

Minutes of the pre-bid Meeting was held on 28.10.2020 in the office of the TNPSC in connection with the tender relating to the Inviting tenders from eligible and qualified firms for the conduct of Computer/Tab Based Test in respect of Departmental Examinations to be conducted by the Commission.-Tender No. 572/2020 and Clarifications.

Present:

1. The Secretary, TNPSC
2. Thiru. R.Balaji, D.S.
3. Tmt. R.Ranisoundram, U.S
4. Thiru. S.Ramamoorthy, U.S.
5. Thiru. Syed Irfan Ahmed, U.S.
6. Tmt. B.Mangalam, A.O
7. Representative of TCS Chennai
8. Representative of Merit Trac Service Pvt. Ltd, Hyderabad

The clarifications / Queries raised by the companies and the clarifications issued are as follows.

	Document	Section No.	Clause No.	Page No.	Existing Clause	Clarification Modification Sought for	Remarks
1	TNPSC Tender Document	9	XVI	22	The bidder should enclose bid security (EMD) of Rs.2,00,000/- in form of Demand Draft drawn in a favor of The Secretary, TNPSC. The tenders without EMD shall be summarily rejected (Except those having exemptions from depositing EMD). The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with deposition of performance security deposit. The EMD stands forfeited in case the bidder unilaterally withdraws the offer or unilaterally amends, impairs or rescinds the offer within the period of validity, after submission of tender document.	Is CDAC exempted from EMD as it is an autonomous body under MeitY, Govt of India.CDAC will submit the proof for exemption	Yes agreed
2	TNPSC Tender Document	12	Performance Guarantee	28	TNPSC will require the selected bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from the Notification of award, for Rs. 15,00,000/- (Rupees Fifteen Lakh only). The Performance Guarantee should be valid for a minimum period of 36 months. The Performance Guarantee shall be kept valid till completion of the contract. In case the selected bidder fails to submit performance guarantee within the time stipulated, TNPSC at its discretion may cancel the order placed on the selected bidder without giving any notice. TNPSC shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period of contract or TNPSC incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.	CDAC request to Include Indemnity bond also as option for PBG	yes agreed should submit proper proof for the exemption.
3	TNPSC Tender Document	5.3	XIX	10	The Selected Bidder shall provide a facility to candidates for static mock link for mock test for different types of tests within a fortnight of signing the contract. The same facility should also be available online to be run through web server of the service provider. The mock test should be a replica of the examination.	Can the Mock test link be provided within a fortnight form the date of exam notification	Mock test shall be made available with in 15 days from the date of award of contract and it shall be permanent one with necessary changes from time to time

4	TNPSC Tender Document	6	VIII	15	The bidder must have successfully executed atleast 5 CBTs on all India basis, out of which at least one project should be Conduct of Computer / TAB Based Examination with capability of 50,000 or more candidates in single shift. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation).	The Points in Page No : 15 and on Page No: 37 are contradicting and request to clarify whether 20,000 or 50,000 candidates in a single shift.	It is clearly mentioned in the tender document; One Project should be for 50,000 candidates and 5 CBTs for 20,000 candidates;	
5	TNPSC Tender Document	Annexure-I		17	37	Have you executed at least 5 CBT in all India bases with the capacity of 20,000 or more candidate in single shift? Without consortium		This is not an eligibility criteria.
6	TNPSC Tender Document	6	XV		16	The Bidder should have infrastructure in all the major cities / towns in Tamil Nadu with validated nodes/computers/TABS, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc.	To conduct any online exam it is not necessary to have their own infrastructure as the Bidder will tie up with Institutes/colleges for the same. CDAC has been conducting Secure online exams for Indian Air force by engaging institutes/colleges all over India on need basis. The Tenders should allow fair play for all players	Agreed . The bidder shall have agreement with the institutions for CBT Examination. The bidder should have capacity to conduct Online Examination through TAB mode in the venues identified by the TNPSC
7	TNPSC Tender Document	Annexure-I		40	39	Do you have infrastructure in all the major cities / towns in Tamil Nadu and in New Delhi with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc		The bidder shall have agreement with the institutions for CBT Examination. The bidder should have capacity to conduct Online Examination through TAB mode in the venues identified by the TNPSC
8	TNPSC Tender Document	Annexure-I		60	41	Maximum number of candidates appeared in CBT in single shift completed in Tamil Nadu in last three years	CDAC requests to amend the requirement as "India" instead of "Tamil Nadu" to allow prospective bidders to participate in the Tender.	Amendment not required. Details, if available, have to be furnished. No. of candidates handled across India may also be mentioned.
9	Conduct of exam			5	9	Devices and systems to be used for authentication and audit trail mechanisms required for Exam.	Please confirm if any kind of special device required for the audit trail. Generally audit trail generated in the server in softcopy format.	Agreed. Soft copy audit trail is sufficient
10	Conduct of exam			6	9	The Selected Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including covered under the commercial bid. Internet (leased line) shall be installed by the Selected Bidder whose cost would be covered under the commercial bid.	In all the exam centers there are high speed internet installed. As per my understanding this would be local Lan based CBT. Internet is required only to download and upload the examination drive. Please confirm if leased line is specially required at all the exam centers.	Leased line is not Mandatory. However transfer of data to the TNPSC shall not be interrupted for any reason.
11	Conduct of exam			9	10	In order to avoid examination venue dependency, the Bidder shall have the capacity /facility to conduct the CBT in the venues identified by TNPSC where the computer labs/ desktop systems are not available. In such venues the bidder shall use the TABS and Wifi Connectivity for the conduct of examination.	As per this point please confirm if examination can be attempt with TAB from any location apart from examination center.	The examination should be conducted only in the venues identified.
12	Conduct of exam			11	10	For differently abled candidates, who are appearing for the examination with the help of scribe, shall be allotted to a separate rooms. The Bidder shall give better assistive equipment with suitable software solution.	For differently abled candidates and scribe candidates , we provide extra time . Please confirm if any other assistance required for the same.	Scribe will be arranged by TNPSC. Assistive Technology, Technology supporting the audio version of questions facilitating Blind candidates Audio version of the question papers, Braille form, other technologies available shall be proposed by the bidder at the time technical evaluation.
13	Conduct of exam			12	10	In case of the examination conducted in computer labs with fixed Desktops computers, there shall be a sufficient gap (at least 3 feet) between any two candidates to avoid copying. If no such gap is not available, then the bidder shall arrange cardboard canopy to avoid copying. In case of the examination with TABS sufficient space (minimum 3 Feet) shall be ensured.	Please confirm if 3 feet distance will work or due to COVID alternate seating is required.	3 feet distance between candidate is sufficient
14	Conduct of exam			14	10	If the examination is proposed to be conducted using TABS, shuffling shall be done among the candidates and TABS as well.	Please confirm if TAB will be provided by TNPSC or by bidder	The bidder has to arrange.

15	Conduct of exam		20	11	TNPSC prefers the technology which is user-friendly to the candidates. In order to make the tests very easy and comfortable to the candidates TNPSC prefers the touch screen facility rather than mouse click to choose the answers by candidates.	Please confirm if any kind of touch screen device is required .	<p>Each firm shall quote rate for both Computer Based and TAB Based technology for offering the services sought by TNPSC. These technology in the form of technical bid shall be separate bid document. In each of the technical bid shall have corresponding commercial bid also. Each financial bid corresponding to a particular technology shall be put in a separate envelope. These Two financial bids put in separate individual envelopes shall be put in one common envelope and sealed.</p> <p>Technical evaluation committee based on technical presentation and considering the techno-commercial parameters shall grade these Two technologies (Computer Based / TAB Based). For the technologies proposed by the firms a graded score would be given by the technical committee. After giving such grades for various technologies by various firms, the price bid will be opened. The price bid envelope(s) will be opened for each firm. After which the technical score for the technology proposed will be added to the financial bid score using QCBS formula. For example a firm quotes for both Computer and TAB technologies, then it has to submit two different technical document and make presentation for each of the technology before the technical evaluation committee. Subsequently, while opening the financial bid cover, there should be Two financial bid envelopes corresponding to those Two technical bid documents. The technical score of the first technology will be combined with the financial score of the same technology using QCBS method to arrive at the total score. Likewise, total score will be calculated for the other technology also. That technology / proposal which has the highest QCBS score among the three total QCBS scores shall be considered as the final QCBS score for that particular firm. Similar exercise will be conducted for the other firms also. That firm which has scored the highest QCBS score will win the bid and same technical and financial proposal are taken as a final agreed proposal for conducting the online examination. Though multiple financial bids are submitted, only one EMD / BG is sufficient for each firm.</p>
16	Conduct of exam		40	13	The software and Hardware of Computer Nodes / TABS and Server shall be the latest higher end configuration so as to cater the need of the examination center.	Please confirm if any specific configuration required for Desktop/Tabs. Also please confirm if experience for CBT examination will be considered or TAB based examination is also required to show experience	The configuration shall be enough support the CBT Examination. The bidder should have the capacity to conduct examination both in computer based and TAB based. <b>Please refer the clarification issued in this document against serial No.15</b>
17	Conduct of exam		43	13	Candidates are not allowed to carry any Book, Guide, Handbook etc inside the examination hall lab). Authorized books shall be made available in the Local Server of the Bidder for the tests identified as "With Books". Candidate can download the books from the local server and view for reference. The copies of books will be supplied by TNPSC. For certain tests the candidates have to appear of the examination without books. For such test, no such provision shall be given.	Need more clarity for this point.	For certain tests candidates are allowed to refer books at the time of examination. The reference books shall be made available in the candidate examination module.
18	Conduct of exam		45	13	If the Commission desires to have mirror server in the premises of the TNPSC, at later date, all the necessary hardware and bandwidth will be provided by the TNPSC. The bidder has to give provision to install the mirror server at free of cost.	Need more clarity for this point.	<p>If the Commission desires to have mirror server in the premises of the TNPSC, at later date, all the necessary hardware and bandwidth will be provided by the TNPSC. The bidder has to give provision to install the mirror server at free of cost.</p> <p>There will not be any financial commitment towards infrastructural support from the bidder except for the deployment of manpower for initial installation of server.</p>

19	Conduct of exam		54	14	There shall be a provision to monitor and supervise Exam Centre activities on monitoring console to be installed by the Selected Bidder in TNPSC office at Chennai. The data should be real time data generated from each Exam Centre during the examination.	Please confirm if live cctv feed required. In this case huge bandwidth is required which is not possible at every exam center.	Live CCTV feed not required
20	Eligibility Criteria		2	16	The bidder should have a functional office at Chennai	Can we give the declaration that if we will get the work then we will open a functional office at Chennai.	Agreed.
21	III. Key Information:			7	d) Exam shall be conducted in one or more shifts per day. e) Examination time may vary from 30 minutes to 3 hours f) Number of objective type questions will vary from 50 to 200 based on the scheme of examination.	Duration and number of shifts are key cost drivers for conducting online exams. With reference to "Annexure - VII Financial Bid" we would request TNPSC to accept duration based per-candidate rates as illustrated here:  <u>Exam Duration - Rate in INR (Per Candidate Per Session.)</u> Less than 1 Hour - 1 Hour - 2 Hours - More than 2 Hours -	Not Agreed; rate shall be quoted on per session basis and it shall be independent of duration of examination.
22	III. Key Information:			7	g) Examination shall be conducted in LAN connected computer labs using Desktop Computers (Cable Dependent) or in a Wi-Fi Connected examination venues using TABS (Cable independent).	While we want to state that our application is compatible with TAB based CBT examination but we prefer to conduct CBT Exam on Desktop / Laptop to avoid any physical movement of the examinee during the exam. We also have experience in conducting CBT Exam in Wi-Fi mode for laptops & desktops.  In view of security concerns we would request TNPSC to re-consider the decision to conduct exams using Tabs.	Not agreed. The technical committee will consider the concerns expressed by the bidder as per the techno evaluation parameters.  <b>For further details, please refer the clarification issued in this document against sl. No 15</b>
23	IV. Basic Information d) Period of Contract:			7	d) Period of Contract: Initially the contract will be for Three years and may be extended for 2 more year depending upon successful completion of the job and performance review.	To address cost inflation we would request TNPSC to allow a 10% upward revision of the per-candidate rate in case the contract is extended beyond the initial 3 years.	Not Agreed.
24	5.2 Deliverables from the Selected Bidder			8	c. Conversion of question papers from hard copy to softcopy to upload in the server.	(a) Does the scope of work include data entry? (b) What are the language in which data entry needs to be done? (c) What would be the quantum of volume of data entry that needs to be done? (d) Since TNPSC will be the question provider, we believe that this data entry should be undertaken by TNPSC to safeguard the confidentiality of the question paper. Please confirm the acceptance of our request.	TNPSC will provide softcopy of question papers but the module for data entry to be provided by the vendor.  The module shall support bilingual (Tamil and English).  The module should have the facility to randomise the questions and answers as per the requirement of the TNPSC from time to time.  In case of questions involving numerical values TNPSC shall propose for questions with same structure but differing variable appearing in different question paper and the option shall also differ accordingly. Adequate provision shall have to be done by the successful bidder.
25	5.2 Deliverables from the Selected Bidder			8	d. Verification of Aadhaar details (Biometric)	Capturing the fingerprint is not acceptable in the prevalent COVID-19 situation. We would request TNPSC to allow face recognition technology or iris scan to identify the candidate.	Biometric verification is mandatory. However, in view of the prevalent Covid pandemic situation, actual utilization of biometric will be decided and informed as and when the notification released.
26	5.3 Conduct of Examination			13	XLV. If the Commission desires to have mirror server in the premises of the TNPSC, at later date, all the necessary hardware and bandwidth will be provided by the TNPSC. The Bidder has to give provision to install the mirror server at free of cost.	We would request TNPSC to confirm the scope of work so that the rate can be worked out accordingly. Scope should not change once the rate is finalized.	If the Commission desires to have mirror server in the premises of the TNPSC, at later date, all the necessary hardware and bandwidth will be provided by the TNPSC. The bidder has to give provision to install the mirror server at free of cost.  There will not be any financial commitment towards infrastructural support from the bidder except for the deployment of manpower for initial installation of server.

27	5.3 Conduct of Examination			14	LVIII. The selected bidder shall host the responses of the candidates who have appeared for the examination in their website and there shall be a provision to view the replay of the exact flow of examination process (screen recording of Click by click or touch) to the select candidates based on receipt of such request from them. Towards which adequate facility may be done by the Firm. TNPSC shall fix the norms for viewing screen recording of Click by click or touch flow of his / her examination and viewing of their responses. Moreover, the Firm shall also capture all critical activities of the Server from the beginning to end in all the examination centers along with time stamp. The same may be made available to TNPSC for audit purpose.	We understand that purpose of this clause is to see the click-by-click traversing for entire exam duration for a candidate & we can very well achieve this by Audit Trail mechanism where in the solution has the recording of click by click of candidate with time stamp. This report is available in PDF format for each candidate and this is being provided to all our customers as a best practice. Please confirm the Audit Trail feature meets the requirement of TNPSC.	Click by Click audit trail PDF of all the present shall be shared with TNPSC within 3 days from the completion of a particular session.
28	5.3 Conduct of Examination			15	LIX. The bidder shall share the API to TNPSC to provide screen recording of Click by click or touch activities of the candidate.	As per our understanding the entire solution would be provided by the successful bidder. So, please clarify the purpose of sharing the API to TNPSC.	API / link is required for downloading of response sheets by the candidates from the Commission's website. API / link will be shared by TNPSC to upload the response sheet by the bidder. This uploading shall be done on the 2nd working day after the last session of the examination.
29	5.3 Conduct of Examination			15	LXIII. The Selected Bidder should be able to hand over the raw responses / data to TNPSC immediately (same day) after the candidate's response upload from local exam server. LXIV. Questions and Response sheet shall be hosted to the candidates within 24 hours after conduction of exam or at the time suggested by TNPSC from time to time.	Time required to transfer the data depends on the candidate volume. Although the activity would executed in the best possible method, however it would be difficult to commit timelines such as 'same day' without confirmation of the candidate volume.	Raw responses of the candidate shall be transferred to TNPSC within 30 minutes from the closure of Session.  Response sheet shall be made available in the Commission's website. API will be shared by TNPSC to upload the response sheet by the bidder. This uploading shall be done on the 2nd working day after the last session of the examination.
30	5.3 Conduct of Examination			15	LXV. The Selected Bidder shall provide documented inputs and support for handling a. Candidates queries b. RTI queries c. Court Cases	We understand that the support for responding to queries would be limited during the contract period only. Please confirm our understanding.	The support mechanism should be for next six months from the date of closure of contract.
31	5.3 Conduct of Examination			15	c) Test Data Archiving: The bidder shall archive examination data for future references for the time specified as per requirement of TNPSC from time to time.	As a practice, post the successful conduct of the examination data is handed over to the exam conducting body (TNPSC in this case). So archiving is not applicable in such projects. Please clarify the requirement.	Data Archives shall be maintained for the duration of contract period plus 6 months.
32	6. Eligibility Criteria			16	IX. The bidder should have conducted the CBT examination with TABS in Wi-Fi Mode at least in two examinations with 5000 candidates each. That means the bidder should have the capacity to conduct the examination in the venues identified by TNPSC where no internet connectivity, computer labs are available.	Conducting CBT exams using tabs is not a industry practice and it has become a requirement this year to address the current COVID - 19 situation. This clause is restrictive in nature. So, to allow greater participation from firms having the requisite experience & expertise which would facilitate TNPSC to get competitive bids we would request TNPSC to kindly drop this clause from the Eligibility Criteria section.	Para 6 (IX) is deleted. However, if the one of the technology quoted by the bidder is TAB Technology, they should have the capability to conduct TAB based Examination.
33	11.1 Technical Evaluation			26, 27	This is not an exhaustive list of parameters against which the technical score will be decided. In case the Technical Evaluation Committee desires to modify the scoring parameters, they shall reserve the right to do so. Weightage given to the different technical parameters for arriving at the final technical score shall be at the descretion of the technical evaluation committee.	Since the evaluation method is QCBS where in Technical Score plays a very important role in awarding the project we would request TNPSC to publish the parameters to award marks in the Technical Evaluation phase.	The Scoring model will be shared to the bidders, who have submitted their tender documents, after the last date fixed for the submission of Tender document in the TNPSC office.

34	11.1 Technical Evaluation			24	XXV. The payment shall be in Indian Rupees and shall be paid only after successful completion of work. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. The Bidder shall raise the bill after one month from the completion of the examination and payment shall be made by TNPSC within 45 days from the bill date. However, the 45 days deadline for payment may go beyond in financial year endings or for want of fund from the Government.	We would request TNPSC to amend the payment terms as per the below mentioned suggested alternative:  On generation of Admit Cards - 30% Within a week from conducting the exam - 30% After completion of the exam - 40%	Not agreed
35	5.3 Conduct of Examination			14	XLVII. The selected bidder shall allow only those candidates, whose names appear in the list of candidates supplied by TNPSC to appear for Examinations at the Test Centre. However, arrangements to be made by the selected bidder, to accommodate certain additional number of candidates, in case TNPSC allows even just before the commencement of examination.	Candidates are allowed provided they have the Admit Card and follow other standard procedure. Would request TNPSC to review this requirement of allowing certain additional number of candidates, in case TNPSC allows even just before the commencement of examination. Such exceptions leads to breach of security and chaos at the Examination Centre. We would suggest a separate shift for such exceptions where the candidates can come in after getting the Admit Card.	Not agreed
36	5.2 Deliverables from the Selected Bidder, Point d			Page 8	Verification of Aadhaar details (Biometric)	As per Covid-19 guidelines biometric may not be feasible. We request TNPSC to reconsider the same.	Biometric verification is mandatory. However, in view of the prevalent Covid pandemic situation, actual utilization of biometric will be decided and informed as and when the notification released.
37	Eligibility Criteria, Point II			Page 16	The bidder should have a functional office at Chennai.	During Covid period most of the operations are being done/performed either from home/remotely. Hence Request you to please remove this clause as it has no direct bearing on the performance/functional activities of the vendor.	Once the bidder become successful, should have a office at Chennai
38	Eligibility Criteria, Point IX			Page 17	The bidder should have conducted the CBT examination with TABS in Wi-Fi Mode at least in two examinations with 5000 candidates each	MeritTrac has conducted large scale offline exams pan-India for various government organizations for over 15 years with computers in LAN environment. We request the clause to be relaxed as under	Para 6 (IX) is deleted. However, if the one of the technology quoted by the bidder is TAB Technology, they should have the capability to conduct TAB based Examination.  <b>For further details, please refer the clarification issued in this document against the serial number 15</b>
39						"The bidder should have conducted the CBT examination with Computers in a LAN environment /TABS in Wi-Fi Mode at least in two examinations with 5000 candidates each"	
40	Eligibility Criteria, Point XIII			Page 17	The bidder must have data center with DR site infrastructure for data Security.	Our assumption is that bidder can have a tie up with 3 <sup>rd</sup> party data centre provider.	Agreed
41	Generic			Financials	Turnover, profitability and other details for Financial Year 2017-18, 2018-19 and 2019-20	Request you to relax as below since the balance sheet for 2019-20 is under audit . Balance sheet / annual turnover to be ascertained for 2016-17, 2017-18 and 2018-19.	Agreed. Any Three financial years from 2016-17 to 2019-2020. 2019-2020 is preferable. This will not be an eligible condition for the tender process.
42	Generic			Tab Based		Our understanding is that option of providing tabs is not mandatory as long as the bidder is capable of providing venues with computers. We request TNPSC to share tentative list of locations in Tamil Nadu where exam is likely to be conducted.	All District head quarters in Tamil Nadu and New Delhi (One Venue)

43				3, 46	EMD and Tender fees , PBG	We request that Vendors be also allowed to submit this as Bank Guarantee from a Scheduled/ Nationalized bank We request that winning bidder should be allowed to submit the PBG from a Scheduled/ Nationalized bank Confirming that Tender fees is not applicable ?	Agreed. Bidder can submit Bank Guarantee from a Scheduled/ Nationalized bank.  No tender Fee applicable.
44	Point IX			16	Proofs of 2 Tab based Exams of min 5000 exams	We request this criteria be dropped as Tab based exam is a recent phenomenon and instead Vendors be allowed to submit proof of capability of TAB based volume required	Para 6 (IX) is deleted. However, if the one of the technology quoted by the bidder is TAB Technology, they should have the capability to conduct TAB based Examination.
45				48	Annexure VII – Financial Bid	We assume that Per Candidate means per Scheduled Candidate who is issued an Admit Card GST would be quoted extra as per the Applicable rate – any Govt hike would be borne by the client accordingly	Yes
46				38	What is the tire rate of your data center?	Please clarify what this means ? can we assume this means which Tier category ?	Yes, tier category to be mentioned
47				26	QCBS Scoring Matrix	Please confirm the break up of marks of the Scoring Matrix – so its transparent and clear to all vendors	The Scoring model will be shared to the bidders, who have submitted their tender documents, after the last date fixed for the submission of Tender document in the TNPSC office.
48	9. General Information - XXVI			24	In case the Selected Bidder fails to execute the contract, the TNPSC shall have liberty to get it done through any other agency with full cost recoverable from the Selected Bidder in addition to damages and penalty.	TNPSC to note that the such failure shall be solely due to the reasons attributable to bidder. The total cumulative penalty to be capped at 5% of the total invoice value of the examination	Not agreed
49						The Bidder should be given an opportunity of being heard/rights of representations and a cure period of 30 days before holding responsible for any failure.	Opportunity for hearing will be given. However the penalty will be applicable as per the tender document.
50	12. Performance Guarantee			28	TNPSC shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period of contract or TNPSC incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.	Request TNPSC to give a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings along with rights for representation before invoking the PBG Request TNPSC to consider the total liabilities, damages, penalties to be restricted to 5% of the total invoice value of the examination.	Not agreed
51	13. Penalty - b			28	If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value (ie. 1% of the total cost towards the conduct of the particular exam / Test) of the delayed stage of the item, per day (subjected to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay	Request TNPSC to consider the total cumulative, penalty to be restricted to 5% of the total invoice value of the examination.	If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value (ie. 1% of the total cost towards the conduct of the particular exam / Test) of the delayed stage of the item, per day (subjected to maximum 5%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay
52	13. Penalty - c			28	If the delay adversely affects conduct of examination the security deposit and performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract. The TNPSC may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Selected Bidder.	Request TNPSC to give a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings along with rights for representation before invoking the PBG. Request TNPSC to cap the total liability of the bidder under this contract	Condition remains as it is. However, shortest Reasonable curing period will be given.

53	13. Penalty - d			28	In case of breach of any of terms and conditions mentioned in this tender document or contract, the TNPSC will have the right to cancel the work order without assigning any reason thereof and to impose penalty to the tune of 10% of the tender value (ie. 10% of the total cost towards the conduct of the particular exam / Test) and the security deposit shall also stand forfeited. An agreement between TNPSC and the vendor shall be signed in this regard.	TNPSC to confirm that whether the penalty mentioned in clause Penalty – d is in addition to penalty mentioned in penalty – clause b Request TNPSC to give a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings along with rights for representation before imposing the penalty and terminating the contract	Condition remains as it is.
54	16. Termination of contract: 16.1 Termination for Default				Either Party may, without prejudice to any other course of action for breach of contract, by written notice of 60 days to the other party, terminate the agreement in whole or in part, if:	Request TNPSC to include the following in the said clause – subject to rights for representation	Agreed.
55	16. Termination of contract: 16.1 Termination for Default-				In case of suspension/termination, the Selected Bidder shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency	Request TNPSC to include that – the said compensation and additional liability shall not exceed the total value of the contract	Condition remains as it is.
56	25. Arbitration			33	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.	Request TNPSC to consider the following at the time of appointment of the Arbitrator: The case of arbitration may be referred to the Arbitrator who shall be appointed after mutual discussion between TNPSC and the bidder, who will be sole arbitrator or presiding arbitrator as the case maybe and the proceedings will be conducted in accordance with procedure of The Arbitration and Conciliation Act, 1996"	Agreed
57	27. Execution of Contract			34	The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of TNPSC and also TNPSC have the right to recover any consequential losses from the Successful Bidder	Request TNPSC to note that the bidder shall not be held liable for any consequential losses. Thus request TNPSC to delete the said Clause	Not agreed
58	5.2			8	Conversion of question papers from hard copy to softcopy to upload in the server	A. We assume the questions will be only of MCQ Type. Please confirm B. We assume the content for all Test Papers and master keys will be provided in required standard xls format since Conversion of question papers from hard copy to softcopy may lead to some errors	TNPSC will provide softcopy of question papers but the module for data entry to be provided by the vendor.  The module shall support bilingual (Tamil and English).  The module should have the facility to randomise the questions and answers as per the requirement of the TNPSC from time to time.  In case of questions involving numerical values TNPSC shall propose for questions with same structure but differing variable appearing in different question paper and the option shall also differ accordingly. Adequate provision shall have to be done by the successful bidder.
59	5.3			9	The required hardware, software, networking including internet (leased line) shall be installed by the Selected Bidder whose cost would be covered under the commercial bid	Is it mandatory to have internet provisioned via leased line. We request the client to allow provisioning internet via other modes like Dongle . It is difficult to provision leased line just for specific Exam days	Leased line is not required at examination venues. However, The bidder should have leased line based on the necessity for transfer of data

60	5.3			9	Helpdesk	A. We assume the helpdesk with email and telephony support provided for candidates 9.00 am to 6.00 pm on working days will suffice. Please confirm. B. We assume the language of the helpdesk is English & Hindi will suffice the requirement. Please confirm. C. Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm	A. The helpdesk with email and telephony support provided for candidates 7.00 am to 4.00 pm on all days including Sundays and excluding Government holidays, preferably before and after 10 days of examination. B. The language of the helpdesk should be Tamil and English C. Helpdesk number is as per preference of the successful bidder
61	5.3			9	Mapping of candidates details with Exam Centers	A. Kindly confirm if the scheduling of the candidates will be done by bidder or TNPSC? B. Kindly confirm is the hall ticket is to be generated and hosted by bidder or TNPSC?	Will be done by TNPSC
62	5.3			9	The Selected Bidder shall provide a question paper authoring tool which will ensure end-to-end security of the question paper with 256 bit AES or better encryption along with proper training for the usage of the software.	Please specify, If any special feature is required for Question Paper Authoring software.	Features available in the QP authoring tool and suggestions shall be presented in the technical presentation.
63	5.3			9	The Selected Bidder shall provide a facility to candidates for static mock link for mock test for different types of tests within a fortnight of signing the contract. The same facility should also be available online to be run through web server of the service provider. The mock test should be a replica of the examination.	Questions for the mock link will be provided by TNPSC or it needs to be created with dummy questions, kindly confirm.	Questions will be supplied by TNPSC and link to be provided by the successful bidder
64	xi			10	For differently abled candidates, who are appearing for the examination with the help of scribe	A. Please share the percentage of PWD candidates. B. We Assume that the PWD candidate can bring his/her own scribe for exam? Please confirm	A. Approximately 2% B. Candidates cannot bring their own scribe. TNPSC will arrange Scribe for differently abled candidates.
65	XIX			11	Mock link	Please confirm the duration of mock link for conducting mock exam.	Permanent
66	XXVII			12	Aadhaar Biometric	As per the Govt mandate Aadhaar Authentication is not allowed by private organizations hence we request that instead of Aadhaar based Biometric authentication, can the IA simply have Biometric Captured during exam to be used for verification against biometric captured at time of admission. Also many candidates may not be registered for Aadhaar.	Biometric verification is mandatory. However, in view of the prevalent Covid pandemic situation, actual utilization of biometric will be decided and informed as and when the notification released.
67	XXIX			12	Invigilators - 1 per 20 candidates	Standard ratio for Online CBT is as mentioned below Invigilators - 2 per 50 candidates We assume above ratio will suffice the requirement. More manpower will add to cost impact. Kindly consider above ratio for manpower.	Not agreed
68	XXVII			12	The biometrics taken at this stage shall be used later on for authentication purposes	A. Please confirm the verification process is handled by TNPSC or the vender. B. If it is in vender scope, Please confirm different stages for verification, cities, Should aadhar based authentication required for verification, Max no. of candidates / Persons for which verification need to be done etc.	A. Vendor B. For all the candidates during examination time. Expected number of candidates may be around 300 to 500 per venue. The maximum number of venues would be 4 per district (These are the tentative details, subject to modification from time to time)
69	LIX			15	The bidder shall share the API to TNPSC to provide screen recording of Click by click or touch activities of the candidate.	This may lead to slow down exam of the candidate So, We request you to please relax this requirement.	API / link is required for downloading of response sheets by the candidates from the Commission's website. API / link will be shared by TNPSC to upload the response sheet by the bidder. This uploading shall be done on the 2nd working day after the last session of the examination.

70	C		15	Test Data Archiving	Please provide the duration required for "Test Data Archiving"	During the Contract period and next six months after the closure of contract
71				Covid19 Precaution Measures	<p>We request that in view of the current situation that is expected to continue for the next 6-8 months and due to the Govt's mandate on Precautionary measures to be followed we request the points below be included in the tender in the financial Bid format as this would have a cost impact - so the rate should include COST of conducting Exam adhering to Covid 19 compliance.</p> <p>We request the cost of Conducting Computer based Exam + Covid 19 additional cost together be considered for computing the Total L1 Rate</p> <ol style="list-style-type: none"> <li>1. Due to Social Distancing norms for seating &amp; spacing between each candidates at the Test centers - additional Centers to be booked which leads to additional Servers, Test Administrators &amp; manpower, Security guards etc</li> <li>2. Sanitization cost at the test center before and after exams (Sanitizers, Sanitization of the infra between sessions, Disinfection of the entire center at the end of the day etc )</li> <li>3. Disposable Gloves, Face shield, PPE suit for Security staff attending the Frisking activities and the cost for Thermal Scanners (Ratio 1:100)</li> <li>4. We suggest that to avoid Hand Pat Frisking only Metal detectors should be used for frisking - Security guards who carry out the frisking will wear PPE suit which is changed every day.</li> <li>5. To reduce hand to hand contact candidates should get their own pencil for usage during the test</li> <li>6. Suggested Point to be incorporated in the Admit card - that Candidate who come for the Exam should sign a self-declaration that they are free from any covid19 symptoms and none of the family member with whom they are staying are Covid19 positive and they are appearing for the exam at their own risk - the Exam conducting body and the Exam conducting Agency will not be held accountable for any Covid19 related concerns at later stage post the exam.</li> </ol>	Not agreed. Venue sanitization and frisking shall be done by TNPSC.
72	Fact Sheet	5. EMD	3	Earnest Money Deposit of Rs.2,00,000/- (Rupees Two Lakh only). Demand Draft in favour of details to be filled by TNPSC payable at Chennai from any of the nationalized bank	Due to the current Pandemic situations, We would request for other online payment options like NEFT/RTGS to be available. Or else please allow us to submit the DD through scheduled Banks. In case of NEFT/RTGS please share the Bank details (Bank Name, Bank Acc No, Acc Name, Branch Address, Branch Location, IFSC code). Also please share PAN number and GST number for us to create a client in the system for initiating EMD payment.	Agreed to submit DD from Scheduled banks

73	5. Scope of Work			7	This Scope of Work with regard to conduct of Computer / TAB Based system of Examination has been divided into following three broad phases	Client should inform well in advance about the mode of examination, Either Computer based or Tab based examination as mix of both the formats is not advisable.	Agreed.
74	5.2 Deliverables from the selected bidder		C	7	Conversion of question papers from hard copy to softcopy to upload in the server.	Instance for creating the Question Paper will be provided to client, Please suggest in what scenario this is required.	TNPSC will provide softcopy of question papers but the module for data entry to be provided by the vendor.  The module shall support bilingual (Tamil and English).  The module should have the facility to randomise the questions and answers as per the requirement of the TNPSC from time to time.  In case of questions involving numerical values TNPSC shall propose for questions with same structure but differing variable appearing in different question paper and the option shall also differ accordingly. Adequate provision shall have to be done by the successful bidder.
75	5.2 Deliverables from the selected bidder		D	7	Verification of Aadhaar details (Biometric)	Since this is dependent on UIDAI server, which is beyond our control there might be delays in verification process and hence risk involved in delay of overall exam conduction. We would like to request the following change to the statement - Capture of Biometric details.	Delay will be condoned
76	5.3 Conduct of Examination		XI	10	For differently abled candidates, who are appearing for the examination with the help of scribe, shall be allotted to a separate rooms. The Bidder shall give better assistive equipment with suitable software solution.	Please provide additional details on what kind of assertive equipment would be required for differently abled capabilities for a TAB based exam	Scribe will be arranged by TNPSC. Assistive Technology, Technology supporting the audio version of questions facilitating Blind candidates Audio version of the question papers, Braille form, other technologies available shall be proposed by the bidder at the time technical evaluation.
77	5.3 Conduct of Examination		XXV	10	The Selected Bidder shall ensure that the right Candidate sits in front of system allotted /TAB. There shall be a mechanism to raise alarm in case there is suspicious movement of the candidate while taking the test.	There can be a mechanism provided to ensure that the tab swapping is prohibited by authorizing the device to the candidate but raising alarm may disturb other candidates at the centre. We request TNPSC to edit this clause. The Selected Bidder shall ensure that the right Candidate sits in front of system allotted /TAB. There shall be a mechanism to raise alert in case there is suspicious movement of the candidate while taking the test.	Raising alarm is not required however swapping of system / tabs shall be restricted through raising alert.
78	5.3 Conduct of Examination		XXXI	11	All the candidates must be thoroughly checked before they are allowed to enter the examination hall. No candidates shall be allowed to carry any electronic items or any other materials except the Hall ticket.	Please confirm if this is PAT frisking on HHMD Frisking	Frisking Arrangements will be made by tnpSC.
79	5.3 Conduct of Examination		XXXII	11	Cloak room shall be arranged to keep the belongings of the candidates.	Provision for free storage of baggage's are made at all venues at candidate's responsibility. Please confirm if this is acceptable.	Agreed
80	5.3 Conduct of Examination		XLIII	12	Candidates are not allowed to carry any Book, Guide, Handbook etc inside the examination hall (lab). Authorized books shall be made available in the Local Server of the Bidder for the tests identified as "With Books". Candidate can download the books from the local server and view for reference. The copies of books will be supplied by TNPSC. For certain tests the candidates have to appear of the examination without books. For such test, no such provision shall be given.	PDF's need to be provided before-hand at the time of creating Question Paper. The candidate would be able to refer the PDF from the candidate console itself. Please suggest if this is acceptable.	Agreed

81	5.3 Conduct of Examination		XLVII	13	The selected bidder shall allow only those candidates, whose names appear in the list of candidates supplied by TNPSC to appear for examinations at the Test Centre. However, arrangements to be made by the selected bidder, to accommodate certain additional number of candidates, in case TNPSC allows even just before the commencement of examination.	As per point X on page no 9 - 10% additional nodes will be arranged at each of the venues. Any additional candidates will be accommodated in that capacity. The cut off for candidate list can be mutually decided at the time of agreement. Please confirm if this is acceptable.	Additional nodes not required. However, it is the responsibility of the successful bidder to ensure that all the available nodes are in working condition.
82	5.3 Conduct of Examination		LV	13	The response data of test shall also be copied in a CD/DVD from each Servers stationed at all Exam Centers and handed over to Inspection Officer of TNPSC immediately after completion of examination,	A detailed report of response data of test will be shared post the examination. Summarized report/ analysis of these responses and audit log on mutually agreed parameter will be shared in a secured way through web cabinet, which can be accessed by authorized person. Please confirm if this is acceptable.	Agreed. However, the response data of test shall also be copied in a CD/DVD from each Servers stationed at all Exam Centers and handed over to Inspection Officer of TNPSC immediately after completion of examination
83	5.3 Conduct of Examination		LIX	14	The bidder shall share the API to TNPSC to provide screen recording of Click by click or touch activities of the candidate.	As the Tab solution works both on online and offline mode, capturing of screen recording will be very large in size which will not be possible in Tab mode. We would request the following change in the clause. The bidder shall share the click by click audit trail of the candidate	Click by Click audit trail PDF of all the present shall be shared with TNPSC within 3 days from the completion of a particular session.
84	5.3 Conduct of Examination		LXIV	14	Questions and Response sheet shall be hosted to the candidates within 24 hours after conduction of exam or at the time suggested by TNPSC from time to time.	Hosting of response sheet to candidate depends on the concurrency of the shift - i.e. the number of candidates giving exam on that day and shift. Such timelines needs to be mutually agreed in advance Please confirm if this is acceptable	Condition remains as it is. The maximum number of candidate expected to appear for the examination in a single shift is 50,000.
85	5.3 Conduct of Examination note		C	14	Test Data Archiving: The bidder shall archive examination data for future references for the time specified as per requirement of TNPSC from time to time.	On contract expiry, or contract termination, or non-renewal of this contract, or any break in Services to Customer, all Customer Data including Personal Data would be due for deletion. In essence, Customer Data may be retained only as long as Services continue under a valid contract. In case of such a break in Services, Personal Data too would be due for deletion irrespective of its purpose being served or otherwise. Please confirm if this is acceptable	The support mechanism should be for next six months from the date of closure of contract
86	5.4 CCTV Surveillance		5.4 - Sub point 2	15	CCTV footages should be delivered to TNPSC within 2 days.	CCTV footages are copied to external media and then couriered. The shipment timelines depend on the courier company and can be delayed due to current pandemic situation. We would request following change CCTV footages should be couriered within two days to the TNPSC.	Agreed, CCTV footages, should reach TNPSC office within two days.
87	6. Eligibility Criteria		IX	16	The bidder should have conducted the CBT examination with TABS in Wi-Fi Mode at least in two examinations with 5000 candidates each. That means the bidder should have the capacity to conduct the examination in the venues identified by TNPSC where no internet connectivity, computer labs are available.	Our TAB based solution works both on offline and online mode, We would request you to edit the following clause. The bidder should have conducted the CBT examination with TABS at least in two examinations with 5000 candidates each. That means the bidder should have the capacity to conduct the examination in the venues identified by TNPSC where no internet connectivity, computer labs are available.	Experience in conduct of examinations in TAB mode is not required. But should have the capacity to conduct the examination in TAB mode also.

88	7. Other Conditions		7 - X	17	X. The bidder should have developed and completely own the CERT-IN certified software for Computer / TAB Based Online Examination. The software developed by the bidder will be subjected for 3rd party audit preferably by STQC or as decided by the tender inviting authority. The cost towards the security audit will be borne by the TNPSC.	STQC is a government of India certifying body that audits and certifies on various aspects of IT as per ISO, IEC, BIS standards etc. STQC can have its own guidelines or can follow guidelines of CERT-In. STQC does not have complete specialization in any dedicated area of function. CERT-In provides testing and certification related to the cyber security and information security. Risk analysis, vulnerability analysis, cyber security, attacker profiling, incident responding etc. are covered under the scope of certification performed by CERT-In. It has complete specialization in the dedicated area of cyber security and information security. A Cert-In certified software solution is more secure and stable software compared to the ones that are STQC certified. Therefore, it is requested of TNPSC to consider only the Cert-In certified solutions and not consider STQC as a mandatory requirement. Due to security reasons and organizational policies we cannot allow 3rd party audit	3rd party security audit is mandatory as decided by the tender inviting authority.
89	8. Security Audit			20	The Service provider shall be subjected to a Pre-installation Security Audit which includes Vulnerability Assessment and Penetration Testing (VAPT) by a third party to be appointed by TNPSC. The expenses towards Security audit shall be borne by the TNPSC. The Service provider shall also ensure the following:- Restriction of Access to system processing functions / programmes / files to appropriately Authorised Users, Prevention of unauthorised penetration into the Data uploaded into the website etc. And TNPSC shall cause an audit over the infrastructural facilities available across all the centres in the state, by a Third Party.	Our Digital Assessment Software Platform have been tested, audited for vulnerabilities by CERT-IN and have been awarded the Cert-In Certification. We also perform quarterly VAPT of the infrastructure and identified vulnerabilities are addressed. Hence, we request to replace the clause with the following The Service provider should be Cert-In certified which includes Vulnerability Assessment and Penetration Testing (VAPT) by a GOI approved auditors for IT security. The Service provider shall also ensure the following:- Restriction of Access to system processing functions / programmes/ files to appropriately Authorised Users, Prevention of unauthorised penetration into the Data uploaded into the website etc. Due to security reasons and organizational policies we cannot allow 3rd party audit	3rd party security audit is mandatory as decided by the tender inviting authority.
90	11		11.3	26	The techno-commercial evaluation may be on the following parameters: -	Please share a scoring table for the eligibility criteria as this evaluation is open ended and is subject to manual interpretation.	The Scoring model will be shared to the bidders, who have submitted their tender documents, after the last date fixed for the submission of Tender document in the TNPSC office.

91	Evaluation of Bids		50	40	Are you aware that the software to be developed for CBT are to be certified by Cert-in and STQC / Other agency identified by TNPSC	STQC is a government of India certifying body that audits and certifies on various aspects of IT as per ISO, IEC, BIS standards etc. STQC can have its own guidelines or can follow guidelines of CERT-In. STQC does not have complete specialization in any dedicated area of function. CERT-In provides testing and certification related to the cyber security and information security. Risk analysis, vulnerability analysis, cyber security, attacker profiling, incident responding etc. are covered under the scope of certification performed by CERT-In. It has complete specialization in the dedicated area of cyber security and information security. A Cert-In certified software solution is more secure and stable software compared to the ones that are STQC certified. Therefore, it is requested of TNPSC to consider only the Cert-In certified solutions and not consider STQC as a mandatory requirement.	3rd party security audit is mandatory as decided by the tender inviting authority.
92	Annexure I			48	Conduct of end-to-end Computer / TAB Based/ Tab based examination across the state of Tamil Nadu (All District Head Quarters) and New Delhi (Only one Venue) as per Scope of Work and terms & conditions of tender document.	As there will be a difference in prices for Computer based / TAB based examinations. We would request you to have separate heads for each type of examination.	<p>Each firm shall quote rate for both Computer Based and TAB Based technology for offering the services sought by TNPSC. These technology in the form of technical bid shall be separate bid document. In each of the technical bid shall have corresponding commercial bid also. Each financial bid corresponding to a particular technology shall be put in a separate envelope. These Two financial bids put in separate individual envelopes shall be put in one common envelope and sealed.</p> <p>Technical evaluation committee based on technical presentation and considering the techno-commercial parameters shall grade these Two technologies (Computer Based / TAB Based). For the technologies proposed by the firms a graded score would be given by the technical committee. After giving such grades for various technologies by various firms, the price bid will be opened. The price bid envelope(s) will be opened for each firm. After which the technical score for the technology proposed will be added to the financial bid score using QCBS formula. For example a firm quotes for both Computer and TAB technologies, then it has to submit two different technical document and make presentation for each of the technology before the technical evaluation committee. Subsequently, while opening the financial bid cover, there should be Two financial bid envelopes corresponding to those Two technical bid documents. The technical score of the first technology will be combined with the financial score of the same technology using QCBS method to arrive at the total score. Likewise, total score will be calculated for the other technology also. That technology / proposal which has the highest QCBS score among the three total QCBS scores shall be considered as the final QCBS score for that particular firm. Similar exercise will be conducted for the other firms also. That firm which has scored the highest QCBS score will win the bid and same technical and financial proposal are taken as a final agreed proposal for conducting the online examination.</p> <p>Though multiple financial bids are submitted, only one EMD / BG is sufficient for each firm.</p>



97	13. Penalty			<p>a. The Selected Bidder shall re-conduct assessment at no additional cost to TNPSC if deficiency in services (failure to conduct and complete the assessment on the scheduled date due to any technical issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the Selected Bidder that has been proved.</p> <p>b. If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value (ie. 1% of the total cost towards the conduct of the particular exam / Test) of the delayed stage of the item, per day (subjected to maximum 10%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.</p> <p>c. If the delay adversely affects conduct of examination the security deposit and performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract. The TNPSC may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Selected Bidder.</p> <p>d. In case of breach of any of terms and conditions mentioned in this tender document or contract, the TNPSC will have the right to cancel the work order without assigning any reason thereof and to impose penalty to the tune of 10% of the tender value (ie. 10% of the total cost towards the conduct of the particular exam / Test) and the security deposit shall also stand forfeited. An agreement between TNPSC and the vendor shall be signed in this regard.</p>	<p>13. Penalty</p> <p>a. The Selected Bidder shall re-conduct assessment at no additional cost to TNPSC if deficiency in services (failure to conduct and complete the assessment on the scheduled date due to any technical issues such as network issues, server issues, power issues) are for reasons solely and entirely attributable to the Selected Bidder that has been proved.</p> <p>b. If any of the stages specified, either not completed or not completed <b>satisfactorily</b> as per the approved <b>agreed</b> time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value (ie. 1% of the total cost towards the conduct of the particular exam / Test) of the delayed stage of the item, per day (subjected to maximum 5%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.</p> <p>c. If the delay adversely affects conduct of examination the security deposit and performance security will be forfeited and other <b>legal action</b> would be initiated as per terms and conditions of contract. <b>The TNPSC may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Selected Bidder.</b></p> <p>d. In case of breach of any of terms and conditions mentioned in this tender document or contract, the TNPSC will have the right to cancel the work order without assigning any reason thereof and to impose penalty to the tune of 5% of the tender value (ie. 5% of the <b>total cost</b> value of the delayed services towards the conduct of the particular exam / Test) <del>and the</del> security deposit shall also stand forfeited. An <b>mutually agreed</b> agreement between TNPSC and the vendor shall be signed in this regard.</p>	<p>13 (a) Condition remains as it is.</p> <p>13 (b) Shall be read as b. If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TNPSC, a penalty @ 1.0% of the bid value (ie. 1% of the total cost towards the conduct of the particular exam / Test) of the delayed stage of the item, per day (subjected to maximum 5%) may be imposed and accordingly the time for the next stage be reduced by the TNPSC, to account for the delay.</p> <p>13 (c) Condition remains as it is. No change</p> <p>13 (d) Condition remains as it is. No change</p>
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98	17			<p>17. Suspension The TNPSC may, after giving a written notice of suspension to the Selected Bidder, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Selected Bidder, if the Selected Bidder fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:</p> <p>i. Shall specify the nature of the failure and ii. Shall direct the Selected Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Selected Bidder. The TNPSC may engage some other agency for the completion of suspended work, which will be carried out at the risk, and cost of the Selected Bidder.</p>	<p><del>17. Suspension The TNPSC may, after giving a written notice of suspension to the Selected Bidder, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Selected Bidder, if the Selected Bidder fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension: i. Shall specify the nature of the failure and ii. Shall direct the Selected Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Selected Bidder. The TNPSC may engage some other agency for the completion of suspended work, which will be carried out at the risk, and cost of the Selected Bidder.</del></p>	Condition remains as it is
99	Execution of Contract			<p>1) The Successful Bidder should execute a Contract in the INR 20 non-judicial Stamp Paper bought in Tamil Nadu only in the name of the Bidder within 10 working days from the date of Letter of Acceptance issued by TNPSC with such changes/modifications as may be indicated by TNPSC at the time of execution on receipt of confirmation from TNPSC.</p> <p>2) The Successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the contract or any part thereof without the prior written consent of TNPSC.</p> <p>3) TNPSC reserves its right to cancel Work order either in part or full, if this condition is violated. If the Successful Bidder fails to execute the agreement within the stipulated period of 10 days, the EMD/Security deposit of the Successful Bidder will be forfeited and their tender will be held as nonresponsive.</p> <p>4) The expenses incidental to the execution of the agreement should be borne by the Successful Bidder.</p> <p>5) The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of TNPSC and also TNPSC have the right to recover any consequential losses from the Successful Bidder.</p>	<p>27. Execution of Contract 1) The Successful Bidder should execute a <b>mutually agreed</b> Contract in the INR 20 non-judicial Stamp Paper bought in Tamil Nadu only in the name of the Bidder within 10 working days from the date of Letter of Acceptance issued by TNPSC with such changes/modifications as may be indicated by TNPSC at the time of execution on receipt of confirmation from TNPSC.</p> <p>2) The Successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the contract or any part thereof without the prior written consent of TNPSC.</p> <p>3) TNPSC reserves its right to cancel Work order either in part or full, if this condition is violated. If the Successful Bidder fails to execute the agreement within the stipulated period of 10 days, the EMD/Security deposit of the Successful Bidder will be forfeited and their tender will be held as nonresponsive.</p> <p>4) The expenses incidental to the execution of the agreement should be borne by the Successful Bidder.</p> <p>5) The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of TNPSC and also TNPSC have the right to recover any consequential losses from the Successful Bidder.</p>	Agreed (to be read completely)
100				The Controller of Examinations	The Controller of Examinations	The Secretary

101					I/ We hereby submit our price bid for Online Examination (Computer / TAB Based Test) Conduct and Processing for Various Department Test Examination of the Tamil Nadu Public Service Commission, Chennai after clearly understanding scope of Work, the terms and conditions of the tender document and due clarification obtained from TNPSC.	I/ We hereby submit our price bid for Online Examination (Computer / TAB Based Test) Conduct and Processing for Various Department Test Examination of the Tamil Nadu Public Service Commission, Chennai after clearly understanding scope of Work, the terms and conditions of the tender document <b>bid proposal</b> and due clarification obtained from TNPSC.	Not agreed
102					Terms and Conditions suggested to be included in contract Agreement		Will be considered on grounds of merit while finalisation of work contract.

Note: Necessary corrigendum will be issued in due-course.