



GOVERNMENT OF NCT OF DELHI
DELHI SUBORDINATE SERVICES SELECTION BOARD
FC-18, INSTITUTIONAL AREA, KARKARDOOMA, DELHI - 110092
Phone: 011-22378380 www.dsssb.delhi.gov.in

No. F.55(340)/Exam/DSSSB/2022/418


Dated: 24.04.2025

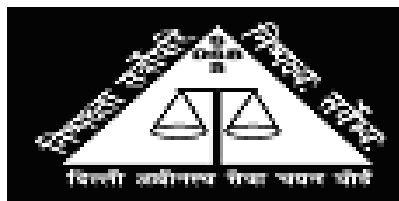
NOTICE INVITING E- TENDER

Online bids are hereby invited from eligible, reputed (Govt. agencies/organizations/PSUs/PSEs) for conduction of online computer based examination for DSSSB across NCT of Delhi and NCR.

S. No.	Details	Date & Time
1.	Date of uploading of N.I.T. & other Documents(Online)(Publishing Date)	24.04.2025 (Thursday) Tender ID- 2025_DSSSB_271239_1
2.	Documents download start date(Online)	24.04.2025 (Thursday)
3.	Last Date and time of sending the queries	Date: 30.04.2025, 05:00 PM (Wednesday) Queries will be sent to Design. Dy. Secretary (Exam) DSSSB FC-18, Institutional Area, Karkardooma, Delhi-110092 E-mail: exambranch.dsssb@gmail.com Phoneno.011-22378380
4.	Pre-bid meeting for queries, if any	Date: 01.05.2025, 12:00 Noon (Thursday)
5.	Corrigendum, if any, will be published on Line	Date: 05.05.2025, 12:00 Noon (Monday)
6.	Bid Submission start date & time(Online)	Date: 24.04.2025, 05.30 PM (Thursday)
7.	Bid Submission closing date & time(On line)	Date: 14.05.2025, 05:00 PM (Wednesday)
8.	Opening of mandatory eligibility compliance and Technical bid (Online)	Date: 15.05.2025, 03:00 PM (Thursday)

The complete details of the Tender document is available on website <https://govtprocurement.delhi.gov.in>. Bidders are advise to regularly visit the Board website as any amendment/ correction in the tender will be displayed on the Board's website.


Dy. Secretary(Exam)
:DSSSB

**DELHI SUBORDINATE SERVICES SELECTION BOARD****(GOVT. OF NCT OF DELHI)****(REF. NO:- DSSSB/RFP-.....DATED :.....)****REQUEST FOR PROPOSAL (RFP)****FOR****SELECTION OF AGENCY/SERVICE PROVIDER FOR CONDUCTING
ONLINE COMPUTER BASED EXAMINATIONS
FOR DSSSB****Issuedby:**

**Delhi Subordinate Services Selection Board (DSSSB)
Govt. of NCT of Delhi
FC-18, Institutional Area
Karkardooma, Delhi-110092**

Disclaimer

The information contained in this RFP Document or information provided subsequently to bidder or applicants whether verbally or in documentary form by or on behalf of Delhi Subordinate Services Selection Board(DSSSB), is provided to the bidder on the terms and conditions set out in this RFPdocument and all other terms and conditions subject to which such information is provided.

This RFPis not an agreement and is not an offer or invitation by DSSSBto any parties other than the applicants who are qualified to submit the Bids (“Bidders”). The purpose of this RFPis to provide Bidder with information to assist the formulation of their proposals. This RFPdoes not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFPand where necessary obtain independent advice. DSSSBmakes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. DSSSBmay in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

CONTENTS

DISCLAIMER	2
SALIENT / IMPORTANT POINTS OF THE TENDER DOCUMENT (TD)	6
SECTION 1 – – BID SCHEDULE AND ADDRESS	7
SECTION 2 – INTRODUCTION	8
NOTICE INVITING TENDER (AVALIABILITY & SUBMISSION OF RFP).....	9
SECTION 3 – SCOPE OF WORK	
3.1 BROAD SCOPE OF WORK	12-17
3.2 EXPECTED VOLUMES	17
3.3 TENURE OF THE CONTRACT	17
3.4 SINGLE POINT OF CONTACT	17
3.5 DEDICATED TEAM TO BE POSITIONED IN DSSSB	17
SECTION 4 – MANDATORY ELIGIBILITY CRITERIA	
4.1 PRE-REQUISITE	18
4.2 ELIGIBILITY CRITERIA	18-20
4.3 ELIGIBILITY CRITERIA RESPONSE SHEET	20
SECTION 5 – INSTRUCTION TO BIDDERS	
<i>A. THE BID..... DOCUMENT</i>	<i>21-22</i>
5.1 TD	21
5.2 COST OF BIDDING	21
5.3 CLARIFICATIONS OF BIDDING DOCUMENTS	21
5.4 PRE-BID MEETING	22
5.5 AMENDMENT OF BIDDING DOCUMENTS	22
<i>B. PREPARATION OF BID.....</i>	<i>22</i>
5.6 BID PRICE AND PENALTY	22
5.7 EARNEST MONEY DEPOSIT (EMD)/BID SECURITY	23
5.8 PERIOD OF VALIDITY OF BIDS	23
5.9 EXTENSION OF PERIOD OF VALIDITY	23
5.10 SIGNING OF BID	23
5.11 CONTENTS OF THE 2 STAGES.....	23
5.11.1 MANDATORY ELIGIBILITY COMPLIANCE, BID OFFER ETC.	23
5.11.2 TECHNICAL COMPLIANCE, NON DISCLOSURE AGREEMENT ETC.	24
5.11.3 COMMERCIAL BID	24
5.12 BID CURRENCY	25
5.13 BID LANGUAGE.....	25
5.14 REJECTION OF BID	25
5.15 DEADLINE FOR SUBMISSION	25
5.16 EXTENSION OF DEADLINE FOR SUBMISSION OF BID.....	25
5.17 LATE BID	25

5.18 MODIFICATIONS AND WITHDRAWAL OF BIDS	25
5.19 RIGHT TO REJECT, ACCEPT/CANCEL THE BID	25
5.20 TDABANDONMENT	26
5.21 BID EVALUATION PROCESS.....	26
5.22 NUMBER OF BIDS.....	26
5.23 CONTACTING DSSSB.....	26

SECTION 6 – BID OPENING

6.1 OPENING OF BIDS.....	27
6.2 OPENING OF MANDATORY ELIGIBILITY CRITERIS & TECHNICAL BIDS	27
6.3 OPENING OF COMMERCIAL BIDS	27

SECTION 7 – BID EVALUATION

7.0 MANDATORY ELIGIBILITY CRITERIA:.....	28
7.1 PRELIMINARY SCRUTITY OF BIDS	28
7.2 EVALUATION OF TECHNICAL BIDS	28-29
7.3 EVALUATION OF COMMERCIAL BIDS	30
7.4 FINAL EVALUATION OF BIDS	30

SECTION 8 – TERMS AND CONDITIONS

8.1 NOTIFICATION OF AWARD.....	31
8.2 SIGNING OF CONTRACT.....	31
8.3 PERFORMANCE BANK GUARANTEE	31
8.4 COMPLETION OF THE TASK	31
8.5 PAYMENT TERMS.....	31
8.6 TAXES AND DUTIES	32
8.7 PRICE	32
8.8 SLA.....	32
8.9 COMPENSATION:	33
8.10 SUPPORT & MAINTENANCE	33
8.11 OBSERVATION OF LAWS	33
8.12 INTELLECTUAL PROPERTY	33
8.13 CONFIDENTIALITY	34
8.14 INDEMNITY	34-35
8.15 BIDDER’S LIABILITY	35
8.16 TERMINATION OF CONTRACT	35
8.17 FORCE MAJEURE.....	36
8.18 ORDER CANCELLATION	36
8.19 RESOLUTION OF DISPUTES	36-37
8.20 APPLICABLE LAW& LANGUAGE	37
8.21 ADDRESSES FOR NOTICES	37

SECTION 9 – TECHNICAL AND FUNCTIONAL REQUIREMENTS

9.1 APPLICATION SOFTWARE AND CENTRAL SERVER	38-40
9.2 NON-IT REQUIREMENT.....	43
9.3 PRE-EXAM ACTIVITY AND TEST VENUE.....	42-43
9.4 SUPPORT SERVICES.....	45-46
9.5 CONDUCTING EXAMINATION	44
9.6 POST EXAMINATION	45
ANNEXURE E-1 - BID OFFER FORM (WITHOUT PRICE)	47
ANNEXURE E-2 - BIDDER'S INFORMATION	48
ANNEXURE E-3 – COMPLIANCE TO MANDATORY ELIGIBILITY CRITERIA	48-50
ANNEXURE E-4 – DECLARATION REGARDING APPLICATION.....	51
ANNEXURE E-5 – DECLARATION FOR ACCEPTANCE OF TD TERMS & CONDITION.....	52
ANNEXURE E-6 – DECLARATION FOR ACCEPTANCE OF SCOPE OF WORK	54
ANNEXURE E-7 – FORMAT POWER OF ATTORNEY.....	55
ANNEXURE E-8 – OTHER UNDERTAKINGS.....	56
ANNEXURE T-1 - COMPLIANCE TO TECHNICAL & FUNCTIONAL REQUIREMENT	57
ANNEXURE T-2 – TECHNICAL SCORE MATRIX	58
ANNEXURE T-3 - DECLARATION REGARDING CLEAN TRACK BY BIDDER	59
ANNEXURE T-4 - CLIENT DETAILS	60
ANNEXURE T-5 – PROJECT PLAN	61
ANNEXURE T-6 – SHORT DESCRIPTION.....	62
SHORT DESCRIPTION OF THE PROPOSAL.....	62
ANNEXURE – T-7 NON-DISCLOSURE AGREEMENT	63
ANNEXURE – T-8 QUALITY ASSURANCE GROUP	66
SECTION 10 – ANNEXURES FOR COMMERCIAL BID.....	67
ANNEXURE C-1- COMMERCIAL BID FORM.....	67
ANNEXURE – C-2 COMMERCIAL BID	68
SECTION – 11 DOCUMENTS TO BE SUBMITTED BY THE SELECTED BIDDER AFTER NOTICE OF AWARD.....	69-69
END OF DOCUMENT	70

SALIENT / IMPORTANT POINTS OF THE RFP

S.No.	Features	Ref. Section / clause	Page
1	Bid to be submitted in two (2) separate folders online only	2.6	9
2	Scope of Work includes conducting online test Computer Based Test Descriptive Test	3.1	12
3	Initial validity of Contract for 3 years, extendable by another 2 years	3.3	17
4	Dedicated support team to be positioned at DSSSB premises	3.5	17
5	Pre-Bid meeting could be held through physical mode only.	5.4	22
6	Bids satisfying Mandatory Eligibility Criteria only shall qualify for Technical Bid opening. Bidder has to score minimum 75% in Technical Bid (75 out of 100) to qualify for opening of Commercial Bid.	7.3	29
7	Two stage evaluation after meeting mandatory eligibility criteria: 1. Technical Scoring 2. Commercial scoring	7.3	29-30

SECTION 1 - BID SCHEDULE AND ADDRESS

1.	TenderNo.&Date	2025_DSSSB_271239_1,Dated: 24.04.2025
2.	Briefdescriptionofproject	Selection of Service provider (Reputed Govt. agencies/organizations/PSUs/PSEs) for conduction of online computer based examination for DSSSB across NCT of Delhi and NCR
3.	EarnestMoney DepositFee	NIL
4.	Bid cost	NIL
5.	Tenderissuingentity	Delhi Subordinate Services Selection Board, GNCT of Delhi, FC-18, Institutional Area, Karkardooma, Delhi-110092 Phone-011-22378380 www.dsssb.delhi.gov.in
6.	Date of uploading of N.I.T. &otherDocuments(Online)(Publishing Date)	24.04.2025 (Thursday)
7.	Documents download startdate(Online)	24.04.2025 (Thursday)
8.	LastDateandtimeofsending thequeries	Date: 30.04.2025, 05:00 PM (Wednesday) Queries will be sent to Design. Dy. Secretary (Exam) DSSSB FC-18, Institutional Area, Karkardooma, Delhi-110092 E-mail: exambranch.dsssb@gmail.com Phoneno.011-22378380
9.	Pre-bid meeting for queries, if any	Date: 01.05.2025, 12:00 Noon (Thursday)
10.	Corrigendum, if any, will be published on Line	Date: 05.05.2025, 12:00 Noon (Monday)
11.	Bid Submission start date &time(Online)	Date: 24.04.2025, 05.30 PM (Thursday)
12.	Bid Submission closing date &time(On line)	Date: 14.05.2025, 05:00 PM (Wednesday)
13.	Opening of mandatory eligibility compliance and Technical bid (Online)	Date:15.05.2025, 03:00 PM (Thursday)
14.	Date of uploading the final is to Technically Qualified Bidder (online) after disposal of appeals (if any)	To be notified later.
15.	Commercial bid opening	To be notified later.
16.	Date of uploading the final selected agency	To be notified later.
17.	Contact Persons	Dy. Secretary (Exam), DSSSB FC-18, Institutional Area, Karkardooma, Delhi-110092 e-mail: exambranch.dsssb@gmail.com PhoneNo. 011-22378380

Note: 1. Bids will be opened in the presence of the Bidders' authorized representative who chooses to attend.

SECTION 2- INTRODUCTION

Delhi Subordinate Services Selection Board(DSSSB) is entrusted with a mandate to recommend suitable candidates for appointments in various Departments under direct recruitment quota in Group B and C categories of post. The examinations are conducted on Online Computer Based mode (also including Descriptive wherever Necessary), Skill test, Physical Endurance Test (PET) etc. to shortlist candidates for vacancies of Group B (Non Gazetted) and Group C categories of posts in various Departments of Government of NCT of Delhi, MCD, NDMC, District and Session Courts and its Local/Autonomous Bodies.

Background:

2.1 Notification of vacancies and inviting applications from the eligible candidates

DSSSB issues the Notification/Advertisement regarding filling up vacancies and invites applications for various posts. Data of candidates for the posts for which exam is to be held shall be provided to the selected bidder(s) by DSSSB for issuance of Admit Card and other pre exam, during exam and post exam related works.

2.2 Process of Face recognition, Iris & Biometric Registration at the Examination Centre

On the day of Examination Face recognition, Iris & Biometric Registration of the candidates is required to be undertaken by the selected bidder(s).

2.3 Process of conducting Computer Based Test (CBT)

The conduct of Computer Based Test (CBT) will be outsourced to the Selected Bidder(s)/Service Provider with the responsibilities of content preparation on the basis of Syllabus, Exam Scheme, Difficulty level of questions and other instructions in the form of Internal Resource Document (IRD) provided by DSSSB. The question papers are required to be uploaded centrally by the Service Provider on the Central Server. The Service Provider is required to use sufficient number of their owned/contracted venues/centers approved by DSSSB for conducting online computer based tests having sufficient work station/Desktop/ nodes in LAN connected to the local test center server. The Service provider will download the question papers in encrypted format on each of the test center servers just before the start of exam and with proper security control mechanisms. The candidate's credentials including the uploaded image are displayed on the screen after login to enable the invigilator to verify the candidate with their photo ID document. On completion of the online CBT taken by the candidates, the Service Provider will provide the raw response data to DSSSB within 48 hours of completion of the examination. A command center is required to be set up in the office of DSSSB on the day of exam to monitor the real time progress of CBT and in order to resolve the issues/difficulties raised by the appearing candidates and the exam functionaries involved in the process.

2.4 The Basic activities which are included in the Pre-Examination/Examination/Post examination Activities cited in the table above are as under:

- A. **Pre-examination activities:** All the pre-examination activities required for conducting of exam except for part relating to receipt of application which will be done by DSSSB. DSSSB will provide the list of candidates to selected Bidder.

- B. **Examination Related activities:** Complete work relating to conduct of online computer based examination including identification of centers, generation of roll range assignment of candidates to centers, confidential content preparation, test deliver, center management by deputing at least one center head, IT Managers, Invigilators, Supporting Staff, Security and other arrangement in each examination including all facilities like main server, backup server in each center connected to center server, LAN Internet Generator/power backup, face recognition, Iris and Biometric verification through web cam and thumb impression, CCTV, all types of data & information security etc for conducting computer based exam in a secure, safe and smooth manner across Delhi/NCR. The algorithm adopted for allocation of roll No.s and examination centers would be unique.
- C. **Post Examination activities:** Work relating to processing, preparation and providing online test result, short listing of candidates category wise and providing of complete result for all categories, data base and various reports and any other activity related to CBT as per the detailed scope of work and terms and conditions.

2.5 NIT

Through this RFP, DSSSB proposes to select reputed Government agencies/Government organizations/its undertaking/PSUs/PSEs having vast experience in conducting online computer based examination for selection of candidates for nomination/appointment in the various departments under Govt. of NCT of Delhi, MCD, NDMC and its local/autonomous bodies under Group B (Non-gazatted) & Group C category posts. Bidders shall be selected through the process of Technical and Commercial evaluation (L-1 basis).

The selected Bidder(s) are expected to have prior experience of working with various Government and private organizations and should be proficient in conducting online examinations at a large scale. Additionally, the Bidder/s are expected to have proven record of confidentiality in undertaking the job of public examinations and reliable credentials of carrying out this job with the best possible security measures.

2.6 Availability and submission of the RFP

Registration of Bidder: Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging onto <https://govtprocurement.delhi.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the webportal.

Digital Signature Certificate (DSC): Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Website <https://govtprocurement.delhi.gov.in>. DSC is given as a USB e-Token. The Bidder can search & download N.I.T. electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

Submission of Tenders: Tenders are to be submitted online on the website in two (2) separate folders, after meeting mandatory eligibility criteria. First is Technical bid & Second is commercial bid before the prescribed date & time using the Digital Signature Certificate (DSC). The documents to be uploaded should be virus scanned copy duly Digitally Signed.

Tender Document download: -Fore-filing, intending bidders may download the tender documents from the website <https://govtprocurement.delhi.gov.in> and <https://dsssb.delhi.gov.in> directly.

2.7 Due Diligence

The Bidders are expected to carefully examine the RFP and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP, Bidder shall seek necessary clarifications through e-mail mentioned in Section-1. Once received by DSSSB, the Bid shall be deemed to have been submitted after careful study and examination of this RFP by the bidder. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid either not in conformity with this RFP nor responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid without assigning any reason. The decision of DSSSB in this regard shall be final.

2.8 Definitions and Abbreviations

Words/Phrases	Definitions
Contract	The Service Level Agreement entered into between DSSSB and the selected Bidder.
Contract Period	Period mentioned in the Contract.
Contract Price	The price or prices (excluding applicable taxes) arrived at which will form the Contract Agreement.
Bidder / Service Provider /Technology Partner (TP) /Vendor	Bidder(s) who will be selected through the RFP (Tender) bidding process for the purpose of conduct CBT for DSSSB. These words i.e Bidder / Service Provider /Technology Partner (TP) /Vendor have been used interchangeably having same meaning.
City	Online examinations are likely to be held at examination centres which could be located in NCT of Delhi or NCR.
Venue	Venue is a place where the Examination Centre is located. Each Venue could have more than one examination Centre for holding the CBT.
Examination Centre	Examination Centre is the particular Hall / premises where the CBT is being held.
Candidates	The prospective applicants who had applied against the post notified by DSSSB and who will participate in the online examination.
Application Software	The Application Software is used for conducting the online CBT examinations.
Project	The entire Scope of Work as defined in the RFP.
Project life-cycle	The Contract period.
Question Paper (QP)	The entire question paper set up for online test.
CBT	Computer Based Test or LAN Based Test using desktop/workstations at examination centre connected in a LAN having a local server (primary server and backup server).

SLA	Service Level Agreement/Contract
Service Solution	The entire service including providing Hardware, software, application software, networking, setting and making the systems operational.
Shift / Session	Shift and Session used interchangeably to mean conducting the examination of one set of candidates, for a given time duration (Such as 2 Hrs and 3 Hrs etc). Shift / session may range from 1 to 3 in a day.

2.9 Ownership of this RFP

The content of this RFP is a copy right material of DSSSB. No part or material of this RFP document should be published on paper or electronic media without prior written permission from DSSSB.

SECTION-03:- SCOPE OF WORK

3.1 Scope of Work

- (a) The Service Provider shall provide the services for various stages of online recruitment process, except the receipt of applications, which will be done by DSSSB. Service Provider will be responsible for further stages of online exam till the submission of Computer Based Test hereinafter referred to as (CBT) results i.e. marks lists and category wise merit lists, to the designated official(s) of DSSSB. The above would be prepared on the basis of the criteria/parameters to be supplied by DSSSB for selection of candidates through Computer Based Test (Online Examinations).

The following services shall be provided and be considered as part of the Scope of Work:

1. The URL/Application portal for receiving online applications and for online registration of the candidates including online gateway for payment of application fees will be done by DSSSB.
2. DSSSB will share the online application data (candidate data) with Service Provider. Subsequent booking of requisite number of venues at various locations (including Persons with Disabilities facilitated venues), generating roll numbers, allotting the candidates to venues for online examination will be done by the Service Provider at least 30 days in advance.
3. Designing draft admit card and information handout, seeking the approval for the same from DSSSB, preparing URL for downloading admit cards and providing the said URL to DSSSB for web hosting on their website will be done by the Service Provider;
4. Preparing suitable test batteries/question papers, question bank as mutually agreed upon; Services of eminent subject matter experts in the relevant disciplines shall be availed for preparation of relevant question papers for each advertised post. The finalized set/sets of question papers shall be used for computer based test (online examination) for each advertised post. The service provider shall not keep any databank for setting up the questions. Each examination is treated as fresh and battery of question papers are set afresh according to the requirement of the assignment. No question asked in any previous exam shall be repeated in any exam. An undertaking in this regard will be obtained by the service provider from paper setters.
5. Service Provider shall arrange for smooth and fair conduct of online examination;
6. Service Provider will depute suitable number of persons at each examination center and will also ensure the supply of software, power backup etc. at the venue;
7. Service Provider shall arrange registration by capturing face recognition, Iris, biometric impression, webcam, photo and attendance on exam day at the venue before the start of, during and after the end of the examination;
8. Service Provider shall arrange for preparation of merit list center wise lists and basic scores lists of all the candidates as per the category wise requirement and criteria provided by DSSSB;
9. Service Provider shall extend support and provide requisite information to the designated officials of DSSSB on priority basis, in case of any legal dispute, court cases, RTI applications filed against the advertisement, requirement process or any other purpose; and
10. Service Provider will ensure security, secrecy, confidentiality in all aspects of examination and DSSSB data shared with the agency for the purpose of recruitment.

(b) Obligation, Approach and Methodology on part of Service provider

1. Service Provider will constitute a Project Implementation Team (PIT) for successful completion of the assignment, on receipt of Letter of Award and the 1st installment of cost of conducting each exam from the DSSSB;
2. The Service Provider shall provide a list of provisionally eligible candidates as per eligibility criteria of age, qualification, experience etc. supplied by DSSSB.
3. It would be made clear in the Admit Card that candidature is provisional and is as per candidates' declaration and the same would be checked and verified from the original certificate at subsequent stages.
4. On approval of DSSSB, the admit cards of the eligible candidates will be sent through email at their registered email addresses under the signature of authorized signatory of the DSSSB. In addition, a SMS alert will also be sent to the candidates for the same.
5. Service Provider shall also provide the facility of e-admit card by providing a link to DSSSB website so as to enable candidates to download their e-admit cards. The e-admit card shall depict photograph and scanned signature of the candidate, date of birth, name of post applied for, date/time of examination and also name and address of the examination center.
6. Attendance Sheets with scanned coloured photo (5" x 7") & Signature of the Candidates will be prepared and handed over to examination centers, a day in advance for matching photographs & signature of the candidates by the invigilator during the conduct of examination so as to ensure that only legitimate candidates are allowed to appear in the examination.
7. Services of eminent subject matter experts in the relevant disciplines shall be availed for preparation of relevant question papers for each advertised post. The finalized set/sets of question papers shall be used for computer based test (online examination) for each advertised post. Service Provider shall not keep any databank for setting up the questions. Each examination is treated as fresh and battery of question papers are set afresh according to the requirement of the assignment. No question asked in any previous exam shall be repeated in any exam.
8. Service Provider will ensure that the personnel engaged with the various examination activities like technology partners or any other associated activity are of high level of integrity and have never been booked for any unlawful or fraudulent activities and Service Provider will submit an undertaking to DSSSB to this effect. Service Provider will also ensure that their technology partners or any other authorized service provider will be selected through open tender/due process of law and the Service Provider will submit an undertaking to DSSSB to this effect.
9. The Service Provider shall make arrangements for identifying online examination centers in mutually agreed places in NCT of Delhi/NCR, with sufficient trained manpower; Exam Center Administrator, IT Manager, Invigilators, Observers, support Staff etc. at each exam center. A list of such centers alongwith details like capacity and details of persons deputed etc. will also be provided to DSSSB. Further, proof of identity in the form of Aadhar cards in r/o each person deployed by Service Provider will also be provided to DSSSB immediately after exam is over.
10. Facilitation Counter shall be opened in the office of DSSSB two (02) days prior to the date of examination to redress grievances of candidates, if any regarding the issue of admit cards.
11. Service Provider shall depute its representative(s) for providing assistance at Facilitation counter at DSSSB office and also conduct of examination at all centers in Delhi/NCR. The computer based test (online examination) shall be conducted in 02 or 03 sessions per day covering Saturday

- and Sunday or on week days (subject to receipt of larger number applications) under the overall supervision of center administrator appointed by Service Provider.
12. Required servers for a center will be provided for assured performance. Additional equivalent and suitable servers for back up and mirror servers will also be provided for maintaining audit trails of all activities of candidates during the course of examination. Sufficient additional/reserve client machines will also be provided at each center in case client machine is rendered non-functional due to technical glitches.
 13. Service Provider will arrange to provide appropriate security arrangement processes i.e. Physical Security, Cyber Security, Information Security, Server Security and Network Security at all the examination centers to maintain the sanctity of the examination.
 14. Service Provider shall capture face recognition, Iris, biometric impression and provide CCTV surveillance during the examination. The costs are included in the quotations provided by Service Provider.
 15. Service Provider will prepare and provide Standard Operating System (SOP) to all the examination centers for all processes for safe and secured conduct of computer based test (online examination) alongwith rules for contingency and emergency procedures. A copy of this SOP will also be shared with DSSSB.
 16. Service Provider will arrange for monitoring the computer based test (online examination) process through a live command center to be set up in the DSSSB premises. A live feed (360 degree) will be required to be set up from all the exam centers for perusal of Chairman, DSSSB.
 17. The computer based test (Online examination) shall be conducted on the scheduled date under the overall supervision of Exam Center Administrator and in the presence of representatives of Service Provider.
 18. The examination will be computer based with the questions being provided on screen on a random basis with multiple choice questions with one correct answer, without any manual intervention. The question paper shall be divided into groups, maximum upto 15 groups per question paper. Candidate can revisit questions within a group. Once a particular group of questions has been attempted or skipped and once a candidate has press "Submit" button then that group of questions cannot be revisited again. This process shall be repeated till the completion of all groups. It shall be bilingual (English & Hindi) and various set system will be used where all the questions papers will have same questions arranged in different sequence or same question with option shuffling.
 19. Service Provider shall make arrangement for soft copies of encrypted question paper sets for each center not before 02 hours prior to the start of examination in prescribed format.
 20. Sufficient time shall be allotted for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
 21. Service Provider will ensure continuous mapping of candidate's activities and details including biometric thumb impressions identity at exam center. Machine/seat allocation and handling of security parameters will be finalized a day before the exam. Validation and verification of identity of candidates will be done before the start of exam. Attendance and biometric (photograph & thumb impression) will be captured before the start of the exam and/or during the exam. This can be used by DSSSB for later authentication purposes.

22. At the end of the exam, data regarding candidate response and audit trails on secured channel from local server to Central server shall be transferred/exported within 01 hour at the close of the exam to the main server. Additional equivalent and suitable servers for back up and mirror servers will also be provided for maintaining audit trails of all activities of candidates during the course of examination. Complete logs of server, system drives of results and candidate data of the online examination should be secured as per accordance of IT act.
23. Service Provider shall undertake all the activities relating to publication of draft answer keys, inviting of objections, finalization of answer keys and preparation of results by applying the answer keys to the responses made by candidates.
24. In case of multiple shifts, moderation/normalization formula as provided by DSSSB will be exercised by the Service Provider.
25. For compilation of marks secured by the candidate(s) in different tests for preparing merit list for each advertised post, Service Provider shall provide hard and soft copies of the CBT results to the DSSSB.
26. The CBT results will be submitted in non-editable form to the authorized designated officials of DSSSB as per the format given by the DSSSB.
27. Service Provider shall not disclose its name or identity or any sensitive matter regarding the subject assignment to any public/candidate/press or any other person.
28. In case any additional activity is unavoidable for conduct of examination and not covered under the scope services of Service Provider but is required to be performed for smooth conduct of examination, in such a situation, Service Provider shall carry out such activity in the interest of the project and DSSSB will consider payment of such activity performed by Service Provider as is mutually agreed.
29. Service Provider will ensure that the examination centers are safe and secure from any remote access and that adequate protection is provided for maintaining security of the server against any external cyber access to manipulate or compromise the data including the question papers.
30. Service Provider will ensure that adequate measures are taken to ensure security at all stages of data processing, including but not limited to:
 - a. Data storage at Central Data Center.
 - b. Data transmission from Central Data Center to examination center.
 - c. Data processing at examination center.
 - d. Sanitization of nodes/servers at examination centers before the exam.
 - e. Data Transmission from examination center to the Central Data center.
31. On completion of the project, Service Provider shall handover the result and hardcopies of attendance sheets and soft-copies of other relevant documents within 45 days from the date of submission of CBT result;
The soft copies shall include the entire video footage including CCTV footage collected both outside and inside the examination center alongwith biometric records collected of candidates by Service Provider within 10 (ten) days of conduct of examination.
32. Arrangement of Jammers at examination centers on the day of exam shall be provided by the service provider.

(c) Obligation, Approach and Methodology on part of DSSSB

1. DSSSB shall issue Letters of Award (LOA) to the Service Provider indicating the estimated cost of conduct of each exam and release of the 1st installment as per the terms of payment;
2. DSSSB shall nominate a Nodal Officer/Group of Officers to coordinate with the Service Provider's Project implementation Team. DSSSB nominated official will provide all relevant inputs and clarifications from time to time.
3. Responsibility of issuing advertisement and inviting applications for various posts shall be with the DSSSB. Data of candidates for the posts for which exam is to be held shall be provided to the Service Provider by DSSSB within a mutually agreed time frame.
4. DSSSB shall write to the area police station of individual examination center for deployment of police personnel at examination center for safe and secure conduct of computer based test (online examination). DSSSB shall co-ordinate and handle all such matters pertaining thereto, including payment of charges applicable etc., if any.
5. The DSSSB may depute at least one official representative as Observer(s) to each examination center. However, in case DSSSB decides otherwise, the same may be intimated. In case DSSSB deposes its official during the conduct of examination at examination center then in such case, the list of the nominated officials shall be provided to Service Provider. The deputed DSSSB officials shall be required to sign a certificate alongwith Service Provider representative/observer with regard to the commencement and successful conduct of computer based test (online examination) after completion of the examination, for record.
6. DSSSB shall authorize the Service Provider in writing to generate one e-mail account on their behalf for dispatch of admit cards and attending the queries of the candidates through online mode.
7. DSSSB will provide the eligibility criteria for General/Unreserved and Reserved Categories i.e. OBC, SC and ST and Sub-Categories i.e. PWD, Ex-Serviceman and Departmental Candidates etc. and format for short-listing the candidates. Based on the DSSSB's criteria, the candidates will be shortlisted online and provisional admit cards will be sent to the candidates, subject to final approval of DSSSB.
8. DSSSB shall provide details of indicative syllabus coverage, difficulty level etc. in a laid down template of IRD supplied by the Service Provider
9. The Service provider is required to provide the biometric/Iris and photograph captured during the exam at various stages to DSSSB to enable for matching the bio-metric/Iris and photographs with that of the candidates at the time of document verification before final selection and after final selection as per requirement of User Department.
10. The DSSSB shall process the results and nominate the candidates to the user department as per the extant procedures and guidelines of DSSSB.
11. In case of any court case arising out of the complaint lodged by any candidate or any third party, the Service Provider will provide relevant inputs as available to DSSSB in addressing the matter. However, the cost incurred towards litigation charges, attorney etc., if any, would be entirely borne by DSSSB.
12. Subject to provisions of RTI Act, 2005, DSSSB shall process & finalize all cases pertaining to RTI Act in connection with the subject recruitment process. However, Service Provider shall provide necessary information/clarification as available to DSSSB, if required, under third party obligations under RTI Act 2005 and Delhi Right to Information Act 2001 to the DSSSB.

13. DSSSB is at liberty to carry out 3rd party/STQC Audit to validate entire process involved in conduct of on-line exam.

Details of each of the activities of Scope of Work is listed in **Section 6** under the Heading “**Technical and Functional Requirements**”

Note: Items in the list(s) under “Scope of Work” in Section 3 is not exhaustive and may undergo minor changes and few more may get added up depending on the real time requirements during the contract period. Major changes, if any shall be ratified by “Change Request procedure.”

3.2 Expected Volumes (In terms of number of candidates)

The number of candidates may vary across location, center and venue which may also subject to the number of online applications received against each post notified by DSSSB and the capacity of each examination center and venue.

3.3 Tenure of the Contract

Initially the contract shall be for 3 years which may be renewed for extension of additional 2 years by mutual consent of both parties. However, the commercial quote for the purpose of evaluation shall be valid for a period of 5 years.

3.4 Single Point of Contact

1. The selected Bidder shall appoint a single point of contact with whom DSSSB will deal for any activity pertaining to the requirements of this Tender Document till the acceptance of the Bid.
2. After signing of the contract, the bidder shall provide a single point of contact providing name, contact no, landline no, email id etc. with whom DSSSB shall deal with for any issues arising during the Contract period. The point of contact should invariably available (24x7) to DSSSB.

3.5 Dedicated Team to be positioned in DSSSB

Bidder should deploy a dedicated team permanently available on the day of Examination at DSSSB premises to take care of all technical issue like patch up-gradation, live monitoring of examination, venue allocation and all such related activities.

SECTION 4- MANDATORY ELIGIBILITY CRITERIA

4.1 Pre-requisite

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements. The Bid must be complete in all respects and should cover the entire scope of work. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation and decision of DSSSB in this regard shall be final.

4.2 Eligibility Criteria

S.NO	ELIGIBILITY	REQUIRED DOCUMENTS
A	The Bidder should be a Government organization/ Government agency, Govt. undertakings/PSUs/PSEs registered under Companies Act.	Please submit: 1. Articles of Association 2. Memo of Association 3. Certificate of Incorporation.
B	The Bidder should have annual average turnover of minimum Rs. 100 Crore in the 3 financial years of the last 5 financial years.	This must be supported by related audited financial statements (Reports) for the 3 relevant financial years.
C	The Bidder should be a profit making organization OR have positive net worth in the 3 financial years of the last 5 financial years.	This must be supported by relevant audited financial statements (Reports)
D	The turnover and other financial credentials have to necessarily be of the bidder and such credentials of Group/parent company will not be acceptable.	Self-declaration on official company letter head with sign & seal to be submitted
E	The Bidder must host the application in a Data Centre located in India , either owned by the bidder or in a third party data center.	Attach proof
F	The Data Centre must be of minimum Tier III and must have latest ISO 9001, 27000, 27001 certification.	Attach Proof.
G	The vendor must have valid Vulnerability Assessment and Penetration Testing (VAPT) and IT Security Audit Certificate of the application software, carried out within last one year.	Attach Proof.
H	The Bidder must be the owner of the application software for conducting online examinations OR should be an authorized licensee of the application software.	Attach proof
I	The Bidder must have experience of having conducted online examinations in India in any of	Copy of Invoice and/or Client certification to be submitted.

	<p>the last 3 Financial yearswith a minimum of :</p> <ul style="list-style-type: none"> ➤ 8lakh candidates (in a year) for 1 reputed organization. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ 4 Lakh each (in a year) for 2 reputed organizations. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ 2lakh each (in a year) for 3 reputed organizations. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ A total of minimum 25 lakh candidates in three of last five financial years for reputed organizations. 	
J	The Bidder must have experience of having conducted online examinations in India with a minimum of 8500 candidates in one session and 25,000 per day, for reputed organization within the last 3 financial years in Delhi/NCR.	Required Proof has to be submitted. Client Reference, Provide details.
K	DSSSBhas a set procedure for sharing candidate data (along with photographs, signature and other details which has to be adhered to by the bidder(s).	Confirm acceptability
L	The application software must support questions in English &Hindi & other relevant language as and when required.The application software must also support all questions to be uploaded as image.	Confirm availability
M	The bidder should not have been blacklisted by Central/State Government Departments/ Undertakings. There should not be any complaints of question paper leakage or mismanagement of exams against the bidder. Also should not have been declared NPA by any of banking and financial institutions.	Fill Annexure T-3 Self-declaration on official letter head with sign & seal to be submitted
N	The bidder shall not have a conflict of Interest that affects the bidding process. Any bidder found to have a conflict of interest shall be disqualified. Whether a situation amounts to conflict of interest or not shall be determined by DSSSBand its decision shall be final	Self-declaration on official letter head with sign & seal to be submitted
O	Neither any penalty should have been imposed upon the bidder for failure to perform any contract	Attach the affidavit(Rs. 500/- Non- judicial stamp paper and notarized)

	as evidenced by imposition of any penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against him nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach of contract in the 5 (five) years. The bidder should certify the same by means of an affidavit.	
P	There should not be any enquiry/court case against the bidder registered in any of the courts or vigilance organization like CBI, EOW, SIT, STF, CVC etc. and he will certify this by means of an affidavit.	Attach the affidavit(Rs 500/- Non- judicial stamp paper and notarized)
Q	The bidder must deploy at least two of its own employees (on its roll – one Centre Head and one IT Administrator) in each venue per 250 candidates for conduct of online examination	Self-Declaration

Note:

- *Bidder should not provide financial details & other corresponding details of the group company/franchisee/sister company but of only that bidding entity which is conducting exams.*
- *Each Parameter/Criteria which is utilized for technical assessment has to be supported by relevant documentary proof, attached as separate annexure for the required period only with proper label and numbering. In case documentary proof is not submitted by the bidder, the same will not be considered for technical assessment.*

4.3 Eligibility Criteria Response Sheet

The Bidders should complete the Eligibility Criteria Response Sheet as given in **Annexure E-3**. Failure to provide the desired information and documents may lead to disqualification of the Bidder. No further correspondence will be entertained in this regard.

SECTION 05:– INSTRUCTION TO BIDDERS

A. The Bid Document

5.1 TD

5.1.1 TD means Tender Document.

5.1.2 Bid, TD and RFP are interchangeably used to mean the same. Similarly, Bidder, Service Provider and Technology Partner are interchangeably used to mean the same. CBT and LBT mean the same online test taken using workstations/terminals in LAN with local server.

5.1.3 The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a bid either not in conformity or non-responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of his bid without any further reference to the Bidder.

5.1.4 Incomplete and /or conditional bids shall be liable to be rejected.

5.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and DSSSB shall, in no case, be held responsible or liable for refund of these costs, regardless of the conduct or outcome of the bidding process.

5.3 Clarifications of Bidding Documents

5.3.1 A prospective Bidder requiring any clarification of the Bidding Documents may communicate to DSSSB either in writing or through email any time prior to the closing date of submission of bids for receiving such queries as mentioned in Section 1.

5.3.2 The Bidders shall submit the queries only in the format given below:

Sr. No	Document Reference	Page No	Clause No	Description in TD	Clarification Sought	Additional Remark (if any)

5.4 Pre-Bid Meeting

- 5.4.1 DSSSB will organize a pre-bid meeting and Bidders are welcome to attend at the time and date mentioned in Section 1. The purpose of the meeting will be to clarify issues and answer questions on any matter that may be raised at this stage with particular attention to issues related to the Technical Requirements. Bidders are advised to send their queries through email in advance, at least a day before the meeting so that they can be studied and responded accordingly.
- 5.4.2 Replies to all the clarifications, modifications received through email and those raised during pre-bid meeting will be uploaded on DSSSB website. Any modification to the Bidding Documents which may become necessary as a result of the pre-bid meeting shall be made by DSSSB by issuing an Addendum, which will be hosted on DSSSB website.
- 5.4.3 Prospective Bidders may attend the pre-bid meeting. Interested bidders can confirm this through e-mail by 3pm on the previous day of the Pre-Bid meeting.

5.5 Amendment of Bidding Documents

- 5.5.2 At any time prior to the deadline for submission of bids, DSSSB, may, for any reason, whether at its own initiative or in response to a clarification sought (requested) by a Bidder, may amend the Bidding Documents.
- 5.5.3 Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be uploaded on DSSSB website, and shall be binding on the Bidders. It will be assumed that the amendments contained in such Addenda/corrigenda had been taken into account by the Bidder while submitting its Bid.
- 5.5.4 In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, DSSSB may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be uploaded on DSSSB website. However, this is not a necessary / mandatory obligation on the part of DSSSB.
- 5.5.5 From the date of issue, the Addenda/corrigenda to the tender shall be deemed to form an integral part of the TD (Tender Document).

B.Preparation of Bid

5.6 Bid Price & Penalty

- 5.6.2 Prices shall include taxes, duties levies, and fees whatsoever. However, they should be shown separately at current rates. These will be paid additionally at the rates applicable at the time of raising of Invoice.
- 5.6.3 The bidder shall express their bid prices in **Annexure C-2** in Indian Rupees. The prices quoted by the bidder shall remain fixed during the entire period of Agreement contract and shall not be subject to variation on any account. A bid submitted with adjustable/flexible/conditional price quotation will be treated as non-responsive and rejected.
- 5.6.3 **Penalty:** There shall be penalty imposed on the bidder per venue basis for part or complete failure or disruption (technical or otherwise) to conduct the examination in a particular venue as per schedule. Penalty clause shall be decided with the successful bidder at the time of signing the contract and will be included in SLA.

5.7 Earnest Money Deposit (EMD)/Bid Security

As per Rule 170(iii) of GFR 2017, in place of bid security, bidders are required to sign a bid securing declaration accepting that if they withdraw or modified their bid during the period of validity, or if they are awarded the contract and they failed to sign the contract, or to submit a performance security before the deadline defined in the request for bid document, they will be suspended for 12 months from being eligible to submit bids for contracts with the DSSSB.

5.8 Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time.

5.9 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, DSSSB may request the Bidders consent to an extension of the validity period. The request and response shall be made either in writ ingor email. Extension of validity period by the Bidder should be unconditional and irrevocable.

5.10 Signing of Bid

- 5.10.1 The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney (Annexure E-7) or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.
- 5.10.2 All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the authorized person or persons signing the bid.
- 5.10.3 The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

5.11 Contents of the various stages

5.11.1 Mandatory Eligibility Compliance, Bid Offer etc.

This shall contain following items

1. Bid Offer form– Annexure E-1.
2. Bidder Information – Annexure E-2
3. Filled **Compliance to Mandatory Eligibility Criteria– Annexure E-3**
4. Declaration that the Bidder is the owner/licensee of the Application for conducting online examinations – E-4
5. Declaration of Acceptance of Terms and Conditions – Annexure E-5
6. Declaration of Acceptance of the Scope of Work – Annexure E-6
7. Power of Attorney (on Stamp Paper) or Board Resolution for Signing of Bid – Annexure E-7
8. Other undertakings – Annexure E-8.
9. Last three FY audited balanced sheet and profit and loss statements.

5.11.2 Technical Compliance, Non-Disclosure Agreement (NDA), Client Ref. etc.

This should contain following items:

1. Filled **Compliance to Technical and Functional Requirement** form– **Annexure T-1**
2. Filled **Technical Score Matrix** form– **Annexure T-2**
3. Declaration Regarding Clean Track Record by Bidder – Annexure T-3
4. Client details for Reference– Annexure T-4
5. Project Plan – Annexure T-5
6. Short description of the proposal – Annexure T-6
7. Non-Disclosure Agreement – Annexure T-7
8. Quality Assurance Group – Annexure T-8

Bidders are advised to describe proposed work covering all the above mentioned points and Technical specifications as per Annexure T1. DSSSB reserves the right to take appropriate action in this regard.

The Technical Bid shall not include any financial information. If the Technical Bid contains any financial information the entire bid will be rejected.

5.11.3 Commercial Bid:

This shall contain following items

1. Commercial Bid form – **Annexure C-1**
2. Commercial price format – **Annexure C-2.**

5.12 Bid Currency

All prices shall be expressed in Indian Rupees only.

5.13 Bid Language

The Bid shall be in English Language.

5.14 Rejection of Bid

5.14.1 The Bid is liable to be rejected if the document doesn't bear signature of authorized person.

5.14.2 If it is received through E-mail/Postal/courier or any other mode which is not specified for submission of Tender.

5.14.3 If it is received after expiry of the due date and time stipulated for Bid submission.

5.14.4 Incomplete/incorrect Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal are liable for rejection by DSSSB.

5.14.5 No bid shall be rejected at the time of bid opening, except for late bids.

5.15 Deadline for Submission

The last date of submission of bids is given in Section-1, unless amended by DSSSB through its website.

5.16 Extension of Deadline for submission of Bid

DSSSB may, at its discretion, extend the closing date of submission of bids by amending the Bidding Documents which will be intimated through DSSSB website, in which case all rights and obligations of DSSSB and Bidders will thereafter be subject to the deadline as extended.

5.17 Late Bid

Bids received after the scheduled time will not be accepted by the DSSSB under any circumstances. DSSSB will not be responsible for any delay in submission of bid.

5.18 Modifications and Withdrawal of Bids

No withdrawal or modification of the Bid will be allowed after the closing date of submission of bids.

5.19 Right to Reject, Accept/Cancel the bid

5.19.1 DSSSB reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

5.19.2 DSSSB does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, any time during the tender process, without assigning any reason whatsoever. DSSSB also has the right to re-issue the Tender without the Bidder having the right to object to such re-issue.

5.19.3 Bidder has to show compliance to each and every clause. No column of the bid should be left blank. Incomplete bid will summarily be rejected.

5.19.4 DSSSB reserves the right to accept or reject any bid or cancel the tender proceedings without assigning any reason whatsoever.

5.20 TDAbandonment

DSSSB may at its discretion abandon this TD process any time before notification of award.

5.21 Bid Evaluation Process

The Bid Evaluation will be carried out in 2 stages after meeting mandatory eligibility criteria:

Stage 1 At this stage, Technical criteria will be evaluated for those bidders who qualified mandatory eligibility criteria.

Stage 2 In the second stage the Commercial Bids will be evaluated of those bidders who technically qualified.

In the end of stage 2 will finally declare successful bidder(s).

Note: Incomplete and /or conditional bids shall be liable to be rejected.

5.22 Number of Bids

The bidder shall submit only one bid. If more than one bid is submitted, then the bidder shall not be invited for opening of financial bids and his financial bids shall not be opened.

5.23 Contacting DSSSB

From the time of bid opening to the time of Contract award, if any Bidder wishes to contact DSSSB for seeking any clarification in any matter related to the bid, it should do so either in writing or through email by seeking such clarification/s from an authorized person of DSSSB. Any attempt to contact DSSSB with a view to canvas for a bid or put any pressure on any official of the DSSSB may entail disqualification of the concerned Bidder or his Bid.

SECTION 6- BID OPENING

6.1 Opening of Bids

Bids will be opened in 2stages after meeting the mandatory eligibility criteria:

- a. Stage 1 – Technical bid.
- b. Stage 2 – Commercial bid

Bids will be open in the presence of Bidders' authorized representative who choose to be present on the date, time and address mentioned in Section 1 or as amended by DSSSB from time to time.

The representatives of the Bidder have to produce an authorization from the Bidders by way of letter or email to represent them at the time of opening of bids. Only one representative will be allowed to represent each Bidder. In case the Bidders' representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the DSSSB.

The Bidders' representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for DSSSB, the bids shall be opened at the appointed time and place on next working day.

6.2 Opening of Mandatory Eligibility Criteria and Technical Bids

Stage 1- Only those Bids which meet eligibility criteria and Technical evaluation will qualify for Commercial evaluation.

- A. Eligible bidders would further qualify for stage 2

6.3 Opening of Commercial Bids

Stage 2- Those Bidders who qualify technically will be intimated by email the date, time and address for opening of Commercial Bids.

SECTION - 7 BID EVALUATION

7.0 Mandatory Eligibility Criteria:

The evaluation shall be strictly based on the information and supporting documents provided by the bidders. It is the responsibility of the bidders to provide all supporting documents as listed in the TD necessary to fulfill the Mandatory Eligibility Criteria which is given in Section 4 of this document.

7.1 Preliminary Scrutiny of Bids

- 7.1.1 The evaluation process would consider whether the bidder has requisite prior experience and expertise to address DSSSB's requirements and objectives. The evaluation process will gauge the extent of thought process that has gone behind the preparation of the Bid, the degree of clarity, understanding of DSSSB's stated objectives and the level of commitment exhibited by the bidders in partnering with DSSSB. The demonstration of the Bidder's capability to walk along till the last mile to achieve DSSSB's objectives would also be considered.
- 7.1.2 DSSSB will examine the bids to determine whether they are complete, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.
- 7.1.3 Eligibility and compliance to all the forms and Annexure would be the next level of evaluation. Only those Bids which comply with the Eligibility Criteria will be taken up for further technical evaluation.
- 7.1.4 DSSSB may waive off any minor informality, non-conformity or irregularity in the bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- 7.1.5 To assist in the examination, evaluation and comparison of bids DSSSB may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- 7.1.6 Written replies submitted in response to the clarifications sought by DSSSB, if any, will be reviewed.
- 7.1.7 If a Bid is not substantially responsive, it will be rejected by DSSSB and may not subsequently be made responsive by the Bidder by correction of the nonconformity. DSSSB's determination of bid responsiveness will be based on the content of the bid itself.
- 7.1.8 If a bidder does not provide clarifications sought within the prescribed time, then his bid shall be liable to be rejected. In case the bid is not rejected, DSSSB may proceed to evaluate the bid by construing the particulars requiring clarification to the best of its understanding, and the bidder shall be barred from subsequently questioning such interpretation of the DSSSB.

7.2 Evaluation of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

- a) The technical evaluation will be done on critical parameters and commercial evaluation will be done only for those who are successful in technical bids.
- b) If the technical criteria are not properly maintained by the bidder, then such bid will not be considered for technical evaluation & can be rejected.
- c) Compliance to Technical and Functional specifications as specified in the TD.

- d) Bidders experience in implementing similar assignments with other clients.
- e) DSSSB may interact with the Customer whose references are submitted by Bidder, if required.
- f) The Bidders are required to provide documentary evidence, wherever available, for the Technical and Functional Specifications stated in **Annexure T-1**.
- g) Commercial bids of only those who qualify in Technical bid and having scored 75 percent or more will be opened.
- h) Incomplete bid / conditional bids shall be liable for rejection.

7.3 Evaluation of Commercial Bids

Sl. No	Item	Basic Unit Price (i.e. Rates/charge per Candidate per shift) exclusive of all statutory levies & taxes	GST		Any other statutory levies/ taxes	Unit Price inclusive of all statutory levies & taxes (G=C+E+F)
A	B	C	D	E	F	G
1	Computer Based Test per Candidate (in both figures and words)					

Note:

- Prices should be written both in figures and words.
- Rates shall be quoted based on "per candidate per shift" and shall include all levies in respect of things mentioned in the paras related to the scope of work including any incidentals thereof.
- Lowest Commercial bid will be determined on the basis of total amount quoted in column 'C' of the Commercial bid.
- The bidder will have to substantiate the taxes and levies claimed by him in each invoice (bill). The bidders will thus be required to provide documentary evidence of the rates of tax as applicable on the basic unit cost quoted at the time of claiming payment consequent upon the award of the contract arising out of this TD.

7.4 Final Evaluation of Bids

The Bidder with the lowest quoted rate will be considered for award of the contract. In the event of a tie, the extant guidelines prevailing from time to time on the subject shall be followed for processing of the bids.

Note: Selected Service Provider/s has/have to conform to all the work processes as mentioned in the Scope of Work.

SECTION 8 - TERMS AND CONDITIONS

8.1 Notification of Award

After selection of Bidders and after obtaining internal approvals and prior to expiry of the Bid validity, DSSSB will send Notification of Award to the selected Bidder(s).

8.2 Signing of Contract

Within 30 days of receipt of Notification of Award or as mutually agreed, the successful Bidder/s shall execute the Contract (Service Level Agreement) with DSSSB.

8.3 Performance Bank Guarantee

The selected Bidder/s shall provide Performance Bank Guarantee for an amount as per GFR, as performance of all its obligations, within 15 days of Notification of Award, valid for 3 years as per **Annexure 1** (Section 11) with claim period for 6 months. The Performance Bank Guarantee shall have an additional clause that it shall be extended for a period of 2 years, if the Contract period is extended for further 2 years with claim period for 6 months.

8.4 Completion of the Task

The total number of candidates appearing for an examination at each Centre/Venue will be communicated by DSSSB to the Bidder, before the examination as given in the Scope of Work. Bidder is required to share with DSSSB well in advance the addresses of exam centers shortlisted for conducting exams.

An examination is deemed to have been completed only when the Bidder has completed the examination **successfully** at all Centers / Venues and all the candidates present have been able to take the examination at all the Centers/Venues without any failures as also the response data and other necessary data are made available to DSSSB.

The selected bidder(s) has to successfully complete all the tasks as specified in the Scope of Work, the final work being the successful submission of marks/merit list/result prepared in accordance with the Terms & Conditions of the Advertisement.

In case of failure, solely and entirely attributable to the bidder, at any Venue, wherein even if one candidate is unable to appear, besides the compensation that would be applicable, the Bidders shall conduct the re-examination successfully within the next 30 days and only thereafter the invoice for payment for the entire examination shall be raised and submitted.

8.5 Payment Terms

8.5.1 The terms of payment shall be as under subject to raising of invoice/bills:

1. 10% of the estimate project cost plus applicable GST/Taxes along with the letter of award.
2. 20% of the actual project cost of the project plus applicable GST/Taxes along with differential cost between the estimated cost and actual cost to the extent of 1st installment after the issue of e-admit card.
3. 30% of the actual project cost plus applicable GST/Taxes and any excess/shortfall in the payment immediately after conduct of the examination.

4. Balance 40% plus applicable GST/Taxes and any excess/short fall in the payment within a fortnight after submission of merit list of shortlisted candidates.
5. The payment to be released through cheque/e-banking mode in favour of the successful bidder payable at New Delhi.
6. In case of any failure at any Centre/Venue on the part of Bidder, Bidder will be subjected to pay compensation as stipulated in the TD and will have to undertake the responsibility of re-conduct of the test at no extra cost to DSSSB. Final payment will be released only after successful conduct of the examination of all centers/venues that have been allotted and complete data is made available to DSSSB.

8.6 Taxes and Duties

- 8.6.1 The Bidder must be registered under GST Reg. No. All taxes that are deductible at source, if any, at the time of release of payments, shall be deducted at source as per current rate while making any payment.
- 8.6.2 Prices shall not include taxes, duties levies, and fees whatsoever. However they should be shown separately at current rates. These will be paid additionally at the rates applicable at the time of raising of Invoice.
- 8.6.3 The benefits realized by the Bidder at any point of time due to lower rates of taxes, duties, charges and levies shall be passed on by the selected Bidder to DSSSB.
- 8.6.4 Any upward revision in Taxes will be considered by DSSSB and when it is raised by the Government and payment will be made accordingly.

8.7 Price

Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained. The prices shall be quoted as per format given in Annexures. Statutory levies if any shall be shown separately.

8.8 SLA

The selected bidder needs to execute a SLA with DSSSB covering all terms and conditions of this Tender Document within 30 days of issuing the notification of award. SLA will cover performance and availability of the services and penalties.

The performance of the selected bidder shall be reviewed every quarter and DSSSB reserves the right to terminate the contract at its sole discretion by giving three months notice without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection. The contract period may be extended as mentioned in the Tender Document. The Bidder shall conduct the online examination for a period of 3 years. DSSSB reserves the right to extend the contract by another 2 years subject to satisfactory performance and mutual agreement.

8.9 Compensation:

- In case of any delay in the examination for more than 30 minutes, no charges to be paid for the registered candidates of that particular Centre/venue. The delay will be measured through the log of the system.
- For any other disruptions including change in venue after notification shall be mutually agreed upon as per SLA terms.
- For following scenario, Bidder would re-conduct the examination without any additional cost:
 1. Technical Fault from Bidder side
 2. Operational fault from Bidder side
 3. Natural calamity
- However, if the test is to be re-conducted because of any reasons of DSSSB, DSSSB would pay as per applicable rate.
- DSSSB will not pay any compensation in the event of an examination getting postponed due to various other reasons. Regular charges will be paid when the examination is held subsequently. However, DSSSB shall pay suitable amount as compensation if any examination is cancelled within 15 days of the date of the examination. The quantum of compensation will be decided mutually and shall be included in the SLA at the time of executing the Contract.

8.10 Support & Maintenance

Bidders should have in-house quality assurance group and a strong quality management system to do quality check of the application software. Bidder should be able to substantiate the capability (as per format in Annexure T-9)

8.11 Observation of LAWS

The Bidder and after selection the selected Bidder shall be duty bound to observe all the Laws, Rules, Regulations, Policies and Procedures and Guidelines of the GNCTD/Government of India as in force from time to time.

8.12 Intellectual Property

All IPR including the source code and materials developed or otherwise obtained independently of the efforts of either Party under the Agreement, including any enhancement or modification thereto shall remain the sole property of that Party. During the performance of the services of the agreement, each party grants to the Service Provider a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the Service Provider solely for the performance of such services to be provided under this the Agreement and for duration of the term of the Agreement.

Either of parties will have no right to sell any work of the Service Provider to a Third Party. In no event shall any party be precluded from independently developing for itself or for others, anything, whether in tangible or non tangible form, which is competitive with, or similar to, the deliverables, set out in the Agreement. In addition, subject to the confidentiality obligations, parties shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are required or used in the course of providing the services.

8.13 Confidentiality

The parties acknowledge that, in the course of their negotiations under this the agreement, it may be necessary for one party to provide documentation, technical and business information and/or intellectual property, in whatever form recorded (Collectively, “Confidential information”), to the Service Provider. All Confidential information provided or disclosed by either Party hereunder shall remain the property of the DSSSB, and shall be held in strict confidence by the receiving Party, unless the furnishing Party otherwise consents in writing or unless disclosure of such Confidential Information is required by the applicable laws. Confidential Information furnished by any Party hereunder:

- (i) Shall not be reproduced or copies, in whole or in part, by the receiving Party except for use as specifically authorized by the agreement
- (ii) Shall, together with any copies thereof, be returned to the disclosing Party or at the request of the disclosing Party, destroyed, when no longer needed for purposes the agreement; and
- (iii) Shall only be disclosed by the receiving Party to its employees who have a need to know such Confidential Information in connection with performance of the agreement; and who have agreed to comply with the confidentiality obligations set forth herein.
- (iv) Both the parties will maintain confidentiality in respect of rates, terms and conditions of award of this recruitment assignment to the Service Provider for conduct of computer based test(online examination) till declaration of the results by DSSSB.

8.14 INDEMNITY

The operational requirement for accomplishment of the assignment is excluded from the condition of Indemnity

The Bidder shall indemnify, protect and save DSSSB and hold DSSSB harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from

- (i) An act of omission or commission of the Bidder, its employees, its agents, or employees of its sub-contractors in the performance of the services provided by this Agreement,
- (ii) Breach of any of the terms of this Agreement or breach of any representation or warranty or false statement or false representation or inaccurate statement or assurance or covenant by the Bidder,
- (iii) Bonafide use of the deliverables and or services provided by the Bidder,
- (iv) Misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfill the scope of this project,
- (v) Claims made by the employees, sub-contractor, sub-contractor’s employees, who are deployed by the Bidder, under this Agreement,
- (vi) Breach of confidentiality obligations of the Bidder,
- (vii) Gross negligence or gross misconduct solely attributable to the Bidder or by any agency, contractor, subcontractor or any of their employees by the bidder for the purpose of any or all of the obligations under this Agreement.

The Bidder shall further indemnify DSSSB against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on DSSSB for malfunctioning of the equipment or software or deliverables at all points of time, provided however, DSSSB notifies the Bidder in writing immediately on being aware of such claim, and the Bidder has sole control of defense and all related settlement negotiations.

Bidder shall be responsible for any loss of data, loss of life, etc, due to acts of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc, as such liabilities pose significant risk.

The Bidder shall indemnify DSSSB(including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:

1. Non-compliance of the Bidder with Laws / Governmental Requirements.
2. Intellectual Property infringement or misappropriation.
3. Negligence and misconduct of the Bidder, its employees, sub-contractor and agents.
4. Breach of any terms of Agreement, Representation or Warranty.
5. Act of omission or commission in performance of service.
6. Loss of data.

Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. However, indemnity would cover damages, loss or liabilities, compensation suffered by DSSSB arising out of claims made by its customers and/or regulatory authorities.

Bidder shall indemnify, protect and save DSSSB against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from misappropriation of any third party trade secrets or infringement of any patent, trademarks, copyrights etc., or such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act 2000 in respect of all the hardware, software and network equipment's or other systems supplied by them to DSSSB from whatsoever source, provided DSSSB notifies the Bidder in writing as soon as practicable when DSSSB becomes aware of the claim.

8.15 Bidder's Liability

The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken as part of the Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract.

8.16 Termination of Contract

- a) The Agreement shall be terminated by either party by giving six months notice in writing to the other party for a reason to be communicated to the other party in writing. However, this notice period of six months shall be reckoned from any date after twelve months from date of signing of the Agreement.
- b) In case of default, the parties reserve the right to terminate the Agreement by giving one month's notice to rectify the default, failing which the parties will be at liberty to terminate the contract.
- c) However, the parties hereto shall nevertheless be bound to observe the terms of the Agreement in all respect up to the time all assignments in hand are completed even if the same be beyond the currency of the contract.

8.17 Force Majeure

Force majeure is herein defined as any cause which is beyond the control of both the parties (DSSSB and the Service Provider) as the case may be, which they could not foresee and which may substantially affect the performance of the Agreement such as:

- a. Acts of a Government, domestic or foreign, including but not limited to war declared or undeclared, priorities, guarantees embargoes etc.
- b. Any riot or civil commotion
- c. Any earthquake, floods, tempest, lightning, epidemic or other acts of God or public enemy.
- d. Inability to secure material or transportation facilities due to the acts/omission of carriers/railways or other means of transport;
- e. Any strike or lockout (only those including 10 continuous days in duration affecting the work.)

The failure of party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default, under the Agreement in so far as such inability arises from an event of Force Majeure, provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of the Agreement. A party affected by an event of Force Majeure shall take reasonable measures to remove such party's inability to fulfill its obligations hereunder with a minimum of delay.

A party affected by an event of Force Majeure shall notify the Service Provider of such event as soon as possible and in any event, not later than ten(10) days following the occurrence of such event and shall similarly give notice of the restoration of normal conditions as soon as possible.

The parties shall take all reasonable measures to minimize the consequence of any event of Force Majeure.

Any period within which a party shall, pursuant the Agreement complete any action or task, shall be extended for a period equal to time during which such party was unable to perform such action as a result of Force Majeure.

8.18 Order cancellation

DSSSB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to DSSSB alone;

- A. Serious discrepancy observed during performance as per the scope of the project.
- B. If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder/Bidder turns out to be incorrect and/or conceals or suppresses material information.

8.19 Resolution of Disputes

- (i) In the event of any question, dispute and/or difference whatsoever arising under the Agreement or in connection therewith including any question relating to existence, meaning and interpretation of any clause of the Agreement or any alleged breach thereof, the same shall be resolved as far as possible by mutual discussions and consultations between the parties of the Agreement.

- (ii) Any dispute remaining unsolved, the same shall be settled by way of arbitration proceedings to be conducted by a sole arbitrator to be appointed by the Lt. Governor of National Capital Territory of Delhi. The arbitration proceedings shall be held in accordance with the Arbitration and Conciliation Act, 1996 as amended from time to time.
 - a. The Language of Arbitration shall be English and place of Arbitration shall be Delhi.

8.20 Applicable Law & Language

The Agreement shall be executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of the Agreement. The applicable Laws to the Agreement shall be Indian Laws and the same shall be under the jurisdiction of the courts at Delhi.

8.21 Addresses for Notices

Following shall be address of DSSSB and Bidder

DSSSB address for notice purpose:

The Secretary, DSSSB, FC-18, Institutional Area, Karkardooma, Delhi-110092

(Bidder's address for notice purpose : (To be filled by the Bidder)

SECTION 9 - TECHNICAL AND FUNCTIONAL REQUIREMENTS

Details of each of the activities of Scope of Work are listed below:

9.1		Application Software and Central Server
Application Software and Central Server	1	The application software for conducting online examination must be either owned (own source code) by the Service Provider or must be duly licensed.
	2	The servers proposed to be used for the online examinations must not be end of support / life for next 5 years and covered under warranty at the time of examinations and must match in terms of processing capacity with the test application requirements.
	3	The server must be hosted in a minimum tier III Data Centre in India with all required facilities.
	4	Examination platform must be able to support online and LAN based question delivery (Computer Based Test).
	5	The application software must have facility to centrally monitor (at DSSSB) online status of ongoing examination (e.g. No. of candidates registered, present, delayed, taking exams, completed etc.) at different venues. through a Command Centre located at DSSSB, New Delhi.
	6	Service Provider should create a dedicated CommandCentre at DSSSB for real time monitoring all venues where examination will be conducted and provide all necessary manpower for monitoring and effective functioning of the same
	7	The Service Provider shall prepare and provide Standard Operating Procedure (SOP) and documentary manuals (process of exam and technical documents) for all online CBT exam processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
	8	The Service Provider shall provide specifications for Hardware and Software required and used at all stages of the examination at: <ul style="list-style-type: none"> ➤ Central Server at Data Centre ➤ Local Servers and computer terminals at Exam Centers ➤ Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
	9	The Service Provider will have to carry/ demonstrate complete System Test Run (STR) with test data to DSSSB before implementation of the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
	10	The Service Provider should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
	11	The Service Provider shall ensure that after getting the application customized for DSSSB, it shall be audited by STQC/CERT-In, GOI.
Functionality	1	The application software must support questions in English and Hindi& other relevant language as and when required..

	2	The application software must support all questions to be uploaded as image.
	3	Computer based exam software should support standard features such as display of details of candidates, detailed instructions upon login, start and closure of examination at scheduled time, time left, display of status of questions with different color and symbols etc.
	4	There must be facility to upload candidate photograph and signature in central server in jpg files and display it in candidate terminal.
	5	It must also be capable of importing data from excel file.
	6	The application must be capable of displaying all Types of questions e.g. Group Questions, Multiple Choice Questions, True/False choice, Yes/No Choice, Descriptive Paper (DP), Image Audio and video format.
	7	The application must be capable of handling major mathematical formulae including all signs and symbols like >, <, =, power (square, cube etc.), square root, log (ln), exponential (e) etc. in the QP.
	8	There must be facility to upload charts/graphs/pictures/HTML/image in the QP.
	9	It must be capable of shuffling of questions.
	10	It must be capable of shuffling of options (alternatives).
	11	It must be possible to have individual timings for different sections/sub sections of questions.
	12	There must be a facility for candidate feedback.
	13	Application must give summary of attempted and non-attempted Questions after submission of exam.
	14	Application must have facility to set parameters for submission of exam. – additional time, flexible time duration for differentlyabled candidates.
	15	There must be facility for mock test to the candidates. The Service Provider shall provide a facility to candidates for static mock link for mock test and the same should also be available online to be run through web server. The mock test should be a replica of the examination software.
	16	The QP/examination files must be delivered to the testing locations from the central server within a time gap (approx. 60 minutes or less) as specified by DSSSB
	17	The system must be capable to automated scoring as per rule defined by DSSSB.
	18	Rough sheets (papers) be made available to candidate for carrying out rough work.
	19	There must be a facility to carry out mocktest by DSSSB faculty simulating actual examination environment before examination.
	20	As various tests (for various posts) may be taken up for computer based examination on the same day, the service provider shall ensure the proper allocation of questionnaire to the candidates on designated time. Software should automatically display questionnaire based on candidate id. There should be no human intervention for allocation of test paper.
	21	The candidate's responses, biometric, Iris, photograph, audit trails should be uploaded from the local server to the data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
	22	The Service Provider shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
	23	The Service Provider should be able to provide the raw responses of candidates to DSSSB immediately after the candidate's response uploaded from local server to central server of

		Service Provider. Test score should be calculated immediately after completion of exam and should be included in raw data. After confirmation of proper transfer of data to the central server, the authorized representative of service provider (IT In-charge) in presence of Representative from DSSSB should demonstrate complete automatic deletion of the responses and audit trails in hard disc of the main and backup server.
	24	The service provider shall provide Biometric/Iris data of all the candidates captured during examination, in the desired format, for verification purposes during subsequent stages of the examination/recruitment procedure.
	25	The Service Provider would have to support DSSSB for evaluation of their exam software system. DSSSB will not take bidders software or source code, instead, the bidder will demonstrate their software in simulated environment and answer DSSSB queries. The bidder would have to assist DSSSB during the technical evaluation stage by sharing detailed functionality of the exam software, creating a live exam environment, access to records created during the live exam and answering questions shared by DSSSB.
	26	The Service Provider should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by DSSSB must be met immediately.
	27	The Service Provider should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
	28	The proposed software should be certified by CERT-IN, Govt. of India for IT security.
IT/ Data Security	1	Minimum 256 bit SSL encryption must be applied to the data (both QP and candidate responses) transmitted over the internet.
	2	The data must be backed up, must be encrypted <i>in exam center server</i> and stored in Central Server and DR site securely. The complete exam data must be encrypted during data transfer from software application to data center as per standard guidelines of DoT.
	3	Back up must be preserved for 3 years in Central Server of Service Provider. Data archival and removal process to be followed as per DSSSB Guidelines/Instructions.
	4	Secured environment for Question Paper upload must be provided.
	5	In order to flag any suspicious activity or behavior of candidate during the test a mechanism similar to Remote Proctoring should be incorporated in each computer node.
	6	The Service Provider must have primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be CERT-In certified as per Govt. of India guidelines.

9.2		Non-IT Requirements
General	1	The Examination Venue must be made available for review, audit and inspection at least 5 days prior to the conduct of examination
	2	CCTV surveillance must be made functionally available in such a way that all candidates are covered under the surveillance setup. i.e., one camera may cater to 25 candidates, but all candidates and the examination area must be covered under the surveillance, which gets recorded to a central system at the Examination Venue
	3	Surveillance system must also cover the following areas: <ul style="list-style-type: none"> • Entry point of the Examination venue (entry to computer lab starts including the locations of biometric registration) • Exit points of the venue, if the entry and exits are separate • Server Room • Path way to washrooms and other convenience facilities • The room of the venue manager (if any). • The front area and the back area of the Examination Venue • Any points specifically indicated by the DSSSB for comprehensive surveillance coverage of the Examination venue
	4	3 feet seat width should be available for candidates in such a way that a candidate cannot see other candidate's screen. Cardboard, transparent material and thermocol are strictly prohibited in partitions
	5	Furniture of good quality should be provided for candidates to take examination
	6	Non-shadow lighting should be there for every hall of examination
	7	Examination venues should contain holding area to keep candidate's belongings
Surveillance System Requirements	1	All Examination Venues will be covered with CCTV surveillance. Cameras should be installed in such a manner that it covers the entire examination area, walk ways with continuous recording of the examination.
	2	At least 2 CCTV cameras should be installed diagonally in an examination venue having seating capacity of 50 Candidates. After that 1 additional CCTV Camera will be required for each set of additional 50 Candidates
	3	CCTV camera feeds must be stored locally on the server at 10 Frames per second (FPS) and Full HD (1080 Pixel) Resolution. The system shall be configured in such a way that Full-HD does not enable zooming to the extent where the screen/question is visible during the conduct of examination.
	4	CCTV camera must capture Examination Venue activities from 60 minute before the examination to 60 minutes after the completion of examination. If examinations are conducted in more than one shift, the CCTV surveillance must start 60 minutes before the beginning of the first shift and continue without break until 60 minutes after the completion of final shift.
	5	CCTV cameras must be IP enabled. Web based access must be provided to the live feed during the examination at Command Centre at DSSSB.
	6	Service Provider is required to keep a copy of the all CCTV footage securely till One year after the expiry of contract between Service Provider and DSSSB.

9.3		Pre-exam activity and Test Venue
Space and venue allotment for Examination	1	The Service Provider must provide online examinations facility across GNCT of Delhi and NCR at centers desired by DSSSB
	2	The Service Provider shall finalize the Test-Centers and Test Venues based on the center-wise registration data/expected registration data provided by DSSSB.
	3	To provide venues on keeping in mind the requirement for physically challenged candidates.
	4	The Service provider must be capable of handling up to 8500 candidates across all venues in one single session.
	5	The examination centers be easily accessible to the candidates and be well connected to public transport.
	6	Each examination center must have basic facilities like fan/AC /drinking water, clean wash rooms and fire safety measures. etc.
	7	Each center must have adequate sanitizers, temperature scanner, sanitizing the hall, and other Covid19 protocol related arrangement, if needed.
	8	At least one day before the date of online examination, the Service Provider should test and certify that the application is functioning smoothly at each venue. (should conduct mock)
	9	Service Provider must submit certification of the nodes eligible for conducting the computer based examination and sealing of the examination venue after conducting successful mock test. The examination venue will be sealed after completion of examination for the day and certificate to this effect will be provided to DSSSB by the Service Provider on day-to-day basis.
	10	A few user friendly venue/designated seats must be provided for physically challenged candidates.
	11	Special proctoring arrangements for physically challenged candidates using scribes required to be done.
	12	Service Provider must provide availability of adequate nos. of backup venue(s) at each center
	13	Suitable fire safety measures and first aid facility should be available at the center.
	14	Antecedent detail of the venue owner, in case of hired/ leased venues must be verified by the Service Provider and made available to the DSSSB.
	15	Coaching centers must not be used as the examination venue for the DSSSB exams.
	16	Venues must be identified as per the requirement of the examination at least 30 days prior to the scheduled date of the examination and communicated to DSSSB
	17	As far as possible, the venue of the examination for female candidates should be allotted within the city.
Computer/ Terminal Work Station	1	The Service Provider must provide functional desktops/computer terminals at each center for the candidates to take online CBT test.
	2	There has to be one server along with a backup server placed in every venue for conducting the tests on the computer terminals of the candidates. QP shall be downloaded to the local

		server just prior to the examination, as per time defined by DSSSB.
	3	The servers and the candidate terminals must be of latest / relatively latest model and must not have reached end of life / end of support. These servers / computer terminals as per the minimum specification / requirement and should be compatible with application software provided by the Service Provider for the online CBT exam.
	4	The Service provider must keep a buffer stock of at least 10% of computers at each Centre as standby. The service provider shall have a contingency plan for candidate management/Shifting in case of any emergency.
	5	While providing computers and relevant software with necessary security systems, the Service Provider shall keep in mind the requirements of physically challenged candidates.
	6	The workstations at each center/venue should be well protected. No candidate should have access to the local file system or the internet during examination delivery.
	7	Application and the computers for conducting the online examinations must be maintained for proper functioning
	8	Data should not be retained in local computer / local server (<i>primary and backup server</i>) after the examination is complete. Policy and time period adopted for backup of the exam data i.e. video recording, biometric captured etc. should be as per standard guidelines of DoT.
Power Backup	1	Each Centre, main server, backup server and client systems would be provided with functional UPS with generator backup and should have 4 hours power backup facility to take care of examination for the entire session. If the examination is held in multiple sessions spreading whole day, adequate power back up has to be arranged for same.
	2	There should be 100% power backup at the centers/venues for the IT equipment to avoid any test disruption. In the event of a power-outage, that affects the test centers, the examination should resume exactly where it left off when the power returns.
9.4		Support Services
Support	1	The Service Provider must deploy adequate staff with required expertise to undertake execution of various aspects of examination. Bidder must deploy trained staff to conduct the online examination, invigilation and at least two of its employees as IT administrator and Venue Head for the CBT.
	2	Security Guards & volunteers must be deployed to handle the candidates at each test center, Controlling the flow and verification of candidates at the gate itself. support staff to help candidates to quickly locating the Lab/ Room/ Seat and sit in orderly manner
	3	Support staff to frisk each candidate at each venue before entry to examination hall/lab to restrict use of electronic gadget/banned items in the examination hall/lab.
	4	Sanitization, temperature scanning, social distancing etc. must be implemented during the period of registration and examination during pandemic situation like COVID-19, if needed.
	5	The Candidates have to be validated as per guidelines given by DSSSB. Bar code reading from call letter, photo and signature capture of the candidate and of the scribe to be done.
	6	Deployment of biometric data collection/IRIS device/photo capture/signature capture (minimum 1 each for every 40 candidates) and verification desk shall be ensured so as to reduce the waiting time for entry to examination hall/lab. Biometric Data/ IRIS/photo/signature to be captured during entry and exit of the test venue.

		The IRIS/Biometric data, the photo and signature so captured to be recorded and provided to DSSSB in hard disk on the following day of Exam.
	7	The system should be capable of allocating examination nodes to all valid candidates
	8	Service Provider must have the facility to notify details to candidates via e-mail/SMS in case of any change of venue or otherwise.
9.5		Conducting Examination
During Examination	1	Computer based tests to be conducted in proctored (invigilators) environment in each test center up to maximum of 3 sessions in a day.
	2	Invigilation/proctoring must be conducted by trained and experienced invigilators in 1 to 30 candidates ratio in each venue. For PH candidates with Scribes the ratio of proctoring should be 1:5.
	3	Report regarding center-wise and session wise attendance must be generated and maintained.
	4	Hall wise/room wise allocation of candidates should be displayed at the entry of the venue. However, sitting plan within each examination hall/room of the candidates should be generated randomly using software application and displayed only one hour before start of the examination. Generation of sitting plan of candidates by the system to be submitted to DSSSB, post examination.
	5	Photo and signature capturing of the candidates and preparation of attendance Sheet must be done and forwarded to DSSSB
	6	The candidate's photo, signature and other details should be displayed on his/her login.
	7	The QP to be downloaded to the server at the venue only about one hour before the test. Password shall be provided by DSSSB to decrypt the paper about 15 minutes before the start of the examination.
	8	The system should send responses of the candidates back to the central server from the test center server at the end of every session
	9	Facility of Real Time Monitoring of examination covering all candidates in the hall must be captured using CCTV Cameras
	10	Strict monitoring and invigilation to be done in order to prohibit use of malpractices / unfair copying means by candidates
	11	The software must save each click as well as time based log on the server for every candidate with his/her IP.
	12	During examination, the software must be backed up automatically on the backup server from the main server at defined intervals.
Incident Reporting	1	If any untoward incident takes place e.g. power failure, computer breakdowns, voltage fluctuations causing disturbance, connectivity failure, it should be reported to DSSSB Office immediately.
	2	If there is any other type of untoward incident causing disruption to a candidate or candidates appearing for the online examination it should be reporting immediately to the DSSSB Office.
	3	Other incidents which are not so significant may be reported via e-mail.

9.6		Post Examination
	1	The database of candidates, applied/attended must be provided to DSSSB.
	2	Consolidated reports such as sitting plan, candidate list (on both soft and hard copies) on data captured (formats will be specified by DSSSB) sent to DSSSB post examination. Also room/lab wise details of invigilators/proctors must be provided to DSSSB.
	3	All verified CCTV footage to be sent to DSSSB after the examination within 48 hours.
	4	The service provider shall archive the result and other examination data for future references after specified time, as per requirement of DSSSB.
	5	The service provider shall provide adequate information (MIS generation / customized reports) to the DSSSB as per the requirement of DSSSB

Note: Above items in the list(s) under “Scope of Work” is not exhaustive and may undergo minor changes and few more may get added up depending on the real time requirements during the contract period. Major changes, if any shall be ratified by “Change Request” procedure.

Annexure E-1 - Bid Offer Form (Without Price)

*(Bidder's Letter Head)***OFFER LETTER**

To

The Secretary**Delhi Subordinate Services Selection Board (DSSSB)****FC-18, Institutional Area, Karkardooma, Delhi-110092.****Subject: TD No. DSSSB: TD: 2025-26/XXXX dated _____ for "Name of the TD"**

Dear Sir

We have examined the above referred TD document. As per the terms and conditions specified in the TD document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer. We acknowledge having received the following addenda / corrigenda to the TD document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this TD.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this TD are for DSSSB.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of compensation clauses in the TD and agree to abide by the same. We also note that DSSSB reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, compensation will not be levied and that the decision of DSSSB will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by DSSSB for submission of bid, and our offer shall remain binding upon us and may be accepted by DSSSB any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, DSSSB will have the right to disqualify us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that DSSSB may reject any or all of the offers without assigning any reason whatsoever.

Yours sincerely,

Authorized Signature [In full and initials]:**Name and Title of Signatory:****Name of Govt. Agency/Undertaking****Address**

Delhi Subordinate Services Selection Board:

AnnexureE-2 -Bidder's Information

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Status of the Company (Govt. Agency/Public Ltd)			
4	Details of Incorporation of the Govt. Agency/Public Ltd.		Date:	
			Ref#	
6	Valid GST Registration no.			
7	Valid Service Tax Registration no.			
8	Permanent Account Number (PAN)			
9	Name & Designation of the contact person to whom all references shall be made regarding this tender			
10	Telephone No. (with STD Code)			
11	E-Mail of the contact person:			
12	Mobile No.(s)			
13	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
14	FY	Year 1	Year 2	Year 3
15	Net worth			
16	Turn Over			
17	PAT			

(Signature of the Bidder)**Printed Name****Designation****Seal****Date:****Business Address:**

Annexure E-3 –Compliance toMandatory Eligibility Criteria

S.N O.	ELIGIBILITY	REQUIRED DOCUMENTS	Compliance
A	The Bidder should be a Govt. organization/Public Ltd. company registered under Companies Act, since the last three years.	Please submit: 1. Articles of Association 2. Memo of Association 3. Certificate of Incorporation.	
B	The Bidder should have annual average turnover of last 3 financial years(2022-23, 2023-24, 2024-25) minimum Rs. 100 Cr.	This must be supported by audited financial statements (Reports) by CA for the financial year 2022-23, 2023-24, 2024-25.	
C	The Bidder should be a profit making organization OR have positive net worth in the last 3 financial years as above.	This must be supported by audited financial statements (Reports)	
D	The turnover and other financial credentials have to necessarily be of the bidder and such credentials of Group / parent organization will not be acceptable.	Self-declaration on official company letter head with sign & seal to be submitted	
E	The Bidder must host the application in a Data Centre located in India , either owned by the bidder or in a third party data center. Cloud hosting is not allowed	Attach proof	
F	The Data Centre must be of minimum Tier III and must have latest ISO 9001, 27000, 27001 certifications.	Attach Proof.	
G	The vendor must have valid VA/PT IT Security Audit certificate of the application software, carried out within last one year.	Attach VA/PT Certificate	

H	The Bidder must be the owner of the application software for conducting online examinations OR should be an authorized licensee of the application software.	Attach proof	
I	<p>The Bidder must have experience of having <u>conducted online examinations in India in any of the last 3 FY with a minimum of :</u></p> <ul style="list-style-type: none"> ➤ <u>8 lakh candidates (in a year) for 1 reputed organization.</u> ➤ OR ➤ <u>4 Lakh each (in a year) for 2 reputed organizations.</u> ➤ OR ➤ <u>2 lakh each (in a year) for 3 reputed organizations.</u> ➤ OR ➤ A total of minimum 25 lakh candidates in 03of last 05 years for reputed organizations. 	Copy of Invoice and/or Client certification to be submitted.	
J	The Bidder must have experience of having conducted online examinations in India with a minimum of 8500 candidates in one session and 25,000 per day, for reputed organization within the last 3 years in Delhi/NCR.	Required Proof has to be submitted. Client Reference, Provide details.	
K	DSSSBhas a set procedure for sharing candidate data (along with photographs, signature and other details), uploading QP, and receiving candidate response after the examination which has to be adhered to by the bidder(s).	Confirm acceptability	
L	The application software must support questions in English & Hindi. The application software must also support all questions to be uploaded as image.	Confirm availability	
M	<p>The bidder should not have been blacklisted by central / State Government Departments/undertakings.</p> <p>The bidder should not have any complaints of question paper leakage or mismanagement of exams.</p> <p>Also should not have been declared NPA by any of banking and financial institutions.</p>	Fill Annexure T3 Self-declaration on official company letter head with sign & seal to be submitted	

N	The bidder shall not have a conflict of Interest that affects the bidding process. Any bidder found to have a conflict of interest shall be disqualified. Whether a situation amounts to conflict of interest or not shall be determined by DSSSB and his decision shall be final	Self-declaration on official company letter head with sign & seal to be submitted	
O	The bidders should in the last 3 (three) years have neither punished nor failed to perform any contract as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against him, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach of contract and the bidder should certify the same by an affidavit.	Attach the affidavit(Rs. 500/- Non-Judicial stamp paper and notarized)	
P	There should not be any enquiry/court case against the bidder registered in any of the vigilance organization like CBI, EOW, SIT, STF, CVC etc. and he will certify this by an affidavit.	Attach the affidavit(Rs 500/- Non- judicial stamp paper and notarized)	
Q	The bidder must deploy at least two of its own employees (on its roll-one Centre Head and one IT Administrator) in each venue of per 250 candidates for conduct of online examination	Self-declaration on official company letter head with sign & seal to be submitted	

Note:

- Bidder should not provide financial details & other corresponding details of the group organization/franchisee/sister organization but of only that bidding entity which is conducting exams.
- Each Parameter/Criteria which is utilized for technical assessment has to be supported by relevant documentary proof, attached as separate annexure for the required period only with proper label and numbering.

Annexure E-4–DECLARATION REGARDING APPLICATION

To

**The Secretary
Delhi Subordinate Services Selection Board (DSSSB)
FC-18, Institutional Area, Karkardooma, Delhi-110092.**

Re: TD No. DSSSB: TD: 2025-26/XXXX dated _____ for “Name of the TD”

The application for the proposed Solution for Online examination

Sir,

I, _____ declare that we M/s (*Name of the Bidder*) are the sole owners of the proposed application for conducting online examination

Or

I declare that we are the authorized licensee of the application which is owned by _____. The license is valid Till __/__/20xx (date).

I further certify that I am an authorized signatory of the organization/Public Sector Undertaking and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address

Annexure E-5 – Declaration for Acceptance of TD Terms and Conditions

To

The Secretary
Delhi Subordinate Services Selection Board (DSSSB)
FC-18, Institutional Area, Karkardooma, Delhi-110092.

Re: TD No. DSSSB: TD: 2025-26 XXXX dated _____ for “Name of the TD”

Sir,

I have carefully gone through the Terms & Conditions contained in the above referred TD document. I declare that all the provisions of this TD are acceptable to my organization. I further certify that I am an authorized signatory and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure E6 – Declaration for Acceptance of Scope of Work

To

The Secretary
Delhi Subordinate Services Selection Board (DSSSB)
FC-18, Institutional Area, Karkardooma, Delhi-110092.

Ref: TD No. DSSSB: TD: 2025-26/XXXX dated _____ for “Name of the TD”

Dear Sir,

I have carefully gone through the Scope of Work contained in the above referred TD document. I declare that all the provisions of this TD are acceptable to my organization. I further certify that I am an authorized signatory and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure E-7 – Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we _____ (name of the organization and address of the registered office) do hereby appoint and authorize Mr. _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for “_____” in response to the TD No. _____ by DSSSB, including signing and submission of all the documents and providing information/responses to DSSSB in all the matter in connection with our bid.

We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2025.

For _____.

(Signature)

(Name Designation and Address)

Accepted

Signature)

(Name Designation)

Date:

Business Address:

Annexure E-8 – Other Undertakings

To

The Secretary
Delhi Subordinate Services Selection Board (DSSSB)
FC-18, Institutional Area, Karkardooma, Delhi-110092.

Ref: TD No. DSSSB: TD: 2025-26/XXXX dated _____ for “Name of the TD”

Dear Sir,

We declare as under that the Data Centre is owned by us / third party. Following are the details about Data Centres:

Sr. No.	Description	Bidder should provide
1	Owned or third party name	Documentary proof
2	DC should be Cert-In certified	Documentary proof
3	Data Centre and DR Location	Indicate nos.& documentary proof

We also undertake we shall be responsible for ensuring smooth functioning of the entire Project.

We undertake that we shall not sub-let or subcontract this job to any other person or firms in any circumstances during the Contract validity period. We shall complete this work on our own.

All software used shall be licensed versions.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure T-1 - COMPLIANCE TO TECHNICAL & FUNCTIONAL REQUIREMENT

Details of each of the activities of Scope of work are listed below:Section 9 to be inserted with additional column of Compliance.

Note: Above items in the list(s) under “Scope of Work” is not exhaustive and may undergo minor changes and few more may get added up depending on the real time requirements during the contract period. Major changes, if any shall be ratified by “Change Request” procedure.

Annexure T-2–Technical Score Matrix

Bidder should provide complete details with valid documentary proof for each line item: **Technical Score Matrix from Sl. 7.3 to be inserted with an additional column of Compliance.**

C – Project done details:

[Using the format below kindly provide the details for each project, Bidder has handled:

Sr.No.	Particulars	Details
1.	Name of the Project	
2.	Approximate cost of contract/Project cost	
3.	Organization	
4.	Duration of Project (months)	

Note: Please provide documentary evidence from the client wherever applicable.

Signature: _____

Name: _____

Designation: _____

Date: _____ Place _____

Annexure T-3 - Declaration regarding Clean Track by Bidder**Declaration for Clean Track Record (On organization's Letterhead)**

To

The Secretary
 Delhi Subordinate Services Selection Board (DSSSB)
 FC-18, Institutional Area, Karkardooma, Delhi-110092.

Re: TD No. DSSSB: TD: 2025-26/XXXX dated _____ for "Name of the TD"

Dear Sir,

I have carefully gone through the Terms and Conditions contained in the above referred TD. I hereby declare that my organization is not currently debarred/black listed by any Government / Semi Government organizations/ Institutions in India or abroad. I further certify that I am competent officer in my organization to make this declaration.

Or

I declare the following

No.	Country in which the company is debarred/blacklisted/case is pending	Black listed/debarred by Government / Semi Government organizations/ Institutions	Reason	Since when and for how long

(Note: In case the organization was blacklisted previously, please provide the details regarding Period for which the company/firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Annexure T-4 - Client Details

Provide details of major client details wherever available:

S. No.	Name of Institution	Contact Person Name and Designation	Contact Details with e-mail	Preferable time to contact

Signature: _____.

Name: _____ -

Designation: _____

Date: _____, Place _____

Date: _____, Place _____

Annexure T-5 – Project Plan

Please describe the Project Plan and the Implementation period required (in 2-3 pages)

Annexure T-6 – Short Description

Short Description of the Proposal

Please provide a short description of the Proposal proposed by you, giving details of the Hardware proposed to be used, the Software, the manpower, your contingency plan etc.(in 2-3 pages)

Annexure – T-7 Non-Disclosure Agreement (To be made as per DSSSB requirement)

(To be taken on Rupees 100 Non Judicial Stamp Paper)

This Agreement is made and entered on this ----- day of -----, 2025 (“Effective Date”) between _____, a company incorporated in India (Hereinafter referred to as “DSSSB”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns);

AND

XXXXXXX LIMITED a organization registered in India and having its registered office (Hereinafter referred to as “XXXXXXX”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns).

The term “Disclosing Party” refers to the party disclosing the confidential information to the other party of this Agreement and the term “Receiving Party” means the party to this Agreement which is receiving the confidential information from the Disclosing Party.

DSSSB and XXXXXXX shall hereinafter be jointly referred to as the “Parties” and individually as a “Party”.

NOW THEREFORE

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

Article 1: Purpose

The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between DSSSB and XXXXXXX to perform the considerations (hereinafter called “Purpose”) set forth in below:

(For Engagement of Agency for Supply of IT Manpower)

Article 2: DEFINITION

For purposes of this Agreement, "Confidential Information" means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/ consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party's sole costs. Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

Article 3: NO LICENSES

This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.

Article 4: DISCLOSURE

Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.

The Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.

The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information.

Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION

The parties agree that upon termination/expiry of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS

Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit the Receiving Party from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in the Confidential Information provided that the Receiving Party does not violate any of its obligations under this Agreement in connection with such development.

Article 7: INJUNCTIVE RELIEF

The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

Article 8: NON-WAIVER

No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

Article 9: JURISDICTION

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 by a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. Arbitration shall be held in New Delhi, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

Article 10: GOVERNING LAW

This Agreement shall be governed exclusively by the laws of India and jurisdiction shall be vested exclusively in the courts at New Delhi in India.

Article 11: NON-ASSIGNMENT

This Agreement shall not be amended, modified, assigned or transferred by either party without the prior written consent of the other party.

Article 12: TERM

This Agreement shall remain valid from the date last written below until the termination or expiry of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination / expiry of the Agreement for a period of three years after the termination / expiry of this Agreement.

Article 13: INTELLECTUAL PROPERTY RIGHTS

Neither Party will use or permit the use of the other Party's names, logos, trademarks or other identifying data, or otherwise discuss or make reference to such other Party or infringe Patent, Copyrights, in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without such other Party's prior written consent.

Article 14: GENERAL

Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party.

This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement.

Any breach of any provision of this Agreement by a party hereto shall not affect the other party's non-disclosure and non-use obligations under this Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement by their duly authorized representatives as of the Effective Date written above.

XXXXXXXXXX

By:
Name:
Designation

By:
Name:
Designation

Annexure – T-8 QUALITY ASSURANCE GROUP

Sr. No.	Name of persons	Qualification	Working Since	Experience

Note on organizations quality management system (one page note to be attached)

Signature and seal of the bidder

Name & Address in capital letter with designation

SECTION 10 – ANNEXURES FOR COMMERCIAL BID**Annexure C-1- Commercial Bid Form**

(To be included in Commercial Bid)

To

The Secretary
Delhi Subordinate Services Selection Board (DSSSB)
FC-18, Institutional Area, Karkardooma, Delhi-110092.

Re: TD No. DSSSB: TD:XX dated ----- for “ Name of the TD ”.

Dear Sir,

We undertake, if our Bid is accepted, to provide _____ for the above purpose within the stipulated time schedule.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by DSSSB up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the TD. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2025.

(Signature)**(Name)****(In the capacity of)****Duly authorized to sign Bid for and on behalf of**

Annexure – C-2 COMMERCIAL BID

Note:

- ❖ Prices should include all applicable statutory taxes/levies. However, they should be shown separately at current rates. These will be paid additionally at the rates applicable at the time of raising of Invoice.



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

- Prices should be written both in figures and words.
- Rates shall be quoted based on “per candidate per shift” and shall include all levies in respect of things mentioned in the paras related to the scope of work including any incidentals thereof.
- Lowest Commercial bid will be determined on the basis of total amount quoted in column ‘C’ of the Commercial bid.
- The bidder will have to substantiate the taxes and levies claimed by him in each bill. The bidder will thus be required to provide documentary evidence of the rates of tax as applicable on the basic unit cost quoted at the time of claiming payment consequent upon the award of the contract.

Seal and Sign

SECTION 11- DOCUMENTS TO BE SUBMITTED BY THE SELECTED BIDDER AFTER NOTICE OF AWARD

(To be completed by the successful Bidder)

Annexure - 1 Draft Performance Security Guarantee

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE

(To be submitted on Stamp Paper of the appropriate value to be purchased in name of the issuing bank)

Date

Beneficiary: Delhi Subordinate Services Selection Board (DSSSB)
Fc-18, Institutional Area, Karkardooma, New Delhi-110092

Performance Bank Guarantee No:

We have been informed that----- (hereinafter called “the Supplier”) has received the purchase order no. “-----” **dated** ----- issued by Delhi Subordinate Services Selection Board(DSSSB) for ----- (hereinafter called “the Purchase Order”).

Furthermore, we understand that, according to the conditions of the Purchase order, a Performance Bank Guarantee is required.

At the request of the Supplier, We ----- (name of the Bank), the issuing Bank to furnish the details of its incorporation, and having its registered office at ----- and, for the purposes of this Guarantee and where claims are payable, acting through its ---- branch presently situated at ----- (hereinafter referred to as "**Bank**" which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of **Rs.----- (in figures) (Rupees----- (in words)----- only** upon receipt by us of your first demand in writing on or before ----- (Date) declaring the Supplier to be in default under the purchase order, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein. Notwithstanding anything regarding validity of this bank guarantee stated above, this bank guarantee can be invoked within 2 months of the expiry of the validity period.

Please note that you may, if you so require, independently seek confirmation with --(Bank Name & Issuing branch address)-----, that this Bank Guarantee has been duly and validly issued.

Notwithstanding anything contained in the foregoing:

- (i) The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of Rs. ----- <Amount in figures and words>.
- (ii) The liability of ----- (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of DSSSB within three months of the expiry of the validity period of this Bank Guarantee viz. from - -----.
- (iii) Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours on ----- (Date) failing which all rights under this Bank Guarantee shall be forfeited and -----

(Bank), shall stand absolutely and unequivocally discharged of all of its obligations hereunder. This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of New Delhi shall have exclusive jurisdiction.

Kindly return the original of this Bank Guarantee to -----
--- (Bank & Its Address), upon the earlier of (a) its discharge by payment of claims aggregating to Rs. -----
<Amount in figures & words>. (b) Fulfillment of the purpose for which this Bank Guarantee was issued; or (c)
<Claim Expiry Date>

All claims under this Bank Guarantee will be made payable at -----
----- (Bank & Its Address).

Signature of Authorised representative of the Bank

*******END OF DOCUMENT*******