



DELHI SUBORDINATE SERVICES SELECTION BOARD
(GOVT. OF NCT OF DELHI)

Request for proposal (RFP)

Tender Id- 2023_DSSSB_240235_1 dated 01.05.2023

SELECTION OF AGENCY FOR
THIRD PARTY AUDIT (TPA)
FOR ONLINE COMPUTER BASED EXAMINATION PROCESS

Issued by:

Delhi Subordinate Services Selection Board (DSSSB)

Govt. of NCT of Delhi

FC-18, Institutional Area

Karkardooma, Delhi-110092

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Request For Proposal

Tender Id- 2023_DSSSB_240235_1 dated 01.05.2023

Delhi Subordinate Services Selection Board (DSSSB) under the aegis of Govt. of NCT of Delhi invites RFP for the work detailed in table below, from Government Organization/Govt. Agencies/PSUs/PSEs empaneled with STQC/CERT-In, Govt. Of India:-

Brief Description of Work	Tender Document Money (INR) [Non-refundable] (Online)	Earnest Money Deposit (EMD) (INR) [Refundable] (Online)	Last Date and Time of Bid Submission (Online)	Bid Opening Date and Time (Online)
Selection of Agency for Third Party Audit (TPA) for online Computer based Examination	<u>NIL</u>	<u>NIL</u>	29.05.2023 at 05:00 PM	02.06.2023 at 03:00 PM

- (a) **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.**
- (b) For e-filing, intending bidders may download the tender documents from the website <https://dsssb.delhi.gov.in> & <https://govtprocurement.delhi.gov.in>.
- (c) The proposal duly digitally signed, will need to be submitted online through the website <https://govtprocurement.delhi.gov.in>.
- (d) Submission of the Bid should be done as per the stated time schedule mentioned in above table.
- (e) For any queries regarding this RFP, please contact
Dy. Secretary (Exam), DSSSB
E-mail: exambranch.dsssb@gmail.com Phone No. 011-22378380.
- (f) DSSSB reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

Instructions/guidelines for electronic submission of the tenders have been annexed for assisting the bidders to participate in e-Tendering

- a) 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 on to <https://govtprocurement.delhi.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.
- b) 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.
- c) Submission of Tenders: Tenders are to be submitted online to the website in two folders at a time for each tender (one is Technical Proposal & the other 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.
- d) Tender Document download:- For e-filing, intending bidders may download the tender documents from the website <https://govtprocurement.delhi.gov.in> & <https://dsssb.delhi.gov.in> directly.

RFP response should contain:

This RFP document, with all pages signed by the authorized signatory

- (i) Annexure-I :- Covering letter for submission of RFP
- (ii) Annexure-II :- Details of responding bidder
- (iii) Annexure-III :- Financial capabilities of the bidder
- (iv) Annexure-IV:- Details of projects undertaken and Work Order copies along with project completion certificates from the customers duly attested.
- (v) Annexure-V :- Financial proposal template
- (vi) Annexure-VI :- Financial Proposal
- (vii) Annexure-VII :- Bid Security Declaration Form

Valid scanned copies of the following documents:

- (viii) Certificate of Incorporation,
- (ix) Power of attorney establishing the authorized signatory (mandatory for partnership firms)
- (x) Audited Balance Sheets and Profit & Loss Statements for the Financial Years 2019-2020, 2020-2021 & 2021-22.
- (xi) Copies of the valid empanelment certificate from STQC/CERT-In, GOI.

1. Introduction

Delhi Subordinate Services Selection Board (DSSSB) is a Government Organization under Govt. of NCT of Delhi which undertakes recruitments for Group “B” (Non-Gazetted) and Group “C” manpower for the departments under Government of National Capital Territory of Delhi (GNCTD), MCD, NDMC and the autonomous bodies of GNCTD. While doing so, DSSSB strives to ensure transparent and merit based selection on the basis of written examination (Tier I/II) and Skill tests or physical endurance test as per the RR’s requirements/examination scheme, requisitioned by the respective User Departments.

2. Objective

Delhi Subordinate Services Selection Board (DSSSB), Govt. of NCT of Delhi proposes to identify Bidder(s) for conducting an Infrastructure, Process and Security Audit on end to end basis involving whole process of ‘Computer Based online Recruitment Examination, from online receipt of applications to final merit list/ result generation and assessment of examination centers (Delhi/Noida) to address the critical challenges, if any, in the process of conduct of computer based examination at different centers. The audit proposed to be conducted of the recruitment conducting agency hired by DSSSB (Name of Agency to be audited will be informed at the time of letter of award).

3. Scope of Work**(The responsibilities of the selected agency are mentioned below (but not limited to):**

Bidders would be expected to perform the following tasks to analyze and review the process involved in conduction of computer based online examination on end to end basis. The auditors will have to carry out an assessment of the vulnerabilities, threats and risks that exist in the whole process through Vulnerability Assessment and Penetration Testing. The final report will certify the whole process of online computer based examination “Certified for Security”. All the process cum security audit reports should contain the details as mentioned in the Audit report.

The Infrastructure, Process and Security Audit shall comprise of following activities but not limited to:

- 1. Infrastructure, Physical, Logical and Network Vulnerability Test of IT centralized data center & examination centers: -**
 - I. The entire centralized command centre (DC & DR), Headquarter (Exam Conducting Agency) and examination centres having IT infrastructure and connectivity to centres.
 - II. Physical & Environment Vulnerability audit at various examination centres across Delhi/Noida (centre details will be provided to successful bidder later on after issue of LoA) which includes audit of surveillance such as LAN connection, desktop, local server, CCTV, Jammers, if any, along with possibility of misuse of internet and Bluetooth device or any other techniques. Standby electric supply (UPS & DG sets), provision of 10% additional desktops & standby server, provision of sufficient illumination and air-conditioning/ventilation, access control arrangements to prevent any unauthorized entry etc.
 - III. Network connectivity & vulnerability tests of desktops & server at centralized location and each centre.
 - IV. Vulnerability related to candidate's system including hardware, OS, processor speed, RAM, network and internet, connectivity, key boards etc.
 - V. CCTV camera solutions deployed in the centre to be audited for maintenance of logs as per the standards, video footage management and transfer process of data to the command centre, data retention period on central server.
 - VI. Security of server and network devices, pre-requisites for hardware and software.
 - VII. Specifications for devices and systems to be used for authentication of identity and audit trail mechanism.
 - VIII. Process for registration of test centres and contact details after verification using capacity estimation process and mapping the test centres with command centre.
 - IX. Seat/machine allocation to every registered and eligible candidate and handling of security parameters for the conduct of computer based recruitment examination.
 - X. System scanning, browser compatibility, network configuration, required bandwidth, eligible nodes for conduct of computer based examination and OS compatibility check at test centres including remote and crowded places.
 - XI. Check for compliance of action taken report by empanelled service provider for the vulnerabilities found at examination centres by auditor at IT centralized centre & sample examination centres based on the level of risks found.

- XII. Ensure that complete and proper biometric registration process of the candidates before start of examination (digital photo and bio metric fingerprint) taken place and after that allow candidates to appear for test at examination centres
- XIII. While exam will be conducted on local LAN, ensure that data of test progress should be transferred to central server every 15 minutes for monitoring purposes. The data should be real time data generated from each Exam Centre during the examination.
- XIV. Ensure the arrangement of necessary servers to conduct the examination at each test centre. Primary and Secondary server should be available for every 200 or 250 candidates at a test centre with sufficient LAN bandwidth.
- XV. At the end of the exam, transfer/export of candidate response, audit trails and registration data (biometrics & photo) should be done on secured channel by using necessary encryption techniques from local server to the data centre of the technical partner within 3 Hours (or less) from each exam centre.
- XVI. To ensure security check, secrecy, confidentiality in all aspects of examination including physical security, cyber security, information security, server security and network security.
- XVII. The algorithm adopted for allocation of Roll No. and examination centres should be checked.

Deliverables (Phase 1):

Audit Report on Physical, Environmental & network vulnerability audit at Centralized IT centre and each examination centre along with the recommended solutions as per industry best practices for vulnerabilities found.

2. Application and Examination Software Application Vulnerability Test & Process Audit:-

- I. Vulnerability Assessment as per OWASP standard.
- II. Software development and internal unit/quality testing phases audit to ensure error free application software.
- III. Application data management and admit card generation process to avoid any data conflicts/mismatches.
- IV. Process audit of entire conduct of the exam from online registration to preparation of merit list.
- V. Verification of encryption and decryption technology being used for uploading of question paper and other exam related data at server premises and location.
- VI. Verification and check on maintenance of SOP and process documentation related to computer based recruitment examination.

- VII. Compatibility of online e-form to all browsers (Firefox, Google Chrome and Internet Explorer).
- VIII. Secure integration of payment gateway/bill desk with design and development of software of online registration of candidates.
- IX. Ability to generate unique login ID and password to each registered candidate.
- X. Data archiving and retention for assessments (applicable for all end to end examination related data).
- XI. Auditing agency will also have to assist in patching vulnerabilities, if any, after security audit for the platforms i.e. Dot net/SQL server or any other at application level.
- XII. The captured biometric of the candidate is compatible as per the UIDAI guidelines and the security features introduced as per IT Act.
- XIII. Checking of the uploaded logs of servers and system drives of results of the online examination.
- XIV. Policy and time period adopted for backup of the exam data i.e. video recording, biometric captured etc. may be checked.

Deliverables (Phase 2):

Detailed report along with recommendations on Application, examination software, database management, Encryption/ Decryption techniques, risk mitigations, as per the industry best practices for the vulnerabilities found.

3. Review of Process prior to or on the day of the Examination:-

- I. Ability to encrypt the question paper just before examination ensuring no changes can be made.
- II. Restrictive accessibility to question paper with audit trail on accessing.
- III. Final question paper is uploaded to data center by content manager using proper encryption method.
- IV. Passwords for encryption and decryption of question papers are only known to content manager and passwords handling mechanism.
- V. Question paper decryption happens only when the first candidate logs in from his/ her system at test center drive wise.
- VI. Synchronization between all test centers to start exam at the same time without any time delay.
- VII. Access trail on request to download the question paper before commencement of exam.
- VIII. Transient data is transferred in encrypted form over the server and verification of role based access and user level authentication.
- IX. Unique login Id is given to each participant to appear in the test.
- X. Monitoring log on the server for every candidate with his/her IP and complete traceability to different nodes or any remote activity on candidates' system.
- XI. In case of machine/power or network failure, ability of software to retrieve responses of the candidates.

- XII. Display of unique question for each candidate and one question per screen with random jumbling of answer options.
- XIII. Ability to download the list of participants for different test centers and in particular time slot.
- XIV. Validation of hall tickets brought by candidates and biometric check of candidate either through signature/ photo/ thumb impression.
- XV. Computer based exam software should support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, virtual numeric scientific keypad, time left, flag questions for review, marking/unmarking of question, display of status of questions with different colour and symbols, switching between sections, switching between Hindi and English languages (if applicable), navigation to unanswered questions and prompt for submission.

Deliverables (Phase 3):

Audit report on the review of process prior to or on the days of Examination along with the recommended solutions for vulnerabilities found.

4. Question Setting Process, Evaluation management and Result/ Merit List Generation

- I. Process documentation check on qualification criteria, experience & selection of SME & moderator.
- II. Vulnerability check on method of QP setting whether any verification and moderation is done or not as per pre-set criteria.
- III. Check if any certificate is obtained by QP setter and moderator about quality, difficulty level, accuracy and confidentiality of content creation and answer key.
- IV. Process check on objection management of objections received from candidates and re-verification of answer keys.
- V. Submission of all exam papers electronically to the relevant administrator using a physical storage device/ electronically, or shared folder set up for this purpose on a secure server to prevent question papers from being mislaid
- VI. Score generation is done according to pre-agreed detailed marking scheme without any prejudices and the process should result in error free evaluation of answer scripts so the candidates would get the maximum advantage for their efforts at the examination
- VII. The first marking and Candidate's Objection Management of answer scripts is a time bound process. Hence, it is expected that the examiners comply with the rigor of the process and specified time intervals and submission deadlines to assure speedy release of the results.
- VIII. Process for normalization of question paper and generating answer keys.
- IX. Vulnerability associated in generating the merit list after completion of objection management in terms of the template required by client (category, caste etc.) and its

transmission to exam conducting agency and agency's transmission of the same to the client.

- X. Method of selection of their review SME allotment of QP setting project to them, splitting of the paper into parts not to allow the single SME to have total view, several QPs being set to disguise identity, similar practice for moderation by checking tag and translation. The QP end to end process may be audited to comment on vulnerability if any.
- XI. To ensure safety measures from any remote access and maintaining security of the server against any external cyber access to compromise the data including question paper.
- XII. Security measures at all stages of data processing, data storage at centre server, transmission from center server to examination center, data processing at examination centers, sanitization of nodes/server at examination centers before the exam and data transmission from examination center to the center server.
- XIII. creation of panel of paper setters, paper appraisal, confidentiality maintained or not, detailed process of allocating of centers, its criteria and the module of selection of paper setters be included for audit.

Final Deliverables: Gap analysis report along with detailed presentation & recommendations/solutions for the vulnerabilities reported. Recommendations on improving the system as per industry best practice.

The bidder is also required to perform a validation of recommended changes, after the necessary changes have been incorporated by the technical partner.

Detailed presentation report to the Chairman, DSSSB and recommendation(s) for future improvements to in-line with industry trends.

Note:- The entire infrastructure, process and security audit is need to be conducted within a period of 90 days from the date of issue of letter of award.

(IMPORTANT DATES & INFORMATION)

1.	Tender No. & Date	2023_DSSSB_240235_1 Dated: 01.05.2023
2.	Brief description of project	Selection of Agency for Third Party Audit (TPA) for process cum security audit of the whole process of online Computer Based Examination on end to end basis
3.	Earnest Money Deposit Fee	NIL
4.	Tender issuing entity	Delhi Subordinate Services Selection Board, GNCTD FC-18, Institutional Area, Karkardooma, Delhi-110092 Phone-011-22378380 www.dsssb.delhigovt.nic.in
5.	Date of uploading of N.I.T. & other Documents (Online) (Publishing Date)	01.05.2023 (Monday)
6.	Documents download startdate (Online)	01.05.2023 (Monday)
7.	Last Date and time of sending the queries	Date: 08.05.2023, 05:00 PM (Monday) Queries will be sent to Design. Dy. Secretary (Exam) DSSSB FC-18, Institutional Area, Karkardooma, Delhi-110092 E-mail: exambranch.dsssb@gmail.com Phone no. 011-22378380
8.	Pre-bid meeting for queries, if any	Date: 09.05.2023, 12:00 PM (Tuesday)
9.	Corrigendum, if any, will be published on Line	Date: 12.05.2023, 12:00 PM (Friday)
10.	Bid Submission start date & time (Online)	Date: 13.05.2023, 10:00 AM (Saturday)
11.	Bid Submission closing date & time (Online)	Date: 29.05.2023, 05:00 PM (Monday)
12.	Technical bid opening (Online)	Date: 02.06.2023, 03:00 PM (Thursday)
13.	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals (if any).	To be notified later.
14.	Commercial bid opening	To be notified later.
15.	Date of uploading the final selected agencies	To be notified later.
16.	Contact Persons	Dy. Secretary (Exam), DSSSB e-mail: exambranch.dsssb@gmail.com Phone No. 011-22378380

Note: The list of technically qualified agencies with name will be published on the website of DSSSB. <https://dsssb.delhi.gov.in> once the technical evaluation will be over.

4. Check list of Eligibility Criteria (Technical)

The bidder must possess the requisite prior experience, financial strength and technical capability in providing the services necessary to meet the requirements as described in the RFP document. The Bidder is required to meet all eligibility criteria mentioned below in order to qualify.

S. No.	Basic Requirement	Specific Requirements	Documents Required to be submitted
1	Annual Sales Turnover	Average annual turnover of bidder should not be less than INR 01 Crore in last three financial years (FY 2019-2020, 2020-21 and 2021-2022)	<ul style="list-style-type: none"> Audited Financial Accounts & certificates from the statutory auditor / Chartered Accountant Balance sheet and Profit & Loss Statement certified from the statutory auditor or Chartered Accountant
2	Work experience	The bidder should have vast experience in the field of Third Party Audit (TPA/IT) for process cum security audit of the whole process of online computer based examination on end to end basis in conducting of minimum five Govt. Department /Quasi Govt. Dept. / PSU / Board / Council/ Large corporate in the last 3 years	Work Order and Completion Certificate issued by the clients
3	Govt. Agencies/ PSUs/PSEs	The agency must be in the current Empanelment of STQC/CERT-IN, GOI for IT Security cum process Audit.	Copies of the valid empanelment certificates from STQC/CERT-In, GOI
4	Certifications	The bidder must have a team of professionals having valid professional certificates in the field of TPA/IT Security (e.g. CISA/ CISSP/ CEH etc.)	Undertaking and copy of certificates of the professionals

5	Legal Entity	The bidder should have existence in India for last three (3) years at the time of submitting the bid.	<ul style="list-style-type: none"> • Certificates of incorporation for Company/Partnership Deed/ Proprietorship firm and self-declaration • Certificate from Statutory auditor / Chartered Accountant for existence of firm for last three years along with last three years balance sheet.
6	Solvency of the bidder	The bidder shall be solvent at the date of bidding	Certificate from Statutory auditor / Chartered Accountant for solvency of firm along with last three years balance sheet and self declaration.
7	Other legal documents	GST Certificate	Copy of the valid documents
8	ITR	Income Tax Return (Last 3 years)	Copy of the valid documents
9	PAN	Copy of PAN	Copy of the valid documents
10	Trade License	Trade License/Articles of Association/Company Registration (depending on companytype/location)	Copy of the valid documents
11	Power of Attorney	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 Non Judicial Stamp Paper.	Scanned copy of Power of Attorney needs to be uploaded

Note:

- The Bids shall be submitted only by the Bidder; no consortium is allowed in this Bid. Declaration in this regard needs to be submitted.
- No Sub contracting will be allowed
- In absence of any of the above, the bid will be treated as non-responsive and hence shall be rejected.
- From Time to Time DSSSB reserves the right to review and float similar RFP for selection of more agencies (in addition to existing list of selected bidders) if required.
- DSSSB will periodically review the performance of the selected Agencies/vendor and will take action as deemed fit in case of underperformance.

5. GENERAL INSTRUCTION TO BIDDERS

I. General Eligibility:

The interested agency marked/considered by DSSSB to be ineligible to participate for non- satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible. Breach of general or specific instructions for bidding, general and special conditions of contract with DSSSB may make a agency ineligible to participate in the process.

II. Empanelment forms:

Wherever a specific form is prescribed in the document, the interested agency shall use the form to provide relevant information (Refer to Annexure of the document). For any other details (apart from the Annexure provided in this document) if the agency considers important, shall design a form and submit the intended information additionally.

III. Cost of proposal submission:

The interested agency shall bear all costs associated with the preparation and submission of its proposal, and DSSSB will in no case be responsible for those costs, regardless of the conductor outcome of the bidding process. Interested agency is expected to examine all instructions, forms, terms, and specifications in the documents. Failure to furnish all information required by the documents or to submit a proposal not substantially responsive to the documents in every respect will be at the interested agency's risk and may result in the rejection of its proposal.

IV. Pre-bid meeting & Clarifications

Pre-bid Conference

- (a) DSSSB shall hold a pre-bid meeting with prospective bidders on the date, time & venue as mentioned in the fact sheet.
- (b) The queries should necessarily be submitted in the following format:

S.No.	RFP document Reference & page No.	Content of RFP requiring clarification(s)	Points of clarification

- (c) DSSSB shall not be responsible for ensuring that the bidders queries have been received by them. Any requests for clarifications post the indicated date & time may not be entertained by the DSSSB

Responses to pre-bid queries and issue of Corrigendum

- (a) The Nodal Officer notified by DSSSB will endeavor to provide timely response to all the queries. However, DSSSB makes no representation or warranty as to the completeness of accuracy of any response made in good faith, nor does DSSSB undertake to answer all the queries that have been posed by the bidders.
- (b) At any time prior to the last date for receipt of bids, DSSSB may, for any reason, whether as its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- (c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the DSSSB website.
- (d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- (e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, DSSSB may, at its discretion, extend the last date for the receipt of proposals.

V. Method of Short listing

A screening committee comprising of officers of DSSSB/Delhi government will evaluate this RFP. The STQC/CERT-IN, GOI and its Empanelled Govt. agencies will participate for Third Party Security cum Process Audit of Online Computer Based Examinations conducted by DSSSB, has to comply with technical evaluation process. Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Eligibility Criteria, would be considered technically qualified.

VI. Financial Bid evaluation

Price bids of such technically qualified bidders shall further be opened;

- a) The Financial bids of technically qualified bidders in technical evaluation criteria will be opened on the prescribed date.
- b) The bidder which has the lowest qualifying financial bid will be declared as L1 and may considered for selection.
- c) Error and rectification: If there is any discrepancy between words and figures in the Financial Bid, the amount in words will prevail.

VII. Period of Validity of Bids

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

VIII. Award of work

- i. Upon successful conformance of all the framework and standards as per evaluation of DSSSB, shortlisted bidders may be issued a Letter of Award subject to fulfillment of all conditions. On the basis of written communication from DSSSB having qualified for selection the bidder will sign a MoU within 15 days of such communication. DSSSB reserves the right to select more than one eligible bidder.

- ii. Job will be entrusted to the Successful bidder through tendering process from within the successful selected bidders.

IX. Performance Guarantee

The bidders selected for TPA shall deposit performance security as per Rule 171 of GFR 2017. Performance security may be furnished in the form of account payee Demand Draft, Fixed Deposit Receipt, bank Guarantee from a commercial bank.

X. Termination of Contract

DSSSB reserves the right to cancel the contract by giving 90 (ninety) days' prior notice in writing and recover damages, costs and expenses etc., incurred by DSSSB under the following circumstances:

- i. The selected bidder commits a breach of any of the terms and conditions of this RFP.
- ii. The selected bidder goes into liquidation, voluntarily or otherwise.
- iii. The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.
- iv. The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order issued based on this RFP.
- v. After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, DSSSB reserves the right to get the balance contract executed by another party from the list of selected bidders by giving 15 days' notice for the same. In addition, DSSSB will be free to forfeit the Security Deposit and getting the assigned work done from alternative sources at the risk and cost of the defaulting bidder.

6. General Terms & Conditions

DSSSB reserves the right to accept, consider or reject any or all applications without assigning any reasons thereof. The decision of DSSSB in respect of selection of agencies/vendors shall be final & binding on all concerned bidders.

Interested agency once selected, shall have to promptly reply to all the enquiries, execute orders as per the order terms of DSSSB and keep the DSSSB informed of new methods/process of security cum process audit, shall help reduce the cost and improve quality, reliability, etc. DSSSB reserves the right to cancel the contract of agency on account of its failure to respond to enquiries for three times, during the year of contract.

In case, a selected agency is found in breach of any terms & condition(s) of DSSSB, at any stage of audit and subsequent actions, the legal action as per rules/laws, shall be initiated against the agency and Security Deposits shall be forfeited by DSSSB, besides debarring and blacklisting the selected agency concerned for at least three years for further dealings with DSSSB.

The work award allotted to the selected agency is non-transferable.

Selected agency is expected to maintain absolute integrity, follow a decent standard of business ethics and shall do nothing causing unbecoming of an auditor.

7. Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, DSSSB shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, DSSSB shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder s Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- "Corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of DSSSB who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of DSSSB, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of DSSSB in relation to any matter concerning the Project;
- "Fraudulent practice" means a misrepresentation or omission of facts or is closure of incomplete facts, in order to influence the Selection Process;
- "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any persons participation or action in the Selection Process;

- "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by Department with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

8. Force Majeur

DSSSB or the selected bidder, against the other, in case of any failure or omission or calamities such as fires, floods, earthquakes, hurricanes, or civil strikes, under any statute or regulations of the Government, lock-outs, strikers, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party.

- Has delayed the performance of its work as it was beyond its reasonable control and it has not due to negligence or default on its part.
Either party, as and when gives notice of force majeure shall provide confirmation of such event in the form of a certificate from the Government department or agency or chamber of commerce. The parties shall be relieved of their respective obligations to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided hereinabove.

9. Arbitration

- In the event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration by a sole arbitrator to be appointed by Lt. Governor of Delhi. The decision of Arbitration to the agreement in this regard shall be final and binding upon both the parties.
- The parties shall continue to perform their obligations under the agreement during arbitration proceedings, except where the agreement has been terminated.
- The venue for arbitration will be New Delhi.

10. Conflict of Interest

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, department shall forfeit the performance guarantee, if available, as mutually agreed genuine pre-estimated compensation and damages payable to department for, inter alia, the time, cost and effort of department including consideration of such bidder's Proposal, without prejudice to any other right or remedy that may be available to DSSSB hereunder or otherwise.

11. Special Conditions of selection

Applications found incomplete in any respect, viz. non-submission of any required document or information, or any annexure are liable for rejection.

The following essential documents (whichever is applicable) should accompany with the application form:

1. GST registration certificate
2. Trade License
3. Income tax Permanent Account No. (In the name of agency if not a proprietorship concern)
4. Memorandum and Article of Association, Certificate of Incorporation, Partnership Deed, Registration Certificate issued by the Registrar of Firms etc. (as applicable).
6. Audited balance sheet or Profit & loss account, for last three years duly certified by CA.
7. A self-declaration that the interested agency has never been blacklisted by any institution of the Central/ State Government / PSU/Autonomous Bodies, Universities, etc. should be submitted in his/her own format.
8. DSSSB may ask from the selected agency to submit any other certificate from time to time as it may deemed fit.

ANNEXURES**a. Annexure I: Covering Letter for submission of RFP**
(To be submitted on the letter head of the bidder)

T,

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

Ref: Tender Id- 2023_DSSSB_240235_1 dated 01.05.2023**Sub: Submission of RFP for “Selection of TPA for Process-cum-Security Audit of online computer based Examination”**

Dear Sir/Madam,

We have examined the RFP document, we, the undersigned, herewith submit our RFP in response to your _____, dated: _____ for “Selection of TPA for Security cum Process Audit of online computer based Examination”, in full conformity with the said RFP document.

- i. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our RFP shall not be given effect to.
- ii. We agree to abide by this RFP, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of bid opening or as may be decided by DSSSB.
- iii. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices
- iv. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
- v. We hereby declare that all the information and statements made in this RFP are true and accept that any misrepresentation contained in it may lead to our disqualification.
- vi. We understand you are not bound to shortlist / accept any RFP received.

Yours Sincerely,

Signature of Authorized Signatory and Seal of the Bidder Name:**Designation:****Date:**

b. Annexure II: Details of the Responding Bidder

1.	Name of the Agency	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Agency's Registration (Please enclose copy of the agency registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	Agency's Revenue for last 3 years (Year wise)	
11.	Agency's net worth for the last year	
12.	Other legal documents <ul style="list-style-type: none"> • GST Certificate • Income Tax Return (Last 3 years) • Copy of PAN • Trade License/Articles of Association/ Agency Registration (depending on Agency type/location) 	

c. Annexure III: Financial Capability**FINANCIAL CAPABILITY**

Tender Id- 2023_DSSSB_240235_1 dated 01.05.2023

FINANCIAL INFORMATION

S.No.	Name of the Bidder	Turnover (Rs. in Lakh)		
		2019-20	2020-21	2021-22
1				

d. Annexure IV: Details of Projects undertaken

Assignment Name:		
Location in India:	Duration of Assignment:	
Name of Client:	Total Project Value:	
Address of the Client:	Value of the services provided by the bidder:	
Start date:	Completion date:	No. of person-months of the assignment:
Narrative description of Project:		
Description of actual services provided:		

e. Annexure-V: Financial Proposal Template
(Covering Letter)

To

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

Subject: Submission of the Financial bid for selection of TPA for Process-cum-Security audit for online computer based examination.

Dear Sir,

We, the undersigned, offer to provide the services for selection of TPA for Process-cum-Security audit for online computer based examination in accordance with your Request for Proposal dated _____ and our Proposal (Technical and Financial Proposals). This amount mentioned in Financial proposal is inclusive of all the taxes, duties, cess, levies except GST.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are In accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
- We, hereby confirm that our prices include all taxes, duties, cess, levies, GST etc.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents:

3. QUALIFYING DATA

We confirm having submitted the information as required by you in your instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

4. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We understand you are not bound to accept any Proposal you receive.

We, hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,
Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

f. Annexure-VI: Financial proposal

To,

Date.....

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

Sub: Submission of the financial bid for selection of TPA for security cum process audit for online Computer Based Examination.

Sir,

I/We _____ (bidder's name and address) hereby submit our price bid for selection of TPA for security cum process audit for online computer based examination for DSSSB, GNCTD.

Summary of Costs.

Particular	Rate in INR (In figure)	Rate in INR (In Words)
charges including manpower, services, project management cost, professional fees etc.		

The amount shall be considered as final 'price' quoted by the bidder. This will be including all the taxes, duties, cess, levies, GST etc.

L1 bidder will be decided on the basis of rate quoted in above table.

g. Annexure-VII: Bid Security Declaration Form

Date.....

To

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

Sub: Bid security declaration for RFP No. _____ dated _____ for Selection of agency for third party audit (TPA) for online computer examination process.

I/We, _____, on behalf of (organization name) declare that:

I/We understand that, according to conditions of the RFP, bids must be supported by a Bid Security Declaration. We accept that I/We may be disqualified from participating in current as well any future bid under the scheme for a period of 12 months from the date of such disqualification by DSSSB. We understand that such disqualification will be on account of our being in breach of any obligation under the bid conditions, as under

- a) Having withdrawn/modified/amended, impairs or derogates from the tender, our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by DSSSB during the period of bid validity
 - I. Fail or refuse to execute the contract, if required, or
 - II. Fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid, if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (Insert signature of person whose name and capacity are shown)
In the capacity of (Insert legal capacity of person signing the Bid Securing Declaration)

Name: (Insert complete name of person signing he Bid Security Declaration)
Duly authorized to sign the bid for an on behalf of (Insert complete name of Bidder)

Dated onday of..... (Insert date of signing)
Corporate Seal (where appropriate)