer** of the office of the Public Service Commission, West Bengal at 161A, S. P. Mukherjee Road, Kolkata-700026 as per schedule, specification and as per the terms and conditions fixed in the detailed Notice Inviting Tenders in the website www.pscwb.org.in .

IMPORTANT SCHEDULE

- Last date and time for submission of Tenders :17.01.2017, 4PM
- Date and time for Technical Presentation and Demo :18.01.2017, 1PM- 2PM
- Date and time for opening of the Technical Bid :18.01.2017, 3PM
- Date and time for opening of the Financial Bid :20.01.2017, 4PM

INFORMATION IN A NUTSHELL

- Tender No : 01/2016(ESTT) Date – 28.12.2016
- ✓ Instructions to Tenderers, Pre-qualification Criteria (PQ),
Schedule of Requirement with
Specification, Evaluation Criteria
and Conditions of Contract : Refer **Annexure – I** of this Notice.
- ✓ **Proforma for Technical Bid** : Refer **Annexure – II** of this Notice.
- ✓ **Proforma for Financial Bid** : Refer **Annexure – III** of this Notice.
- ✓ **Bid Security (Earnest Money)** : Rs. 1,00,000.00 (One Lakh) Only to be submitted with
the Technical Bid.
- ✓ **Contract Performance Security** : Rs. 5,00,000.00 (Five Lakh) Only.
- ✓ Undertaking by the Tenderer : Refer **Annexure – IV** of this Notice.
- ✓ Proforma of Bank Guarantee for
Bid Security (Earnest Money) : Refer **Annexure – V** of this Notice.
- ✓ Proforma of Guarantee Bond for
Performance Security
(Security Money) : Refer **Annexure – VI** of this Notice.

I. SUBJECT:

**CONDUCT OF ONLINE EXAMINATIONS IN SELECTED EXAMINATION VENUES
UNDER VARIOUS CENTRES**

Public Service Commission, West Bengal proposes to hold **Online Examinations** for selection of candidates for various posts under Govt. of West Bengal, from time to time, depending on the number of applications received, eligibility criteria of the candidates, etc.

At this stage the Commission intends to conduct examination in an around Kolkata.

ANNEXURE-I

GENERAL INSTRUCTIONS TO TENDERERS, PRE-QUALIFICATION CRITERIA (PQ), SCOPE OF WORK, EVALUATION CRITERIA AND TERMS & CONDITIONS OF PRICE AGREEMENT

1.1 Submission of Bid

- A) The tenderers shall submit the sealed bid containing two separate sealed covers as prescribed below addressed to “**Accounts Officer, Public Service Commission, West Bengal**” at **161A S. P. Mukherjee Road, Kolkata- 700026**” by **4 P.M. on or before 17.01. 2017**, in the tender box kept at **8th Floor (Establishment Section)** of the office for this purpose. PSC, WB will not be responsible for any delay in receipt of bids. Any bids received after the closing date and time shall not be entertained. The tenders received after the due date and time will be summarily rejected. Tender documents send by Registered Post must reach this office before 4pm on 17.01.2017. The Commission will not be liable for postal delay, if any.
- B) Tenders should be submitted by dropping in the drop box kept at the office of the **Public Service Commission West Bengal (in front of the chamber of the Accounts Officer at 8th Floor), 161A S. P. Mukherjee Road Kolkata – 700026** or by registered post.

1.2 Part-I : Technical Bid :

The first sealed cover should contain:

- (i) **Confirmation of understanding** the Scope of work, specification and other terms & conditions mentioned in this tender document and details of procedure, quality checks to be undertaken by the firm to meet the required quality and delivery schedule, payment terms, penalty clause and confirmation of validity of Financial Bid for 120 days from the date of opening of the tender.
- (ii) A list of Manpower and Machinery available to undertake the work.
- (iii) **Bid Security (Earnest Money) of Rs.1,00,000 (Rupees one Lakh) only**, in the form of a Bank Draft drawn in favour of the “**Accounts Officer, Public Service Commission, West Bengal**”, payable at “**Kolkata**”.

(iv) Copies of IT returns and audited accounts of last preceding three years.

(v) **Credentials:** A list of similar work undertaken in the past three years, executed by the Tenderer (Firm) for UPSC, State Public Service Commissions, Universities, CBSE, State Educational Boards, Government Departments, IITs, IIMs, Institute of Banking Personnel Selection, Railway Recruitment Boards and Central Public Sector Undertakings. Copies of work orders mentioned in the list should also be attached.

(vi) The envelope should be super scribed with the following words (in BLOCK Letters) in respect to the item bid for in the following manner: -

“TECHNICAL BID FOR CONDUCT OF ONLINE EXAMINATIONS IN SELECTED EXAMINATION VENUES UNDER VARIOUS CENTRES”

The tenderers shall arrange for a technical presentation and demo **of maximum 10 minutes** in the Conference Room (3rd floor) of Commission’s office at 161A S. P. Mukherjee Road, Kolkata- 700026 on 18.01.17 from 1pm to 2pm. **Due weightage shall be given on technical demonstration as stated above for evaluation of bids based on Score Model described in this tender.**

The technical bids will be opened in the Conference Room (3rd floor) of Commission’s office at 161A, S. P. Mukherjee Road, Kolkata- 700026 on 18.01.2017 at 3 pm sharp in presence of the tenderers who may like to remain present.

1.4 Part-II : Financial Bid :

The second sealed cover should contain:

The “Financial Bid” and a photocopy of the Demand Draft / Bank Guarantee as **Earnest Money** deposited with the Technical Bid. The envelope should be super scribed with the following words:-

“FINANCIAL BID FOR CONDUCT OF ONLINE EXAMINATIONS IN SELECTED EXAMINATION VENUES UNDER VARIOUS CENTRES”

The “Financial Bid” would be opened only of those tenderers whose Technical Bids are found to be in conformity with pre-qualification criteria of the tender and found to be capable of undertaking the work. The Financial Bids will be opened in respect of shortlisted tenderers only on 20.01.2017 at 4 pm. sharp in the Conference Room (3rd Floor) of Commission’s office at 161A, S. P. Mukherjee Road, Kolkata-700026 in presence of the shortlisted tenderers who may like to remain present.

1.5 Validity of Bids:

The tenderer shall keep the “Financial Bid” valid for acceptance for a minimum period of 120 days after the last date for receipt of the Bids.

1.6 Bid Security (Earnest Money)

Bid Security (Earnest Money) of Rs. 1,00,000 (Rupees One Lakh) only, in the form of a Bank Draft drawn in favour of the “**Accounts Officer, Public Service Commission, West Bengal**”, payable at “**Kolkata**” **MUST BE SUBMITTED** with the Technical Bid, failing which the bid will be summarily rejected. No exemption would be permitted from submission of Bid Security under any circumstances. Bids without Bid Security will be summarily rejected. The Bid security shall be kept valid for a period of 120 days. If a tenderer withdraws or amends the bid in any respect within the validity period or fails to enter into a contract for award of work, the entire amount of Bid security will be forfeited.

1.7 Pre-Qualification Criteria (Eligibility Criteria):

Following are the minimum pre-requisites / requirements / eligibility criteria for participating in this tender:-

Sl. No.	Basic Requirement	Specific Requirements	Documents Required
1	Turnover	Average Annual Turnover of the company should be at least 20 Crores during last three financial years ending March 2016 & average turnover generated from services related to computer based (not internet based) exams during the last three financial years (as per the last published Income Statement), should be at least Rs. 3 Crores. The turnover refers to a company and not the composite of its subsidiaries / sister concerns etc.	Extracts from the audited Balance sheet and Profit & Loss account; OR Certificate from auditor appointed by the company
2	Technical Capability	Bidder must have successfully conducted at least 3 (Three) Computer based examinations of at least 20,000 candidates (per examination) in single shift in India [within 1st January, 2016], covering at least 5 Districts of West Bengal.	Completion Certificates from the client; OR Work Order + Self certificate of Completion (Certified by Authorized Signatory)
		Bidder must have own Primary Data Center with Secondary DC site for data Security. DC should be ISO certified. CMMI certification (SVC & DEV) preferable.	Self-Certification & ISO certification
		Bidder must own the source code of the software to be used for conducting the examination	Self-Certification
3	Service Tax and Income Tax	Company should have a valid Service Tax Registration and Income Tax returns.	Copy of Service Tax Registration · Income Tax returns for last 3 financial years (till 2012-13) · Audit report from CA for last 3 financial years (till 2013-14)
4	Legal Entity	Firm should be a Company registered under the Indian companies act, 1956 (or) a firm registered under the Limited Liability Partnership Act, 2008 (or) a firm registered under the Partnership Act, 1932	Certificates of Incorporation

5	Manpower Strength	The Company should have at-least 50 technical and 10 administrative employees based out of Kolkata involved in conducting online examination	Proof of ESI/PF registration along with Declaration by HR head of the Company
6	Blacklisting	The agency should have unblemished past records and has never been revoked / cancelled / terminated in any CBT mode examinations in any Government / PSU / Statutory body	Undertaking on company letter head certified by authorized signatory.
7	Geographical Presence of Firm / Company	The Bidder should have an operational office in West Bengal State.	Certificate by Authorized signatory with address of Office
8	Certifications	The bidder should be certified for compliance with Information security Standard	Copy of ISO-27001 and 9001 certificate with the signature of authorized Signatory
9	Financial Strength	Bidder must be profitable in at least 2 out of the last 3 Financial Years	CA Certificate to be submitted
10	Other requirements	PAN & Bank Account details	

Bidders who meet the pre-qualifications/ eligibility requirements as stated above would only be considered as qualified to move to the next stage of Technical and Financial evaluations.

1.8 Evaluation of Bids (Ranking Criteria):

Following Scoring Model will be followed for evaluating the bids:-

1.4	Minimum number of software development and support personnel experienced in developing and supporting software to manage integrated examination management system (Proof of employees to be submitted) (Maximum Score – 5)	
	More than 100	5
	50-100	3
	Less than 50	2
1.5	Operational Office in West Bengal State with minimum 25 employees	5
1.6	Primary Data Center with Secondary DC site to be owned by the bidder for data Security. ISO Certification of Data center to be submitted	10
2	Technical and Operational Capability (Maximum Score for this section – 65)	
2.1	Experience in conducting Computer based examination for minimum 20,000 Candidates in a single shift in India [within 1st January, 2015], covering at least 5 Districts of West Bengal in last one year; accommodation of at least 2000 candidates in their own capacity (i.e. should facilitate at least 2000 candidates with their own nodes). (as on last date bid submission) (Maximum Score – 20)	
	> 10 assignments	20
	5 - 10 assignments	10
	< 5 assignments	5
2.2	Infrastructure Capability in West Bengal State (Proof to be submitted) (Maximum Score – 20)	
	More than 5000 computers	20
	2500-5000	10
	Less than 2500 computers	5
	Infrastructure Capability in West Bengal State (Districts) (Proof to be submitted) Should have conducted at least 1 exam in each district in last 1 yr (Maximum Score – 10)	
	>9 districts presence in West Bengal State	10
	5-9 districts presence in West Bengal State	5
	<5 districts presence in West Bengal State	2
2.3	Ownership of Source code of the software for customization	15
3	Presentation and Demo (Maximum Score for this section – 15)	
3.1	Presentation	10
3.2	Demo	5
Grand Total		100

Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score **at least 60 marks out of 100** in the defined scoring mechanism, **would be considered technically qualified. Price Bids of such technically qualified bidders shall further be opened.**

■ **Financial Evaluation:**

The financial bids shall be opened of only those bidders who have been found to be technically eligible. The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present.

■ **Final Evaluation of the Bids:**

The final selection of the bidder will be based on **QUALITY AND COST BASED SELECTION (QCBS)**.

There will be **60% weightage for Technical Evaluation** and **40% for Financial Evaluation** based on the following Broad Criteria:-

- Standing of the bidder and Financial Position including turn over
- Technical competency
- Similar Work Experience
- Software/Solution
- Proven Test Capability (Including manpower and machine) to handle large volume
- Security and Software Quality Certification
- Technical Demonstration

Note- The detailed technical scoring criteria will be informed to bidders before the bids are opened on the bids opening day.

Technical Bid will be assigned a **Technical score (Ts)** out of a **maximum of 100 points**.

■ **Commercial / Financial Bid Evaluation:**

The Financial bid of those bidders, who qualify in the technical evaluation, will only be opened. All other financial bids will not be opened. The Financial bids of the technically qualified bidders will only be evaluated. For calculation of financial portion the range upto 2000 candidates will be considered.

The Financial scores would be **normalized on a scale of 100**, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

Quality and Cost based selection (QCBS)

The individual bidder's Financial scores (CS) are normalized as per the formula below:

$F_n = F_{min}/F_b * 100 \%$ (rounded off to 2 decimal places)

Where:

F_n =Normalized Financial score for the bidder under consideration

F_b =Absolute financial quote for the bidder under consideration

F_{min} = Minimum absolute financial quote

Composite Score (S) = $T_s * 0.6 + F_n * 0.4$

The bidder with the highest Composite Score would be awarded the contract.

1.9. Scope of work

This has been divided into following three broad phases

- Pre- Examination Phase
- Examination Phase
- Post Examination Phase

1.9.1. Pre Examination Phase

- All pre-examination phase processes shall be carried out in consultation with the PSCWB.
- The Service Provider (SP) should make the provision for admit card download. The candidate should be able to take the print of successfully filled applications.
- The SP is expected to draw the examination plan and design the examination processes as follows:
 - Complete Security management processes
 - Physical Security
 - Information Security
 - Server Security
 - Network Security
 - Candidate handling process
 - Mapping of candidates details with Exam Centres
 - Validation and verification of identity
 - Attendance and biometric (photograph and thumb impression) handling
 - Machine/seat allocation and handling of security parameters
 - Bulk/individualized SMS

- Bulk/individualized emails
 - Toll Free/Customer care number for attending queries
- Any other processes related to conduct of Examination.
- To prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- To provide specifications for Hardware and Software required at all stages of the examination.
 - Generation of Admit cards
 - Exam Centres
 - Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- To provide consulting, training and manpower support to handle the entire Examination.
- To identify required Exam Centers in each of the cities with minimum capacity of 100+10% reserved i.e. 10 per 100 systems kept as reserve per shift.
- To ensure that Exam Centre has the required suitable Hardware, Software, Internet and LAN connectivity for conducting Examination.
- To ensure UPS facilities and Generator facility at each Exam Centre for un-interrupted power.
- To carry periodic audit at Exam Canters for
 - Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
 - Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
 - Working conditions of UPS and Generator.
- To ensure suitable drinking water and separate toilet facilities both for Boys and Girls
- To provide facility to candidates for mock test through downloadable software or to provide a link for MOCK test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be replica of the examination.
- To provide help to candidates through a call centre (toll free/customer care number) ensuring the service quality 24x7.

1.9.2. Examination Phase

- To host and manage the examination process through intranet based solution at Exam Centers.
- To securely transmit, download, install and implement Question Papers received from Dept. The Question Papers installation and implementation shall be as per requirement of PSCWB.
- Soft Copies of encrypted bilingual Question Paper sets for each centre will be provided within a period of 1 day prior to the date of examination to **2 hours** prior to the start of examination in prescribed format. Decryption key for the question paper shall be provided by PSCWB **30 minutes** before the start of exam.
- Checking of original documents and admit card of the candidates at the examination gate. Individual password shall be given to each candidate by the SP at the examination venue after verification of the documents.
- Signature of the candidate in the attendance sheet and Verification of the signature in attendance sheet vis-à-vis the signature in the admit card.
- To complete registration process of the candidates (digital photo, finger print etc.) and allow candidates to appear for exam at Exam Centre through pre-allotted seat/machine. The biometrics taken at this stage shall be used later on for authentication purposes.

- To arrange / provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- To maintain audit trails of all activities of candidate (click by click) during the course of examination.
- To monitor and supervise Exam Centre activities on monitoring console to be installed by the SP in PSC Office. The data should be a real time data to be generated from each Exam Centre during the examination.
- At the end of the exam, transfer/export candidate response and audit trails on secured channel from local server to Central server of the SP within 1 Hour from each exam center. Other data such as attendance sheet, finger print, photograph, video recording, seating plan etc should be sent to PSC within 3 days of conclusion of each exam shift.

1.9.3. Post Examination Phase

- To send the Question Paper presented to the candidate along with the candidate's answers through e-mail or a HTML link to be created and the same will be communicated to the candidate to access the Question paper with the response at the end of the exam.
- To calculate marks obtained by each candidate as per requirement of the dept.
- The candidate's responses, biometric, photograph, audit rails should be uploaded automatically from the local server to company own data centre in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- The SP should be able to hand over the raw responses/data to PSC immediately after the candidate's response upload from local exam server within 60 minutes to a maximum of 4 hours in case of multiple exam centres. The software should have capability to take the answer key post examination.
- The candidate should be able to get the question paper on email id or a HTML link to be created and the same will be communicated to the candidate to access the question paper on the same day of the exam. The question paper should be visible in the same sequence/format as it appeared for the candidate during exam including candidate responses to ensure transparency.
- All the attendance sheets and any other documents collected as a part of verification or PSC process should be handed over to PSC within 7 days of examination.
- The result has to be processed on the same day after uploading of answer key and should be handed over to PSC in a secured manner.
- The merit list formation/creation to be done by SP as per the guidelines laid down by PSC.
- To provide documented inputs and support for handling
 - i) Candidates queries
 - ii) Press interaction
 - iii) RTI queries
 - iv) Court Cases

Note:

1. The SP shall have to carry/ demonstrate complete System Test Run (STR) with test data to the PSC before implementation the SP should also be able to demonstrate click by click audit trail for any type of enquiry.
2. The SP should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.

1.10. IMPORTANT INSTRUCTIONS

- II. The SP should be registered in India. The registered SP should be operating in India for a minimum of three

years with an objective of offering IT Solutions and Services that are the subject matter of this tender.

- III. It is mandatory that the SP should own the copyright of the source code of the software being used for conducting the exam. The organization should be able to make changes as required in any of the components of the software.
- IV. The SP should be certified for compliance with established Information Security standards such as ISO 27001.
- V. The SP should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, QA Certification and Deployment into production.
- VI. The SP must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- VII. The SP should have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The organization should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.
- VIII. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
- IX. The SP should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.
- X. The SP should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
- XI. Suitable emergency management plan towards any crisis situations/redundancy of servers, nodes additional centre locations, students' data.
- XII. The candidate console should have a Zoom capability/feature.
- XIII. The SP should be able to support the entire solution on a 24 x 7 basis with a maximum response time of 3 hours.
- XIV. At any time before the submission of bids, PSC may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all SPs and will be binding on them. SPs shall acknowledge receipt of all amendments.
- XV. If the amendment is substantial, SP(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by PSC.
- XVI. The SP will provide a question paper authoring tool which will ensure end-to-end security of the question paper with 256 bit AES encryption.
- XVII. All software for question paper authoring, computer based examination, biometric, candidate handling etc. must be owned by SP.

- XVIII. The SP shall provide the look and feel of exam paper including screen shots in consultation with PSC.
- XIX. The SP shall provide for emailing of exam paper along with attempted answers to each candidate.
- XX. The SP shall ensure the maximum security of processes, infrastructure, servers, networks etc as per the plan drawn in consultation with PSC.
- XXI. The SP shall demonstrate the software developed and carry out the suggested changes as many times as needed by PSC.

1.11. Contract Performance Security (Security Deposit):

The firm / firms entering into a contract for performance of the work Agreement will be required to deposit **Contract Performance Security (Security Money) as prescribed by the Commission** by furnishing a **Demand Draft or Fixed Deposit** Receipt issued by a Scheduled Bank approved by RBI drawn in favour of the “**Accounts Officer, Public Service Commission, West Bengal**”, payable at Kolkata. The Security Deposit can also be made in the shape of Guarantee Bond executed by a Scheduled Bank as per **Annexure-IV**.

Security deposit will be retained by the Commission till satisfactory completion of the work. It should be clearly understood that in the event of the Contract not being executed and completed as per the quality and time schedule laid down, the security deposit is liable to be forfeited. This will be in addition to the penalty, if any, which may be imposed as specified in the delivery schedule.

1.12. Payment Terms:

Commission may, at its discretion, release full payment or part payment (eighty percent of the cost of the work order) within 30 (thirty) days of receipt of the online examination data as per specification ordered by the Commission. The balance payment (if necessary) shall be released by the Commission, within 60 (sixty) days of conduct of the examination concerned.

1.13. General Terms & Conditions

- A) Tenderers responding to this enquiry shall be deemed to be agreeable to the terms and conditions herein contained. These terms and conditions shall be binding on the successful Tenderer. Tenderers complying partly to the said terms and conditions are liable to be rejected. Public Service Commission, West Bengal will process the tenders as per the standard procedures followed by the Government of West Bengal.
- B) The Commission reserves the right to reject any or all or part of tender without assigning any reason thereof and shall also not be bound to accept the lowest tender and it will not under any obligations / circumstances, give any clarification to the agencies whose bids are rejected / not selected.
- C) The tender must be submitted in the prescribed tender format only.
- D) Hypothetical and conditional tenders will not be entertained.
- E) While submitting tender, the tenderers must submit Tender document and Technical Bid in a sealed envelope superscribing as “**Technical Bid**”. The Financial Bid should be submitted in a separate sealed envelope superscribing as “**Financial Bid**”.

- F) The sealed envelopes of “Technical Bid” and “Financial Bid” should be kept in a single large envelope superscribing **“TENDER FOR CONDUCT OF ONLINE EXAMINATIONS IN SELECTED EXAMINATION VENUES UNDER VARIOUS CENTRES”**.
- G) **All the pages of the tender document, technical bid and financial bid** are required to be **signed** by the tenderer or the authorised representative on behalf of the tenderer along with **seal** of the firm and date.
- H) The Commission is not responsible for accidental opening of the covers that are not properly super scribed and sealed before the time notified for opening of tenders.
- I) The Technical Bid envelope will be opened first in presence of the tenderers, if present, with authorisation letters from the respective company / firm at Commission’s Conference Room at 3rd Floor of PSC,WB 161A, S. P. Mukherjee Road, Kolkata – 700026.
- J) If the bidder qualifies in the Technical Bid, the Financial Bid envelope of the concerned bidder shall be considered for opening. The Financial Bid of the unsuccessful bidder shall not be opened and shall be kept in the file with the signature of all committee members with a remark “Not opened because disqualified in the Technical Bid”.
- K) Financial Bids shall always be both in the figures and words. No revision of financial bid is allowed once the bid is opened.
- L) The successful tenderer should make an agreement on a non-judicial stamp paper of appropriate value with the **Public Service Commission, West Bengal** stating that the firm / agency will abide by all the terms and conditions laid down by the Commission.
- M) No claim for price increase will be entertained after signing the contract for one year. The period of contract may be extended beyond one year on satisfactory execution of the said work at same rates. Extension of the said contract is at the sole discretion of the Public Service Commission, West Bengal.
- N) No additional payment will be made for preparation of samples. Preparation of samples / design shall be made as per the instruction given by the Commission.
- O) The EMD / Security deposit is liable to be forfeited in case the tenderer fails to execute the order in time or violates any other stipulations as laid down by the Public Service Commission, West Bengal and the firm shall be black listed.
- P) The EMD amount will be returned to the unsuccessful bidders without any interest after completion of selection process. In case of successful bidder, the same will be converted to Performance Security which will be returned to the bidder after successful execution of the contract.
- Q) If the tenderer fails to complete the job and the Public Service Commission, West Bengal has to get it done through any other firm at higher rates, the difference in the rates accrued shall be deducted from the firm (s) bill besides forfeiting the security deposit of the firm, imposing penalty and taking such other action as may be deemed fit by the Chairman, Public Service Commission, West Bengal.
- R) The tenderer must not have been black listed earlier by any of the Universities or Examination Boards or Agencies or any other organisation.

- S) Payments will be made only after satisfactory and successful completion of the work and upon submission of bills subject to TDS as applicable. No advance will be paid to carry out the work.
- T) The Public Service Commission, West Bengal has the power either to accept or to reject the tender wholly or partially without assigning any reason and his decision will be final in this regard.
- U) The Public Service Commission, West Bengal does not guarantee for any minimum quantum of work which can be awarded during currency of the contract for one year but it is expected that the number of candidates during the currency of the contract will be more than thirty thousand candidates.
- V) The contract shall be for a period of one year which may be extended for a further period of one year on the same terms & conditions at the discretion of the Public Service Commission, West Bengal on satisfactory performance.
- W) The Public Service Commission, West Bengal reserves the right to enter into contract with more than one firm for the job mentioned in this Notice. The decision of the Public Service Commission, West Bengal in this regard will be final and binding.
- X) The Public Service Commission, West Bengal reserves the right to terminate the contract at any time if it is satisfied that the firm has failed to fulfil its obligations as per the terms & conditions contained in the Agreement. The decision of the Public Service Commission, West Bengal in this regard will be final and binding.

1.14 Arbitration:

In the event of any dispute or differences, the matter will be referred to the sole arbitration of a Group A Officer appointed by the Chairman, Public Service Commission, West Bengal.

**Sd/-
Secretary
Public Service Commission, West Bengal**

PUBLIC SERVICE COMMISSION, WEST BENGAL

161A S. P. Mukherjee Road, Kolkata – 700026
Website: www.pscw bonline.gov.in/ www.pscwb.org.in
E Mail: pscwestbengal@gmail.com

Annexure- II PROFORMA FOR TECHNICAL BID

Ref :

ITEM : CONDUCT OF ONLINE EXAMINATIONS IN SELECTED EXAMINATION VENUES UNDER VARIOUS CENTRES

• General Information:

Sl. No.	Item	Description
1	Name of the Public Limited/Private Limited / Company	
2	Address of the Public Limited/Private Limited / Company (i) Head Office (ii) Branch in Kolkata (if any)	
3	Year of establishment	
4	E-mail address	
5	Telephone Number(s)	
6	Fax No	
7	Is your firm registered under a) The Indian Companies Act b) The Indian Partnership Act	
8	If your firm is a sole proprietorship firm (give details)	
9	If your firm comes under any other categories (give details)	
10	Whether insured against fire, theft, and burglary	
11	If so, please state the amount for which insured, the name of the insurance Company and policy Number	
12	Sale Tax/VAT Regn.No./ TIN No.	
13	Permanent Account No (PAN)	
14	Service Tax Registration Number i.e. TAN/SRIN	

Sl. No.	Criteria	Response
1	Company Credentials (give details)	
1.1	Legal Structure (write yes / no)	
	Public Limited	
	Private Limited	
1.2	Partnership /Proprietary	
	Annual Turnover in Rs. (average of last 3 financial years as in the pre-qualification criteria)	
	Certifications	
	27001:2005 and 9001:2008	
1.3	CMMI certifications (SVC & DEV)	
	For others, please specify	
1.4	1.4 Minimum number of software development and support personnel experienced in developing and supporting software to manage integrated examination management system. (Proof of employees to be submitted)	
1.5	1.5 Address of the Operational Office in West Bengal State with minimum 25 employees	
1.6	1.6 Primary Data Center with Secondary DC site to be owned by the bidder for data Security. (ISO Certification of Data center to be submitted)	
2	Technical and Operational Capability	
2.1	2.1 Experience in conducting Computer based examination for minimum 20,000 Candidates in single shift in India covering at least 5 districts in West Bengal in last one year (as on last date of bid submission); with own accommodation of at least 2000 candidates. > 10 assignments 5 - 10 assignments < 5 assignments	
2.2	2.2 Infrastructure Capability in West Bengal State (Proof to be submitted) More than 5000 computers 5000– 2500 Less than 2500 computers	
	2.2 Infrastructure Capability in West Bengal State (Districts) (Proof to be submitted) [Should have conducted at least 1 exam in each district in last 1 yr] >9 districts presence in West Bengal State 5-9 districts presence in West Bengal State <5 districts presence in West Bengal State	
2.3	2.3 Ownership of Source code of the software for customization	

- **Experience of the Firm:**

Please enclose Experience Certificate regarding conduct of online application

Sl. No.	Name of Board / University/ Similar Organisation etc.	Name of work	Volume of work
1			
2			
3			

- **Annual turnover of last three years. (Enclose documentary proof):**

Financial Year	Year Annual Turnover (in Rupees)
2015-16	
2014-15	
2013-14	

Date: _____

Signature of Tenderer

Encl: _____ no. sheets

Name of the Tenderer: _____

Designation: _____

Name of the Agency/ Firm: _____

Address: _____

Contact No. _____

E- Mail : _____

Annexure- III

PROFORMA FOR FINANCIAL BID

Ref:

**ITEM : CONDUCT OF ONLINE EXAMINATIONS IN SELECTED EXAMINATION VENUES
UNDER VARIOUS CENTRES**

Details of the rate Quoted

Sl. No.	Rate per Candidate for Conducting online examination	Amount (Rs)
1.	Up to 2000 candidates	
2.	From 2001 to 10,000 candidates	
3.	From 10, 001 to 20,000 candidates	
4.	From 20, 001 to 30,000 candidates	
5.	From 30, 001 to 40,000 candidates	
6.	From 40, 001 to 50,000 candidates	
7.	From 50, 001 to 1,0,000 candidates	
8.	More than 1,00,000 candidates	

Declaration: (i) The rates quoted above should be absolute and therefore, no changes will be allowed in future. In addition, statutory Government taxation as applicable from time to time may be accepted.

Date: _____

Signature of Tenderer

Encl: _____ no. sheets

Name of the Tenderer: _____

Designation: _____

Name of the Agency/ Firm: _____

Address: _____

ANNEXURE-IV

UNDERTAKING BY THE TENDERER

- (i) I declare that I have gone through the instructions to Tenderers, Pre-Qualification Criteria (PQ), Scope of work, Evaluation Criteria and Terms & Conditions of Price Agreement contained in Annexure-I and I shall abide by these conditions.
- (ii) I also confirm the validity of Financial Bid containing the Price Schedule (Annexure-II) has been kept for a period of 120 days from the due date of opening of Technical Bid.

Signature of Tenderer

Date: ____/ ____/ 2016

ANNEXURE – V

PROFORMA OF BANK GUARANTEE FOR BID SECURITY
(ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

Ref.....

Date.....

Bank Guarantee No.....

To
The Secretary,
Public Service Commission, West Bengal
161A, S. P. Mukherjee Road,
Kolkata – 700 026

Dear Sir,

In accordance with your invitation to Tender No..... dated, ___/___/ 2016 For (description of work) M/s..... hereinafter called the tenderer with the following Directors on their board of Directors / Partners of the firm wish to participate in the said tender for (description of work). As a Bank Guarantee against Bid Guarantee for a sum of Rs. (in words and figures) valid for (105)* one hundred and five days from the date of opening of tender required to be submitted by the tenderers as a condition for the participation, this bank hereby guarantees and undertakes during the above said period of (105)* one hundred and five days to immediately pay on demand by the Secretary, Public Service Commission, West Bengal the amount of Rs..... (in words and figures) to the said Secretary, Public Service Commission, West Bengal, 161A, S. P. Mukherjee Road, Kolkata – 700 026 and without any reservation and recourse if

- (i) The tenderer after submitting his tender, modifies the rates or any of the terms & conditions thereof except with the previous written consent of the purchaser; or
- (ii) The tenderer withdraw the said bid within 60 days after opening of bid; or
- (iii) The tenderer having not withdrawn the bid, fails to furnish Performance Guarantee Bond (Security Deposit) within the period provided in Price Agreement.

This guarantee shall be irrevocable and shall remain valid up to 4.00 P.M. on
If further extension to this guarantee is required, the same shall be extended by such required period on receiving instructions from M/s..... on whose behalf this guarantee is issued.

Date:.....
.....

Signature.....
Printed Name.....

Place:

Witness

(Designation)

(Bank's common seal)

ANNEXURE-VI

PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE SECURITY

To
The Secretary,
Public Service Commission, West Bengal
161A, S. P. Mukherjee Road,
Kolkata – 700 026

1. Against Price Agreement concluded by the advice acceptance of the tender No. datedcovering supply of (hereinafter called the said contract), entered between the Secretary, Public Service Commission, West Bengal and (hereinafter called the ‘Contractor’), this is to certify that at the request of the contractor We (Bank) are holding in trust in favour of the Public Service Commission, West Bengal the amount of Rs..... (write the sum in words) to indemnify and keep indemnified the Secretary

Public Service Commission, West Bengal against any loss or damage that may be caused to or suffered by the Secretary, Public Service Commission, West Bengal by reason of any breach by the contractor or any of the terms and conditions of the said contract and/or the performance thereof. We agree that the decision of the Secretary, Public Service Commission, West Bengal whether any breach of any of the terms and conditions of the said contract and/ or in the performance thereof has been committed by the contractor and the amount of loss or damage that has been caused or suffered by the Secretary Public Service Commission, West Bengal shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Secretary Public Service Commission, West Bengal

2. We (Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Contractor, i.e. till (for a period of one year from date of Price Agreement), hereinafter called the ‘said date’ and that if any claim accrues or arises against us (Bank) by virtue of this guarantee before the said date, the same shall be enforceable against us (Bank) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us (Bank) by the Secretary Public Service Commission, West Bengal before the said date. Payment under this letter of guarantee shall be made promptly upon receipt of notice of that effect from the Secretary Public Service Commission, West Bengal.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we(Bank) undertake not to revoke this guarantee during its currency without the consent in writing of the Secretary Public Service Commission, West Bengal.

4. We undertake to pay to the Government any money so demanded notwithstanding any dispute raised by the Contractor in any suit or proceedings pending before any court of tribunal thereto, our liability under this present being absolute and unequivocal.

5. We(Bank) further agree that the Secretary Public Service Commission, West Bengal shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the Secretary Public Service Commission, West Bengal against the said contract and to forbear or enforce any of the terms and conditions

relating to the said contract and we (Bank) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Contractor or for any forbearance and/ or omission on the part of the Secretary Public Service Commission, West Bengal or any indulgence by the Secretary Public Service Commission, West Bengal to the said Contractor or by any other matter or thing what-so-ever, which under the law relating us from our liability in the constitution of the Bank or Contractor.

Date

Signature

Place

Printed Name

Witness

(Designation)

(Bank's common seal)