

Request for Proposal  
for  
Identification of Service Provider (SP)  
to  
Maintain the SSC Portal and handle all IT Services

**Abbreviations used in this document:**

<b>Abbreviation</b>	<b>Meaning</b>
BE	Bachelor of Engineering
B Tech	Bachelor of Technology
CA	Chartered Accountant
CBT	Computer Based Test / CBE: Computer Based Examination
COTS	Commercial off-the-shelf
CPT	Computer Proficiency Test
CS	Company Secretary
CSC	Common Services Centre
DC	Data Centre
DME	Detailed Medical Examination
DR	Disaster Recovery
DV	Document Verification
EMD	Earnest Money Deposit
FTP	File Transfer Protocol
IBPS	Institute of Banking Personnel Selection
IP	Internet Protocol
IPV6	Internet Protocol Version 6
IT	Information Technology
MCA	Master's in Computer Applications
MIS	Management Information System
MSA	Master Service Agreement
NIC	National Informatics Centre
NRA	National Recruitment Agency
PBG	Performance bank Guarantee
PDF	Portable Document Format
PET	Physical Efficiency Test
PST	Physical Standard Test
QCBS	Quality and Cost Based Selection
RFP	Request for Proposal
RRB	Railway Recruitment Board
SLA	Service Level Agreement
SSC	Staff Selection Commission
SSL	Secure Socket Layer
TS	Technical Score
VM	Virtual Machine

## Part-1: Functional inputs and Background

- 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.
- 2. Headquarters and Regional Offices:** The Staff Selection Commission has its Headquarter in New Delhi. It has a nationwide network of seven Regional Offices located at Bengaluru, Chennai, Guwahati, Kolkata, Mumbai, New Delhi and Prayagraj, 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.
- 3. Functions of SSC:**
  - (i) The Commission is mandated to conduct seven All India Open Competitive Examinations, viz.
    - (a) Combined Graduate Level Examination,
    - (b) Combined Higher Secondary (10+2) Level Examination,
    - (c) Junior Engineers (Civil, Mechanical, Electrical, Quantity Surveying & Contracts) Examination,
    - (d) Sub Inspectors in Delhi Police and CAPFs Examination,
    - (e) Junior Hindi Translator, Junior Translator and Senior Hindi Translator Examination,
    - (f) Stenographer Grade 'C' & 'D' Examination and
    - (g) Multi-Tasking (Non-Technical) Staff Examination
  - (ii) Besides, the Commission also conducts three Limited Departmental Competitive Examinations for promotion from:
    - (a) Multi-Tasking Staff (MTS) to Lower Division Clerk (LDC) Grade,
    - (b) Lower Division Clerk (LDC) to Upper Division Clerk (UDC) Grade

- (c) Stenographer Grade 'D' to Stenographer Grade 'C'.
- (iii) 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.
- (iv) In addition, non-mandated examinations are also being conducted by the Commission on the specific directions of the Government. Some of these examinations are:
- (a) Constable (GD) in CAPFs, NIA, SSF and Rifleman (GD) in Assam Rifles Examination,
- (b) Constable (Executive)-Male & Female in Delhi Police Examination.
- (c) Scientific Assistant in India Meteorological Department Examination.
- (v) For additional details, please refer to <https://ssc.nic.in>.
- (vi) Government of India has set up a National Recruitment Agency (NRA) as an autonomous self-reliant body to conduct a Common Eligibility Test (CET) to shortlist candidates for vacancies of Group 'B' Non-Gazetted posts, Group 'B' Gazetted posts, which are exempted from consultation with UPSC; Group 'C' posts in the Government and equivalent posts (where no such classifications exist) in instrumentalities of the Government, through a computer-based online Tier-I examination. To begin with, NRA shall conduct a separate CET for the three levels viz., graduate, higher secondary (12<sup>th</sup> pass) and the matriculate (10<sup>th</sup> pass) candidates for those non-technical posts to which recruitment is carried out by the Staff Selection Commission (SSC), the Railway Recruitment Boards (RRBs) and, by the Institute of Banking Personnel Selection (IBPS).
- (vii) Keeping in view the above guidelines of the Government of India, when NRA starts functioning, Tier-I Examinations of Combined Graduate Level, Combined Higher Secondary (10+2) Level and Multi Tasking (Non-Technical) Staff Examinations will be conducted by NRA. Therefore, the number of applications to be handled by the Service Provider will get reduced.

**4. Activities related to Recruitment Examinations:** The main activities related to examinations, such as collection of vacancies, receipt of applications, issue of admission certificates and declaration of results have been made completely online.

**5. Objective of this Exercise:**

- (i) The website of the Staff Selection Commission has been designed and developed by M/s Wipro Limited in the year 2018. The portal has been hosted at the cloud resource facility provided by NIC. Only the hardware resources used for hosting the website e.g. Servers, storage, firewall, Load-balancers, etc have been provided by NIC. All the software, operating systems, etc have been provided by M/s Wipro. The operation and maintenance of the website, hardware and software resources, and the IT related examinations activities are handled by M/s Wipro through a team of 15 personnel.
- (ii) Now the Commission intends to engage a Service Provider/ vendor for: (in this document, Service Provider and vendor has been used interchangeably which refers to the Service Provider or the Vendor to be finalized through this RFP)
  - (a) Configuration, operation and maintenance of IT Infrastructure allotted by NIC.
  - (b) Configuration, operation and maintenance of all software/ software applications used for all the IT activities under this RFP including Operating Systems, etc.
  - (c) Up-gradation of the traffic handling capacity of the website.
  - (d) Operation and maintenance of the website.
  - (e) Handling of all the examination related IT activities.
  - (f) Handling of Selection Posts Examinations related activities.
  - (g) Monitoring of Court Cases, etc

**6. Scope of Work:** This Section summarizes the overall scope of work that needs to be executed by the selected vendor. The website and the IT related services of the Commission are hosted on the IT infrastructure provided by NIC. In addition, stand-alone servers at SSC/ NIC may also be used. As on date, the Commission has been allotted following infrastructure:

**Full contents of Para-6 (Page No- 6 to 25) will be shared with the prospective bidders on payment of bid fee and signing of Non-Disclosure Agreement (Annexure – Part II)**

**Manpower Support:** All the personnel deployed by the Service Provider for the project will be their own regular employees. The works which do not require access of candidates' data and examination data like design of various forms, applications, modules, etc can be carried out by the Service Provider from its own office. However, works related to candidates data and examination data shall be carried out only from the office of the Staff Selection Commission. To execute the works mentioned in the RFP, the Service Provider is required to offer following minimum manpower support:

- (i) **Project Manager:** A Project Manager will be posted by the vendor at SSC-HQ. The Project Manager should have minimum 10 years experience in this field and should have worked in the role of Project Manager for minimum 2 years. He will be the single point of contact for SSC and will be responsible for planning, execution and monitoring of all the works defined in the RFP.
- (ii) **Assistant Project Manager:** An Assistant Project Manager will also be posted by the vendor at SSC-HQ. The Assistant Project Manager should have a minimum of 7 years experience in the field. He will assist the Project Manager in day to day working and will look after all the activities of the Project Manager in his absence.
- (iii) **Server Admin:** 1
- (iv) **Data Base Administrator (DBA):** 1
- (v) **Other resources:** As per evaluation and decision of the vendor.
- (vi) **Personnel to man Help-Desk:** 3 (number can be changed depending on volume of grievances).
- (vii) **Support Staff:** 1
- (viii) The manpower support listed at Para 7 (i) to 7 (v) will have minimum educational qualification of B.E. (Bachelor of Engineering) / B. Tech. (Bachelor of Technology)/ MCA (Master in Computer Applications). Help-Desk executives should have minimum educational qualification of Graduation and support staff for the manpower provided by the vendor will have minimum educational qualification of Matriculation. The personnel working for the Commission on the project will not be candidates of the examinations conducted by the Staff Selection Commission.
- (ix) The name and designation of personnel working for the Commission will be provided by the vendor to the Commission on quarterly basis by 7<sup>th</sup> day of the beginning of quarter.
- (x) For the manpower engaged by the vendor for carrying out works enumerated in the RFP, the bidder will submit to the Commission their

Aadhaar ID, Permanent Account Number ID (PAN), Office ID, present and permanent address, educational and technical qualification details, specimen signature and two passport size photographs within 2 weeks of their deployment.

**7. 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.

**8. Compliance to Standards**

- (i) The vendor shall ensure industry standard formats for capturing, storage, processing, transmission and reporting of data.
- (ii) The vendor must ensure that all the technology components adhere to flexibility, interoperability, usability, availability, manageability, security and integration standards as given below:

Details	Compliance
Information access/ transfer protocols	SOAP, HTTPS
Interoperability	Web Services, Open Standards
Information Security	System to be ISO 27001 compliant
Operational integrity and security management	System to be ISO 17799 compliant
Service Management	ISO 20000 specifications
Project Documentation	IEEE/ISO specifications for documentation
Internet Protocol	IPv6 ready

**9. 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.



**10. Roles and Responsibilities of Service Provider:** The detailed scope of work and responsibilities for the selected vendor are discussed in earlier sections of this document. In addition to these roles and responsibilities, the responsibilities of the selected vendor will also include but will not be limited to the following:

- (iii) Provide necessary software and IT infrastructure maintenance support.
- (iv) Provide training to individuals/ staff/ support staff and Government officials as required.
- (v) Work in close coordination with SSC and other stakeholders for this project; and provide reports as required by the Commission.
- (vi) Carry out the activities as indicated in the contract agreement and submit all the mentioned deliverables within the stipulated time frame.
- (vii) Ensure that the timelines are strictly adhered to, and ensure resolution within timelines set out by the SSC.
- (viii) Ensure compliance with the project SLAs.
- (ix) 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.
- (x) Ensure that no personal/ private information relating to candidates is shared with any unauthorized entity.
- (xi) Ensure maintaining sanctity of the examinations at all cost. This includes confidentiality of:
  - (a) Candidates' data
  - (b) Examination data
  - (c) Results
  - (d) Marks of candidates
  - (e) Information about subject experts
  - (f) Question Papers
  - (g) Answer Keys
  - (h) User Departments, etc.
  - (i) Software, hardware, network and other support infrastructure

**11. Indicative Examination Data:**

**Details of Examinations advertized by the Commission during last three financial years (2019-20 to 2021-22):**

<b>S No</b>	<b>Name of Examination</b>	<b>Date of Advertisement</b>	<b>Number of candidates (In Lakh)</b>
1	Multi Tasking (Non-Technical) Staff Examination 2019	22-Apr-2019	38.7
2	Selection Posts: Phase-VII/ 2019	06-Aug-2019	5.9
3	Junior Engineer (Civil, Mechanical, Electrical and Quantity Surveying & Contract Examination, 2019	13-Aug-2019	8.1
4	Junior Hindi Translator, Junior Translator, Senior Hindi Translator and Hindi Pradhypak Examination, 2019	27-Aug-2019	0.9
5	Sub-Inspector in Delhi Police, CAPFs and ASI in CISF Examination 2019	17-Sep-2019	6.7
6	Stenographer Grade 'C' and 'D' Examination 2019	20-Sep-2019	5.1
7	Combined Graduate Level Examination 2019	22-Oct-2019	21.8
8	Combined Higher Secondary (10+2) Level Examination 2019	03-Dec-2019	41.7
9	Selection Posts: Phase-VIII/ 2020	21-Feb-2020	8.2
10	Sub-Inspector in Delhi Police and CAPFs Examination 2020	17-Jun-2020	6.7
11	Junior Hindi Translator, Junior Translator and Senior Hindi Translator Examination, 2020	29-Jun-2020	0.1
12	Constable (Executive) Male and Female in Delhi Police Examination, 2020	01-Aug-2020	29.0
13	Junior Engineer (Civil, Mechanical, Electrical and Quantity Surveying & Contracts) Examination, 2020	01-Oct-2020	6.7
14	Stenographer Grade 'C' and 'D' Examination, 2020	10-Oct-2020	5.1
15	Combined Higher Secondary (10+2) Level Examination, 2020	06-Nov-2020	39.0
16	Combined Graduate Level Examination, 2020	29-Dec-2020	22.1
17	Multi Tasking (Non-Technical) Staff Examination, 2020	05-Feb-2021	45.3
18	Constable (GD) in CAPFs, NIA, SSF and Rifleman in Assam Rifles Examination, 2021	17-Jul-2021	71.7
19	Selection Post: Phase-IX/2021	24-Sep-2021	17.1
20	UDC Grade Limited Departmental Competitive Examination, 2017	18-Oct-2021	80*
21	LDC Grade Limited Departmental Competitive Examination, 2018	18-Oct-2021	958*
22	Combined Graduate Level Examination, 2021	23-Dec-2021	20.8
23	Combined Higher Secondary (10+2) Level Examination, 2021	01-Feb-2022	38.6
24	Multi Tasking (Non-Technical) Staff, and Havaldar (CBIC and NCB) Examination, 2021	22-Mar-2022	Last date: 30-04-22.

\* Absolute figures.

## **PART II – SUBMISSION PROCESS**

### **12. 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 vendor who would handle IT related works of the Commission, up-gradation, operation and maintenance of its website, handling of various examination related activities starting from collection of vacancies to sending of dossiers, and various other activities listed in the RFP.

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.

### **13. Issuer**

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

### **14. Contact Person**

Deputy Secretary (General) ([deepak.mitra@gov.in](mailto:deepak.mitra@gov.in)) will be the contact person for this project. For all queries related to the bid, Director (EDP) ([dir@ssc.nic.in](mailto:dir@ssc.nic.in)) may be contacted.

### **15. Address for correspondence**

**Deputy Secretary (General)**

**R. No. 713, Staff Selection Commission, Block 12, CGO Complex,  
Lodhi Road, New Delhi 110 003**

## 16. Request for Proposal Data Sheet:

S. No.	Important Information	Details
1	Non Refundable BID Fee	Rs 10,000
2	Publication of RFP Document	26-05-2022 (Thursday)
3	EMD	Rs 18 Lakh
4	Last date for submission of written queries for clarifications.	07-06-2022 (Tuesday)
5	Date and time of Pre-bid conference	16-06-2022, 3:00 PM (Thursday)
6	Release of responses and clarifications on pre-bid queries	30-06-2022 (Thursday)
7	Last date for receipt of proposals in response to RFP notice	14-07-2022, 5:00 PM (Thursday)
8	Date and Time of opening of Pre-Qualification bids received in response to the RFP	15-07-2022, 11:00 AM (Friday)
9	Date and Time of opening of Technical Proposal received in response to the RFP notice for successful bidders	20-07-2022, 11:00 AM (Wednesday)
10	Date for Technical Presentations	28-07-2022 (Thursday ) 29-07-2022 (Friday)
11	Date and Time of opening of Financial proposals received in response to the RFP notice	Tentatively 12-08-2022 (Friday). Will be informed to bidders who qualify technically.
12	Contact Person for queries	Director (EDP)
13	Addressee and Address at which proposal in response to RFP notice is to be submitted	<b>Offline</b> DS (General), Room No-713, Staff Selection Commission, Block No-12, CGO Complex, New Delhi, 110003

## **17. Procurement of RFP**

The RFP without scope of work, Technical Evaluation Criteria and SLA can be downloaded from the CPP portal or from the website of the Staff Selection Commission. Complete RFP document can be collected from the SSC from 26-05-2022 to 29-06-2022 (5 PM) by payment of tender fee of Rs.10,000 (Ten thousand) by demand draft drawn from any Scheduled bank in favour of DDO, Staff Selection Commission, payable at New Delhi and signing of Non-Disclosure Agreement (Annexure Part-II). The tender fee 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)**

**R. No. 713, Staff Selection Commission, Block No. 12,  
CGO Complex, Lodi Road, New Delhi 110 003**

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.

## **18. Bid Clarifications**

The bidders need to send their queries on Bid document before the dates as mentioned Under Para-16. The clarifications can be sent in writing or by email to Deputy Secretary (General), R. No. 713, Staff Selection Commission, Lodhi Road, New Delhi 110003, (email : [deepak.mitra@gov.in](mailto:deepak.mitra@gov.in)).

## **19. Pre-Bid Conference**

SSC shall host a Pre-Bid Conference, scheduled on Wednesday the 16-06-2022 at 1500 HRS at SSC Headquarter, 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.

## 20. Issue of Clarifications

SSC at its own initiative or in response to a clarification requested by 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(s), 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 undertake 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.

## 21. Instructions for submission of the Bid

### 22.1 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 prescribed formats only.

### 22.2 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 not be opened.
5. The proposals shall be valid for a period of six (6) months from the date of opening of the proposals (180 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.

### **22.3 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 initialed in ink and stamped by the authorized person or persons signing the bid.

### **22.4 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 initialed by the authorized person or persons signing the bid.

### **22.5 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.

### **22.6 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.

## **22.7 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.

## **22.8 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.

## **22.9 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.

## **22.10 Bid Prices**

1. Quantities as specified in Cost Tables in this Bid document will 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 shall be submitted by the bidder with prior written permission of the Commission before the time specified for closing of commercial bid.

#### **22.11 Bid Currencies**

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

#### **22.12 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.

#### **22.13 Earnest Money Deposit (EMD)**

1. Bidders shall submit, along with their Bids, EMD of Rs. 18,00,000/- (Rs Eighteen lakhs) only 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 225 days from the due date of the RFP. Format of EMD is provided at Annexure-Part II. Alternatively, in lieu of EMD, the bidders may also submit 'Bid Securing Declaration' accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for

the period of three years from being eligible to submit Bids for contracts with the Staff Selection Commission.

2. as per format provided at Annexure-Part II.
3. The Bank Guarantees are to be issued by any Scheduled Bank.
4. The EMD of all unsuccessful bidders shall be refunded by SSC within two months of a bidder being notified as unsuccessful. The EMD of successful bidder will be returned upon the submission of the Performance Guarantee.
5. The EMD amount is interest free and will be refundable to the bidders, without any interest accrued thereon.
6. The bid submitted without EMD shall be summarily rejected.
7. Bidders claiming Special category concessions from the Government shall be governed under respective provisions and guidelines of the Government of India. Bidders submitting 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.
8. 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.

#### **22.14 Bid Validity Period**

1. Period of Validity of Bids
  - (a) Bids shall remain valid for 180 days consequent upon the date of opening of the Technical Proposal as prescribed by the Commission. A bid valid for a period less than 180 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.

#### **22.15 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.

## **22.16 Correction of Error**

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

## **22.17 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 23.5** - (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.

#### **22.18 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

#### **22.19 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.

#### **22.20 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.

#### **22.21 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.

## **22.22 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 are to be 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 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.

## **22.23 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.

#### **22.24 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.

#### **22.25 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.

#### **22.26 Tax Liability**

The bidder shall indicate TAXES/ GST wherever applicable.

#### **22.27 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.

### **22.28 Only One Proposal**

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

### **22.29 Bid Scope**

The bidder cannot bid for a specified portion of the RFP under consideration. The entire scope of work as detailed in this RFP has to be considered for bidding.

### **22.30 Duration of Project**

The duration of the project is for a period of 5 years from the date of signing of the contract, with option to extend the contract for a maximum period of 3 years, in parts or full, as decided by the Commission, under the same terms and conditions.

## **23. BID Opening & Evaluation Process**

### **23.1 Bid Opening Session**

1. Total transparency will be observed by the Commission, while opening the proposals/ bids.
2. SSC reserves the rights at all times to postpone or cancel a scheduled date/ time of opening of the bid.
3. 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.
4. 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.
5. 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. It should not be construed from the preliminary scrutiny that the bid submitted by a bidder has been found to be complete in all respects.

## 23.2 Overall Evaluation Process

1. 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.
2. 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.

## 23.3 Pre-Qualification Criteria – Mandatory

<b>S No</b>	<b>Pre-qualification Criteria</b>	<b>Documentary Evidence</b>
1	The bidder should be a company registered under the Companies Act, 1956 as amended in 2013, should have registered office in India for the last five years and must have been operating in India for past five financial years (FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22).	Copy of Certificate of Incorporation issued by Registrar of Companies, Ministry of Corporate Affairs, Government of India and a certification from the Company Secretary or authorized signatory regarding operations for the last 5 years.
2	The bidder should submit Earnest Money Deposit (EMD) of Rs 18,00,000 (Rs Eighteen Lakh only).	EMD should be submitted through a Demand Draft/ Bank Guarantee drawn on Scheduled Bank, payable at New Delhi.
3	The Bidder should submit tender fee (non-refundable) of Rs 10,000 (Rs Ten thousand only).	Tender fee 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 either of the following for the past three financial years (2019-20 to 2021-22): (a) Valid CMMI Level 5 (or) (b) Valid ISO 27001: 2016, ISO/ IEC 20000 and ISO 9001: 2009 (or above)  The certification should be valid on the date of bid submission. In case the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment/ details for consideration in the Bid process.	Authenticated copy of valid certificates at the time of bid submission. Further, if the Bidder is selected, it shall ensure that the certifications continue to remain valid during the currency of the contract under consideration in this RFP.
6	The bidder should have an annual turnover of at least Rs 25 Crores in each of the last three	Certified copy of the financial statements including audited



	financial years (FY 2018-19, 2019-20 and 2020-21). The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/ sister concerns etc. The turnover should exclude sales of system software or COTS/ hardware.	Balance Sheet and Profit & Loss Account along with the certificate issued by the Statutory Auditor appointed by the Company
7	The bidder must have at least 500 number of resources on company pay-roll for the past one financial year and the bidder must have at least 250 number of resources with minimum qualification: B.E/ B. Tech/ MCA continuously on its rolls for the past one financial year.	The bidder shall submit an undertaking/ self-declaration duly signed (with company seal) by the CA/ CS/ Authorized Signatory of the bidder.
8	The bidder should have positive net worth of Rs 100 Crore in each of the last three financial years (FY 2019-20, 2020-21 and 2021-22).	Certificate issued by the Company Secretary or a Chartered Accountant mentioning net worth.
9	The bidder should be an IT-solutions provider and should have successfully completed recruitment/ educational examinations related projects worth Rs five crores (excluding conduct of Computer Based Examinations) in Central Govt./ State Govt./ PSU/ Autonomous Bodies/ Statutory Bodies in the last five financial years (FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22).	Client Certificate/ Completion Certificate/ copy of work order along with self-certification from Authorized Signatory/ Company Secretary regarding completion of work.
10	The bidder shall not be under a declaration of ineligibility/ banned/ blacklisted by any Government entity in India for any reason as on the last date of submission of the bid or convicted of economic offence in India for any reason as on the last date of submission of bid. The bidder should not have been convicted/ debarred:  (a) Under the Prevention of Corruption Act, 1988; or  (b) The Indian Penal Code; or  (c) Any other law for the time being in force for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.	Affidavit by authorized signatory of the bidder.
11	The bidder or its sister concerns should not be the Service Provider for conducting the Computer Based Examinations of the SSC.	Certificate from the Company Secretary or authorized signatory.
<p><b>Note:</b></p> <ol style="list-style-type: none"> <li><b>1. Suppression of information/ facts would lead to summary disqualification of the bid submitted.</b></li> <li><b>2. Consortium in any form is not allowed in this bid</b></li> </ol>		

## **23.4 Technical Evaluation Criteria:**

### **23.4.1 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:

**Full contents of Para-23.4.1 (Page No- 44 to 48) will be shared with the prospective bidders on payment of bid fee and signing of Non-Disclosure Agreement (Annexure – Part II)**

**NOTE: The bidder should have a minimum score of 50% to qualify in the Technical Bid. Bidders who secure less than 50% marks will be considered as DISQUALIFIED**

### **23.4.2 Technical Proposal – Other Requirements**

1. The technical proposal 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.
  - (i) Non- Disclosure Agreement (NDA)
  - (ii) Earnest Money Deposit (EMD)
  - (iii) Bid Documents
  - (iv) Undertaking on Patent Rights
  - (v) Undertaking on Service Level Compliance
  - (vi) 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:
  - (i) Overview of the proposed solution which meets the requirements as specified in this RFP.
  - (ii) Plan regarding take over the existing operations, proposed augmentations and improvements in the website, capacity handling, foolproof handling and maintaining confidentiality of candidates’ data.
  - (iii) Overall proposed Solution, technology, and deployment architecture.
  - (iv) Details of the Solution as per the format provided in this RFP.
  - (v) Bidder’s experience in all the project related areas as highlighted in Bid evaluation criteria.
  - (vi) Overall Governance Structure and Escalation Mechanism.
  - (vii) Project team structure, size, capability and deployment plan.
6. The technical proposal shall also contain bidder’s contingency plan to address the key challenges anticipated during the execution of the project.

## 23.5 Commercial Bids

S. No.	Item	Basic Unit Price 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.	Up-gradation of the capacity of the website, including license fee for software, if any (As per Para-6 (ii) of the RFP). <b>[One time charges]</b>					
2.	Configuration, operation and maintenance of IT Infrastructure allotted (as per Para-6(i) of RFP) and operation and maintenance of the website as per Para-6(iii) of the RFP. <b>[Annual Charges]</b>					
3.	Handling all other activities and examination related activities mentioned in the RFP for seven mandated examinations, Selection Posts Examination and three Departmental Competitive Examinations. <b>[Annual Charges]</b>					

S. No.	Item	Basic Unit Price 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
4	Handling all examination related activities mentioned in the RFP for additional examination having candidature $\geq 50$ lakh. <b>[Per examination]</b>					
5	Handling all examination related activities mentioned in the RFP for additional examination having candidature $\geq 30$ lakh but $< 50$ lakh. <b>[Per examination]</b>					
6	Handling all examination related activities mentioned in the RFP for additional examination having candidature $\geq 10$ lakh but $< 30$ lakh. <b>[Per examination]</b>					
7	Handling all examination related activities mentioned in the RFP for additional examination having candidature $\geq 50,000$ but $< 10$ lakh. <b>[Per examination]</b>					

S. No.	Item	Basic Unit Price 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
8	Handling all examination related activities mentioned in the RFP for additional examination having candidature up to 50,000. <b>[Per examination]</b>					
9	Providing Help-desk facility including hardware and Software for 12 Help-desk executives <b>[One time charges]</b>					
10	Providing individual Help-desk facilities required by Help-desk executives like Computers, UPS, Headset with microphone, etc <b>[One time charges]</b>					
11	Rates for providing a Help-desk executive. <b>[Annual Charges]</b>					
12	Man-month charges of a resource for 12 months having 3 to 5 years experience for the development of new software modules					

Note: Candidature at S. No. 23.5 (4) to (8) means completed applications.

S No	Change in rates	Value in %age
13	Percentage change in rates after the interval of three years.	

- (i) Price should be written both in figures and words.
- (ii) If a bidder quotes Nil charges/ consideration, the bid shall be treated as unresponsive and will not be considered. Also zero value should not be entered against any item in the Bill of Quantities (BoQ).
- (iii) If there is any discrepancy between rates quoted in figures and words, the rates quoted in words will prevail.
- (iv) Lowest Commercial bid will be determined on the basis of total amount quoted in column 'C' of the Commercial bid. Following will be considered for determining the total commercial bid of a bidder:
  - a. One-time charges quoted at S. No. 23.5 (1) (Say W1)
  - b. Annual rates as quoted at S. No. 23.5 (2), and 23.5 (3) for first three years plus annual rates for the next two years after considering change in rates quoted by the bidder at S. No. 23.5 (12). If X2 and X3 are the rates quoted at S. No. 23.5 (2) and 23.5 (3) respectively and Z is the percentage increase after three years then the bid price for these items will be  $\{(X2+X3)*3 + [(X2+X3) + ((X2+X3)*Z/100)]*2\}$ .
  - c. Rate of one examination each quoted at S. No. 23.5 (4) to 23.5 (8) plus rate of one examination each quoted at S. No. 4 to 8 after considering change in rates quoted by the bidder at S. No. 23.5 (12). If Y4, Y5, Y6, Y7 and Y8 are the rates quoted at S. No. 23.5 (4) to 23.5 (8) respectively and Z is the percentage increase in rates after three years, then the bid price for these items will be  $\{(Y4+Y5+Y6+Y7+Y8) + [(Y4+Y5+Y6+Y7+Y8) + ((Y4+Y5+Y6+Y7+Y8)*Z/100)]\}$ .
  - d. One time charges quoted at S. No. 9 plus rates quoted at S. No. 10 for 3 executives (Say W2).
  - e. Annual rates as quoted at S. No. 23.5 (11) for 3 Help-desk executives for first three years plus annual rates for the next two years after considering change in rates quoted by the bidder at S. No. 23.5 (13). If A11 is the rates quoted at S. No. 23.5 (11) and Z is the percentage increase in rates after three years then the bid price for this item will be  $\{(A11*3)*3 + [(A11*3) + ((A11*3)*Z/100)]*2\}$ .
  - f. Rate of man-month quoted at S. No. 23.5 (12) for 12 man-months plus rate after considering change in rates quoted by the bidder at S. No. 23.5 (13) for 12 man-months. If rate quoted by the bidder at S. No. 23.5 (12) is B and Z is the percentage increase in rates after three years, then the bid price for this item will be  $\{B+[B+((B*Z)/100)]\}$ .
- (v) The bidder will have to substantiate the taxes and levies claimed by it 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.

- (vi) Scores would be considered for the purpose of QCBS (Quality cum cost based system) based final evaluation, explained below.

### **23.6 Final Evaluation of Bids**

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

The individual Bidder's Commercial Bid scores will be 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.**

## **24. Award of Contract**

### **24.1 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.

### **24.2 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.



### **24.3 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.

### **24.4 Failure to agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the Terms and 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.

### **24.5 Performance Bank Guarantee (PBG)**

- (i) **Part 1: Contract PBG:** A PBG of 3% the value of the total commercial bid for a year (i.e. items at Para-23.5, S. No. 1, 2, 3, 9 and 10) of the successful bidder 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. After completion of works at Para-22.5 (S. No. 1 and 9) the bidder, at its discretion, may submit revised PBG. On revision of rates after completion of 3 years, the bidder will submit PBG of 3% the value of total commercial bid for a year. In such cases, PBG submitted earlier will be returned by the Commission. The final PBG will be returned to the successful bidder after 6 months post completion of contract.
- (ii) **Part 2: Examination PBG/ Manpower PBG:** A PBG of 3% of value of the work order for each examination or additional manpower as per estimated candidature of the examination(s) 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. In case, the candidature of the examination is in higher bracket, the bidder shall submit revised PBG after the number of candidates is ascertained. If the candidature of the examination is in lower bracket, the bidder as per its discretion may submit fresh PBG for the revised amount. In such cases, the earlier PBG(s) submitted by the bidder will be returned when the PBG of the revised amount is submitted by the bidder to the Commission. Examination PBG will be returned to the bidder after 6 months post declaration of the final result of the said examination.
- (iii) SSC may invoke forfeiture of the Performance Bank Guarantee for any failure on part of Bidder to fulfill its obligations as specified under the Contract Agreement executed with the successful bidder.

## **24.6 Service Level Agreement (SLAs)**

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

**Full contents of Para-24.6 (Page No-56 to 57) will be shared with the prospective bidders on payment of bid fee and signing of Non-Disclosure Agreement (Annexure – Part II)**

**Note-1:** For new vendor, SLA will not be applicable for the first four months which will be a period of handholding with the existing vendor. In the initial two months, all the activities will be performed by the existing vendor and the new vendor will get associated with the incumbent to study the system. In the next two months, all activities will be taken over by the new vendor under the supervision of the incumbent vendor.

**Note-2:** The maximum penalty will be limited to 15% of the value of the annual rates of the relevant component/ Work Order and it will not be carried forward to another year/ work order.

## **24.7 Terms of Payment**

### **(a). Up-gradation of the capacity of the Website:**

- (i) 50% payment will be made on completion and acceptance of design and development and Go Live.
- (ii) 30% on completion of Security Audit and GIGW compliance of the website.
- (iii) 20% on verification of scope (Load on the servers while handling 30,000 simultaneous users should be  $\leq 70\%$ ).
- (iv) In case the scope could not be verified for six months after security audit and GIGW compliance due to non-availability of an application having large enough candidature, last 20% payment will be made on the undertaking of the vendor that the system meets the capacity requirement as per the RFP and in case, if is found insufficient, requisite capacity enhancement will be made free of cost.

### **(b). Providing Help-desk facility including hardware and software:**

- (i) 75% on the Supply, installation and Commissioning of the System.
- (ii) 25% after 3 months of successful working of the system.

### **(c). Operation and Maintenance of IT Infrastructure and website of the Commission and providing Help-desk facility:** Payment will be made on quarterly basis after deduction of penalties, if any.

### **(d). Handling of examination related activities for additional examinations:** Payment will be made separately on each work order in the following manner:

- (i) 30% on completion of receipt of online applications and sharing of data with Regional Offices (if the examination is not scheduled within 6 months from the last date for receipt of online applications) and 20% on completion of the conduct of examination or
- (ii) 50% on completion of the conduct of examination (if completed within 6 months after the last date for receipt of online applications).

- (iii) 20% on the declaration of result of 2<sup>nd</sup> Stage of the Examination (for 2 Tier Examination) or 3<sup>rd</sup> Stage of the examination (for more than 2 Tier Examination).
- (iv) 30% after 1 month from the declaration of final result or readiness of dossier system and completion of all the examination activities to be handled by the vendor, whichever is later. Penalties, if any, will be deducted from the payment.
- (v) If the penalties are precisely ascertained at the earlier stages, the same will be deducted from the payment at that stage itself.

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
- 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.

#### **24.8 Grievance redressal and arbitration:**

If any of the party to contract is aggrieved by the Act of the other party not in consonance with the contract, grievance to be addressed to Member, SSC for resolution. If aggrieved further, the appeal lies with Chairman, SSC. The verdict/ interpretation of the Chairman, SSC shall be binding. If aggrieved further, the parties may approach arbitration under Arbitration and Conciliation Act, 1996 as amended from time to time. The place of arbitration shall be New Delhi.

#### **24.9 Force majeure:**

Force majeure is herein defined as any cause which is beyond the control of the selected bidder or Staff Selection Commission as the case may be which they could not force or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract such as:

- i. Natural phenomenon including but not limited to floods, droughts, earthquakes and epidemics.
- ii. Act of any government including but not limited to war, declared or undeclared priorities quarantines and embargos.
- iii. Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The bidder or Staff Selection Commission shall not be liable for delay in performing their obligations resulting from any force majeure cause as referred to and/ or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations, expressed quantitatively shall be calculated on date of termination.

## 25 Annexure – Part II

### 25.1 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 provide services to upgrade and maintain the SSC Portal and handle all IT Services (hereinafter called the "Project");

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:

- 1) 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.
- 2) The Bidder to whom this Information (Request for Proposal) is disclosed shall:
  - (a). Hold such Information in absolute confidence with the same degree of care with which the Bidder protects its own personal, confidential and proprietary information;
  - (b). Use the Information only as needed for the purpose of bidding for the Project;
  - (c). Except for the purpose of bidding for the Project, will not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information;
  - (d). Undertake to document the number of copies it makes with regard to the project, and
  - (e). 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 .
- 3) The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
  - (a). 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

- (b). Is or becomes publicly known through no wrongful act of the Bidder;  
or
  - (c). 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.
- 4) The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.
  - 5) 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.
  - 6) 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.
  - 7) This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
  - 8) 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.
  - 9) 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.
  - 10) 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.
  - 11) This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliate, successors and assigns.
  - 12) 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:



## 25.2 Earnest Money Deposit

In consideration of \_\_\_\_\_ (hereinafter called the "Government") Represented by SSC, on the first part and M/s \_\_\_\_\_ (Hereinafter referred to as "Bidder") on the Second part, having agreed to Accept the Earnest Money Deposit of Rs. (Rupees Eighteen Lakhs) in the form of Bank Guarantee/ Demand Draft for the Request for Proposal to upgrade and maintain the SSC Portal and handle all IT Services \_\_\_\_\_ (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 Rs. 18,00,000/- (Rupees Eighteen Lakhs) and the guarantee will remain valid up to a period of 225 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 Bidder, in case the Bidder 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 Bidder 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 Bidder 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 Bidder on the performance bank guarantee for the period of its currency

Dated this \_\_\_ day of \_\_\_

For the Bank of (Manager)

**25.3 Bid Securing Declaration from Bidders in lieu of EMD**

**(On Bidders Letter head)**

I / We, the authorized signatory of M/s.....,  
participating in the subject tender No. ....for Maintaining the  
SSC Portal and handle all IT Services, do hereby declare:

- (i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
  
- (ii) That in the event we withdraw/ modify our bid during the period of validity OR I/ we fail to execute formal contract agreement within the given timeline OR I/ we fail to submit a Performance Security within the given timeline OR I/ we commit any breach of Tender Conditions/ Contract which attracts penal action of forfeiture of EMD and I /we will be suspended from being eligible for bidding/ award of all future contract(s) of Staff Selection Commission for a period of three year from the date of committing such breach.

**Signature and Seal of Authorised  
Signatory ofbidder**

**Name of Authorized Signatory.....**

**Company Name.....**

## 25.4 Undertaking on Patent Rights

[Company letterhead]

To,

[Date]

Deputy Secretary (General)  
Staff Selection Commission,  
Block No-12, CGO Complex,  
Lodhi Road, New Delhi - 110003

### **Sub: Undertaking on Patent Rights**

Sir,

1. I/ We as Bidder 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 Bidder 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

## **25.5 Undertaking on Pricing of Items of Technical Response**

To

[Date]

Deputy Secretary (General)  
Staff Selection Commission,  
Block No-12, CGO Complex,  
Lodhi Road, New Delhi - 110003

Sub: Undertaking on Pricing of Items.

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

## 25.6 Undertaking on Service Level Compliance

**[Company letterhead]**

[Date]

To,

Deputy Secretary (General)  
Staff Selection Commission,  
Block No-12, CGO Complex,  
Lodhi Road, New Delhi - 110003

Sub: Undertaking on Service Level Compliance

Sir,

1. I/ We as Bidder do hereby undertake that we shall monitor, maintain and comply with the service levels as desired in the RFP to provide quality service to the SSC.

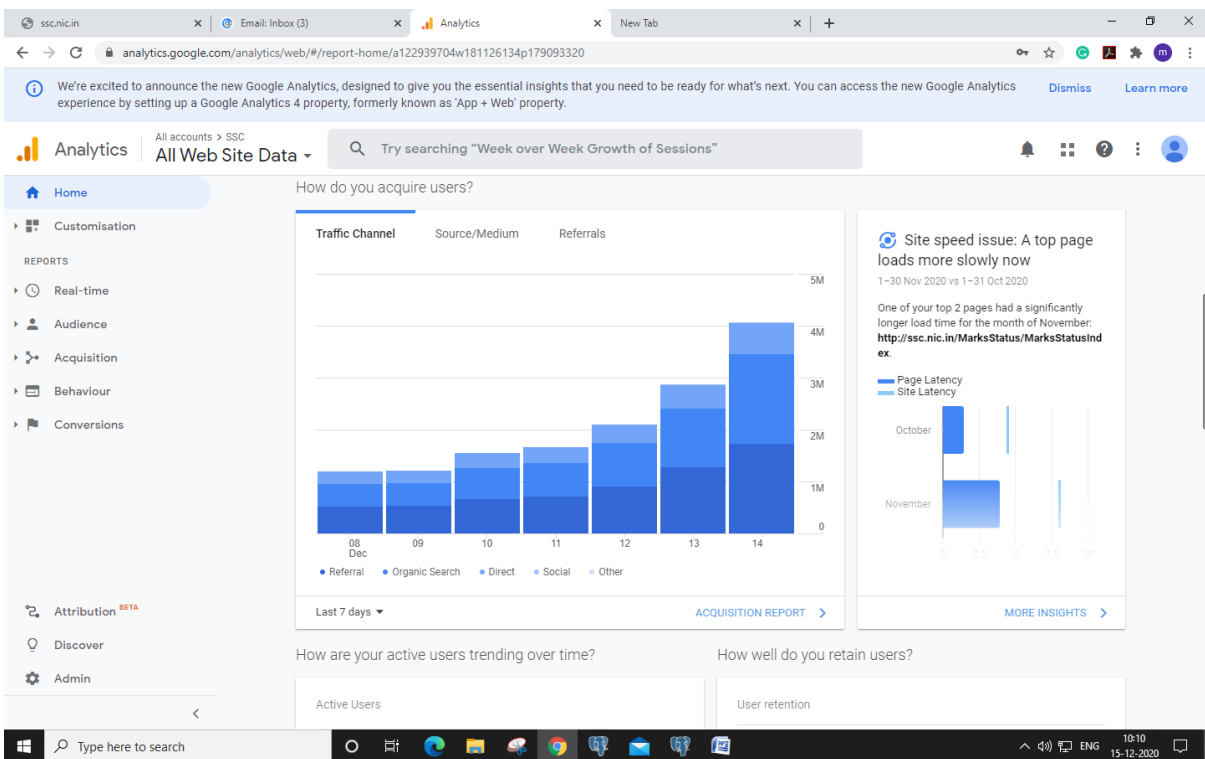
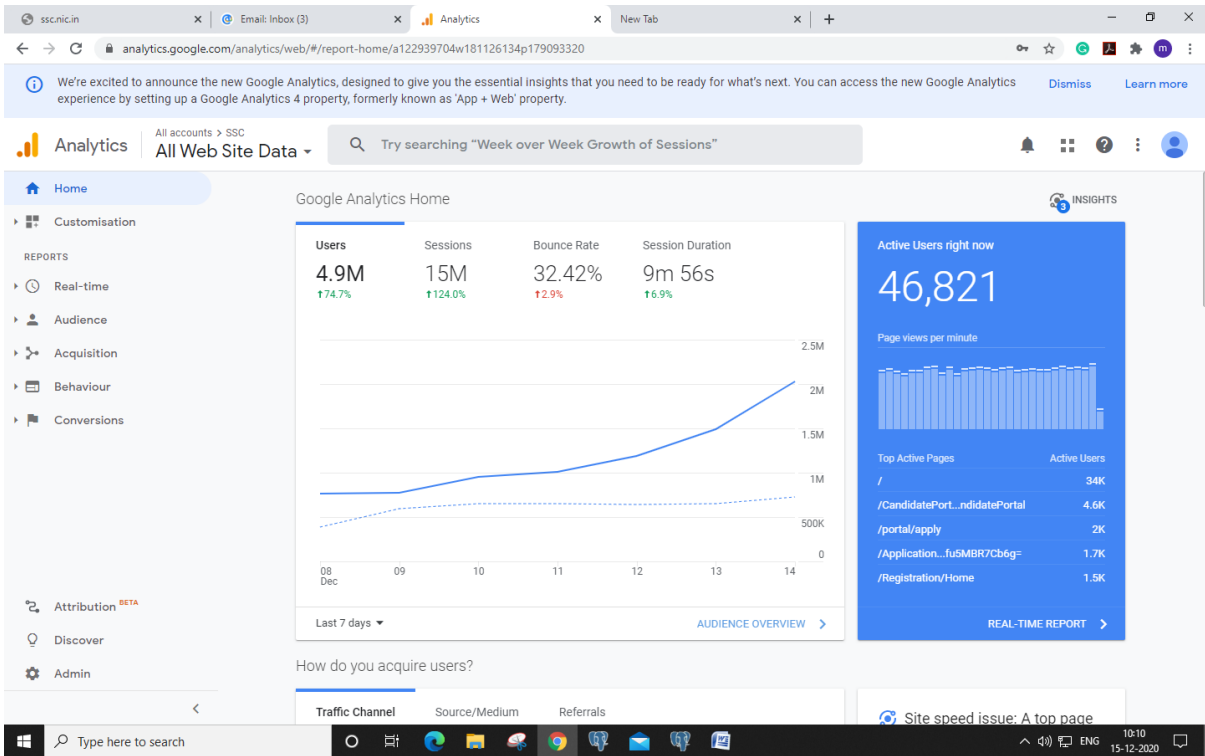
2. However, if the proposed number of resources is found to be not sufficient in meeting the tender and/ or the Service Level requirements given by SSC, then we will augment the team without any additional cost to SSC.

Yours faithfully,

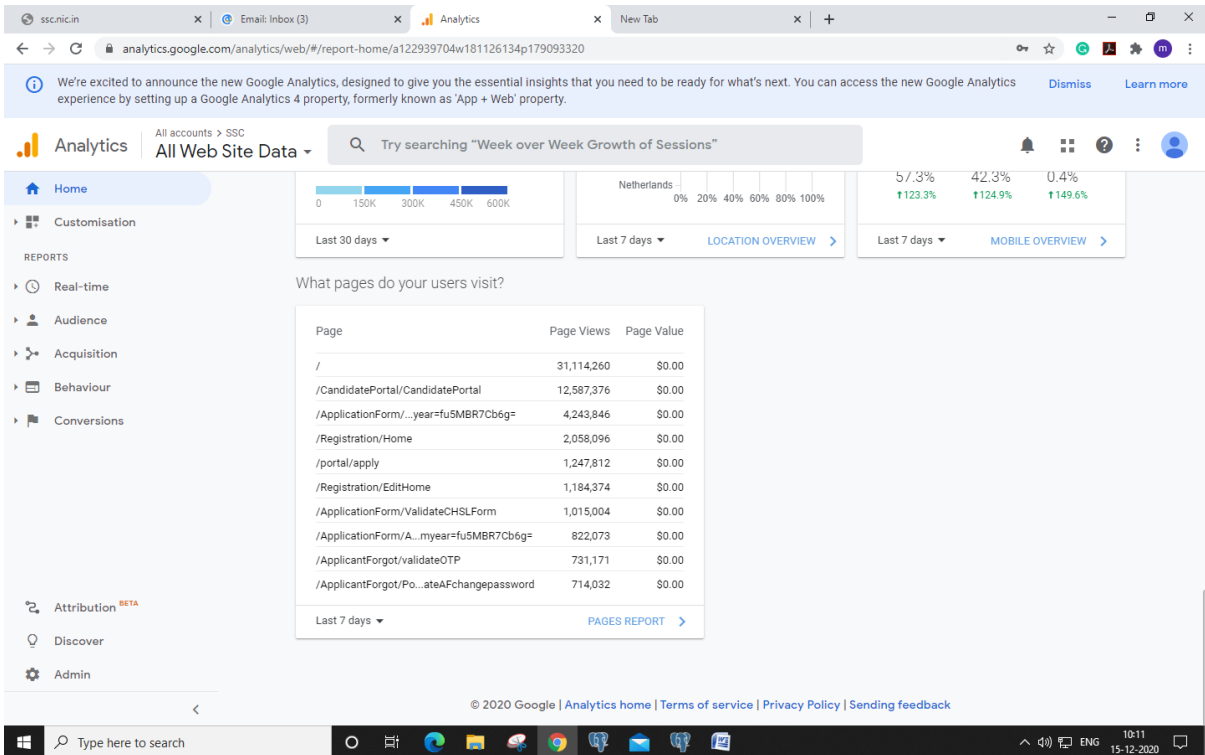
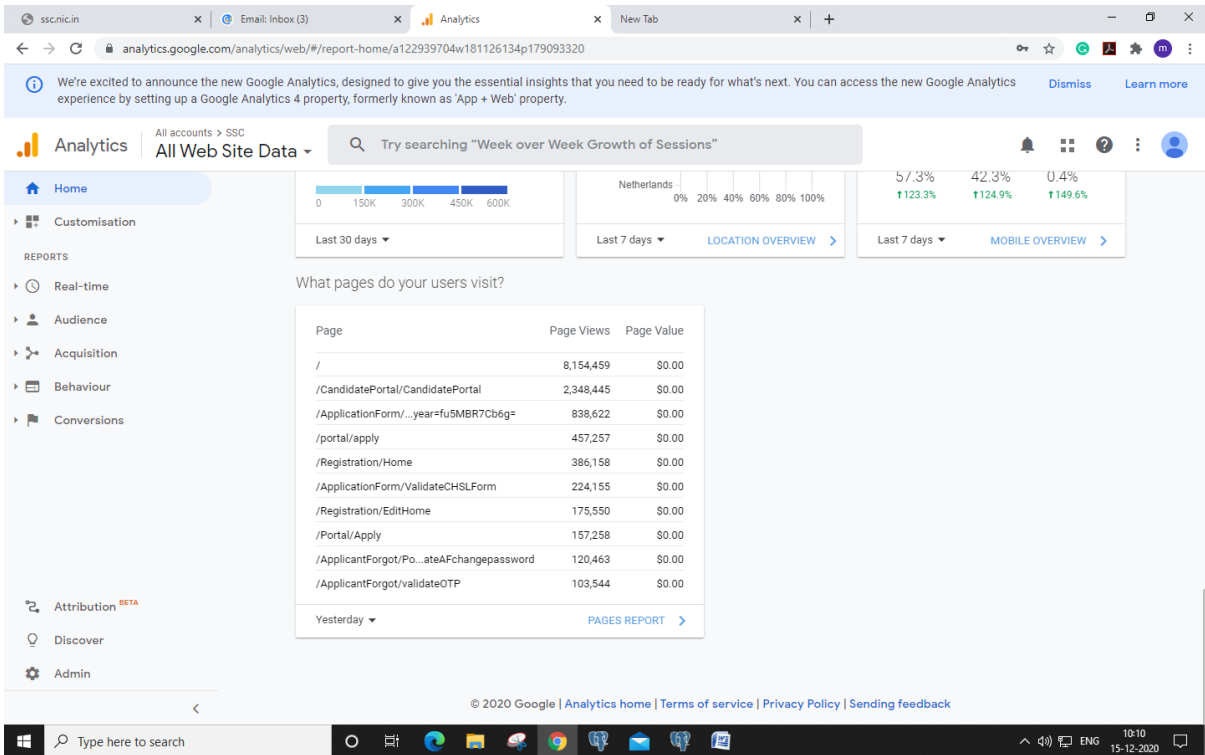
Authorized Signatory

Designation

# Annexure-A (1/3)



# Annexure-A (2/3)



# Annexure-A (3/3)

The screenshot shows the Google Analytics interface for 'All Web Site Data' in the Netherlands. The main report is 'What pages do your users visit?' which displays a table of page views and values for various URLs.

Page	Page Views	Page Value
/	51,977,116	\$0.00
/CandidatePortal/CandidatePortal	30,000,343	\$0.00
/ApplicationForm/...year=fu5MBR7Cb6g=	10,061,595	\$0.00
/Registration/Home	4,857,948	\$0.00
/Registration/EditHome	2,993,213	\$0.00
/ApplicationForm/A...myear=fu5MBR7Cb6g=	2,351,625	\$0.00
/CandidatePortal/ApplicationHistroy	2,282,695	\$0.00
/ApplicationForm/ValidateCHSLForm	1,803,103	\$0.00
/ApplicantForgot/validateOTP	1,801,978	\$0.00
/ApplicantForgot/Po...ateAFchangeapassword	1,659,036	\$0.00

Additional metrics shown in the top right of the dashboard:

- 57.3% (↑123.3%)
- 42.3% (↑124.9%)
- 0.4% (↑149.6%)



## Annexure-B (1/4)

BASIC DETAILS		Edit
1a. Do you have Aadhaar ? *	<input type="radio"/> Yes <input checked="" type="radio"/> No	
1a. Aadhaar Number	<input type="text"/>	
1b. Verify Aadhaar Number	<input type="text"/>	
1c. Type of ID *	<input type="text" value="Voter ID Card"/>	
	<small>Type of ID and ID Number to be provided if you don't want to give Aadhaar number</small>	
1d. ID Number *	<input type="text" value="BRHPK3731M"/>	
2a. Name *	<input type="text" value="SAMPLE NAME"/>	<small>Name should be same as mentioned in Matriculation Certificate Please enter name without any salutation (i e Shri/ Smt/ Mr/ Mrs/ Ms/ Dr/ Prof)</small>
2b. Verify Name *	<input type="text" value="SAMPLE NAME"/>	
2c. Have you ever changed Name?	<input type="radio"/> Yes <input checked="" type="radio"/> No	
2d. New Name / Changed Name	<input type="text"/>	
3a. Father's Name *	<input type="text" value="SAMPLE FATHER NAME"/>	<small>1.Father's Name should be same as mentioned in Matriculation Certificate 2.Please enter name without any salutation (i e Mr/ Shri/ Late/ Dr/ Prof etc)</small>
3b. Verify Father's Name *	<input type="text" value="SAMPLE FATHER NAME"/>	
4a. Mother's Name *	<input type="text" value="SAMPLE MOTHER NAME"/>	<small>1.Mother's Name should be same as mentioned in Matriculation Certificate 2.Please enter name without any salutation (i e Mrs/ Smt/ Late/ Dr/ Prof etc)</small>
4b. Verify Mother's Name *	<input type="text" value="SAMPLE MOTHER NAME"/>	

## **Annexure-B (2/4)**

5a. Date Of Birth (DD/MM/YYYY) *	<input type="text" value="01/01/1996"/> <small>Date Of Birth should be same as mentioned in Matriculation Certificate</small>
5b. Verify Date of Birth (DD/MM/YYYY) *	<input type="text" value="01/01/1996"/>
6. Matriculation (10 <sup>th</sup> Class) Examination details :	
(i). Education Board *	<input type="text" value="Central Board of Secondary Education (CBSE)"/> <small>Education Board of Matriculation Examination</small>
(ii). Verify Education Board *	<input type="text" value="Central Board of Secondary Education (CBSE)"/>
(iii). Roll Number *	<input type="text" value="301739"/> <small>1. Roll Number should be same as mentioned in Matriculation Certificate 2. Only / and - are allowed , Please enter Roll number without any other special character(s) 3. If Roll Code is given in your Matriculation Certificate then enter "Roll Code - Roll No."</small>
(iv). Verify Roll Number *	<input type="text" value="301739"/>
(v). Year of Passing *	<input type="text" value="2010"/>
(vi). Verify Year of Passing *	<input type="text" value="2010"/>
7a. Gender *	<input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Transgender
7b. Verify Gender *	<input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Transgender
8. Level of Education Qualification *	<input type="text" value="Graduation"/>
9a. Mobile Number *	<input type="text" value="8111111111"/>
9b. Verify Mobile Number *	<input type="text" value="8111111111"/>
10a. Email ID *	<input type="text" value="sample123@gmail.com"/>
10b. Verify Email ID *	<input type="text" value="sample123@gmail.com"/>

## Annexure-B (3/4)

### ADDITIONAL AND CONTACT DETAILS

[Edit](#)

11a. Category *	<input type="radio"/> General <input type="radio"/> EWS <input type="radio"/> OBC <input type="radio"/> ST <input checked="" type="radio"/> SC
11b. Verify Category *	<input type="radio"/> General <input type="radio"/> EWS <input type="radio"/> OBC <input type="radio"/> ST <input checked="" type="radio"/> SC
12. Nationality *	<input type="text" value="Citizen of India"/>
13. Identification Marks *	<input type="text" value="MOLE ON RIGHT CHEEK"/>
14a. Are you a Person with Benchmark Disability? *	<input checked="" type="radio"/> Yes <input type="radio"/> No
14b. Type of Disability	<input type="text" value="Others"/>
<b>NOTE</b> VH: Blindness and low vision. HH: Deaf and hard of hearing. OH: Locomotor disability including cerebral palsy, leprosy cured, dwarfism, acid attack victims and muscular dystrophy. Others: Autism, intellectual disability, specific learning disability and mental illness, multiple disabilities from amongst persons under the above mentioned clauses including deaf-blindness.	
14c. Disability Certificate Number	<input type="text" value="OT357"/>
15a. Permanent Address *	<input type="text" value="SAMPLE PERMANENT ADDRESS"/>
15b. State/ UT *	<input type="text" value="Delhi"/>
15c. District *	<input type="text" value="New Delhi"/>
15d. PIN Code *	<input type="text" value="110001"/>
16. Is Present Address same as Permanent Address?	<input type="radio"/> Yes <input checked="" type="radio"/> No
17a. Present Address *	<input type="text" value="SAMPLE PRESENT ADDRESS"/>
17b. State/ UT *	<input type="text" value="Delhi"/>
17c. District *	<input type="text" value="Central Delhi"/>
17d. PIN Code *	<input type="text" value="110003"/>
18. Contact details for other nationals	<input type="text"/>

[Previous](#)[Save](#)[Next](#)[Reset](#)[Close](#)

## **Annexure-B (4/4)**

### DECLARATION

Declaration : I hereby declare that the information given by me in this form is true, complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found false or incorrect at any stage,my candidature/appointment is liable to be cancelled/terminated.

I Agree.

Previous

Take Draft Print

Final Submit

Close

## **Annexure-C (1/5)**

### MULTI TASKING (NON-TECHNICAL) STAFF, AND HAVALDAR (CBIC & CBN) EXAMINATION, 2021

#### Instructions

**PLEASE BE VERY CAREFUL WHILE FILLING THE APPLICATION FORM**

1. Candidate's Name: (As per the Matriculation Certificate)	SAMPLE NAME
2. New / Changed Name:	
3. Father's Name:	SAMPLE FATHER NAME
4. Mother's Name:	SAMPLE MOTHER NAME
5. Date of Birth (DD/MM/YYYY) (As per the Matriculation Certificate):	02/01/1999
6. Age as on 01/01/2022:	22.11
7. Gender:	Male
8. Category:	UR
9. Whether Person with Disability (PwD)? :	No
9.1. If Yes, Type of Disability:	

## **Annexure-C (2/5)**

10. Nationality:	<input type="text" value="Citizen of India"/>
11. Mark of Visible Identification:	<input type="text" value="MOLE ON RIGHT CHEEK"/>
12. Matriculation (10 <sup>th</sup> Class) Examination Board:	<input type="text" value="Central Board of Secondary Education (CBSE)"/>
13. Matriculation (10 <sup>th</sup> Class) Roll No.:	<input type="text" value="301739"/>
14. Matriculation (10 <sup>th</sup> Class) Year of Passing:	<input type="text" value="2013"/>
15. Preference of Examination Centres:*	<input type="text" value="CR-Bareilly(3005)"/> <input type="text" value="CR-Jhansi(3008)"/> <input type="text" value="CR-Lucknow(3010)"/>
16.1. Whether you are an Ex-Servicemen (ESM) or serving in the Armed Forces? :*	<input type="radio"/> Yes <input checked="" type="radio"/> No
16.2. Date of Joining the Armed Forces (DD/MM/YYYY):	<input type="text"/>
16.3. Date of Discharge/ Likely Date of Discharge from the Armed Forces (DD/MM/YYYY):	<input type="text"/>
16.4. Length of service in the Armed Forces:	<input type="text"/>
16.5. Have you already joined a civil post by availing benefit of reservation for Ex-Serviceman (ESM):	<input type="radio"/> Yes <input type="radio"/> No
<a href="#">Please refer to the Notice of Examination, Para-6.4</a>	
16.6. Date of Joining to Civil Post (DD/MM/YYYY):	<input type="text"/>
17.1. Whether suffering from Cerebral-Palsy:	<input type="radio"/> Yes <input type="radio"/> No
17.2. Do you have a physical limitation to write and Scribe is required to write on your behalf (Certificate to this effect from the Chief Medical Officer/ Civil Surgeon/ Medical Superintendent of a Government Health Care institution as per Notice of the Examination, would be required at the time of Examination.)?:	<input type="radio"/> Yes <input type="radio"/> No
17.3. Whether scribe is required?:	<input type="radio"/> Yes <input type="radio"/> No
<a href="#">Please see Para - 8 of the Notice</a>	
17.4. Will you make your own arrangement of Scribe?:	<input type="radio"/> Yes <input type="radio"/> No
17.5. If Scribe is to be arranged by SSC, then indicate medium:	<input type="text" value="Please Select"/>
18.1. Whether seeking Age Relaxation? :*	<input type="radio"/> Yes <input checked="" type="radio"/> No
18.2. If Yes, Age Relaxation code: <a href="#">Please see Para - 6.2 of the Notice</a>	<input type="text" value="--Select Age Relaxation Code--"/>

## Annexure-C (3/5)

State(s) / U.T.(s)/ CCA(s)							
Codes	State(s) / U.T.(s)/ CCA(s)		Codes	State(s) / U.T.(s)/ CCA(s)		Codes	State(s) / U.T.(s)/ CCA(s)
11	Chandigarh : Havalдар-CGST		32	Odisha : MTS		53	Dadra and Nagar Haveli and Daman and Diu : MTS
12	Chandigarh : MTS		33	Sikkim : MTS		54	Goa : MTS
13	Haryana : MTS		34	West Bengal : MTS		55	Gujarat : MTS
14	Himachal Pradesh : MTS		35	Guwahati : Havalдар-CGST		56	Maharashtra : MTS
15	Jammu and Kashmir : MTS		36	Arunachal Pradesh : MTS		57	Chennai : Havalдар-CGST
16	Ladakh : MTS		37	Assam : MTS		58	Hyderabad : Havalдар-CGST
17	Punjab : MTS		38	Manipur : MTS		59	Chennai : Havalдар-Customs
18	Delhi : Havalдар-CGST		39	Meghalaya : MTS		60	Visakhapatnam : Havalдар-Customs
19	Jaipur : Havalдар-CGST		40	Mizoram : MTS		61	Andhra Pradesh : MTS
20	Delhi : MTS		41	Nagaland : MTS			
21	Rajasthan : MTS		42	Tripura : MTS		62	Tamil Nadu and Puducherry : MTS
22	Uttarakhand : MTS		43	Bhopal : Havalдар-CGST		63	Telangana : MTS
23	Lucknow : Havalдар-CGST		44	Chhattisgarh : MTS		64	Bangalore : Havalдар-CGST
24	Bihar : MTS		45	Madhya Pradesh : MTS		65	Cochin : Havalдар-CGST
25	Uttar Pradesh : MTS		46	Goa : Havalдар-CGST		66	Cochin : Havalдар-Customs
26	Bhubaneshwar : Havalдар-CGST		47	Mumbai : Havalдар-CGST		67	Karnataka : MTS
27	Kolkata : Havalдар-CGST		48	Nagpur : Havalдар-CGST		68	Kerala : MTS
28	Ranchi : Havalдар-CGST		49	Pune : Havalдар-CGST		69	Lakshadweep : MTS
29	Kolkata : Havalдар-Customs		50	Vadodara : Havalдар-CGST		70	CBN : Havalдар-Directorate
30	Andaman and Nicobar Islands : MTS		51	Goa : Havalдар-Customs		71	DGPM : Havalдар-Directorate
31	Jharkhand : MTS		52	Mumbai : Havalдар-Customs		72	All India : MTS

## Annexure-C (4/5)

19. Preference of State(s)/ UT(s)/ CCA(s): \*

12	31	55	65	71	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X	X			

Reset

Filling of all preferences is mandatory. However, if you want to give limited preferences then enter 'X' in remaining boxes.

20. Highest Educational Qualification: \*

BBA (18) ▼

21. Details of Qualifying Educational Qualification: \*

10th Standard ▼

Status	Passing Year	State/ UT of Board/ University	Name of Board/ University	Roll No	Percentage	CGPA
Passed ▼	2013 ▼	Delhi ▼	Central Board of Second: ▼	301739	78.23	

22. Do you want to make your personal information available for accessing job opportunities in terms of DoP&T's OM.No.39020/1/2016-Estt (P) dated 21/06/2016? \*

Yes  No

Please see Para - 23 of the Notice

23. Correspondence Address: Sample Permanent Address

State: Punjab

District: Patiala

Pin: 140401

24. Permanent Address: Sample Permanent Address

State: Punjab

Pin: 140401

Mobile Number: 8111111111

Email: sample123@gmail.com

25. Contact Details for Other Nationals:



## Annexure-C (5/5)

### Photograph And Signature

Upload a photograph taken on or after

23-Dec-2021\*

Allowed File Size: 20 KB to 50 KB

Format: JPEG/ JPG

Image Size: About 3.5 cm (width) x 4.5

cm (height)

SamplePhot...hwithdate.jpg



Upload Signature \*

Allowed File Size: 10 KB to 20 KB

Format: JPEG/ JPG

Image Size: About 4.0 cm (width) x 2.0

cm (height)

SampleSignature.jpg



26. Whether the photograph has been taken on or after  Yes  No

23-Dec-2021?:

### Declaration

1. I have read the Notice of Examination and accept all the Terms & Conditions mentioned therein.

2. I hereby declare that all the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that in the event of any information being found suppressed/ false or incorrect at any stage or ineligibility being detected before or after the Examination, my candidature/ appointment is liable to be cancelled. I am willing to serve anywhere in India.

3. I declare that the photograph uploaded in the Application Form has been taken on or after the stipulated dated.

I Agree



Try Another

JHARW

## Annexure-D

### EVALUATION OF TYPE / DEST SCRIPTS (ENGLISH / HINDI)

#### NATURE OF MISTAKES

- A. **Full Mistakes** : The following errors are treated as full mistakes :--
- For every omission of word/ figure.
  - For every substitution of a wrong word /figure.
  - For every addition of a word / figure not found in the passage.
- B. **Half Mistakes** : The following errors are treated as half mistakes :--
- (i) **Spacing Errors** : Where no space is provided between two words,  
e.g. 'Ihope' or undesired space is provided between the words or letters of a word e.g. hope I have, 'I hxxave'.
  - (ii) For every spelling error committed by way of repetition, or addition or transposition or omission or substitution of a letter/letters, e.g. the word 'spelling' typed as 'seeplings' etc.
  - (iii) **Wrong Capitalisation** : Wrong use of capital letter for small letter and vice-versa. (This does not apply to Hindi typewriting scripts).

**NOTE-1** : Any corrections made by pen or pencil are ignored and no credit is given to such corrections.

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## **Annexure-E (1/2)**

### **STAFF SELECTION COMMISSION**

#### **EVALUATION OF TRANSCRIPTS OF STENOGRAPHY TESTS – NATURE OF MISTAKES**

**1. FULL MISTAKES: The following mistakes are treated as full mistakes:-**

- a) Every omission of word or figure. In case a group of words is omitted, mark as many mistakes as the actual number of words omitted.
- b) Every substitution of a wrong word or figure. The number of mistakes will be equal to the number of words/ figures dictated which have been replaced/ substituted by other word(s)/ figure(s). However, if a figure is written correctly either in numeral or words both will be acceptable and will not be counted as mistake.
- c) Every addition of a word or figure or a group of words or figures not occurring in the dictated passage.

**2. HALF MISTAKES: The following are treated as half mistakes:-**

- a) Wrong spelling, including transposition of letters in a word and also omission of a letter or letters from a word. Mis-spelling of proper nouns and unfamiliar names are ignored. If the wrongly spelt word occurs more than once in the passage it will be treated as a single half mistake.
- b) Using singular or plural noun and vice versa.
- c) Use of small letter at the beginning of the sentence.

#### **NOTE**

- a) More than one error in a single word: All the errors are counted but the total mistakes counted in a single word should not exceed one full mistake.
- b) Every passage will be accompanied by a list of words which can be spelt/ written in more than one form. All the spellings/ forms of words will be acceptable and not counted as error. For example the word 'Honorable' is written as Hon'ble, Hon., honourable and hon. – all these forms will be treated as correct.
- c) CANDIDATES ARE NOT PENALISED FOR ANY TYPE OF ERRORS OR MISTAKES OTHER THAN THOSE DESCRIBED ABOVE.
- d) The above guidelines will be valid for Hindi Stenography Skill Test also.

## Annexure-E (2/2)

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e) Method of calculation of mistakes in Stenography Skill Test:-

$$\text{Percentage of Errors} = \frac{(\text{Full Mistakes} + \text{Half Mistakes}/2) \times 100}{\text{Number of words in the master passage}}$$

Percentage will be rounded off to two decimal places. For example 5.009 will be treated as 5.01 and 5.001 will be treated as 5.00.

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