

**NOTICE INVITING TENDER**  
**FOR**  
**“SERVICES RELATING TO DATA PROCESSING OF ONLINE**  
**APPLICATIONS/DATA FOR VARIOUS EXAMINATIONS AND RELATED**  
**ACTIVITIES”**  
**IN STAFF SELECTION COMMISSION (NORTH-EASTERN REGION), GUWAHATI**  
**[Through CENTRAL PUBLIC PROCUREMENT PORTAL (CPP Portal)]**

<b>Original Tender Reference No.</b>	SSCG.D-29013/1/2013-Admn/775 dated 05.09.2023
<b>Re-Tender Reference No.</b>	SSCG.D-29013/1/2013-Admn/838 dated 27.09.2023
<b>Bid Publish Date</b>	27.09.2023 (1800 hours)
<b>Bid Submission Start Date</b>	27.09.2023 (1800 hours)
<b>Bid Submission End Date</b>	18.10.2023 (1800 hours)
<b>Bid Opening Date</b>	19.10.2023 (1800 hours)

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भारतसरकार/Government of India  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय  
Ministry of Personnel, Public Grievances & Pensions  
(कार्मिक तथा प्रशिक्षण विभाग/Department of Personnel & Training)  
कर्मचारी चयन आयोग (उत्तर पूर्व क्षेत्र)  
STAFF SELECTION COMMISSION  
(North Eastern Region)

हाउसफेड कॉम्प्लेक्स, पहला मंजिल, वेस्ट एंड बिल्डिंग ब्लॉक, बेलतला-बशिष्ठ रोड, दिसपुर, गुवाहाटी-781006।

Office of the Regional Director (NER)  
Housefed Complex, 1<sup>st</sup> floor, West End Building Block, Beltola-Basistha Road, Dispur, Guwahati-781006.  
तार/Tel:0361-2224779/2228929. फैक्स/FAX-0361-2224779.

वेबसाइट/Website:www.sscner.org.in ई-मेल/E-mail: sscnerguwahati@gmail.com.



No. SSCG.D-29013/1/2013-Admn./838

Dated: 27.09.2023

## RE-TENDER NOTICE

### (INVITING BIDS FOR "SERVICES RELATING TO DATA PROCESSING OF ONLINE APPLICATIONS/DATA FOR VARIOUS EXAMINATIONS AND RELATED ACTIVITIES" IN STAFF SELECTION COMMISSION (NORTH-EASTERN REGION), GUWAHATI)

With reference to this office's Tender Notice No.SSCG.D-29013/1/2013-Admn/775 dated 05.09.2023, published in the Central Public Procurement Portal (CPP Portal) vide Tender ID 2023\_SSC\_770433\_1 dated 09.09.2023, only a Single Effective Bid was found to be eligible during the Technical Evaluation. Hence, it has been decided to **RE-TENDER** the proposal through the CPP Portal due to lack of effective competition. **The terms and conditions of the Re-Tender will remain the same as per the aforementioned Tender Notice No.SSCG.D-29013/1/2013-Admn/775 dated 05.09.2023 (copy enclosed).**

2. The schedule of activities is as follows:-

S.No.	Activity Description	Time Schedule
1	Original Tender Reference No.	No.SSCG.D-29013/1/2013-Admn/775 dated 05.09.2023
2	Re-Tender Reference No.	No.SSCG.D-29013/1/2013-Admn/838 dated 27.09.2023
3	Services to be offered	Data Processing of Online applications and data and other related activities.
4	Estimated number of applications for Processing for a year	Approximately <u>Eight Lakh</u> to <u>Ten Lakh</u>
5	Amount of EMD to be deposited	Rs. 1,20,000/- (Rupees One Lakh Twenty Thousand Only) unless otherwise exempted.*
6	Performance Security	3% of the value of contract as specified in the bid documents
7	Duration of Contract	Two years from the date of award of contract which may be extended up to a maximum of one year

\*As per a new Public procurement Policy for Micro and Small & Enterprises (MSE) effective from 01.04.2012 notified by Ministry of Micro, Small & Medium Enterprises through Gazette Notification No.503 of 26.03.2012. Eligible firms interested to avail the benefits of the above notification have to submit the copy of their registration as Micro, Small Enterprises and services for which the registration issued alongwith tender documents.

3. The Corrigendum (Re-Tender Notice), along with Original Tender Notice, can be downloaded from the **CPP Portal** and also from the website of this office **www.sscner.org**. **Interested Companies/Firms/Agencies may submit their Bid, complete in all respects, through the CPP Portal.**

Copy to:

1. CPP Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in))
2. Website of SSC (NER) ([www.sscner.org.in](http://www.sscner.org.in))
3. Two Local Newspapers (English/Assamese).

  
Under Secretary (Admn.)

Staff Selection Commission (North Eastern Region),



भारतसरकार/Government of India  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय  
Ministry of Personnel, Public Grievances & Pensions  
(कार्मिक तथा प्रशिक्षण विभाग/Department of Personnel & Training)  
कर्मचारी चयन आयोग (उत्तर पूर्व क्षेत्र)

STAFF SELECTION COMMISSION  
(North Eastern Region)

क्षेत्रीय निदेशक(उ.पू.क्षे.) का कार्यालय,  
हाउसफेड कॉम्प्लेक्स, पहला मंजिल, वेस्ट एंड बिल्डिंग ब्लॉक, बेलतला-बसिष्ठा रोड, दिसपुर, गुवाहाटी-  
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Office of the Regional Director (NER)  
Housefed Complex, 1<sup>st</sup> floor, West End Building Block, Beltola-Basistha Road, Dispur, Guwahati-781006.  
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वेबसाइट/Website:www.sscner.org.in ई-मेल/E-mail: sscnerguwahati@gmail.com.



No. SSCG.D-29013/1/2013-Admn./775

Dated: 05.09.2023

**REQUEST FOR PROPOSAL (RFP) FOR  
"SERVICES RELATING TO DATA PROCESSING OF ONLINE APPLICATIONS/DATA FOR VARIOUS  
EXAMINATIONS AND RELATED ACTIVITIES"  
IN STAFF SELECTION COMMISSION (NORTH-EASTERN REGION), GUWAHATI**

SECTION I

NOTICE INVITING TENDER

Online Bids (Two Bids -Technical Bid & Financial Bid) are invited from reputed agencies providing services in the work of Data Processing of Online applications/data involving scrutiny of data, photo and signature as per notice of exam, generation of E-Admit Cards, Commission Copies, Attendance Sheets, various other Reports and printing of Commission Copies, Attendance Sheets and various other Reports for recruitment activities of Staff Selection Commission (North Eastern Region), Guwahati. SSC(NER) intends to select the Agency who could perform these functions for a period of two years initially, which may be extended up to a maximum of one year, on the same terms and conditions subject to its satisfaction.

2. The schedule of activities is as follows:-

S.No.	Activity Description	Time Schedule
1	Tender No.	No.SSCG.D-29013/1/2013-Admn/775 dated 05.09.2023
2	Services to be offered	Data Processing of Online applications and data and other related activities.
3	Estimated number of applications for Processing for a year	Approximately <u>Eight Lakh to Ten Lakh</u>
4	Amount of EMD to be deposited	Rs. 1,20,000/- (Rupees One Lakh Twenty Thousand Only) unless otherwise exempted.*
5	Performance Security	3% of the value of contract as specified in the bid documents
6	Duration of Contract	Two years from the date of award of contract which may be extended up to a maximum of one year

\*As per a new Public procurement Policy for Micro and Small & Enterprises (MSE) effective from 01.04.2012 notified by Ministry of Micro, Small & Medium Enterprises through Gazette Notification No.503 of 26.03.2012. Eligible firms interested to avail the benefits of the above notification have to submit the copy of their registration as Micro, Small Enterprises and services for which the registration issued alongwith tender documents.

3. The Tender Notice, along with the terms and conditions, are available in the **Central Public Procurement Portal (CPP Portal)** and also in the website of this office [www.sscner.org](http://www.sscner.org). **Interested Companies/Firms/Agencies may submit their Bid, complete in all respects, through the CPP Portal.**

Copy to:

1. CPP Portal ([www.eprocure.gov.in](http://www.eprocure.gov.in))
2. Website of SSC (NER) ([www.sscner.org.in](http://www.sscner.org.in))

Under Secretary (Admn.)  
Staff Selection Commission (North Eastern Region),  
Regional Office, Guwahati.

SECTION II  
INSTRUCTIONS TO BIDDER

1.0 INTRODUCTION

Staff Selection Commission (SSC), an organization under Government of India, Ministry of Personnel, Public Grievances and Pensions, Department of Personnel & Training, is mandated to undertake recruitment for Group B (Gazetted / Non-Gazetted) and Group C (Non-Technical) Posts under Government of India and their Attached and Subordinate Offices. The Commission conducts various examinations every year, having two/three/four stages viz. Tier-I/Tier-II/Tier-III/Tier-IV. Tier-II/Tier-III Examination would be of descriptive type. Tier – IV Examination would be DEST (Data Entry Skill Test)/CPT (Computer Proficiency Test) only in respect of limited candidates. Besides, candidates qualifying in Tier-I for the post of Sub-Inspectors in CPOs are required to appear in Physical Endurance Test/Detailed Medical Examination (DME). The Commission also conducts examinations for recruitment to Selection Posts which are isolated posts (not covered under All India Open Competitive Examinations) for Group 'B' (Non-Gazetted) and Group 'C' (Non-Technical Posts) in different Ministries/Departments of the Government of India and their Attached and Subordinate offices.

2.0 PROJECT BACKGROUND

Staff Selection Commission, North-Eastern Region [SSC (NER)] invites rates for the entire work of Data Processing of online applications/data (accepted and rejected) and other related activities, as detailed below, from firms specialized in:-

- (i) Data Processing of online applications/data involving scrutiny of data, photo and signature as per notice of examination, generation of E-Admit Cards, Commission Copies, Attendance Sheets, various other Reports and printing & packaging of Commission Copies, Attendance Sheets and various other Reports, etc.; and
- (ii) Other related activities.

3.0 ELIGIBLE BIDDERS

- 3.1 The Agency desirous of participating in the tender must have their Headquarters/Branch Office in Guwahati with adequate infrastructure. The Branch Office must also fulfill the eligibility conditions mentioned in Para 3.3 to 3.7. The Agency should hold a valid Trade License of Guwahati (Assam) (copy of the Trade License may be provided).
- 3.2 The Agency may be a Proprietorship firm, Government / Public or Private Limited Company/Partnership firm or Firm registered under Companies Act, 1956 and Partnership Act of 1932.
- 3.3 The Agency should have a minimum of three years experience in the field of data processing activities including works in online data handling, IT related works, scanning, processing of applications, generating of E-Admit Cards etc. for recruitment to organizations like UPSC/State Public Service Commission/ Railway Recruitment Board/ Railway Recruitment Cell/ PSUs/ any other Central/State Govt. Autonomous Bodies (documentary proof in support of claim, such as, work orders/certificate/GST mentioned Bills for successful completion of work from said organizations duly signed and stamped by the competent authority may be attached).
- 3.4 The Agency should have an average turnover of a minimum of Rupees One Crore during last three financial years (i.e. 2020-21, 2021-22 & 2022-23)) with Certificate from CA or Audited reports and Balance Sheets from CA.

- 3.5 The Agency / any of its Directors / Partners etc. should have not been blacklisted by any Govt. Organization/ Department or convicted for any offence by any court of law, as on date.
- 3.6 The Agency shall have Work Place, Manpower including Technical Manpower, Computers, Printers, Scanners and sufficient space and shall be able to perform all activities/operations relating to the work in Guwahati City, Assam State (relevant documentary proof may be attached). The agency should be well equipped with printing machineries in Guwahati, Assam, with a printing capacity of minimum one lakh copies per day . Physical inspection of the same may be conducted by SSC during technical evaluation.
- 3.7 The Agency must have sufficient Technical Manpower, comprising of the following:

Post	Experience
IT Manager	Graduate in IT field (MCA/BCA/B.Tech/B.SC.) managing data processing work
Senior Programmer/ Senior Executive	Graduate in IT field (MCA/BCA/B.Tech/B.SC.) managing database related work including back-end and front-end deployment of software.
Junior Programmer/ Junior Executive	Graduate in IT field (MCA/BCA/B.Tech/B.SC.) handling server and report generation work
EDP Assistants	Graduate in Higher Secondary / Diploma and above in any discipline with experience in handling any Desktop applications including scrutiny of data.

#### 4.0 COST OF BIDDING

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by SSC (NER) to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the Bid process. SSC (NER) will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

#### 5.0 DOCUMENTS TO BE SUBMITTED

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

Notice Inviting Tender	-	Section - I
Instructions to Bidder	-	Section - II
General Conditions of Contract	-	Section - III
Special Conditions of the contract	-	Section - IV
Scope of work	-	Section - V
Timelines for Various Data Processing Activities	-	Annexure - A
Technical Bid	-	Annexure - B
Financial Bid	-	Annexure - C
Agreement	-	Annexure - D
Particulars of the Bidder	-	Annexure - E

#### 6.0 CLARIFICATION OF BID DOCUMENTS

A prospective Bidder, requiring any clarification on the Bid Documents shall notify SSC (NER) in writing to The Regional Director, SSC (NER), 1<sup>st</sup> Floor, West End Block, HOUSEFED Complex, Dispur, Guwahati – 781 006 (Assam) or by E-MAIL to sscnerguwahati@gmail.com.

#### 7.0 AMENDMENT OF BID DOCUMENTS

7.1 At any time, prior to the date of submission of Bids, SSC (NER) may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify Bid Documents by amendments.

7.2 The amendments shall be notified in the CPP Portal and these amendments shall be binding on the bidder.

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

#### 8.0 PREPARATION OF BIDS

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

#### 9.0 TECHNICAL BID / BID FORM

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

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

10.1 Prices / Rates shall be quoted on "per candidate" basis and shall include all or any incidentals thereof as per price/rate schedule given in Annexure - C. The offer shall be in Indian Rupees. No foreign exchange will be paid / made available by Staff Selection Commission (NER), 1st Floor, West End Block, HOUSEFED Complex, Dispur, Beltola-Basistha Road, Guwahati-781 006.

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

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

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

11.2 The Bidder is required to submit their Financial Bid for Processing of Applications (both Accepted and Rejected). A consolidated price / rate including stationery, transportation and all other related work pertaining to the processing of applications, dispatch, printing of CC copies, attendance sheets, etc, generation of reports - hard copies and soft copies in CD/DVDs etc. may be quoted in the format enclosed (**Annexure - C**). Taxes, as applicable, should be indicated separately as per the given format.

11.3 The following documents shall be submitted/uploaded by every bidder along with the Technical Bid:-

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

11.4 Bids NOT submitted as per the specified format and nomenclature will be outrightly rejected.

- 11.5 Ambiguous Bids will be out rightly rejected.
- 11.6 SSC (NER) will NOT be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the Tender Notice or submission of the Tender Bids.
- 11.7 The Bids should be submitted through the CPP Portal only. Offline Bids or Bids submitted by telegram/ fax/ E-mail etc. shall NOT be considered. No correspondence will be entertained in this regard.
- 11.8 Conditional Bids shall NOT be accepted on any ground and shall be outrightly rejected.
- 11.9 If any clarification is required, the same should be obtained before the submission of Bids.
- 11.10 Bidder shall furnish a compliance statement (Point-wise) of the requirements with the Technical Bid. No deviation in terms & conditions of the Tender Document will be accepted in any case.
- 11.11 Tender process will be over after the issue of empanelment letter(s) to the selected vendor(s).
- 11.12 Copy of GST Certificate, as well as PAN/TAN number of the firm allotted by the Income Tax authorities, should be submitted.
- 12.0 PROPOSED SERVICES TO BE RENDERED
- 12.1 Data Processing of Online applications/data involving scrutiny of data, photo and signature as per notice of examination, generation of E-Admit Cards, Commission Copies, Attendance Sheets, various other Reports and printing/packaging of Commission Copies, Attendance Sheets and various other Reports, etc. and randomization work and Venue-wise updation of data, if required.
- 12.2 Other related activities.
- 13.0 BID SECURITY
- 13.1 Earnest Money Deposit (EMD) – Rs.1,20,000/- (Rupees One Lakh Twenty Thousand Only) unless otherwise exempted.
- 13.1.1 The EMD should be submitted in the form of Account Payee Demand Draft in favour of Regional Director, Staff Selection Commission (NER). Physical copy of the EMD should be submitted to the Office of the Regional Director, SSC (NER), Guwahati and a scanned copy of the same should also be submitted/uploaded along with the Electronic Bid.
- 14.0 SUBMISSION OF BIDS
- 14.1 Documents to be submitted/uploaded with the Technical Bid:
- 14.1.1 The bidder should submit/upload the following documents duly signed by authorized signatory and stamped by seal of firm/ Agency etc. in support of information provided in Technical BID:
- (i) Certificate of Incorporation / Registration/Trade License as applicable;
  - (ii) Memorandum of Association, Articles of Association, Partnership Deed etc. as applicable;
  - (iii) Audited Balance Sheet and Profit and Loss Account/CA Certificate for the last three years;
  - (iv) Organizational Structure with name, designation, address, contact number etc. of important officers/officials of the Agency;
  - (v) Detailed Bio-data of the MD/Director or partners or proprietor of the firm;
  - (vi) Details of employees with their designation, qualification & experience etc.
  - (vii) Resolution or Power of Attorney in original appointing the authorized signatory of

- the Agency / firm etc.
- (viii) Work Order / Certificates/Bill Copies from various organizations for which work has been done. Preference will be given to bidders having more experience in terms of years and work.
  - (ix) Copy of Permanent Account Number (PAN)/TAN issued by competent authority of Govt.
  - (x) Copy of GST Certificate issued by competent authority of Govt.
  - (xi) Earnest Money Deposit (EMD).
  - (xii) Any other additional information / documents which proves competency of the Agency and influence the decision of the Commission to assign the work.
  - (xiii) Preference will be given to bidder having ISO 9001,27001 family Certificates, CMMI Level 3 or above.
  - (xiv) Income Tax Returns for the last three years.
- 14.1.2 SSC (NER) shall at its discretion, extend this deadline for submission of Bids by amending the Bid Documents in accordance with Clause 7 in which case all rights and obligations of SSC (NER) and Bidder will be subjected to the deadline as extended.
- 15.0 BID OPENING AND EVALUATION
- 15.1 Opening of Bids
- 15.1.1 Technical Bids of those Bidders who have not deposited the requisite EMD (unless otherwise exempted) will be rejected.
- 15.1.2 Financial Bids of only those Bidders, whose Bids are found technically qualified will be opened.
- 15.2 Technical Evaluation Process
- 15.2.1. Technical Bids will be evaluated in accordance with the requirements mentioned in **Annexure-B**.
- 15.3 Evaluation of Financial Bids
- 15.3.1 The Financial Bids of only those Bidders shortlisted from the Technical Bids will be opened.
- 15.3.2 There will be NO NEGOTIATION regarding the Financial Bid.
- 15.3.3 Lowest Quoting Bidder will be finalised after following the provisions of Clause 17.0 to 17.5.
- 15.3.4 No enquiry shall be made by the Bidder(s) during the course of evaluation of the Tender, after opening of Bid, till final decision is conveyed to the successful Bidder(s). However, SSC can make any enquiry/seek clarification from the Bidders, which the Bidders must furnish within the stipulated time, failing which Bids of such defaulting Bidders will be rejected.
- 16.0 CLARIFICATION OF BIDS
- To assist in the examination, evaluation and comparison of Technical Bids, SSC (NER) may, at its discretion ask the Bidder for the clarification of its Bid. The request for clarification and response shall be in writing. However, no post Bid clarification at the initiative of the Bidder shall be entertained.
- 17.0 SELECTION PROCEDURE
- 17.1 SSC (NER) shall evaluate the responses of the Bidders to the RFP and all supporting documents / documentary evidence. SSC (NER), on the basis of Eligibility Criteria, will undertake an initial screening and compilation of all the Bids. The Bids not meeting the eligibility requirements or barred by any government, will be summarily rejected.

- 17.2 Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP. The decision of SSC (NER) in regard to evaluation & selection shall be FINAL and binding on Bidders.
- 17.3 SSC (NER) reserves the right to reject any Bid for any reason, without liability. The information provided by the Bidder/ gathered by SSC (NER) shall become SSC (NER)'s property even if the Bid is rejected and can be used by SSC (NER) in any manner, if deemed fit.
- 17.4 "Financial Bid" of only those Bidders, whose Technical Bid has been approved by the Competent Authority of SSC (NER) after detailed examination of Technical Bid strictly as per the scope of work, technical capability of the Bidders and compliance to the Pre-Qualification Criteria, would be opened.
- 17.5 Financial evaluation and identification of L-1 Bidder would be based on price / rate per application/candidate.
- 18.0 CONTACTING SSC (NER)
- 18.1 No Bidder shall try to influence SSC (NER) on any matter relating to its Bid, from the time of Bid opening till the time the contract is awarded.
- 18.2 Any effort by a Bidder to influence SSC (NER) during Bid evaluation, Bid comparison or contract award decision shall result in rejection of the Bid.
- 19.0 AWARD OF CONTRACT
- 19.1 In the event the vendor's firm or the concerned division of the firm is taken over/ bought over by another company, all the obligations and execution responsibilities under the agreement with SSC (NER), should be passed on for compliance by the new firm in the negotiation for their transfer.
- 19.2 Vendor has to agree for honouring all Tender conditions and adherence to all aspects of fair trade practices in executing the work order placed by SSC (NER).
- 19.3 The Bidder(s) awarded the contract shall be required to deposit Performance Security of an amount equivalent to 3 % (Three Percent) of the value of contract, as per Rule 171 of GFR 2017, along with acceptance of the offer of contract, within 10 calendar days from the date of award of the contract. Performance Security will be in the form of Fixed Deposit Receipt (FDR)/ Account Payee Demand Draft/ Bank Guarantee (BG) of any commercial bank drawn in the name of Regional Director, Staff Selection Commission (NER), valid for 30 months (six months beyond the contract period of two years) initially and to be revalidated appropriately on extension of the contract.
- 19.4 Performance Security will have to be renewed for such further period corresponding with the renewal of the contract. On termination of the contract, the Performance Security shall be refunded to the vendor without any interest, subject to any deduction as may be applicable as mentioned in the contract.
- 19.5 The vendor should not assign or sublet the vendor or any part of it to any other Agency in any form. If found doing so, the contract shall result in termination of empanelment and forfeiture of Performance Security Deposit.
- 20.0 SSC (NER)'s RIGHT TO ACCEPT ANY BID AND TO REJECT ALL BIDS OR ANY BID
- 20.1 SSC (NER) may, at any time, terminate the contract by giving written notice to the vendor without any compensation, if the Bidder/vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SSC (NER)).

- 20.2 In case of any mistake or delay in the supply of the output reports in CD/DVD according to the schedule or any lapse on the part of the DPA or if the Commission's instructions are not followed, the Commission shall have the right to rescind the contract and get the work done through other Agency at the risk and cost of the DPA. Any loss arising out of the same shall be borne by the DPA.
- 20.3 The Commission reserves the right to assign part-work of a particular examination and the right to cancel the contract at any time if the job assigned to the DPA is not according to the guidelines/instructions issued by the Commission, without assigning any reason whatsoever and the decision of the Commission in this regard shall be final and binding. In the later case, the DPA shall forfeit the Performance Security.
- 20.4 The DPA shall not terminate the contract after the commencement of the job relating to a particular examination. The contract can be terminated by serving one month notice but only after the entire job relating to the particular examination is fully and satisfactorily completed.
- 20.5 In case of any dispute as to interpretation of the terms of the contract, the decision of the Regional Director (NER) shall be final and binding.
- 21.0 ISSUE OF LETTER OF INTENT
- 21.1 The issue of a Letter of Intent shall constitute the intention of SSC (NER) to enter into contract with the Bidder.
- 21.2 The Bidder shall within 10 days of issue of the Letter of Intent, give his acceptance along with Performance Security as per Clause 19.3.
- 22.0 SIGNING OF AGREEMENT
- 22.1 Successful Bidders shall be required to enter into an Agreement with SSC (NER), within a week on being called upon, on a non-judicial stamp paper of Rs. 100/- (Rupees One hundred only) (**Annexure -D**) at his own cost. The signing of agreement shall constitute the award of contract on the Bidder. The agreement with the successful Bidder shall be signed by SSC (NER) within a week of submission of his acceptance. Such agreement must conform to all the terms and conditions of Notice Inviting Tender and other such conditions in the Tender offer as may be agreed upon by Regional Director, SSC (NER).

## GENERAL CONDITIONS OF CONTRACT

## 1.0 APPLICATION

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

## 2.0 STANDARDS

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

## 3.0 PATENT RIGHTS

3.1 All data / result files of all the recruitments and any material, data and intermediate files prepared there from shall be the exclusive property of the Commission. Agency shall not have any right in any manner nor shall be entitled to retain the database/ applications etc. in any manner on any account. Non-performance of any part of the contract by the Commission shall not be the ground for the Agency to retain the property of the Commission and/ or use it in any manner in any eventuality.

3.2 All rights for reproduction, editing and future use of data / result files of all the recruitments and any material, data and intermediate files shall be with SSC (NER) unless otherwise stated explicitly & agreed by SSC (NER) at the time of accepting the proposal. The DPA shall indemnify SSC (NER) against any third party claims of infringement of patent, copyright, trademark or industrial design, Intellectual property rights arising from use of any design/model, if any, under the scope of contract.

## 4.0 CONFIDENTIALITY

The DPA must ensure that TOTAL CONFIDENTIALITY is maintained while performing any job entrusted by the Commission. The Agency shall undertake full responsibility of the safe custody and secrecy of the documents supplied / received from the Commission. The data given by the Commission will be kept strictly confidential and no part of it will be divulged to any person without written authorization from the Commission. In case of any lapse found/ noticed by the Commission, the DPA shall be fully responsible for the consequences, including criminal action and termination of contract.

## 5.0 SECURITY DEPOSIT

5.1 In the case of those Bidders whose Technical Bids do not qualify, the Security Money Deposit will be refunded without any interest accrued, within one month from the date of completion of the Technical Evaluation process.

## 6.0 INSPECTION AND TESTS

6.1 Regional Director, SSC (NER) or his representative shall have the right to enquire / inspect the method of services by the DPA.

6.2 If the inspection points out the need for improvement, necessary alteration shall be incorporated free of cost to SSC (NER).

- 6.3 Nothing in Clause 5 shall in any way release the DPA, from any obligations under this contract.
- 6.4 If any service or any part thereof before it is taken over is found unsatisfactory or fails to fulfill the requirements of the contract, SSC (NER) shall give the DPA, notice setting forth details of such shortcomings or failure and the DPA, shall make or alter the same to make it comply with the requirements of the contract forthwith. These replacements shall be made by the Agency, free of all charges. Should it fail to do so within this time, SSC (NER) reserves the discretion to reject and replace cost of the whole or any portion of service as the case may be, which is unsatisfactory or fails to fulfill the requirements of the contract. The cost of any such replacement made by SSC (NER) shall be deducted from the amount payable.
- 7.0 AUDIT AND TECHNICAL EXAMINATION
- SSC (NER) shall have the right to cause an audit and technical examination of the work and the final bills of the DPA including all supporting vouchers, abstract etc. to be made after payment of the final bill and if as a result of such audit and technical examination, any sum is found to have been overpaid in respect of any work done by the DPA under the contract or any work claimed by them to have been done by them under the contract and found not to have been executed, the DPA shall be liable to refund the amount of over payment and it shall be lawful for the SSC (NER) to recover the amount towards overpayment from the Agency:
- 8.0 PAYMENT TERMS
- 8.1 The payment will be made in Indian Rupees only. The mode of payment shall be as follows, subject to submission of pre-receipt invoice/bills in duplicate after the successful completion of each exam as per the accepted rate in the contract.
- 8.2 The payment of the bills will be made only after satisfactory and timely completion of the job in respect of a particular examination. However, 80% payment will be made on receipt of bill after completion of the written examination. The remaining 20% will be paid within one month from the date of the declaration of final results of the examination on receipt of bill.
- 8.3 Transportation charges of application forms etc., from the premises of the DPA to the Commission's Office and vice versa will have to be borne by the Agency.
- 8.4 The DPA shall not provide, by way of sale or otherwise, any kind of data of application forms to any third party. Further, the Agency shall not use such data for any work/purpose other than that of the Commission. The Agency shall be fully responsible for all claims made by the third party and shall also be responsible for all expenses incurred by SSC (NER) in any litigation initiated by any third party.
- 9.0 PRICES/RATES
- 9.1 Prices/Rates charged by the DPA for the services performed under the contract shall not be higher than the price/rate quoted by the Agency in its Bid.
- 9.2 In case of reduction of taxes and other statutory duties during the scheduled delivery period, SSC (NER) shall take the benefit of decrease in these taxes/duties for the services made from the date of enactment of revised duties /taxes.
- 9.3 In case of increase in duties/taxes during the scheduled delivery period, SSC (NER) shall revise the prices/rates as per new duties/taxes for the services, to be made during the remaining delivery period as per terms and conditions.

10.0 CHANGES IN WORK ORDER

10.1 SSC (NER) may, at any time, by a written order given to the Bidder, make changes within the general scope of the contract related to terms & references, enlarging the scope, analysis or specifications.

10.2 If any such change causes an increase or decrease in the cost of, or the time required for the execution of the contract, an equitable adjustment shall be made in the contract price/rate or delivery schedule, or both, and the contract shall accordingly be amended. Any proposal by the Bidder, for adjustment under this Clause must be made within thirty days from the date of receipt of change in order. However, the decision of Regional Director, SSC (NER) on the issue would be final and binding on the Bidder.

11.0 SUB-CONTRACTS

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

12.0 DELAY/ DEFICIENCIES IN THE BIDDER'S PERFORMANCE

12.1 In case of any mistake or delay in the supply of the output reports in CD/DVD according to the schedule or any lapse on the part of DPA or if the Commission's instructions are not followed, the Commission shall have the right to rescind the contract and will have the right to get the work done through other Agency at the risk and cost of the DPA. Any loss arising out of the same shall be borne by the DPA.

12.2 The Commission reserves the right to assign part-work of a particular examination and the right to cancel the contract at any time if the job assigned to the DPA is not according to the guidelines/instructions issued by the Commission, without assigning any reason whatsoever and the decision of the Commission in this regard shall be final and binding. In the latter case, the DPA shall forfeit the Security Deposit.

12.3 The DPA shall not terminate the contract after the commencement of the job relating to a particular examination. The contract can be terminated by serving one month's notice but only after the entire job relating to the particular examination is fully and satisfactorily completed.

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

13.0 PENALITES

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

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

S.No	Nature and Type of Error	Penalties
1	Every missing Roll Number from final data	Rs.1000/- per missing Roll Number
2	Blurred photo/signature or Photo not in conformity with the Tender Specifications on Admit Card/Commission copy	Rs.100/- per Admit Card/Commission copy
3	Error in printing of Commission copies	Rs.100/- per Commission copy
4	In case of delay in completion of work as per fixed time schedule /	Minimum Rs. 5000/- per day or one percent of work order value whichever

	directions of the Commission	is higher, for each day of delay.
5	Non-execution of work and / or showing unwillingness to carry out the work assigned	No Payment for partly executed work + termination of agreement + forfeiture of Performance Security.
6	Missing Commission copy in Envelope containing Commission Copy for Venue Supervisor	Rs.100/- Per Missing Commission copy
7	Loss of Data received from Headquarters including processed data and data for Admit and Commission copy generation of all TIERS of Examination	Rs. 1000/- per record/candidate

Note:

- (i) The Agency shall have to correct all errors/omissions without any additional charges.
- (ii) For any loss, damage, financial liability etc. occurring to the Commission by way of court matter; litigation or under Right to Information Act, or otherwise on account of any irregularities, negligence, omission, commission or mishandling etc., the Agency shall be accountable and the entire damage or loss of financial liability shall be borne entirely by the Agency.
- (iii) Though the number of online applications will be around 08 to 10 lakhs annually, it is possible that the number of applications is very less for a particular open examination or for Selection Post. Once assigned, the Agency shall have no right to refuse any particular work having less number of applications. Refusal of work may amount to penal action and even termination of contract.

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

14.0 FORCE MAJEURE

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

14.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Agency's fault or negligence and not foreseeable. Such event may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

14.3 If a Force Majeure situation arises, the qualified Agency shall promptly inform the Commission in writing of such conditions and the cause thereof. Unless otherwise directed by the Commission in writing, the Agency shall continue to perform its obligations, under the contract as far as reasonably possible and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Commission may terminate the contract, by giving a written notice of 7 days to the Agency, if as a result of force Majeure, the Agency being unable to perform activities/functions for a period of more than two weeks.

15.0 TERMINATION OF AGREEMENT FOR DEFAULT

15.1 SSC (NER) may, without prejudice to any other remedy for breach of contract, send to the DPA written notice of default. If the Agency fails to make good the defaults, SSC (NER) will have the right to terminate the contract in whole or in part.

- 15.2 In the event SSC (NER) terminates the contract in whole or in part pursuant to Clause 15.1, SSC (NER) may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the DPA, shall be liable to SSC (NER) for any excess cost for such similar services. However, the Agency shall continue the performance of the said contract in this regard and to the extent of services not terminated therein.
- 15.3 In case of any delay in execution of work assigned, the Agency would be liable to pay penalties. However, in case of repetitive delays, the Commission would be entitled to cancel the agreement and in that case, the Agency will not be entitled to any amount payable to them under this contract.
- 15.4 In case of excessive errors and if the Commission is of the view that the work has not been performed satisfactorily and cannot be performed/continued by the Agency, the Commission at its discretion may terminate the agreement without any prior notice and in that case, the Commission would not be liable to pay any amount on any account to the Agency.
- 15.5 If the work of the Agency is not found satisfactory or any breach of the terms and conditions of the contract is noticed or any manipulation is reported to or noticed, then SSC (NER) reserves the right to cancel the contract and/ or forfeit Performance Security submitted by the Agency and/ or to take legal action including black listing the Agency, at any point of time during the period of contract without prior notice.
- 15.6 In case the contract is terminated with Agency, the Commission would be entitled to get the work done from any other firm/Agency or person and the bidder would hand over all database of all examinations as received from the Commission, including processed data and data ready for generation of admit card and commission copies with image files, other valuable information/reports, completed and incomplete work to the Commission and will not object in any manner to the work being completed by any other Agency.
- 15.7 The Agency shall strictly comply with the terms and conditions of the agreement. In case of violation of any of the terms and conditions, the agreement shall be liable to be cancelled immediately and Performance Security shall also be forfeited and the Agency will not be entitled to any amount payable to them under this contract.
- 16.0 TERMINATION FOR INSOLVENCY
- SSC (NER) may at any time terminate the Contract by giving written notice to the Bidder without compensation, in case the Bidder becomes bankrupt or otherwise insolvent as declared by a competent court. Such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SSC (NER).
- 17.0 ARBITRATION
- 17.1 In the event of any question, dispute or difference arising under this agreement or in connection therewith (except as to matter the decision of which is specifically provided under this agreement), the same shall be referred to sole arbitration of the Regional Director, SSC (NER), Guwahati.
- 17.2 The award of the arbitrator shall be final and binding on the parties.
- 17.3 In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his Office or being unable to act for any reasons whatsoever, such Regional Director, SSC (NER), Guwahati or the said Officer shall appoint another person to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessor.

17.4 The Hon'ble Courts of Guwahati shall have exclusive jurisdiction in case of any dispute arising on any account between the parties.

18.0 LABOUR LAWS

18.1 The Agency shall comply with the statutory provisions as laid down under various Labour Laws/Acts/Rules like Minimum Wages, Provident Funds, ESI, Bonus, Gratuity, Contract Labour Act and other Labour Law/Acts/Rules in force from time to time at his own cost. In case of violation of any such Statutory provisions under Labour Laws or any other law applicable on the Agency/Company, there will not be any liability on the Commission.

## SPECIAL CONDITIONS OF THE CONTRACT

## 1.0 APPLICABILITY

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

## 2.0 The DPA is required to provide the following details:-

- i) Database of all applications received with the specified fields including Roll No. in access database for uploading as acknowledgement information to candidates.
- ii) Database of rejected candidates due to overage/underage, late receipt, etc. in registration number order with the specified fields, in access database for uploading in the website.
- iii) Database of processed data along with photo and signature and Online Application forms.

## 3.0 BACK UP OF ALL DATA IN ANY FORM

The DPA has to ensure that all data in any form has to be indexed in proper manner, folder wise, keeping in mind that various examinations are conducted in a year and year wise – exam wise indexing of data is utmost important for quick retrieval of data. Data consists of different types:

- i) Excel/Access format
- ii) Jpeg image format
- iii) Pdf format
- iv) Word format

All these types of data will be received from Headquarters either in unverified manner, processed manner and result wise (as in TIER wise). DPA has to ensure that all the data to be kept securely and intact. A backup of the same has to be handed over to SSC (NER) office at any time as asked for and in required format in their assigned server. The Agency shall maintain intact record of all data for the no of years as declared by SSC (NER) Office to the DPA. The Agency shall destroy /delete the data only after taking prior approval of Regional Director SSC (NER). The DPA also have to keep the Online Application forms of all examinations as provided by SSC (NER) office for future requirement. These Online Application forms are received in PDF format and the same shall be kept intact for future retrievals.

## 4.0 PERIOD OF CONTRACT

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

## 5.0 CONFIDENTIALITY OF DATA

The DPA has to ensure that the data of all examinations is kept securely and back up of the same is initiated at every level. Data of any candidate should not be tampered with or leaked and should be kept under strict supervision of the assigned person in DPA's office. Though the copy of the same data is kept at SSC (NER) Office but utmost precautions should be taken care of with regard to security of the database by the DPA.

6.0 OTHER CONDITIONS

- 6.1 Tender Bid must contain the name, Office and after Office hours addresses including telephone number(s) of the person(s) who is/are authorized to submit the Bid with signature(s).
- 6.2 Bids NOT submitted as per the specified format and nomenclature will be outrightly rejected.
- 6.3 Ambiguous Bids will be out rightly rejected.
- 6.4 SSC (NER) will NOT be responsible for any delay on the part of the Bidder in obtaining the terms and conditions of the Tender notice or submission of the Tender Bids.
- 6.5 Conditional Bids shall NOT be accepted on any ground and shall be rejected straightway.
- 6.6 If any clarification is required, the same should be obtained before the submission of Bids
- 6.7 No deviation in terms & conditions of the Tender Document as well as technical specifications will be accepted in any case.
- 6.8 The Bids should be submitted through the CPP Portal only. Offline Bids or Bids submitted by telegram/ fax/ E-mail etc. shall NOT be considered. No correspondence will be entertained in this regard.
- 6.9 The Staff of the Agency, in case found to be indulging in any undesirable or unfair activities relating to work assigned to the Agency in the premises of the Commission or at any other place, the Agency will solely be responsible for all the consequences, apart from liberty to the Commission to lodge complaints before appropriate authorities.
- 6.10 Agency will ensure that no employee/staff will be engaged who himself or his near relative in blood relation is going to appear in that particular exam for which Agency has been awarded work. Information of all such employees will be furnished by the Agency 21 days in advance of scheduled date of exam.

## SECTION V

### SCOPE OF WORK

- 1.0 Staff Selection Commission, an organization under Government of India, Ministry of Personnel, Public Grievances and Pensions, Department of Personnel & Training, undertakes recruitment for Group B (Gazetted / Non-Gazetted) and Group C (Non- Technical) Posts under Government of India and their Attached and Subordinate Offices. The Commission conducts various examinations every year having two/three/four stages viz. Tier- I, Tier-II, Tier – III & Tier - IV. Tier-II/Tier-III Examination would be of descriptive type. Tier –IV Examination would be DEST (Data Entry Skill Test)/CPT (Computer Proficiency Test) only in respect of limited candidates. The rest of the examinations are for recruitment to Selection Posts. Following are the main Open Examinations conducted by SSC:-
- (i) Junior Engineers (Civil / Mechanical / Electrical / Quantity Surveying & Contract) Examination.
  - (ii) Combined Graduate Level Examination.
  - (iii) SI/ASI in Central Armed Police Forces (CAPFs) & in Delhi Police Examination.
  - (iv) Stenographers (Grade 'C' & Grade 'D') Examination.
  - (v) Combined Higher Secondary Level (10+2) Examination.
  - (vi) Multi-Tasking Staff (Non-Technical) Examination
  - (vii) Multi-Tasking Staff (Civilian) in Delhi Police Examination Examination.
  - (viii) Junior Translators (CSOLS)/ Junior Hindi Translators Examination.
  - (ix) Constables (GD) in CAPFs.
  - (x) Recruitment of Head Constable (Ministerial) in Delhi Police Examination.
  - (xi) Recruitment of Head Constable (Driver) in Delhi Police Examination.
  - (xii) Recruitment of Head Constable (AWO/TPO) in Delhi Police Examination.
  - (xiii) Scientific Assistant in IMD Examination.
  - (xiv) Other examinations as notified by the Headquarters of SSC office.

In addition to the above Open Examinations, the Commission makes recruitment for various Isolated Posts (Non-Gazetted) in Central Government through Selection Method.

- 2.0 The Commission invites rate for various items of work involved in the entire Data Processing of Applications as detailed below:-
- (i) Data Processing of Online applications/data involving scrutiny of data, photo and signature as per notice of exam, updation of data with Venue chart, updation of data in required format as desired by Headquarters for processing of data, preparation of data for generation reports, generation of E-Admit Cards, Commission Copies, Attendance Sheets, various other Reports and printing/packaging of Commission Copies, Attendance Sheets and various other Reports, etc. The general conditions involved are given below.
  - ii) Other related activities.
- 3.0 Following activities are to be performed by the DPA:-
- A. OPEN COMPETITIVE EXAMINATIONS (ONLINE-BASED)
- 3.1 Online data received from Headquarters via SSC (NER) office.
- 3.1.1 Online data received from Headquarters in two forms: One in access database containing all data of candidates of one particular examination. Second in JPEG format containing images of Photo and Signature of all candidates.
- 3.1.2 DPA has to first check all photo and signature of candidates through their customized Software filtering all eligible images as per the instructions depicted in the Notice of that particular examination.

- 3.1.3 DPA has to verify and segregate all completed and incomplete data from access database as received from Headquarters.
- 3.1.4 The grounds for scrutiny of data in access format and image files at the time of Tier-I/ Selection Posts Recruitments will be provided by the Commission. However, the general points of scrutiny/grounds for rejection of applications are as follows:

(i)	Underage / overage in respective category as per Date of Birth in the Application Form and Age Limit prescribed in the Notice of Examination
(ii)	Photograph and Signature not in conformity with examination notice.
(iii)	Incomplete applications
(iv)	Multiple Applications
(v)	Debarred from examination and within the debarment period
(vi)	Any other particulars mentioned in the Notice of a particular examination

- 3.1.5 DPA has to prepare Centre-wise break-up of verified data in prescribed format segregating and demarcating all accepted and rejected candidates with their count and their grounds of rejection.
- 3.1.6 DPA shall update verified data with Venue chart for generation of E-admit card whenever required. DPA will also prepare verified data in prescribed format as required by SSC (NER) office for updation of Venue.
- 3.1.7 The processed data will be provided by the DPA to SSC (NER) Office in soft copy form along with rejected data as and when required.
- 3.1.8 The DPA will maintain a list of debarred candidates as and when given by SSC (NER) Office. If an updated list is provided by SSC (NER) Office before/during the upcoming examination, the same has to be checked for matching and matching data should be marked with that particular examination data and to be informed to SSC (NER) Office for necessary action.
- 3.1.9 The DPA will generate E-admit card via software with bar code and other details.
- 3.1.10 The DPA shall edit E-admit card and Commission copies/attendance sheets and other formats as instructed by SSC (NER) Office and shall generate report for printing of Commission copies and attendance sheets for a particular examination.
- 3.1.11 The DPA will print Individual Commission Copy in A5 size containing Name, Category, Address, Roll Number, Barcode, Ticket Number, Photograph and Signature of candidates, Name and address of the Venue, Name of the Examination, Date and Time, etc.; Attendance Sheet in A4 size containing the particulars of 6 candidates per page or as may be decided for each examination, Venue List with Roll no/Ticket Number blocks for each venue, if required.
- 3.1.12 The DPA will print Commission Copies in A5 size in not less than 75 GSM good quality paper and Attendance sheet in A4 size in not less than 70 GSM paper. All commission copies and attendance sheets will be packed Shift wise, Date wise and Venue wise clearly highlighted on printed stickers on top of the Envelope for better distribution at the time of examination. The DPA must have the capacity of printing one lakh pages per day to suffice the need of a particular examination.
- 3.1.13 The DPA will provide data to SSC (NER) office in any format as required after processing of data.
- 3.1.14 The DPA will match any data provided by SSC (NER) office with the processed data of an examination to check any match found with any candidate's data and report the same to SSC (NER) office.

- 3.1.15 The DPA will generate E-admit card and print of Commission Copy, Attendance Sheet and online application forms for any TIER of any examination including for Document Verification/ Skill Tests (DEST/CPT) / PET & DME.
- 3.1.16 The timelines for various Data Processing activities laid down by the Regional Director, SSC (NER), Guwahati for completion of the work shall be strictly adhered to by the DPA and no extension of time under any circumstance will be given.
- 3.1.17 Any activity incidental to the above mentioned works shall also be performed by the Agency without any additional cost.
- 3.1.18 In case of any dispute, the decision of the Regional Director (NER) will be final and binding on the Agency.

**TIMELINES FOR VARIOUS DATA PROCESSING ACTIVITIES:**

<b>S.No.</b>	<b>Task / Activities</b>	<b>Time Schedule</b>
1	DPA has to first check all photo and signature of candidates through their customized Software filtering all eligible images as per the instructions depicted in the Notice of that particular examination. DPA also has to be check for other grounds of Rejection including incomplete applications and multiple applications.	1 week from the date receiving of Database and Photo and Signature from Headquarters
2	DPA will prepare verified data in prescribed format as required by SSC (NER) office for updation of Venue.	1 day from the date receiving of Venue chart
3	The DPA will generate E-admit card via software with Bar Code/Ticket No. and other details.	10 -15 days before the date of examination.
4	Printing and Packing of Commission copies and Attendance sheets	Within 3-4 days from the date of finalization of processed data.

## TECHNICAL BID

TENDER FOR DATA PROCESSING OF ONLINE APPLICATIONS FOR VARIOUS  
EXAMINATIONS AND RELATED ACTIVITIES

(a) Particulars of the Agency / Firm:

Sl.No.	Items	Details
1	Name	
2	Year of Establishment	
3	Registration Number/Trade License	
4	GST and PAN/TAN details	
5	ISO 9001, 27001 Family Certificates, CMMI Level 3 Certificates, if any	
6	MSME(UDYAM AADHAR REGISTRATION) Details, if any	
7	Address of the Bidder	
8	Telephone (Landline/Mobile), Fax & E-Mail	
9	Details of Physical Infrastructure/ Area available with the firm (Whether Leased/Owned)	
10	Manpower details: (Give details of all staff with designation, qualification and experience)	
11	Details of Hardware / Software owned by the firm	
12	Data Transfer Speed for Uploading/Downloading of Data; Internet Facility available with the firm	
13	Experience in the Industry  (a) Nature of work undertaken by the Organization in the past  (b) Experience In Online Data Processing including Scanning, admit card generation, printing with specific reference to Examinations	

14	<p>CAPACITY</p> <p>(a) Capacity of handling number of online applications considering the illustrative timelines as given in Annexure-A.</p> <p>(b) Printing &amp; Despatch of:</p> <p>(i) Commission Copies</p>	<p>No. of Commission Copies/ day (Min. &amp; Max.)</p>
15	<p>Name and Address of Major Clients with Contact Numbers</p>	<p>(i)</p> <p>(ii)</p> <p>(iii)</p> <p>(iv)</p> <p>(v)</p>
16	<p>Contact Person(s)</p> <p>(a) Name</p> <p>(b) Designation</p> <p>(c) Address</p> <p>(d) Tel (Landline)</p> <p>(e) Mobile</p> <p>(f) Fax</p> <p>(g) email</p>	

## FINANCIAL BID

Item Code	Nature of Work	Rate	Applicable Tax
<b>1. For Open Examination</b>			
Item 1	<p><b>(a) Tier-I/Paper-I [Computer Based Examination (CBE)]</b></p> <p>Data processing of Online Applications which inter-alia includes, scrutiny of Applications/ Photos/ Signatures which requires manual intervention, scrutiny of Multiple Applications, segregating Valid and Rejected Applications, Venue and Data Format Updation, e-Admit Card generation with Barcode, generation of Admission Certificate (Commission Copy) shift-wise as required with Photo, Signature and Barcode, generation of Attendance Sheet – Centre-wise, Rejection List, other report generation and Database in prescribed format for sharing with Commission to facilitate downloading of e-Admit Cards by candidates and data shared over mail as and when required by the Commission.</p>		Rs. _____ per Online Application
Item 2	<p><b>(b) Tier-II/Paper-II (CBE/Descriptive, Skill Test, if any)</b></p> <p>e-Admit Card generation with Barcode/Ticket No., generation of Admission Certificate (Commission Copy) shift-wise as required with Photo, Signature and Barcode/Ticket No., generation of Attendance Sheet – Centre-wise, other report generation and Database in prescribed format for sharing with Commission to facilitate downloading of e-Admit Cards by candidates and data shared over mail as and when required by the Commission.</p>		Rs. _____ per Qualified Candidate
Item 3	<p><b>(c) Tier-III, if any (Descriptive)</b></p> <p>e-Admit Card generation with Ticket No., generation of Admission Certificate (Commission Copy) shift-wise as required with Photo, Signature and Ticket No., generation of Attendance Sheet – Centre-wise, other report generation and Database in prescribed format for sharing with Commission to facilitate downloading of e-Admit Cards by candidates and data shared over mail as and when required by the Commission.</p>		Rs. _____ per Qualified Candidate
Item 4	<p><b>(d) Document Verification, if any</b></p> <p>e-Admit Card generation, generation of Admission Certificate (Commission Copy) shift-wise as required with Photo and Signature, generation of Attendance Sheet, other report generation and Database in prescribed format for sharing with Commission to facilitate downloading of e-Admit Cards by candidates and data shared over mail as and when required by the Commission.</p>		Rs. _____ per Qualified Candidate
<b>2. For Selection Posts Recruitment</b>			
Item 5	<p><b>(a) Tier-I/Paper-I (CBE)</b></p> <p>Data processing of Online Applications which inter-alia includes, scrutiny of Applications/ Photos/</p>		Rs. _____ per Online Application

	Signatures which requires manual intervention, unifying common candidates in different category of posts, scrutiny of Multiple Applications, segregating Valid and Rejected Applications, Venue and Data Format Updation, e-Admit Card generation with Barcode, generation of Admission Certificate (Commission Copy) shift-wise as required with Photo, Signature and Barcode, generation of Attendance Sheet – Centre-wise, Rejection List, other report generation and Database in prescribed format for sharing with Commission to facilitate downloading of e-Admit Cards by candidates and data shared over mail as and when required by the Commission.		
<b>Item 6</b>	<b>(b) Document Verification, if any</b>  e-Admit Card generation, generation of Admission Certificate (Commission Copy) shift-wise as required with Photo and Signature, generation of Attendance Sheet, other report generation and Database in prescribed format for sharing with Commission to facilitate downloading of e-Admit Cards by candidates and data shared over mail as and when required by the Commission.		<b>Rs. _____ per Qualified Candidate</b>
<b>3. For Constables (General Duty) in CAPF Examination</b>			
<b>Item 7</b>	<b>(a) Tier-I/Paper-I (CBE)</b>  Data processing of Online Applications which inter-alia includes, scrutiny of Applications/ Photos/ Signatures which requires manual intervention, scrutiny of Multiple Applications, segregating Valid and Rejected Applications, Venue and Data Format Updation, e-Admit Card generation with Barcode, generation of Admission Certificate (Commission Copy) shift-wise as required with Photo, Signature and Barcode, generation of Attendance Sheet – Centre-wise, Rejection List, other report generation and Database in prescribed format for sharing with Commission to facilitate downloading of e-Admit Cards by candidates and data shared over mail as and when required by the Commission.		<b>Rs. _____ per Online Application</b>
<b>4. Printing and Packaging Charges</b>			
<b>Item 8</b>	(a) Printing and Packaging of Admission Certificates (Commission Copy); room wise, shift wise, date wise with printed sticker labels on envelopes.		<b>Rs. _____ per Candidate</b>
<b>Item 9</b>	(b) Printing and Packaging of Attendance Sheets; room wise, shift wise, date wise with printed sticker labels on envelopes.		<b>Rs. _____ per Candidate</b>
<b>Item 10</b>	(c) Printing and Packaging of other reports (as desired by the Commission); room wise, shift wise, date wise with printed sticker labels on envelopes.		<b>Rs. _____ per Candidate</b>
<b>(All printed materials should be delivered to SSC office by the DPA)</b>			

AGREEMENT OF CONTRACT

This agreement of contract (herein after called agreement) made on this \_\_\_\_\_ day of..... (month) ..... (year) between The Staff Selection Commission (NER) through the Regional Director, Staff Selection Commission (North Eastern Region), 1st Floor, West End Block, HOUSEFED Complex, Dispur, Beltola-Basistha Road, Guwahati-781 006, hereinafter called the Commission represented by the Regional Director on part and \_\_\_\_\_, hereinafter called the Data Processing Agency (DPA), on the other part which shall include his executors, administrators and representatives in interest.

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

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

Now, therefore, this agreement witnesses:

1. That now the DPA will carry out all the Data Processing of Online applications/data involving scrutiny of data, photo and signature as per notice of exam, updation of data with Venue chart, updation of data in required format as desired by Headquarters for processing of data, preparation of data for generation reports, generation of E-Admit Cards, Commission Copies, Attendance Sheets, various other Reports and printing of Commission Copies, Attendance Sheets and various other Reports, etc. as specified in General and Special Conditions laid down in the Tender Document.
2. That the Parties would be bound by all the General Terms and Conditions, guidelines, construction practices, safety precautions etc. laid down in the Tender Document which shall be deemed to form part of this agreement including any correspondence between the contractor and the SSC (NER) having bearing on execution of work and payment of work to be done under the contract.
3. The DPA hereby declares that nobody connected with or in the employment of the O/o Regional Director, SSC (NER), Guwahati, shall ever be admitted as partner in the Contract.
4. The DPA hereby declares that he shall undertake full responsibility of the safe custody and secrecy of the data supplied / received from the Commission. The data given by the Commission will be kept strictly confidential and no part of it will be divulged to any person without written authorization from the Commission. In case of any lapse found/noticed by the Commission, DPA shall be fully responsible for the consequences including criminal action and termination of contract.
5. In case of violation of any of the terms/conditions of the Tendered work, any mistake or delay in the supply of services according to the schedule or any lapse on the part of the DPA or in case of non-implementation of the instructions of the Commission, the Commission shall have the right to rescind the contract and get the work done through other Agency at the risk and cost of the DPA. In that case, the DPA shall forfeit the Performance Security. Any loss arising out of the same shall be borne by the DPA. In the event of cancellation of contract, the DPA will be required to handover all data in proper

condition to the satisfaction of the Commission in its premises within two days from the date of such intimation.

6. The DPA will at all times allow duly authorized officials / officers of the Commission to inspect the Data for its accuracy, quality, timely completion at all the stages of the work as per the laid down schedule. The Officers/Officials so authorized will issue necessary instructions to the DPA and to his operators as may be necessary after the inspection of the work and the DPA shall be bound to comply with such instructions, both verbal and written.

7. The DPA shall neither communicate any information regarding applications, centres allotted, Roll Number given to the candidates etc., nor share any of the contents of the application with any individual or any private/semi-government/government Agency. The DPA will carry out processing work in their own premises and with their own employees and shall not outsource or sub-contract all or part of the work to any other individuals, contractors, organizations or other Data Processors under any circumstances, which shall be a violation of this contract.

8. The timelines laid down by the Regional Director, SSC (NER), Guwahati for completion of the work will be strictly adhered to by the DPA and no extension under any circumstances will be given.

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

S.No	Nature and Type of Error	Penalties
1	Every missing Roll Number from final data	Rs.1000/- per missing Roll Number
2	Blurred photo/signature or Photo not in conformity with the Tender Specifications on Admit Card/Commission copy	Rs.100/- per Admit Card/Commission copy
3	Error in printing of Commission copies	Rs.100/- per Commission copy
4	In case of delay in completion of work as per fixed time schedule / directions of the Commission	Minimum Rs. 1000/- per day or one percent of work order value whichever is higher, for each day of delay.
5	Non-execution of work and / or showing unwillingness to carry out the work assigned	No Payment for partly executed work + termination of agreement + forfeiture of Performance Security.
6	Missing Commission copy in Envelope containing Commission Copy for Venue Supervisor	Rs.100/- Per Missing Commission copy
7	Loss of Data received from Headquarters including processed data and data for Admit and Commission copy generation of all TIERS of Examination	Rs. 1000/- per record/candidate

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

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

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

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

13. Performance Security of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) made by the DPA in the form of Fixed Deposit Receipt/Account Payee Demand Draft/Bank Guarantee of any Commercial Bank, duly drawn in favour of the Regional Director, SSC (NER), Guwahati shall stand as Security Deposit. This Performance Security will not earn any interest.

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

15. TDS at the applicable rates will be deducted on each payment made to the DPA and amount will be recovered from the bills by the Drawing and Disbursing Officer, SSC (NER), Guwahati.

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

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

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

Above written:

( )  
Signature on behalf of SSC (NER)

Name:

Designation:

Seal:

( )

Signature on behalf of Data Processor

Name:

Designation:

Seal:

Agreement signed in the presence of

Witness 1:

Signature:

Name:

Witness 2:

Signature:

Name:

Witness 1:

Signature:

Name:

Witness 2:

Signature:

Name:

Signature of Bidder with Seal

**PARTICULARS OF BIDDER**  
(To be submitted by Bidder on their letter heads)

- (i) Name of the Bidder
- (ii) Address of Office at Guwahati
- (iii) Tele. Nos.  
Mobile Nos.  
Fax No.  
E – mail
- (iv) Full address of the Head Office (Registered Address)/other Offices  
Tele. Nos.  
Mobile Nos.  
Fax No.  
E – mail
- (v) Year of Establishment—
- (vi) Legal status of the Bidder (Proprietor/Partnership/Private Ltd./Public Ltd.) ---
- (vii) Memorandum of Association/Articles to be submitted.
- (viii) Dedicated team of professionals (Name, designation, qualification, telephone numbers and experience of each professional to be indicated) for Staff Selection Commission, North Eastern Region, 1st Floor, West end Block, Housefed Complex, Dispur, Beltola-Basistha Road, Guwahati-781 006.

(ix) Year-wise financial turnover	2020-21	
	2021-22	
	2022-23	

I/we hereby certify that all the particulars given above are correct and true to the best of my knowledge.

Signature \_\_\_\_\_

Full Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Tender Inviting Authority: Regional Director, Staff Selection Commission (North Eastern Region), Regional Office, Guwahati (Assam)

Name of Work: SERVICES RELATING TO DATA PROCESSING OF ONLINE APPLICATIONS/DATA FOR VARIOUS EXAMINATIONS AND RELATED ACTIVITIES IN STAFF SELECTION COMMISSION (NORTH-EASTERN REGION), GUWAHATI

Contract No: SSCG-D-29013/1/2013-Admn./775

Name of the Bidder/ Bidding Firm / Company :

**PRICE SCHEDULE**

(DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY)

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )

NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER	NUMBER	NUMBER	NUMBER	TEXT	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	Estimated Rate in Rs. P	BASIC RATE In Figures To be entered by the Bidder in Rs. P	Excise Duty Amount in INR	GST Amount in INR	VAT, if any, in INR	Any Other Taxes in Rs. P	Any Other Duties/Levies in Rs. P	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT With Taxes	TOTAL AMOUNT In Words
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
												col (13) = (4) x (7) in Rs. P	col (14) = sum (8) to (13) in	
1	Item 1 of Annexure-C at page no. 23-24 of the Tender Notice	item1	1.00	Per Online Application	0.00							0.00	0.00	INR Zero Only
2	Item 2 of Annexure-C at page no. 23-24 of the Tender Notice	item2	1.00	Per Qualified Candidate	0.00							0.00	0.00	INR Zero Only
3	Item 3 of Annexure-C at page no. 23-24 of the Tender Notice	item3	1.00	Per Qualified Candidate	0.00							0.00	0.00	INR Zero Only
4	Item 4 of Annexure-C at page no. 23-24 of the Tender Notice	item4	1.00	Per Qualified Candidate	0.00							0.00	0.00	INR Zero Only
5	Item 5 of Annexure-C at page no. 23-24 of the Tender Notice	item5	1.00	Per Online Application	0.00							0.00	0.00	INR Zero Only
6	Item 6 of Annexure-C at page no. 23-24 of the Tender Notice	item6	1.00	Per Qualified Candidate	0.00							0.00	0.00	INR Zero Only
7	Item 7 of Annexure-C at page no. 23-24 of the Tender Notice	item7	1.00	Per Online Application	0.00							0.00	0.00	INR Zero Only
8	Item 8 of Annexure-C at page no. 23-24 of the Tender Notice	item8	1.00	Per Candidate	0.00							0.00	0.00	INR Zero Only
9	Item 9 of Annexure-C at page no. 23-24 of the Tender Notice	item9	1.00	Per Candidate	0.00							0.00	0.00	INR Zero Only
10	Item 10 of Annexure-C at page no. 23-24 of the Tender Notice	item10	1.00	Per Candidate	0.00							0.00	0.00	INR Zero Only
<b>Total in Figures</b>												<b>0.00</b>	<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>														<b>INR Zero Only</b>