Tamil Nadu Public Service Commission

Tender No. 694 , dated:09.09.2024

Open Tender for provision of Software solutions service for "Scanning, Cropping and On Screen Marking – Onscreen Evaluation of the Descriptive Answer Booklets" for the Examinations conducted by the Commission.

Tender Publishing Date and Time	@ 04.00 pm on 10.09.2024
Tender Document Download-Start Date and Time	@ 04.00 pm on 10.09.2024
Clarification - End Date and Time	@ 11.00 Am on 19.09.2024
Clarification on the Tender Document / Pre-bid meeting date and Time	@ 11.30 Am on 19.09.2024
Bid Submission- Start Date and Time	@ 11.00 am on 20.09.2024
Bid Submission- Closing Date and Time	@ 03.00 Pm on 30.09.2024
Bid Opening Date and Time	@ 03.30 pm on 30.09.2024

Notice Inviting Tender

Tenders in the prescribed format are invited from the potential, experienced and eligible reputed firms for **Providing service for End to End software solutions for "Scanning, Cropping and On Screen Marking – Onscreen Evaluation of the Descriptive Booklets" for the Examinations conducted by the Commission** for a period of three years.

Tender Document with detailed specifications of terms and conditions, Technical Bid and BOQ can be downloaded from the websites https://tntenders.gov.in or www.tnpsc.gov.in

For any queries related to the Bid Submission, bidders shall contact by email: mcdb.tnpsc@tn.gov.in

This tender is a Two bid System viz., (1) Technical Bid and (2) Financial Bid and follows the Quality and Cost based selection method. All the bidders are requested to go through the instructions, terms & conditions and specifications laid down in the Tender Documents carefully. Failure to furnish all required information in every aspect will be at their risk and may result in the rejection of their bids. All Tender Documents including Technical and Financial bids should be submitted in Tamil Nadu Government Tender Portal (https://tntenders.gov.in). The vendors not fulfilling the "Eligibility Criteria" as per para IV will not be considered and will be summarily rejected.

Tender Document No	694 / 2024
Date of Tender Document	09.09.2024
Description	**Providing service for End to End software solutions for "Scanning, Cropping and On Screen Marking – Onscreen Evaluation of the Descriptive Answer Booklets" for the Examinations conducted by the Commission.**
EMD Value	Rs.50,000/-
Submission of Bids	• Two Bid System will be followed for this tender (Technical Bid and Financial Bid). • The proposals shall be submitted in two parts, viz., Technical Bid and Financial Bid and should be as per the formats given in Annexure. • Bid documents will be available on website https://tntenders.gov.in. The bidders must possess a Digital Signature Certificate and submission of bids is through online on https://tntenders.gov.in. Any other mode is not accepted.

TNPSC Tender Document

Providing Service for End to End software solutions for "Scanning, Cropping and On Screen Marking – Onscreen Evaluation of the Descriptive Answer Booklets" for the Examinations conducted by the Tamil Nadu Public Service Commission (TNPSC), Chennai

TENDER NO: 694/2024

Tamil Nadu Public Service Commission
TNPSC Road,
Park Town, Chennai,
Tamil Nadu 600003
https://www.tnpsc.gov.in/

I) INTRODUCTION

1. Background:

Tamil Nadu Public Service Commission conducts examinations for direct Recruitment to State, Subordinate and Ministerial Services and also Departmental Examinations for Government Servants using Multiple-Choice Questions (Objective Type) with Optical Mark Recognition Answer sheets / Computer Based Test examinations for ensuring quick and fair selection process. Some recruitments involve Descriptive Type Main Written Examinations and Oral Tests. The evaluation process of the descriptive answer sheets is now fully automated and the evaluation of the answer sheets is now done in digital environment.

2. Objectives:

This tender is floated for the confidential work for providing service for **End to End software solutions for "Scanning, Cropping and On Screen Marking – Onscreen Evaluation of the Descriptive papers" for the Examinations conducted by the Commission** along with the hardware and manpower support for a period of three years. The software should holistically provide an automated solution starting from the process of scanning of the descriptive answer sheets and cropping of the digitised answer sheets and evaluation of the answer sheets digitally and generation of the mark sheet.

II) SCOPE OF WORK

The Onscreen Evaluation solution aims to modernize the evaluation activities such as scanning, cropping and evaluation of answer booklets at Tamil Nadu Public Service Commission (TNPSC). The scope of the Vendor shall include all components of work viz., training, scanning, cropping, on-screen evaluation, multiple evaluations, submission of marks and reports in the desired format, soft copy of evaluated answer booklets with valuation wise mark statement for verification and furnish the same to the candidates. The bidder should provide as a service, the complete activities from scanning to evaluation at TNPSC premises at chennai or any other designated place by TNPSC in Tamil Nadu.

The Online Evaluation System has been divided into three broad features:

A) PRE-EVALUATION PHASE (SCANNING AND CROPPING):

1. Scanning shall be carried out by the service provider at TNPSC premises as a service. All machinery & manpower for scanning of Question cum Answer Booklets (QCAB) will be provided by the service provider as a service. The booklets are confidential and will not be allowed to move out of the scanning premises and TNPSC will have its security personnel posted at the scanning premises.
2. The service provider should crop the scanned images of answer booklet into individual answer clips based on question wise, subject wise, section wise etc., as required by TNPSC from time to time, for the purpose of distributing answer clips to the subject based evaluators.
3. The System should have the ability to read Barcode/QR Code printed on the QCAB to identify the unique number assigned to each QCAB and to read the page number.
4. The service provider should do quality checking of the scanned and cropped images and extracted data from Barcode/QR Code.
5. The service provider shall maintain records at every stage of the scanning and cropping process & provide audit trails as and when asked for.
6. The Service provider shall generate reports as and when required by the TNPSC from time to time.
7. Provision for automatic backup of Scanned Images of QCAB & Cropped Clips.

B) EVALUATION PHASE

1. Manage evaluation process at TNPSC premises or any designated place by TNPSC through an intranet as well as GUI based solution.
2. The system should have the provision to set up examination details including defining evaluation parameters such as Marks/Sub-Division Marks and configuration of other factors.
3. The service provider should provide a dashboard for user management for creating/deleting evaluators account based on the subjects and maintenance of access period.

4. The service provider should provide a dashboard option to upload answer key and answer booklet images, etc.,
5. The System should allow evaluators to log in using Unique Evaluator IDs and biometric authentication, for enhanced security.
6. Provision for the 'Administrator' to shuffle the clips (randomize) to ensure fairness in the distribution of clips among evaluators. Randomization and allocation of the clips should be fully automated.
7. The service provider should provide the dashboard for evaluator to view the assigned task, examination materials such as instructions and answer keys and to evaluate them according to the conditions furnished by TNPSC.
8. Provision of setting of minimum time of evaluation of an answer script to avoid fast and possibly inaccurate evaluation of answer script.
9. Setting of limit/ceiling for minimum number of answer scripts to be evaluated by an Evaluator. Further maximum number of answer scripts to be evaluated on a particular day shall also be fixed.
10. Arrange/provide adequate & required instructions/ information to the evaluators at the time of evaluation.
11. Mark by Annotation – System should allow evaluators to use pre-defined annotations with values for scoring the paper. The marks awarded against each question should be registered on the answer clips using these annotations and it should be later made available in PDF for scrutiny purposes.
12. Provision for highlighting of candidate responses in any specific area that the evaluator wishes to highlight.
13. Provide tools for annotation including ticks & crosses.
14. Evaluators should be able to zoom in and zoom out of the answer script images that are presented for evaluation.
15. The service provider should provide the grading interface for assigning scores or feedback based on predefined criteria.
16. The system should allow marks of fraction denotations such as half marks.
17. Evaluators should only be able to submit a question if they have reviewed all the clips related to that question (as indicated by stamping annotations on the question) and have awarded a score or marked 'NO RESPONSE' (Not Answered) for each question or sub-question.

18. The system should provide a feature to edit or modify the evaluation, if the evaluator has added the wrong annotation/ awarded incorrect marks, and then it should have the provision to edit/modify with Undo & Reset Options.
19. The system should have toggle views of answer keys for evaluators to refer immediately during evaluation process.
20. Provision to allow evaluators to select the language of the answer written by the candidate for that particular question. (eg. Tamil or English or Both Languages).
21. The system should allow timed logout during periods of inactivity by the user for a time interval chosen by administrator.
22. Evaluators should be able to raise exceptions of particular booklets (example: Irrelevant Answer, Revealing Identity, Impertinent Remarks etc.,)
23. Provision for obtaining feedback of evaluators after the evaluation process.
24. Provision of display of timer to an evaluator for monitoring of time taken to evaluate an answer booklet.
25. Provision for review of evaluations for accuracy and consistency of flagged discrepancies or anomalies marked by the evaluators.
26. Provision for scrutiny personnel to check and nullify the excess answers written by the candidates.
27. Provision for scrutiny personnel to check multiple language used in a question cum answer booklet.
28. Provision for scrutiny personnel to check difference between "Not Answered Question" against "Zero Mark awarded for that Question" over the valuations done by the evaluators.
29. The System should calculate the marks obtained by each candidate as per procedure of the TNPSC.
30. Provision for monitoring and supervision of evaluation process of the evaluators.
31. The System should do allocation of answer booklets to multiple evaluators for simultaneous evaluation. The software should check and validate that the same answer clips are not allotted to the same evaluator on multiple evaluations.
32. The system should provide an option to evaluators to skip a particular answer clip from the evaluation due to lack of language proficiency. The skip option should be enabled to evaluators on certain conditions given by TNPSC. The un-evaluated answer clips by any particular evaluator should get back to the common pool in the server and should be made available to other evaluators for evaluation without any time delay.

33. At the end of the day, the un-evaluated answer clips by any particular evaluator should get back to the common pool in the server, when all the evaluators have logged out.
34. The system should have the feature to re-evaluate the Answer booklets without disclosing the marks entered during the previous evaluation(s).
35. Maintain complete log of all activities of evaluators during the course of evaluation to enable audit of the evaluation process.
36. Provision for automatic backup of evaluated questions.
37. Provision for taking printout of required reports viz. Daily Status Report(s), Evaluator Marking Report, Evaluator attendance report, Report of the Scrutiny staff, etc., as in various formats such as Excel & PDF for various users as suggested by TNPSC from time to time.

C) POST EVALUATION PHASE

1. The Service provider should prepare a module to generate IML (Individual Mark List) and CML (Consolidated Mark List) after completion of valuations & scrutiny and calculate the average marks between the valuations as per the procedure(s) followed by TNPSC and the final data should be generated in the required database format as specified by TNPSC. This should be done after thorough quality/conditional check by the Service provider and ensure that the score marked by the evaluators for the booklets are assigned to the respective candidates in the database. TNPSC would do random sampling check of the scores by comparing with the evaluated booklets. There shall be no discrepancy between the marks awarded by the evaluator in clips and the output data provided for processing.
2. Certificate to the effect that NO DATA in any form concerning the project will be shared/supplied/sold with any third party / individual by the service provider. The selected service provider shall be liable under the relevant clauses of Information Technology Act, 2000 for any breach of this clause, besides criminal action.
3. System should support real time reports to monitor evaluator's production and scoring operation progress.
4. System should allow for customized reports as per the requirements of TNPSC.
5. The service provider shall provide a copy of the evaluated Answer booklet in PDF version with the valuation wise mark

statement fully integrated with the evaluated answer script in the same soft copy of the PDF document.

D) Solution Requirement

The service provider should provide the solution for digital scanning, cropping and evaluation with the following features:

1. The system provided by the service provider should enable digitization of the hand written Question cum Answer Booklets (QCAB) with appropriate resolutions (Grey-Scale) and store the same in the servers for offline evaluation in a distributed environment by the assigned evaluators.
2. The service provider should be able to scan atleast 1,00,000 pages per day. At a time, 100 evaluators should be able to perform the evaluation, at any point of time.
3. Scanning Resolution – minimum 200 dpi, much importance / emphasis must be given to the quality of scanning.
4. The service provider should crop the scanned images of answer booklet into individual answer clips based on question wise, subject wise, section wise etc., as required by TNPSC from time to time.
5. The system should have the facility to add the evaluator details using the standard data template, along with their subject mapping. Solution should be given for authenticating the evaluators to evaluate the Digitized answer scripts. Solution should provide individual department wise access to manage entire evaluation process and monitoring.
6. The solution should be capable of implementing adaptive allocation strategies as decided by TNPSC. The system should be able to shuffle the answer clips to the evaluators using the administrative interface. All script allocation should happen only out of a single common pool, anonymously in a randomized process.
7. The system should have Intuitive GUI interface and shall be Menu Driven, provide Error Messages, Validation Messages, Offering Pick-up Lists, Prompting for next / correct action etc. to make user feel easy to operate. The answer script evaluation panel should have the maximum view area for the evaluators.
8. While correcting the questions, the evaluators should have the same feeling which they will have, while correcting the answer sheets in the traditional way. Thus the system should have the

provision of marking tool for correcting and striking etc. and marks allotted should be automatically saved/ stored on completion of assessment.

9. The grading interface in the evaluator screen should be designed dynamically with respect to the total marks of the question stored in the database.

10. There should be software based validation/ check to ensure that evaluator has visited each question.

11. After evaluation, the solution should not expose the identity of the evaluators in the archived script to unauthorized individuals. The evaluated answer script should not bear the identity or unique number of the Evaluators in any form.

12. After evaluation, final scores are to be tabulated automatically as per the conditions provided by TNPSC and shall be provided as digital output for result processing in the format required by TNPSC.

13. The system should be able to capture the remarks and comments made on the answer script by the evaluator as an overlay over the specific areas in the answer script.

14. The system should allow for quality checking implementation, to be able to monitor, validate evaluation quality, without any human intervention. Option of Setting of minimum time of evaluation of an answer booklet to avoid faster and possibly inaccurate evaluation of answer booklet.

15. The final solution should include converting the evaluated script into PDF with comments and annotation of the evaluators in the same page where it is evaluated, which can be retrieved later for scrutiny purpose. The mark statement should have details of the candidate, subject, question-wise scores and total marks.

16. The Service Provider should test each functionality of the software using real-time data, before beginning the evaluation of each recruitment, in the presence of TNPSC staff.

17. The lead time that will be given to the successful bidder shall be not more than 15 days to set up the project and "Go Live" for the evaluation cycle under consideration.

18. The scanning of answer books must start within 2 days after the issuance of work order at a minimum rate of one lakh pages per day, so that desired work will be completed within stipulated time as per schedule provided by the TNPSC.

19. The service provider shall be required to provide zero error certificate in respect of data captured and outputs.

20. The activities involved in this process are of a time bound nature, the service provider should have to execute the work as per the agreed schedule.

21. The service provider should be able to make changes in any of the components of the software from time to time as required by TNPSC.

22. The service provider and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to their services, agreement without the prior consent of TNPSC.

23. The solution should handle the large volume of data like partitioning and distribution of clips based on the subject.

24. The system must provide for real-time, reporting of marking progress, daily and consolidated evaluators' attendance, daily and consolidated subject-wise evaluators' attendance, date-wise working hours report of evaluators, maintaining audit-log of evaluators and other reports as decided by TNPSC. At the end of the day, marking reports of every evaluator to know the number of answer clips evaluated per day and time taken to complete the given assignment to different users as decided by TNPSC.

25. All types of quality/conditional checking have to be incorporated in each and every phases of the application without any lapse.

26. The Service provider should finalise well in advance about the requirements of storage space and other technical infrastructure.

E) Information Security and Data Privacy:

1. Suitable security measures to ensure reliable evaluation process. Secrecy/confidentiality of the process should be maintained. Only authorized users should have access to the system. Each and every activity should be recorded and the system should keep audit trail of all steps. Also complete log of all activities of evaluators need to be maintained during the course of evaluation.

2. The service provider once awarded the contract is expected to adhere to Information Security Management procedures as per acceptable standards with best practices which includes anti-malware, anti-spyware and anti-spam solution for the entire system. The service provider shall have to maintain strict privacy and confidentiality of all the data it gets access to.

F) TNPSC shall provide the following as part of its scope

1. TNPSC will provide the required server space for all the process.

2. The service provider should install the necessary Operating system and software(s).
3. The service provider should be willing to submit Source Code of the software solution proposed for the scope of the tender and host its solution on TNPSC Server.
4. TNPSC will provide adequate space and furniture for scanning and to store the answer books safely and securely.
5. TNPSC shall Provide sufficient power back-ups at the Scanning Centre.
6. TNPSC shall Provide LAN Network & CCTV surveillance.
7. TNPSC shall do the Marking Schema for all subjects well in advance.
8. TNPSC will engage the evaluators on schedule as per the plan.

G) Additional Service:

1. The service provider shall provide required number of manpower for imparting training to the evaluators, administrators, and TNPSC staff and to ensure smooth operation of the evaluation process.
2. Documentation: Training materials for administrators, evaluators, and other users.
3. The service provider shall provide a Dashboard for monitoring the entire activities.
4. The service provider shall provide Automatic remuneration calculator for calculating the remuneration for the evaluator based on their attendance.

H) Deployment of manpower:

1. The service provider shall deploy sufficient man power to handle this project and at least one developer (or such number of developers as may be required by TNPSC) shall be deputed and made available in the TNPSC office premises. The availability shall be ensured at any point of time i.e. even beyond official working hours and on Government Holidays.

III) TERMS AND CONDITIONS

A) Contract Period:

1. The contract period shall be initially for a period of three years. However, based on the performance of the vendor and the requirement, the contract may be renewed for a further period

of one year subject to satisfaction of the service and the orders of the Commission.

2. After completion of the contract period, the service provider should continue the work for three (3) months or till the engagement of the next vendor, whichever is earlier so that the work is not hampered in any manner during the transition period.

3. The prices/rates quoted shall be firm throughout the period of the validity of the contract and subsequent extended period of the contract.

B) Development and post development:

1. The service provider should engage necessary experienced Professional personnel for the development or customisation of software.

2. The Entire process of development or customisation of software has to be done in the premises of TNPSC under the CCTV surveillance, as per the work description in the scope document and should be developed as an in-house application using the servers of TNPSC alone.

3. After the completion of development of the software, up gradation and maintenance should be provided whenever required throughout the contract period of 3 years and subsequent extended period if any.

4. A dedicated experienced Professional manpower should be deputed and present at the Office of the Commission at the time Scanning, cropping and evaluation and to support the post evaluation work viz., scrutiny and data extraction etc., as per the requirements.

C) Language Proficiency and Location:

1. The service provider must be conversant in both English and Tamil language to facilitate communication and understanding.

2. The service provider should have an operational experience in Chennai to ensure familiarity to local contexts and requirements.

3. The service provider should have an operational branch in Chennai and if it not in existence at the time of bidding it shall be established within 15 days, after signing/entering into agreement with TNPSC.

D) Confidentiality:

1. The service provider shall be required to undertake full responsibility of the safe custody, security of data / images supplied by TNPSC and shall ensure absolute confidentiality of answer clips and evaluation data. It shall be ensured that there is no transmission of content in any form to any individual or institution outside the purview of TNPSC.

2. The service provider shall do adequate caution to check, whether the steps of evaluation have been incorporated to alert the examiners to complete the process of evaluation of each and every clip in all respects.

3. Adherence to data protection and privacy policies followed by TNPSC and Digital Data Protection Act 2023 and subsequent rules thereof.

4. The service provider and their Personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the TNPSC's business or operations without the prior consent of the TNPSC. The legal liability for breach of confidentiality by the service provider and its employees solely lies with the service provider.

IV) ELIGIBILITY CRITERIA

1. The bidder should be a company registered under the Indian Companies Act 1956/2013.

2. The bidder should possess the Quality certification viz., ISO 9001 / 27001 / 20000 or CMMI 3 / CMMI 5.

3. The average minimum annual turnover of Rs. One Crore for the preceding three accounting years between 2021-2022, 2022-2023 and 2023-2024.

4. The average minimum annual turnover of Rs. 10 lakhs for providing the software solutions for onscreen evaluation of the descriptive Examinations to other Public Service Commission / Recruitment Boards / reputed Universities, for the preceding three accounting years between 2021-2022, 2022-2023 and 2023-2024.

5. Joint Ventures & Consortiums are not allowed to participate in the bid.

6. Should have valid PAN number and GST Number for their company / firm.
7. The bidder should have at least 3 years of experience in the field of providing the software solutions for scanning, cropping and onscreen evaluation of the descriptive Examinations to other Public Service Commission / Recruitment Boards / reputed Universities.
8. The bidder should have executed a minimum of 3 such contracts during last 3 years.
9. The bidder should have dedicated trained manpower.
10. The bidder should present the demonstration (as per the aspects to be covered in the Demonstration which is listed below) of the software based on which the dedicated score allotted in the QCBS evaluation will be awarded.
11. The company should not have been blacklisted by any State Government / Central Government / PSU or Central / State Universities / National Testing Agency or Central / State recruiting agency for any reason.

Note: All the above eligibility conditions are mandatory and the firms not fulfilling even any one of the above conditions shall not be considered and bids received from such bidder shall be summarily rejected

Aspects to be covered in the Demonstration:

General Aspects:
- Software Platform: Front End & Back End Software – Open Source (or) Licensed Version.
- Delivery Schedule
- SRS
- Method of Data Backup for Images as well as Data.
- Your capacity to handle the number of question cum answer booklets
- Details of the projects handled in the last 3 years and furnish the details of the projects.

Scanning and Cropping Software:
- What is the mode of Scanning of Question cum Answer Booklets (QCAB)?
- Explain the mechanism to cross check the scanned images in case of issues in scanning such as duplication, missing pages, etc.,. How will these issues be resolved?

- Describe the data structure and process involved in cropping of scanned images into individual clips based on Question wise, Subject wise, etc., in order to distribute the Question to various examiners for onscreen evaluation.
- Each QCAB has unique QR and barcodes. Describe the software used to read and extract the values from these printed Barcodes/QR codes.
- Explain the method of Quality Checking of extracted data to avoid duplication and missing values.
- What Solution Mechanisms will provide for Non-Readable Barcodes / QR Codes in QCAB?
- How much time is required to process a single Question cum Answer Booklet, including scanning, cropping, and quality checking?
- Explain the features in your Report panel for converting the Clips (.jpeg images) into a PDF based on the dummy number assigned for a paper?

Module for Examiners

- How is Biometric authentication used for an examiner?
- What features are available in Dashboard Screen for the Examiner?
- How can the answer key be displayed during the evaluation process?
- What are the Annotation Tools used in your software?
- How can an examiner reset previous activities before submission?
- How can an examiner undo the last activity?
- How does grading interface work in your software?
- Explain the availability of language selecting option in your software?
- How can the examiner provide marks for sub division questions?
- Describe the process and data structure?
- What types of reports are available in your Software?
- What provisions are available for offering remarks such as identifying irrelevant answers (or) revealing candidate's identity (or) handling appeals from candidates?

Module for Administrator

- How is Biometric authentication used for an administrator?
- What features are available in Dashboard Screen for the administrator?
- Explain the logic behind the distribution of clips to examiner on day to day basis?

- How to handle the large volume of data in your software?
- How multiple valuations processed in your software?
- How to set up user management and assigning roles for examiner, administrator, scrutiny staff and others?
- Explain the procedure to upload the answer key.
- Explain the procedure to assign question wise and sub division wise marks.
- What features are available for the Scrutiny staff to check the outcome of examiner viz., marks and remarks like "Not Answered – Not Valued Mismatch", "Excess Question", "Revealing Identity", "Irrelevant", "Both Language", "Appealing of an examiner", etc.,
- Explain the crosschecking mechanism between the marks awarded by an examiner with the annotated answer booklet.
- Explain the procedure to upload the cropped answer clips into Onscreen Marking Software.
- How will you generate Individual Mark List (IML) and Consolidated Mark List (CML)?
- How will you provide Valuation wise Mark Statement based on a dummy number assigned for a paper?

V) OTHER GENERAL CONDITIONS:

1. Incomplete Tenders are liable to be rejected. Conditional bids will not be considered and will summarily be rejected.
2. Successful bidder shall accept the work order within 2 days, failing which EMD will be forfeited.
3. Upon issuance of work order to the successful bidder, the requirements mentioned herein shall be completed as per the timeline stipulated in the work order. The agency shall divert necessary technical personnel for speedy implementation of the requirements mentioned herein; and, even if additional human resources are required, the same shall be promptly provided so that there is no delay of disruption of services.
4. Only those bidders which, in their individual capacity, satisfy the eligibility criteria, need to quote for this tender and the bids submitted by the bidders who do not fulfil the eligibility criteria will be summarily rejected.
5. The bidder should have the trained skilled human resources having knowledge in software platforms (Software languages and database handling) and should provide requisite manpower.
6. The service provider should use the licensed, latest and legal software for the development of software modules.

7. All statutory obligations vests with the service provider. The Employee Provident Fund (EPF) and Employee State Insurance (ESI) contribution in respect of all their employees shall be borne by the service provider.

8. The service provider should have valid license from the competent authority under the provisos of Contract Labour Act, 1970 and Contract Labour (Regulations & Abolition) Central Rules, 1971.

9. Working Hours: The normal working hours of TNPSC will be from 10.00 AM to 5.45 PM and five days a week (i.e. Monday to Friday). However in case of emergencies / exigencies or during examinations, the working hours and working days are likely to be extended i.e. even on Saturdays and Sundays / (24x7) and beyond office hours.

10. TNPSC, reserves the right to accept or reject any Tender, and to annul the Tender process and to reject all bids at any time prior to award of the contract. The decision of TNPSC in this regard shall be final and binding.

11. Entire activities shall be done by the successful bidder themselves and it should not be outsourced.

12. Corrupt or Fraudulent Practices: Service provider should observe the highest standard of ethics during the execution of contract. TNPSC will reject a proposal if it is found that the Bidder recommended for award has engaged in corrupt or fraudulent practice(s) while competing for the contract in question.

13. The bidder should enclose copies of documents substantiating their claims in this tender, failing which the bid will be rejected without any further information.

14. Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.

15. The bidder is responsible for the smooth functioning of the software without any interruption throughout the contract period or during the period of extension, if any.

VI) SUBMISSION OF BIDS:

Cover-I: Technical Bid:

All the documentary evidences as mentioned in the Annexure-II of this Tender Document shall be uploaded for Technical Bid through the e-tender portal https://tntenders.gov.in.

Cover-II: Financial Bid:

1. The Bidders shall Apply their Quoted rate in BOQ (Financial Bid) of the web portal.(as enclosed in Annexure-IV)
2. The Commercial bid shall be on fixed price basis. If the prices quoted are accompanied by hypothetical or vague or conditional expressions such as "Subject to any condition or assumptions", the same shall be treated as invalid bid and shall be summarily rejected without assigning any further reason.
3. The Tender documents should be downloaded from web portal and there should not be any overwriting or cutting or interpolation while uploading it again. Correction, if any, shall be made by neatly crossing out, initialling, dating and rewriting. The name and signature of bidder's authorized person should be recorded on each page of the application including the tender document. For this purpose the authorised signatory should produce an authorization certificate duly signed by the Head of the Organization or a resolution adopted by the Board authorities to sign the documents on behalf of the organization. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency's letter head.

VII) EVALUATION OF BIDS:
A) Evaluation and Comparison of Bids:
1. **70 % weightage will be awarded for Technical Evaluation and 30 % weightage will be awarded for Financial Evaluation.**
2. Technical Bid will be assigned a Technical score (TS) out of maximum of 100 points, as per the Scoring Model and the Minimum Technical Score will be 70 for 100.

B) Scoring Model:

SI. No.	Criteria	Max Score	Score
	Technical Capability		
1.	Legal Structure	**5**	
	Private Limited		**3**
	Public Limited		**5**
2.	ISO / CMMI level	**5**	
	ISO 9001/ ISO 27001 / ISO 20000		**3**
	CMMI level 3/ CMMI level 5		**5**
3.	Overall IT staff strength (Project Management / Development / Quality Assurance / Implementation / Operations)	**5**	
	50 to 100 persons		**3**
	Above 100 persons		**5**
4.	No. of Technical persons to be deputed exclusively for this project	**5**	
	4 to 5 persons		**3**
	Above 5 persons		**5**
	Financial capability (INR)		
5.	Average annual turnover of the firm for the period 2021-2022, 2022-2023, 2023-2024	**5**	
	Rs.1 Crore to Rs.3 Crore per annum		**3**
	More than Rs.3 Crore per annum		**5**

6.	Average annual turnover for providing the software solutions for onscreen evaluation of the descriptive Examinations to the other Public Service Commission / Recruitment Boards / reputed Universities, for the preceding three accounting years between 2021-2022, 2022-2023,2023-2024	**5**	
	Rs.10 lakhs to Rs. 15 lakhs per annum		**3**
	More than Rs. 15 lakhs per annum		**5**
**Specific Capability / Experience of the Bidder relevant to the assignment**
7.	Onscreen Evaluation Marking Projects with more than 5000 booklets undertaken so far in the last 3 years.	**10**	
	3 to 5 projects		**5**
	More than 5 projects		**10**
8.	Number of Years Experience in Onscreen Evaluation Marking Project	**10**	
	3 years		**5**
	More than 3 years		**10**
**Software/ Solution Approach and Methodology**
9.	Presentation & Demonstration	**50**	
	Scanning methodology		**15**
	Cropping methodology		**15**
	Onscreen Evaluation modules		**20**
	Note: The marks for Approach and Methodology will be given by the Technical Evaluation Committee based on the presentation made by the bidder depending on the extent of meeting the corresponding requirements.		
	Total Marks	**100**	

C) Technical Evaluation:

1. Tender Scrutiny Committee shall evaluate all the evidences/documents to determine the substantial responsiveness. Detailed technical evaluation shall be carried out by a technical evaluation committee along with other conditions in the tender document to determine the substantial responsiveness of each tender. The substantially responsive bid is one that confirms to all the eligibility and other conditions of this tender document without any material deviation.

2. The Technical Evaluation Committee may call the responsive bidder(s) who comply with all the eligibility and other conditions of this tender document for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their technology is best suited for the requirements of TNPSC. However, the committee shall have sole discretion to call for discussion/presentation based on the fulfillment of the eligibility conditions.

3. The substantial responsive bidder will be evaluated by giving scores out of maximum 100 points as per Scoring Model illustrated above, before opening of price bid, the same will be intimated to the bidders.

D) Financial Evaluation:

The Financial Bid of those Bidders who have been found to be technically eligible will alone be opened. The Financial bids of ineligible bidders will not be opened.

E) Final Evaluation Criteria -Quality and Cost based selection

1. (QCBS) The individual Bidder's commercial scores (CS) are normalized as per the formula below:

Fn= Fmin/Fb * 100 (rounded off to 2 decimal places)
F_n= Normalized commercial score for the Bidder under consideration
F_b= Absolute financial quote for the Bidder under consideration
F_{min}= Minimum absolute financial quote

2. **Composite Score (S) = Ts * 0.70 + Fn * 0.30**

The Bidder with the highest Composite Score(S) would be awarded the contract, subject to the fulfillment of all the tender conditions given in this tender document.

VIII) VALIDITY OF BIDS:

The bids submitted for this tender shall be valid for 180 days from the date of submission of bids.

IX) EARNEST MONEY DEPOSIT(EMD):

1. The bidder should pay the EMD Rs.50,000/- (Rupees fifty thousand only) through online.
2. EMD of the successful bidder will be released after the Security Deposit is paid by the successful bidder.
3. The Earnest Money Deposit be forfeited on account of one or more of the following reasons:
   i. Bidder withdraws its Bid during the validity period specified in Tender Document.
   ii. In case of a successful bidder, if the said bidder fails to sign the Agreement in time.
   iii. In case of a successful bidder, if the said bidder fails to perform the contract as per the tender terms & conditions.
4. EMD of all unsuccessful bidders would be released through online.

Note: The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it. However, Companies having SSI (Small Scale Industry) / NSIC registration in Tamil Nadu or similar / relevant services shall be allowed EMD exemption upon enclosure of relevant Documents as per MSME Act.

X) CLARIFICATIONS AND AMENDMENTS TO THE TENDER DOCUMENT:

1. During the process of scrutiny of Bids, TNPSC may, at its discretion, ask Bidders for clarifications on their bid and may ask for any shortfall documents through the e-tender portal. The Bidders are required to respond within the prescribed time

frame for any such clarification. In case of non-compliance, their bids will be disqualified and rejected without further notice.

2. TNPSC may for any reason, modify the Tender Document from time to time. The amendment(s) to the Tender Document, if any, would be clearly spelt out hosted on the website as provided in the document and the bidders may be asked to amend their bids due to such amendments.

XI) NOTIFICATION OF AWARD OF CONTRACT

TNPSC will notify the successful bidder by issuing the Award of Contract. The notification of award will constitute the formation of the contract.

XII) SECURITY DEPOSIT

1. The successful bidder should pay the security deposit amount of Rs. 5 lakhs within one month, after the issuance of Award of Contract.

2. The Security Deposit amount will be refunded to the Successful Bidder on completion of 1 month after the Contract Period is over subject to satisfaction of TNPSC. Such completion would be arrived at when the entire Scope of Work is executed by the Bidder as per the Contract Agreement and as per Order(s) issued by TNPSC from time to time. The security deposit amount will not earn any interest.

XIII) SIGNING OF CONTRACT

After TNPSC notifies the successful bidder that his proposal has been accepted, by issuing the AOC, the successful bidder shall sign the Contract within 3 days. After signing of the Contract, no variation or modification of the terms of the Contract shall be made. Further, the project shall be implemented as per the timeline stipulated in the work order.

XIV) RIGHT TO TERMINATE THE PROCESS

TNPSC reserves the right to annul the Tender process, or to accept or reject any or all the Bids in whole or part at any time without assigning any reason and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

XV) PAYMENT

1. Under no circumstances, the advance payment will be made to the service provider.
2. On successful completion of each descriptive type examination, the payment shall be made after verification of entrusted work in good and satisfactory condition.
3. No payment shall be made in respect of any other work / generation of reports which may be specified by TNPSC from time to time.
4. The office of TNPSC will deduct Service/Income Tax and other statutory taxes at Source as applicable from time to time.
5. The payment shall be made by "Electronic Fund Transfer (EFT) or e-payment. The Service Providers are therefore requested to indicate EFT Number and other relevant details in your offer / bill (s). The Bidder must submit their Banker's name, address, Type of Account & Account Number and IFSC etc. Service Providers are required to submit an authorization form duly signed for e-payment to them.
6. For claiming payment, the Service Provider has to submit invoice duly pre-receipted.

XVI) PENALTY

1. Any delay in the time schedule prescribed by Tendering Authority shall attract a penalty upto 1% per major deviations per examination. However, if the delay is caused due to unavoidable circumstances, then Tendering Authority reserves the right to waive off the penalties so levied.
2. If any irregularities, mistakes, coding errors or discrepancies found in final data furnished by the service provider as outcome and for any other activities that may affect the reputation of TNPSC, penalty upto 10% of the bill amount will be imposed and TNPSC reserves the right to blacklist the service provider.
3. If confidentiality is not maintained, double the contract amount will be imposed as penalty and criminal action will be taken as per law.
4. For any other unsatisfactory performance owing to absence of Service Provider's staff, deficiencies in services or for some

other reason /delay in work schedule, the tendering authority shall be within its rights to make necessary deductions from the running bills of the Service Provider for such deficiency in services. Alternatively, the tendering authority may, after giving an opportunity of being heard to the Service Provider, get such deficiencies fulfilled at the cost and responsibility of the Service Provider.

XVII)FORCE MAJEURE

Neither TNPSC nor the Service Provider shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes, contingencies beyond their reasonable control such as:

- Natural phenomena including but not limited to earthquakes, floods and epidemics.
- Acts of any Government authority domestic or foreign including but not limited to war declared or undeclared.
- Accidents or disruptions including, but not limited to fire and explosions.

XVIII) ARBITRATION & JURISDICTION

In case of any dispute, the matter will be referred to a sole Arbitrator to be appointed by the Controller of Examinations, TNPSC, under the "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chennai, Tamil Nadu, India and the language of arbitration shall be English. The Courts at Chennai alone shall have jurisdiction in the matter.

Annexure-I

SI. No.	Eligibility Condition	Yes/No (If No, Specify Reason)
1.	Is the Firm/ Company registered in India?	
2.	Is Your Company ISO 9001 / ISO 27001 / ISO 20000 or CMMI 3/ CMMI 5 Certified?	
3.	Average minimum annual turnover of Rs.1 Crore in the preceding three accounting years between 2021-2022, 2022-2023 and 2023-2024.	
4.	Average minimum annual turnover of Rs. 10 lakhs for providing the software solutions for onscreen evaluation of the descriptive Examinations to the other Public Service Commission / Recruitment Boards / reputed Universities, in the preceding three accounting years between 2021-2022, 2022-2023 and 2023-2024.	
5.	Do you have valid GST Registration No.?	
6.	Do you have valid PAN Number?	
7.	Whether the bidder has at least 3 years of experience in the field of providing the software solutions for Scanning, Cropping and Onscreen Evaluation for the descriptive Examinations to the other Public Service Commission / Recruitment Boards / Reputed Universities	
8.	Whether the bidder has successfully completed at least 3 projects of providing the software solutions for Scanning, Cropping and Onscreen Evaluation for the descriptive Examinations to the other Public Service Commission / Recruitment Boards / Reputed Universities, in the last 3 years.	
9.	Have you ever been black-listed by any Government Organization /Department /PSU or any other Agency.	

10.	Have you uploaded all documents and Annexure- I, II, III & III-A required for this Tender?	

Annexure-II

	Documentary Evidences in support of Eligibility Criteria and QCBS data (Check list)		
SI. No.	**Documentary Evidences**	**Uploaded Yes/No**	**Remarks/ Page Reference**
1.	Bidder's authorization certificate		
2.	Copies of Certificate of incorporation of the company / Firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)		
3.	Authorized and globally accepted software certifications (e.g. ISO 9001 / ISO 27001 / ISO 20000 or CMMI Level 3 / CMMI Level 5)		
4.	Certificate from the Chartered Accountant for the annual turnover for the preceding three accounting years between 2021-2022, 2022-2023 and 2023-2024.		
5.	Certificate from the Chartered Accountant for the annual turnover for Onscreen Evaluation activities / projects alone in the preceding three accounting years between 2021-2022, 2022-2023 and 2023-2024.		
6.	Proof for Registered Office / Operating branch at Chennai (e.g. EB Bill, Telephone Bill, Lease Agreement)		
7.	Certified copies of GST Registration and Income Tax PAN		
8.	Proof for years of operation in the field of providing the software solutions for Onscreen Evaluation including the Scanning and		

	Cropping of the descriptive Examinations to the other Public Service Commission / Recruitment Boards / Reputed Universities (e.g: Work Order, Bills, Letter of Acceptance, AOC)		
9.	Proof for executing Onscreen Evaluation Marking Projects with more than 5000 booklets in the last 3 years. (e.g: Work Order, Bills specifying no of booklets / pages)		
10.	Proof for IT Staff Strength in your organization (e.g., Payroll / Pay register)		
11.	Proof for number of Technical persons to be deputed exclusively for the project. (Annexure-III A of this Tender Document)		
12.	Self Declaration Certificate for not been blacklisted by any State Government / Central Government / PSU or central / state Universities / National Testing Agency or Central / state recruiting agency for any reason.		

Note

i.   Copies of documentary evidence have to be enclosed substantiating the claims in respect of each and every item mentioned in this Annexure

Signature of the Bidder with Seal:

Annexure-III

Certificate of Undertaking

1. I/ We have read the tender documents completely and understood the requirements and conditions laid down in it. We certify that our firm is eligible to participate in this tender as per the eligibility criteria specified in this tender document. I/ We will abide by the tender terms and conditions given in the documents.
2. I/ We have not been blacklisted by any State/Central/Other Government Institutions, Central/State recruitment agencies sate/ central Universities as on the date of Submission of bids.

Annexure-III A

SI. No	Designation	Qualification	Professional Experience and details of project carried out	Remarks

Annexure-IV

Financial Bid

SI. NO.	Item Description	Basic cost in Rupees (without GST)
	A	B
1.	**Cost per page for providing end to end software solutions for "Scanning, Cropping and Onscreen Evaluation of the Descriptive Answer Booklets (QCAB)" as a service.** This cost should cover the following items 1. Hardware support 2. Manpower support 3. upgradation and maintenance for the period of 3 years and extended period if any beyond 3 years.	