



Govt. of NCT OF DELHI
Delhi Subordinate Services Selection Board
FC-18, Institutional Area, Karkardooma, Delhi – 110 092.

TENDER FORM

**SCANNING OF OMR
ANSWER**

**SHEETS READABLE ON OMR
SYSTEM WITH IMAGE
CAPTURING & PROCESSING
OF RESULTS FOR
EXAMINATION IN DSSSB**



GOVERNMENT OF NCT OF DELHI
Delhi Subordinate Services Selection Board
FC-18, INSTITUTIONAL AREA, KARKARDOOMA, DELHI-110092

TENDER DOCUMENT FOR EMPANELMENT OF AGENCIES FOR THE WORK RELATED TO CAPTURING OMR IMAGE, SCANNING OF ANSWER SHEETS READABLE ON OMR SYSTEM, RESULT PREPARATION FOR EXAMINATIONS & OTHER ACTIVITIES RELATED TO PROCESSING OF RESULTS OF COMPETITIVE EXAMINATIONS.

INTRODUCTION:

The Delhi Subordinate Services Selection Board (herein after refers to as "The Board") is entrusted with the work of making recruitment for Group "B" and Group "C" vacancies requisitioned to it by various departments of the Government of National Capital Territory of Delhi, Municipal Corporation of Delhi, New Delhi Municipal Council and other autonomous bodies under the Government of National Capital Territory of Delhi. The Board makes recruitment for a large number of vacancies, both technical and non-technical, through conduct of OMR based objective as well as subjective examination. The Board intends for empanelment of agencies for the work related to capturing of OMR image, scanning of answer sheets readable on OMR system, result preparation for objective as well as subjective examination & other activities related to processing of results of competitive examinations as under:

Start date of downloading the Tender Form	25 May 2018 from 10:00 AM
Pre Bid Meeting Date and Time	01 June 2018 at 12:00 Noon
Last date of downloading the Tender Form	15 June 2018 up to 12:00 Noon
Last Date & time of online submission of Form	15 June 2018 up to 12:00 Noon
Date and time of opening of online Technical Bids	15 June 2018 at 3.00 PM
Date and time of opening of online Financial Bids.	After evaluation of Technical Bids
Performance Security	Rs.60,000/- valid for sixty days beyond contract period.
Bid Security/EMD	Rs 20,000/- (Rs. Twenty Thousand only)
Period of contract	Two years extendable for further two years, one year at a time on same rate, terms & conditions.
TENDER DOCUMENT CAN BE SEEN & DOWNLOADED AND SUBMITTED AT https://govtprocurement.delhi.gov.in	
Pre Bid Meeting Venue: Office of the Secretary, DSSSB. FC-18, Institutional Area, Karkardooma, Delhi	

1. INVITATION OF BIDS FOR (SCOPE OF WORK):

1. Double Scanning of OMR sheet and image capturing of OMR sheet
 - Capture mark sense (bubbles, checks, tick marks)
 - Discriminate between smudges and erasures and valid marks
2. Verification of data, generation of reports such as absentee list, item analysis, cross check from debarred list.
3. Storing the images as per Bar code Number/Register Number

4. Editing of variable master data such as Roll Number, etc.
5. Data entry of OMR sheet which cannot be scanned.
6. Raw data capture and handing over of the same in soft copy format.
7. Matching of candidate identity from Master Record with OMR.
8. Final processing of data for preparation of marks list.
9. Generation of different lists viz. complete merit lists, category wise lists, roll no wise lists etc. after processing of data.
10. The captured data will be stored in two separate databases.
11. The data so prepared has to be 100% error free
12. Provide data in CD/DVD or in such form as may be desired by the Board
13. Sorting out data discrepancy if any, using scanned image.

2. Instructions for Bidders:

- a. Tenderers/Bidders are advised to study the tender document carefully before submitting the tender form. It will be presumed that the tenderer/bidder have considered and accepted all the terms and conditions of this tender. No enquiry, what so ever verbal or written shall be entertained in respect of acceptance/rejection of the tender. BIDS MUST BE UNCONDITIONAL.
- b. The tenderer should take care that no column in the **e-tender** should be left blank which would otherwise make the tender liable for rejection. In case any column has to be left blank, it should be filled as "NOT APPLICABLE".
- c. Online Bids should be prepared in accordance with the prescribed format **Annexure-I (Technical Bid** i.e. Details of the Agency & its Resources) and **Annexure-II (Financial Bid)** of the tender document, and shall be submitted on **e-procurement portal** <https://govtprocurement.delhi.gov.in>.
- d. The tender must be accompanied by a scanned copy of an Earnest Money Deposit (EMD) /Bid Security of **Rs.20,000/- (Rupees Twenty Thousand only)** in the form of Bank Draft drawn in favour of **DDO, Delhi Subordinate Services Selection Board**. NO EXEMPTION OF EMD SHALL BE ALLOWED TO ANY ONE INCLUDING PSUs/CO-OPERATIVE SOCIETIES/ORGANISATIONS. EMD should reach in physical in the office of Secretary, DSSSB before opening of Tender.
- e. The tender form is non-transferable.
- f. The prospective bidder shall furnish the following documents along with their technical bid (**Annexure-I**):-
 - i. Self attested copy of GSTN Number;
 - ii. Self attested copy of PAN No. card under Income Tax Act;
 - iii. Self attested copy of Service Tax Registration Number;
 - iv. Self attested copy of Valid Registration No. of the Agency/Firm;
 - v. ITR for last three financial year (2015-16, 2016-17 & 2017-18)
 - vi. Annual turnover in the last three years i.e., 2015-16, 2016-17 & 2017-18 certified by CA.
 - vii. **Bid Security of Rs.20,000 (Rupees Ten Thousand only);**
 - viii. An undertaking to the effect that the Agency has not been blacklisted by any of the Departments/Organizations of the Government of India/any other State Government/ Government of NCT of Delhi and no criminal case is pending against the said firm/agency;
 - ix. Terms and conditions duly accepted/signed with the stamp of the prospective bidder;
 - x. Experience Certificate that the Tenderer has successfully undertaken task of scanning the OMR sheets with organizations for at least 1 lakh OMR sheets during last three years.
 - xi. Proof of ownership/purchase of OMR Machines.

Scanned copies of all the above documents should be uploaded online on e-procurement portal. However, the original EMD and undertakings with stamp of agency should reach the office of the Secretary, DSSSB before the date and

time of the Tender/Bid Submission.

3. SCHEDULE FOR INVITING TENDER:-

Name of the Client: **Secretary, Delhi Subordinate Services Selection Board, Govt. of NCT of Delhi**

- i. Start date of downloading the Tender is 25.05.2018 **from 10:00 AM.**
- ii. The Tender should be submitted online at **<https://govtprocurement.delhi.gov.in>** closing date and time for submission of online tender is **15.06.2018 at 12: 00 Noon.**
- iii. Place, date and time of opening of Technical Bid: Office of the Secretary, Delhi Subordinate Services Selection Board, Govt. of NCT of Delhi, FC-18, Institutional Area, Karkardooma, Delhi – 110 092 on **15.06.2018 at 3:00 PM.**
- iv. Financial Bid will be opened after evaluation of Technical Bids.

4. ELIGIBILITY CONDITIONS/ SELECTION CRITERIA:

- a) The tenderer should have the experience of providing similar works for at least **last three consecutive years i.e. during 2015-16, 2016-17 & 2017-18** in the field of OMR scanning and image capturing readable on OMR and processing of results thereof with minimum two organizations of Central/State Govt./PSU/Autonomous Institutions/Universities/Public Service Commission's/Boards of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities in each year with proven track record (Proof to this effect to be attached with Technical Bid).
- b) The Tenderer should have successfully undertaken task of scanning the OMR sheets with organizations for at least 1 lakh OMR sheets during last three years.
- c) The agency should have a turnover in the said activity (as mentioned in **sub-para a** above) of **Rs.60 lacs annually during** the last three years i.e., **2015-16, 2016-17 & 2017-18** (Please attach documentary proof certified by CA in support of claim).
- d) The tenderer firm/agency/tenderer should have a valid registrations such as GSTN, Permanent Account Number (PAN) of the Income Tax Deptt, Service Tax Registration Number, Provident Fund Registration Number; ESI Registration Number, License Number under Contract Labour Act, Requisite Licenses etc for scanning of OMR SHEETS, if applicable.
- e) The Tenderers should submit an undertaking with the Technical Bid to the effect that he or his firm has not been black-listed by any of the Departments/Organizations of the Government of India/Government of NCT of Delhi and no criminal case is pending against the said firm on the date of submission of this bid (Prescribed Proforma as per **Annexure III**).
- f) Resolution of Board meeting authorizing the person to sign tender document (if applicable).
- g) The tenderer should submit an undertaking with the Technical Bid to the effect that Terms and conditions of the Tender are duly accepted/ signed with the stamp of the prospective bidder.
- h) The tenderer should have at least 3 scanners with capacity of at least 5000 pages per hour. Machines should be Heavy duty capable of working at least 8 hours a day.
- i) Tenderer must handover the work performed by him to the authorized person of Board on per day basis in soft/hard copy as may be desired by the competent authority.

5. PROCEDURE OF SUBMISSION OF BIDS:

- a) The scanned copy of following documents should be attached with the Technical Bids and uploaded online on the e-procurement portal:-
 - i. Bank Draft of **Rs 20,000/- (Rupees Twenty Thousand only)** in favour of DDO, Delhi Subordinate Services Selection Board, FC-18, Institutional Area, Karkardooma, Delhi-110092 as EMD. **Original EMD should be deposited physically in the Office of the Secretary DSSSB before opening of Tender.**
 - ii. Prescribed Technical Bid tender form (as per **Annexure-I**) alongwith **Scanned copies of all the documents as detailed in the clause 2(f) and Clause 6. Original Demand Draft/Bankers Cheque for EMD amount & Undertakings (as per Annexure-III & IV) should be physically deposited in the office of the Secretary, DSSSB before opening of Tender in separate sealed covers.**
 - iii. Prescribed **Financial Bid form (as per Annexure-II)**
- b) Financial Bids will be opened only of those firms which qualify technical bid.
- c) The Bids will be rejected in the event of information being found false or detected incorrect or incomplete at any stage prescribed in the tender or any ineligibility being detected, and no correspondence thereof shall be entertained, whatsoever.
- d) The Bid Security will be forfeited in the following conditions:-
 - i If at any stage, any of the information/declaration given by the bidder is found false.
 - ii. If a bidder withdraws his bid during the period of bid validity specified in the terms and conditions of tender.
 - iii. In case of any lapse/default in honoring of the terms and conditions at any stage after submitting the tender.
 - iv. In case of final selection of bidder, if he fails to enter into the contract or fails to furnish Performance Security in accordance with the terms and conditions of the tender.

6. ADDITIONAL DOCUMENTS TO BE SUBMITTED ALSO WITH THE TENDER

The bidder should enclose following documents (self attested scanned copies) in support of information provided in Annexure-I (Technical Bid):

- a) Proof indicating headquarters/Office of the Company/Firm with Telephone no. s, FAX No. & email ID etc.
- b) Name & address (s) of the partner(s), Proprietors (s) or Board of Directors as the case may be and the Memorandum of Association, Article of Association, Partnership Deed etc. as applicable.
- c) Audited balance sheet and profit & loss account of the last three financial years. The specific turnover for said work must be certified by Chartered Accountant.
- d) Details of the employees indicating their qualifications & experiences.
- f) A Resolution appointing an authorized signatory of the company/ firm.
- g) The tender form should be signed only by an authorized signatory of the company/firm. Attested copies of the GSTN, registration No. of agency, PAN No. allotted by the Income Tax Dept., Income tax Clearance Certificate, ESI No., PF No. (if applicable) along with copy of registration under Service Tax Act, Delhi VAT Act (whichever is applicable), satisfactory performances certificate from the concerned organizations where such type of work/jobs been performed by the agency earlier, should also be enclosed.

7. PERIOD OF CONTRACT AND TERMINATION

The Contract will be initially for a period of two years from the date of signing of the agreement and will continue till completion of the work in process during the said period. Depending upon satisfactory performance of the work by the agency, the contract can be extended for a further period of two year one year at a time on same time, terms and conditions. The contract with the agency can be terminated at any point of time during the period of contract, if the work of the agency is NOT found satisfactory or to the satisfaction of the Board.

8. PAYMENT TERMS AND CONDITIONS

- (A) The payment shall be made as per the lowest rate quoted and accepted. The payments for scanning & processing the results will be made only after the completion of the entire work up to the satisfaction of the Board. TDS (Tax Deducted at Source)/Service tax (as applicable) will be deducted by the Board as per rules.
- (B) The Board may impose penalty on the agency empanelled for mistakes/irregularities committed by the agency. Following is an illustrative list of the specific penalties:
1. Not having the adequate infrastructure/capacity to perform the work as per tender.
 2. Failing to complete the whole scanning activity in r/o each assignment within the period stipulated by the Board.
 3. Failing to process the results or reading of the data on OMR machine and providing Image thereof.
 4. The Agency shall also prepare suitable software for data processing.
 5. The work of the agency if not found satisfactory or any breach is noticed or any manipulation is reported or noticed by the Board, the Chairman, DSSSB shall reserves the right to cancel the contract and take legal action including black listing the agency.
 6. If the contract of the agency is terminated for non performance of the work satisfactorily, the Chairman, DSSSB shall reserves the right to forfeit partly or fully the Bank Guarantee tendered by the agency and no payment will be made for the work done.
- (C) Any loss, damage, financial liability etc. accruing to the Board by way of Court orders; 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.
- (D) In case of any dispute in question, the same shall be settled by way of arbitration proceedings to be conducted by a sole Arbitrator to be appointed by the Competent Authority. The arbitration proceedings shall be held in accordance with the Arbitration and Conciliation Act, 1996.

9. OTHER TERMS AND CONDITIONS

- (a) The contractor has to bring Adequate number of OMR / image scanners (Minimum 3 OMR and 3 image scanners). Machines to be deployed may need to be increased / varied from exam to exam basis as per Board's requirement. With regard to scanning and processing of OMR Applications/OMR Answer Sheets, required Stationery (Paper alone) & PCs only will be provided by this office. Software(s) used in the process is to be provided by the Contractor.
- (b) Machines should be of high quality OMR scanners with a speed capacity of processing not less than 5000 (five thousand only) OMR sheets per hour and should be heavy duty capable of working at least for 8 hrs. a day. Double scanning shall be made with two different machines. Depending upon the volume of OMR sheets to be scanned, the no. of machines needs to be increased. For the subject work, each OMR answer sheets shall be scanned twice separately in two different machines. The agency shall take all regular checks and balances in the system to ensure absolute accuracy. Further, the scanning machine should be

able to capture mark sense/images of entire OMR answer sheets and discriminate between smudges, erasures and valid marks.

- (c) The rates quoted should be exclusive of taxes but inclusive of all misc. expenses such as cost of transportation of machines, etc for the works and should be quoted per OMR sheet. During the period of contract, the rates will not be revised except on revision of any taxes by the Government of NCT of Delhi or by the Government of India.
- (d) The Agency will provide adequate manpower as per requirement on regular basis during execution of work including generation of all reports. Contractual labour deployment will not be permitted as the work is of confidential nature.
- (e) The agency shall provide back up of data on CD/DVD or in any form as specified by the Board immediately after completion of scanning/scoring of answer sheets.
- (f) The agency should be in a position to provide equipment of reading of bar code no., if bar codes are used by the Board.
- (g) All the documents submitted along with the bid should be signed by the authorized signatory with seal of the agency.
- (h) Tenderer should take care that the rates and amounts should be written in such a way that interpolation is not possible. No blanks should be left which may otherwise make the tender liable for rejection.
- (i) Tenderer submitting the tender will be presumed to have considered and accepted all the terms and conditions. No enquiry, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.
- (j) Any act on the part of the tenderer to influence any person in the Board will be a cause for rejection.
- (k) Quotations must be unconditional.
- (l) In no case any job or work under this contract and arising hereto shall be Sub-contracted or assigned by the Agency in any manner to anyone else.
- (m) The time and secrecy is essence of the contract between the parties and the contract shall be summarily terminated for breach of this condition.
- (n) The scanning and generating of data should be completed as per given schedule and instructions of the Board.
- (o) Any change in the schedule will be notified by the Board in advance and the agency would have to comply and observe it strictly. In case of any delay, the agency would be liable to pay damages. In case of any regular delays, the Board 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. Any amount, if already paid under this contract would be reclaimed by the Board with interest. In case the contract is terminated on account of delay on the part of the agency, the Board would be entitled to get the work done from any other company, agency or person and the tenderer would be liable to hand over all the incomplete work to the Board and will not object in any manner to the work being completed by any other company, agency or person.
- (p) The agency shall undertake full responsibility for the safe custody and secrecy of the documents supplied to it by the Board for scanning and processing of results. The data given by the Board will be kept strictly confidential and no part of it will be divulged to any person without written authorizations from the Board. In case of any lapse found/noticed by the Board, agency shall be fully responsible for the consequences.
- (q) The agency will arrange for collection of input documents/data from the Board's office and return the same along with the output reports on same day.
- (r) All the results/data files of all the recruitments and any material, data and intermediate files prepared there from shall be the exclusive property of the Board and agency shall not have any right in any manner nor shall be entitled to retain the same in any manner or on any account. Non performance of any part of

the contract by the Board shall not be a ground for the agency to retain the property of the Board and/or use it in any manner in any eventuality. All intermediate data would also be supplied to the Board on disks and on such other material as would be required for the purpose and the data and program developed will not be erased without written permission of the Secretary/Controller of the Examination of the Board.

- (s) The agency shall extract such data and in such form, as may be desired by the Board, from the captured data for different purposes including item analysis.
- (t) The agency will at all times allow the duly authorized officers of the Board to inspect the data entry and processing work for its accuracy, quality and timely completion of all stages of work. The agency shall be bound to comply with the instructions of the authorized officers of the Board.
- (u) Final processing in respect of all reports will be done only after getting clearance in writing from the Board.
- (v) Notwithstanding anything stated above, the Board reserves the right to assess the agency's capability, capacity, infrastructure, eligibility, integrity and credibility to perform the said work and the Board's decision shall be final. The Board reserves the right to accept/reject any or all the tenders, not necessarily the lowest tender without assigning any reason. The lowest bidder must fulfill the eligibility conditions for the award of the work.
- (w) After finalization and acceptance of the rates, the tenderer will have to satisfy the fulfillment of all the terms and conditions of the tender and will enter into a contract agreement with the Board for execution of the above mentioned work and such contract besides other normal terms and conditions mentioned above. Performance Guarantee in the format of FDR/Bank Guarantee/DD or in any other valid form for Rs. 60,000/- [Rupees Fifty Thousand Only] in favour of "DDO, DSSSB", valid for 60 days beyond the contract period shall be submitted along with Agreement.
- (x) In case of any dispute, the decision of the Chairman of the Board will be final and binding on the agency. The Hon'ble courts of Delhi shall have exclusive jurisdiction in case of any dispute on any account arising between the parties.
- (y) **DSSSB has fixed minimum number of one thousand OMR sheets (1000) for each result preparation irrespective of post codes. For each result preparation DSSSB will pay minimum amount for 1000 OMR sheets (excluding revised result).**

PENALTIES:

For any breach of any of the aforesaid conditions, the contractor shall be liable for imposition of penalties as under:

- a. For leakage of secrecy & confidentiality- termination of contract with forfeiture of security deposit along-with filing of Criminal Complaint against the Vendor and Blacklisting of the Vendor will be done by Board.
- b. For interruption of work without any sufficient cause – upto Rupees One lac.
- c. For each day of delay, occurs on the part of system integrator, beyond three days of the scheduled date of completion – Rs. 10,000/- (Rupees Ten Thousand) only per day.
- d. For mistakes exceeding one in 1,00,000 sheets – Rs. 5,000/- (Rupees Five Thousand) only per sheet.
- e. For incorrect & incomplete result/data - upto Rupees One lac.
- f. Malfunctioning of machine during pendency of work leading to inappropriate delay: Rupees Twenty Five thousand in each case.
- g. For continuous unsatisfactory services – termination of contract with forfeiture of security deposit.
- h. In case of negligence on the part of company or deliberate inaction or any other serious lapse, the board reserves the right to blacklist the company in addition to above mentioned penalties.

ANEXURE-I**(Technical Detail for Scanning and Finalization of Data)****1. ABOUT THE FIRM**

a.	Year of Establishment	:	
b.	Type of firm/Organization (Proprietary/Private/Public/Govt.)	:	
c.	Copy of Registration, if applicable	:	
d.	Total Turnover during: (Attach photocopies of Audited Balance sheet)		2015-16 2016-17 2017-18
e.	GSTN Number Income Tax No.(PAN No./TIN No.) Service Tax Registration No., with copy of last three years ITR	:	
f.	Details of premises: Owned/Rented	:	
g.	Quality Certification No, if any	:	
	Details of Issuing Authority	:	
	Validity of Certificate	:	From To
h.	Activities of the Organization:	:	
i.	Since when engaged in EDP	:	
	Image Processing ICR/OCR	:	
	OMR Processing	:	

- j) Past experience in handling Examination data processing through traditional, OCR/ICR and OMR jobs with the name of the organization(s), nature of jobs, volume of work in terms of applications, duration for completion of job and since when:

(Use separate sheet for details)

Year	Name of Organization and contact person along with Tel. No.	Nature of work/Technology used	No. of Candidates	Duration for completion of job	Value of the (Job copy of work order to be enclosed)
2015-16					
2016-17					
2017-18					

PROFESSIONAL SUPPORT AVAILABLE

- a) **Manpower:** As per requirement. Contractual labour deployment will not be permitted as job involved confidentially and integrity.

b) OMR Scanners

Model	No. Available	(ownership of purchase of machine (Y/N))	Manufacturing Year	Speed of each scanner

Certified that all the terms and conditions of this TENDER are accepted by us.

**Authorized Signatory
(With full name, designation & Stamp)**

Contact person:_____

Off.Telephone No./Mobile No._____

ANNEXURE-II**FINANCIAL BID**

S.No.	Description of the job	Rates to be quoted (Per OMR answer sheet)
1.	IMAGE CAPTURING of OMR sheet in required format with DOUBLE SCANNING OF OMR Answer sheets with one Tier exam./two Tier exams., data processing, Generation of Reports such as absentee list, item analysis, cross check from debarred list and furnishing data base in the required software/format, matching of data with the master data and final processing of data for preparations of the results at the premises of the Board as per direction and in the format given by the Board. (Both for One Tier/Two Tier Exams.)	
2.	Re-evaluation / reprocessing of data for preparations of the revised result (excluding scanning)	

(Note: The weight-age of rates for Sl. No. 1 would be 95%, and Sl. No.2 would be 5%.)

The rates quoted should be exclusive of taxes but inclusive of all misc. expenses such as cost of transportation of machines, etc for the works and should be quoted per OMR sheet. During the period of contract, the rates will not be revised except on revision of any taxes by the Government of NCT of Delhi or by the Government of India.

ANNEXURE-III**UNDERTAKING**

It is certified that my firm/agency/Vendor has never been **black listed** by any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public Sector Banks or Local Bodies/Municipalities and no criminal case is pending against the said firm/agency as on -----.

Signature of the Tenderer _____

Place:

Name of the Signatory _____

Date: ___/___/2016

Name of the Firm/agency _____

Seal of the Firm/Agency _____

ANNEXURE-IV**UNDERTAKING**

It is certified that I personally read the Tender Document and accept all the Terms and Conditions mentioned therein.

Signature of the Tenderer _____

Place:

Name of the Signatory _____

Date: ___/___/_____

Name of the Firm/agency _____

Seal of the Firm/Agency _____