



# WEST BENGAL STAFF SELECTION COMMISSION

Mayukh Bhavan, Salt Lake, Kolkata – 700 091

Website: [www.wbssc.gov.in](http://www.wbssc.gov.in)

E Mail: [adm.ssc-wb@nic.in](mailto:adm.ssc-wb@nic.in)

## TENDER NO. 01–WBSSC/2017 DATED, 22/03/2017

### NOTICE INVITING TENDER

Sealed Tenders are invited in two parts, **Part I- Technical Bid** and **Part II- Financial Bid** on behalf of the **West Bengal Staff Selection Commission (WBSSC)** for the following item of work:

**Conduct of COMPUTER BASED EXAMINATIONS (CBE) in selected Examination Venues under various Centres (Any or all Districts of West Bengal/ Kolkata North/ Kolkata South/ Salt Lake) from time to time.**

Bidders may submit the bid in prescribed manner as mentioned in the **Notice Inviting Tender** on all working days between **11 A.M. to 4 P. M.**, in the drop box kept at the **Examination Cell** of the office of the West Bengal Staff Selection Commission, Mayukh Bhavan (3<sup>rd</sup> Floor), Salt Lake, Kolkata-700 091 as per schedule, specification and as per the terms and conditions fixed in the detail Notice Inviting Tender in the Commission's website [www.wbssc.gov.in](http://www.wbssc.gov.in).

### IMPORTANT SCHEDULE

➤ <b>Last date and time for submission of Tenders:</b>	<b>12/04/2017 at 04:00 P.M.</b>
➤ <b>Date and time for opening of the Technical Bid:</b>	<b>18/04/2017 at 12:00 Noon.</b>
➤ <b>Date and time for Technical Presentation and Demo:</b>	<b>21/04/2017 at 12:00 Noon.</b>
➤ <b>Date and time for opening of the Financial Bid:</b>	<b>To Be Announced In Due Course</b>

## INFORMATION IN A NUTSHELL

- ✓ **Tender No.** : **01/WBSSC/2017 Dated, 22/03/2017**
  
- ✓ **Cost of Tender Document** : **₹ 5,000/- (Rupees Five Thousands) only,**  
to be submitted with the **Technical Bid.**
  
- ✓ **Instructions to Bidders,**  
**Pre-qualification Criteria (PQ),**  
**Schedule of Requirement with**  
**Specification, Evaluation Criteria**  
**and Conditions of Contract** : Refer **Page No. 3 – 14** of this Notice.
- ✓ **Proforma for Technical Bid** : Refer **Annexure – I** of this Notice.
- ✓ **Proforma for Financial Bid** : Refer **Annexure – II** of this Notice.
- ✓ **Bid Security (Earnest Money)** : **₹ 2,00,000/- (Rupees Two Lakh) only,**  
to be submitted with the Technical Bid
  
- ✓ **Contract Performance Security** : **₹ 5,00,000/- (Rupees Five Lakh) only.**
- ✓ **Undertaking by the Bidder** : Refer **Annexure – III** of this Notice.
- ✓ **Proforma of Bank Guarantee for**  
**Bid Security (Earnest Money)** : Refer **Annexure – IV** of this Notice.
- ✓ **Proforma of Guarantee Bond for**  
**Performance Security**  
**(Security Money)** : Refer **Annexure – V** of this Notice.
- ✓ **Check List** : Refer **Annexure – VI** of this Notice.

### **I. SUBJECT:**

#### **CONDUCT OF COMPUTER BASED EXAMINATIONS (CBE) IN SELECTED EXAMINATION VENUES UNDER VARIOUS CENTRES**

West Bengal Staff Selection Commission proposes to hold **CBE** for selection of candidates for various posts under Government of West Bengal, from time to time, eligibility criteria of the candidates, depending on the number of applications received, etc.

# GENERAL INSTRUCTIONS TO BIDDERS, PRE-QUALIFICATION CRITERIA (PQ), SCHEDULE OF REQUIREMENT WITH SPECIFICATION, EVALUATION CRITERIA AND CONDITIONS OF CONTRACT

## 1.1. Sale of Tender Documents:

Interested Bidders may download the Tender Form from Commission's website **Free of Cost**. But during submission, bidders must deposit a sum of ` 5,000/- (**Rupees Five Thousand**) only as the price of Tender document, in the form of **Demand Draft** only to be drawn in favour of **West Bengal Staff Selection Commission**, payable at **Kolkata** along with the **Technical Bid**, failing which the Tender will be summarily rejected.

## 1.2. Submission of Bid:

The Bidders shall submit the sealed bid containing two separate sealed envelopes as prescribed below addressed to "The Secretary-cum-Controller of Examinations, West Bengal Staff Selection Commission, Mayukh Bhavan, Salt Lake, Kolkata- 700 091" by 4 P. M. on or before 12/04/2017 in the Tender Box kept at the Examination Cell of Commission's Office at Mayukh Bhavan (3<sup>rd</sup> Floor), Salt Lake, Kolkata- 700 091 for this purpose. WBSSC will not be responsible for any delay in receipt of bids. **Any bid received after the closing date and time shall not be entertained.**

In case, closing date of submission of bid happens to be a holiday due to some unforeseen circumstances, the bids will be received on the next working day at the same time.

## 1.3. PRE-QUALIFICATION CRITERIA (ELIGIBILITY CRITERIA):

Followings are the minimum pre-requisites/ requirements/ eligibility criteria for participating in this Tender:

### ELIGIBILITY CRITERIA

1. The Bidder must be a sole proprietor, Company/Firm of Companies / Society registered under The Companies Act, 1956 or The Indian Partnership Act 1932. The Bidder must have valid Service Tax Registration and Income Tax Returns.
2. The Bidder must have a minimum average annual turnover of at least ₹ 20 Crore for last three financial years ending Financial Year 2015 - 2016. At least ₹ 3 Crore turnover in each year in last three financial years from Computer Based Examinations (**not Internet Based**) would get weightage.
3. The Bidder must be a profitable organization in last three financial years ending the Financial Year 2015 - 2016.
4. The Bidder must have Primary Data Centre with Secondary Data Centre site for Data Security. Data Centre must be ISO Certified. The Bidder must own the source code of the software to be used for conducting the Examination which should be STQC Certified.
5. The Bidder must have **ISO 9001:2015 & ISO 27001:2013** certification in the respective fields. The Bidder should have Examination software that has been developed under **Capability Maturity Model Integration (CMMI) Level 5 Processes**.

6. The Bidder must have never been **Black Listed** for any fraudulent and corrupt practices by any State/ Central Government Departments.
7. The Bidder, **having minimum 05 years' experience in conducting Computer Based Recruitments / Entrance Examinations for Examination Conducting Bodies**, must have successfully executed at least 05 (Five) End to End Projects related to Computer Based Recruitments / Entrance Examinations of a minimum 20,000 candidates per Examination in a Single Shift anywhere in India for the last 05 (five) years ending Financial Year 2015 - 16.
8. The Bidder, **having an operational office in West Bengal**, should have the infrastructure to hold Computer Based Recruitments / Entrance Examinations of the following criteria:

<b>Name of Region</b>	<b>Districts/ Centres</b>	<b>Capacity</b>
<b>Northern</b>	Alipurduar, Coochbehar, Darjeeling, Jalpaiguri, Siliguri, Uttar Dinajpur, Dakshin Dinajpur, Malda & Kalimpong	Cumulative Capacity of Minimum 1,000 candidates in a Single Shift in all / any 04 (four) Districts / Centres
<b>Western</b>	Purulia, Birbhum, Bankura, Bardhaman, Asansol, Purba Medinipur, Paschim Medinipur	Cumulative Capacity of Minimum 1,500 candidates in a Single Shift in all/ any 04 (four) Districts / Centres
<b>Southern</b>	Murshidabad, Nadia, Hooghly, Howrah, North 24-Parganas, South 24-Parganas	Cumulative Capacity of Minimum 2,500 candidates in a Single Shift in all/ any 03 (three) Districts / Centres
<b>Eastern</b>	Kolkata North, Kolkata South and Salt Lake	Cumulative Capacity of Minimum 3,000 candidates in a Single Shift in all Districts / Centres

9. The Bidder should have on its own payroll at least 100 Technical Employees & 200 Operational / Management Employees for the proper execution of the contract. Latest ESI/ EPFO detail duly authenticated by HR Head of the Company are mandatorily to be enclosed.
10. Conditional Bid will summarily be rejected.
11. In the event of the Bidder bringing the client into disrepute by its failure to conduct the services, WBSSC shall reserve the right to blacklist/ debar the Bidder for a period of at least 3 years.

**Bidders who meet the pre-qualifications / eligibility requirements as stated above would only be considered as qualified to move to the next stage of Technical and Financial Evaluations.**

The Bidders shall arrange for a technical presentation and demo of **maximum 30 minutes** in the Conference Room (3<sup>rd</sup> Floor) of Commission's Office at Mayukh Bhavan, Salt Lake on **21/04/2017 at 12 Noon sharp**. **Due weightage shall be given on Technical Demonstration as stated above for evaluation of Bids based on Score Model described in this Tender.**

## 1.4. Part-I: Technical Bid:

**The first sealed cover must contain the following points chronologically :**

1. a) The **Valid Proof** of the Bidder to be a sole proprietor, Company / Firm of Companies / Society registered under The Companies Act, 1956 or The Indian Partnership Act 1932;
- b) The **Proof** of Service Tax Registration;
- c) The **Proof** of Income Tax Returns for the last 03 (three) Financial Years 2013 – 14, 2014 – 15 & 2015 – 16;
2. a) The **Proof** of **Minimum Average Annual Turnover** of at least **₹ 20 Crore** for the last 03 (three) Financial Years, i.e., 2013 – 14, 2014 – 15 & 2015 – 16 of the Bidder;
- b) The **Proof** of At least **₹ 3 Crore** turnover in each year of last 03 (three) Financial Years, i.e., 2013 – 14, 2014 – 15 & 2015 – 16 from Computer Based Examinations (**not Internet Based**), if any;
3. The statement of the Audited Accounts of last 03 (three) Financial Years, i.e., 2013 – 14, 2014 – 15 & 2015 – 16 to establish the point that the Bidder has been continuing to be a Profitable Organization for the above mentioned period;
4. a) The **Proof** of ownership of the Data Centre (both Primary & Secondary) having **ISO Certifications**;
- b) The **Proof** of ownership of the **Source Code of the Software** to be used for conducting the Examination;
- c) The **Proof** of **STQC Certification** for the **Software** to be used for conducting the Examination;
5. a) **ISO 9001:2015 & ISO 27001:2013** Certification in the respective fields;
- b) The Bidder should have Examination software that has been developed under **Capability Maturity Model Integration (CMMI)**;
6. **Undertaking in Non – Judicial Stamp Paper** for not being **Black Listed** by any State / Central Government Departments;
7. Copies of Work Completion Certificates (End to End) for at least 01 Client / Clients to be enclosed during past **05 Financial Years, i.e., 2011 – 12, 2012 – 13, 2013 – 14, 2014 – 15 & 2015 – 16**;
8. Proof of Address and the Proof of Zone – Wise Capacity.

### **“TECHNICAL BID FOR CONDUCT OF ONLINE EXAMINATIONS IN SELECTED EXAMINATION VENUES UNDER VARIOUS CENTRES”**

The Technical Bids will be opened in the **Conference Room (3<sup>rd</sup> Floor) of Commission’s Office at Mayukh Bhavan, Salt Lake** on **18/04/2017 at 12 Noon sharp** in presence of the Bidders who may like to remain present.

#### **1.4. Part-II: Financial Bid:**

The second sealed cover must contain:

The “**Financial Bid**” and a photocopy of the **Demand Draft** as **Bid Security (Earnest Money)** deposited with the Technical Bid. The envelope should be superscribed with the following words (in **BLOCK** Letters) in the following manner:

#### **“FINANCIAL BID FOR CONDUCT OF COMPUTER BASED EXAMINATIONS IN SELECTED EXAMINATION VENUES UNDER VARIOUS CENTRES”**

The “Financial Bid” would be opened only of those Bidders whose Technical Bids are found to be in conformity with pre-qualification criteria of the Tender and found to be capable of undertaking the work. The Financial Bids will be opened in respect of shortlisted Bidders only in a date to be fixed later on in presence of the shortlisted Bidders who may like to remain present.

#### **1.5. Validity of Bids:**

The Bidder shall keep the “**Financial Bid**” valid for acceptance for a minimum period of 120 days after the last date for receipt of the Bids.

#### **1.6. Bid Security (Earnest Money):**

**Bid Security (Earnest Money)** of ₹ 2,00,000/- (**Rupees Two Lakh**) only, in the form of a Bank Draft drawn in favour of the “**West Bengal Staff Selection Commission**”, payable at “**Kolkata**” or in the form of Bank Guarantee **must be submitted** with the Technical Bid, failing which the Bid will be summarily rejected.

**No exemption would be permitted from submission of Bid Security under any circumstances.**

The Bank Guarantee from any Scheduled Banks of India approved by Reserve Bank of India (RBI) in the prescribed form as per **Annexure – IV** will also be accepted as Bid Security. Bids without Bid Security will be summarily rejected. The Bid Security shall be kept valid for a period of 120 days beyond Financial Bid validity period. If a Bidder withdraws or amends the Bid in any respect within the validity period or fails to enter into a contract for award of work, the entire amount of Bid Security will be forfeited.

## 1.7. Evaluation of Bids (Ranking Criteria):

Following Scoring Model will be followed for evaluating the bids:-

Sr. No	Description of Marking Scheme	Break up
<b>1</b>	<b>Turnover of the Organization</b>	<b>10 Marks</b>
<b>1.1.</b>	Average Annual Turnover of last 5 years In INDIA from Assessment and Education related services.	<b>05</b>
	✱ 20 – 40 Cr.	01
	✱ > 40 Cr. ≤ 60 Cr.	02
	✱ > 60 Cr. ≤ 80 Cr.	03
	✱ > 80 Cr. ≤ 100 Cr.	04
	✱ Above 100 Cr.	05
<b>1.2</b>	CBE (Not Internet Based) [At Least ₹ 3 Cr. Turn Over in each year of Last 3 Financial Years	<b>05</b>
	YES	05
	NO	00
	Note: <b>Organization must be profitable in at least last 5 Financial Years Ending 31 Mar 2016 (PI submit proof)</b>	
<b>2</b>	<b>Software / Solution</b>	<b>10 Marks</b>
<b>2.1.</b>	Organization must own the source code of the software application preferably using open source technologies / database	03
<b>2.2.</b>	The Bidder should have on its own payroll at least 100 Technical employees and 200 Operation / Management employees for the proper execution of the contract (Self Declaration of the Bidder to be attached) and should follow well defined Software Change Management processes to manage changes in the software (Pl. attach proof)	
	YES	02
	NO	00
<b>2.3.</b>	Technical demonstration of the product and services	05
<b>3</b>	<b>Work Experience</b>	<b>50 Marks</b>
<b>3.1.</b>	Past experience of similar nature of work	
	<b>No of Government Assignments in India ending Financial Year 2015-16</b>	
	A) No of Years in conducting CBE (Not Internet Based) in India for Government Department	<b>20</b>
	5 – 10 Years	10
	More Than 10 Years	20
	B) Experience of conducting end to end (Application, QP, Computer Based Exam & Results) Single Shift in any government Department / Government body	<b>20</b>
	20,000 – 30,000	10
	Above 30,000	20
	C) Experience (in No of years) in Developing Question Bank for any Government Department	<b>10</b>
	Less Than 10 Years	5
	≥ 10 Years	10
<b>4</b>	<b>Delivery Capability (PI submit duly signed contract copies) Computer Infrastructure in West Bengal in Single Shift with 10% Back Up (As per Point No.1.3. 8 of PQ Criteria)</b>	<b>10 Marks</b>
<b>4.1</b>	Minimum 8,000 to 10,000	05
<b>4.2</b>	More Than 10,000	10
<b>5</b>	<b>Audit &amp; Security</b>	<b>20 Marks</b>
<b>5.1</b>	ISO: 9001-2015 Computer Based Assessments (Pl. submit copy of Certificate)	02
<b>5.2</b>	ISO: 27001-2013 in Computer Based Assessments (Pl. submit copy of Certificate)	03
<b>5.3</b>	STQC Certification for the Software to be used for conducting Examination (Pl. submit copy of Certificate)	05
<b>5.4</b>	Data Centre with DR Site with CERT-in	Tier III
<b>5.5</b>	Certificate	Tier IV
		05
		10

- **Financial Evaluation:**

The Financial Bids shall be opened of only those Bidders who have been found to be Technically Eligible. The Financial Bids shall be opened in presence of representatives of Technically Eligible Bidders, who may like to be present.

- **Final Evaluation of the Bids:**

The final selection of the Bidder will be based on **QUALITY AND COST BASED SELECTION (QCBS)**.

There will be **70% weightage for Technical Evaluation** and **30% for Financial Evaluation**.

- **Method of Selection:**

In deciding the final selection of qualified Bidder, the technical quality will be given a weightage of 70% on the basis of criteria for evaluation. **The Financial Bids of only those bidders who qualify technically will be opened.** The proposal with the Lowest Cost will be given a Financial Score of 100 and the other proposal(s) will be given Financial Scores that are inversely proportional to their prices. The financial proposal shall be allocated a weightage of 30%.

For working out the Combined Scores, WBSSC will use the following formula:

**Total Points:  $[0.7 \times T(s)] + [0.3 \times 100 \times \text{LEC}/\text{EC}]$ , where T(s) stands for Technical Score, EC stands for Evaluation Cost of the Financial Proposal, LEC stands for Lowest Evaluated Cost of the Financial Proposal.**

The proposals will be ranked in terms of Total Points scored. **The Proposal with the Highest Total Points (H-1) will be considered for Award of Work.**

**Example:** *If, in response to this NIT, three Bids, A, B & C are received and the Evaluation Committee awarded them 75, 80 and 90 Marks respectively, all the three proposals would be technically suitable. Further, if the quoted Financial Bids of A, B & C are Rs.120, 100 and 110 respectively, then the following points for Financial Bids will be given:*

*A:  $100/120 = 83$  Points*

*B:  $100/100 = 100$  Points*

*C:  $100/110 = 91$  Points*

*In the combined evaluation, the process would be as follows:*

*Bid A:  $75 \times 0.7 + 83 \times 0.3 = 77.4$*

*Bid B:  $80 \times 0.7 + 100 \times 0.3 = 86$*

*Bid C:  $90 \times 0.7 + 91 \times 0.3 = 90.3$*

**Bid C would be considered the H-1 and will be considered for Award of Work.**



## 1.10. Scope of work:

### This has been divided into following three broad phases

- Pre- Examination Phase;
- Examination Phase;
- Post Examination Phase.

#### 1.10.1. Pre Examination Phase:

- ❖ All pre-Examination phase processes shall be carried out in consultation with the WBSSC.
- ❖ The Service Provider (SP) must make the provision for Admit Card download.
- ❖ The SP have to draw the Examination plan and design the Examination Processes in connection with the West Bengal Staff Selection Commission as per the following procedures:
  - Complete Security management processes
    - ✓ Physical Security;
    - ✓ Information Security;
    - ✓ Server Security;
    - ✓ Network Security.
  - Candidate handling process
    - ✓ Mapping of candidates details with Examination Centres;
    - ✓ Validation and Verification of Identity;
    - ✓ Frisking of Candidates;
    - ✓ Attendance and Biometric (Photograph and Thumb Impression) handling;
    - ✓ Machine/ seat allocation and handling of security parameters;
    - ✓ Bulk/ individualized SMS;
    - ✓ Bulk/ individualized emails;
    - ✓ Toll Free/ Customer care number for attending queries.
  - Any other processes related to conduct of Examination as and when instructed by the Commission.
- ❖ To prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of Examination along with rules for contingency and exception handling/ emergency procedures.
- ❖ To provide specifications for Hardware and Software required at all stages of the Examination.
  - Generation of Admit cards
  - Examination Centres
  - Devices and systems to be used for authentication and audit trail mechanisms required for Examination
  - To provide consulting, training and manpower support to handle the entire EXAMINATION.
  - To identify required Examination Centres, as specified earlier in **Clause 1.3**, with 10% kept as reserved per shift.
  - To ensure that Examination Centre has the required suitable Hardware, Software, Internet and LAN connectivity for conducting Examination.

- To ensure UPS facilities and Generator facility at each Examination Centre for un-interrupted power supply.
- To carry Periodic Audit at Examination Centres for
  - ✓ Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
  - ✓ Software - Screen resolution and LAN connectivity, Browser.
  - ✓ Working conditions of UPS and Generator.
- To ensure suitable drinking water and separate toilet facilities both for Boys and Girls
- To provide facility to candidates for mock test through downloadable software within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be replica of the Examination.
- To provide help to candidates through a call centre (Toll Free/Customer Care Number) ensuring the Service Quality 24x7.

### 1.9.2. Examination Phase

- To Host and Manage the Examination Process through intranet based solution at Examination Centres.
- To securely transmit, download, install and implement Question Papers received from WBSSC. The Question Papers installation and implementation shall be as per requirement of WBSSC.
- Soft Copies of encrypted Bilingual Question Paper sets for each centre will be provided **not before 2 hours** prior to the start of Examination in prescribed format. Decryption key for the question paper shall be provided by WBSSC **30 minutes** before the start of Examination.
- Checking of original documents and Admit Card of the candidates at the Examination gate. Individual password shall be given to each candidate by the SP at the Examination venue after verification of the documents.
- Signature of the candidate in the attendance sheet and verification of the signature in attendance sheet vis-à-vis the signature in the Admit Card.
- To complete registration process of the candidates (Digital Photo, Finger Print etc.) and allow candidates to appear for Examination at Examination Centre through pre-allotted seat/ machine. The Biometrics taken at this stage shall be used later on for authentication purposes.
- To arrange/ provide adequate displays and provide required instructions/ information to the candidates appearing for Examination at Examination Centres.
- To maintain audit trails of all activities of candidate (click by click) during the course of Examination.
- To monitor and supervise Examination Centre activities on monitoring console to be installed by the SP in WBSSC Office. The data should be a real time data to be generated from each Examination Centre during the Examination.

- At the end of the Examination, transfer/ export candidate response and audit trails on secured channel from local server to Central server of the SP within 1 Hour from each Examination Centre. Other data such as attendance sheet, finger print, photograph, video recording, seating plan etc should be sent to WBSSC within 3 days of conclusion of each Examination shift.

### 1.9.3. Post Examination Phase

- To send the Question Paper presented to the candidate along with the candidate's answers through e-mail to the candidate at the end of the Examination.
- To calculate marks obtained by each candidate as per requirement of WBSSC.
- The candidate's responses, biometric, photograph, Audit Trails should be uploaded automatically from the local server to Company Own Data Centre in a secured manner. There must not be any traces of any data pertaining to candidate whatsoever post uploads left on the Examination server.
- The SP should be able to hand over the raw responses/ data to WBSSC immediately after the candidate's response uploaded from local Examination server within 60 minutes.
- The candidate should be able to get the question paper on email id on the same day of the Examination. The question paper should be visible in the same sequence/ format as it appeared for the candidate during Examination including candidate responses to ensure transparency.
- All the attendance sheets and any other documents collected as a part of verification or WBSSC process should be handed over to WBSSC within 7 days of Examination.
- The result has to be processed on the same day after uploading of answer key and should be handed over to WBSSC in a secured manner.
- The merit list formation/ creation to be done by SP as per the guidelines lay down by WBSSC.
- To provide documented inputs and support for handling
  - Candidates queries
  - Press interaction
  - RTI queries
  - Court Cases

Note:

- The SP shall have to carry/ demonstrate complete System Test Run (STR) with test data to the WBSSC Before implementation, the SP should also be able to demonstrate click by click audit trail for any type of enquiry.
- The SP should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.

### 1.10. IMPORTANT INSTRUCTIONS

- The SP should be registered in India. The registered SP should be operating in India for a minimum of five years with an objective of offering IT Solutions and Services that are the subject matter of this tender.
- It is mandatory that the SP should own the copyright of the source code of the software being used for conducting the Examination. The organization should be able to make changes as required in any of the components of the software.
- The SP should be certified for compliance with established Information Security standards.
- The SP should follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, OA Certification and Deployment into production.
- The SP must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.
- The SP should have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the Examination. The organization should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.

- VII. Testing should not be limited to system features and functionality. The system used to conduct the Examination must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.
- VIII. The SP should design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the Examination. Results of such performance tests should be made available for each major release of the system used to conduct the Examination.
- IX. The SP should design a highly secured system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the Examination.
- X. Suitable emergency management plan towards any crisis situations/redundancy of servers, nodes additional centre locations, students' data.
- XI. The candidate console should have a Zoom Capability / Feature.
- XII. The SP should be able to support the entire solution on a 24 x 7 basis with a maximum response time of 3 hours.
- XIII. At any time before the submission of bids, WBSSC may amend the tender by issuing an Addendum in writing or by standard electronic means. The Addendum shall be sent to all SP(s) and will be binding on them. SPs shall acknowledge receipt of all Amendments.
- XIV. If the Amendment is substantial, SP(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by WBSSC.
- XV. The SP will provide a question paper authoring tool which will ensure end-to-end security of the question paper with 256 bit AES encryption.
- XVI. All software for question paper authoring, computer based Examination, biometric, candidate handling etc. must be owned by SP.
- XVII. The SP shall provide the look and feel of Examination paper including screen shots in consultation with WBSSC.
- XVIII. The SP shall provide for emailing of Examination paper along with attempted answers to each candidate.
- XIX. The SP shall ensure the maximum security of processes, infrastructure, servers, networks etc as per the plan drawn in consultation with WBSSC.
- XX. The SP shall demonstrate the software developed and carry out the suggested changes as many times as needed by WBSSC.

### 1.11. Contract Performance Security (Security Deposit):

The firm / firms entering into a contract for performance of the work Agreement will be required to deposit **Contract Performance Security (Security Money)** as prescribed by the Commission by furnishing a **Demand Draft or Fixed Deposit** Receipt issued by a Scheduled Bank approved by RBI drawn in favour of the “**West Bengal Staff Selection Commission**”, payable at Kolkata. The Security Deposit can also be made in the shape of Guarantee Bond executed by a Scheduled Bank as per **Annexure – V**.

Security deposit will be retained by the Commission till satisfactory completion of the work. It should be clearly understood that in the event of the Contract not being executed and completed as per the quality and time schedule laid down, the security deposit is liable to be forfeited. This will be in addition to the penalty, if any, which may be imposed as specified in the delivery schedule.

### 1.12. Payment Terms:

Commission may, at its discretion, release full payment or part payment as per availability of Fund on receipt of the CBE Data as per specification ordered by the Commission.

### 1.13. General Terms & Conditions:

- A) Bidders responding to this enquiry shall be deemed to be agreeable to the terms and conditions herein contained. These terms and conditions shall be binding on the successful Bidder. Bidders complying partly with the said terms and conditions are liable to be rejected. West Bengal Staff Selection Commission will process the tenders as per the standard procedures followed by the Government of West Bengal.
- B) The Commission reserves the right to reject any or all or part of tender without assigning any reason thereof and shall also not be bound to accept the **H-1 Tender** and it will not under any obligations / circumstances, give any clarification to the agencies whose bids are rejected / not selected.
- C) The tender must be submitted in the prescribed tender format only.
- D) Hypothetical and conditional tenders will not be entertained.
- E) While submitting tender, the Bidders must submit Tender document and Technical Bid in a sealed envelope super-scribing as “**Technical Bid**”. The Financial Bid must be submitted in a separate sealed envelope super-scribing as “**Financial Bid**”.
- F) The sealed envelopes of “Technical Bid” and “Financial Bid” should be kept in a single large envelope super-scribing “**TENDER FOR CONDUCT OF COMPUTER BASED EXAMINATIONS IN SELECTED EXAMINATION VENUES UNDER VARIOUS CENTRES**”.
- G) **All the pages with page nos. of the tender document, technical bid and financial bid** are required to be **signed** by the Bidder or the authorised representative on behalf of the Bidder along with **seal** of the firm and date. **Annexure – VI (Check List) must be filled up properly.**
- H) The Commission is not responsible for accidental opening of the covers that are not properly super scribed and sealed before the time notified for opening of tenders.
- I) The Technical Bid envelope will be opened first in presence of the Bidders, if present, with authorisation letters from the respective company / firm at Commission’s Conference Room at 3<sup>rd</sup> Floor of Mayukh Bhavan, Salt Lake, Kolkata – 700 091.

- J) If the bidder qualifies in the Technical Bid, the Financial Bid envelope of the concerned bidder shall be considered for opening. The Financial Bid of the unsuccessful bidder shall not be opened and shall be kept in the file with the signature of all committee members with a remark “Not opened because disqualified in the Technical Bid”.
- K) Financial Bids shall always be both in the figures and words. No revision of financial bid is allowed once the bid is submitted.
- L) The successful Bidder should make an agreement on a non-judicial stamp paper of appropriate value with the **West Bengal Staff Selection Commission** stating that the firm / agency will abide by all the terms and conditions laid down by the Commission.
- M) No claim for price increase will be entertained after signing the contract for one year. The period of contract may be extended **for maximum of one year** on satisfactory execution of the said work at same rates. Extension of the said contract is at the sole discretion of the West Bengal Staff Selection Commission.
- N) No additional payment will be made for preparation of samples. Preparation of samples / design shall be made as per the instruction given by the Commission.
- O) The EMD / Security Deposit is liable to be forfeited in case the Bidder fails to execute the order in time or violates any other stipulations as laid down by the West Bengal Staff Selection Commission and the firm shall be Black Listed.
- P) The EMD amount will be returned to the unsuccessful bidders without any interest after completion of selection process. In case of successful bidder, separate Performance Security will have to be submitted and thereafter the EMD, deposited earlier, will be returned to the Successful Bidder without any interest.
- Q) If the Bidder fails to complete the job and the West Bengal Staff Selection Commission has to get it done through any other firm at higher rates, the difference in the rates accrued shall be deducted from the firm (s) bill besides forfeiting the security deposit of the firm, imposing penalty and taking such other action as may be deemed fit by the Chairman, West Bengal Staff Selection Commission.
- R) The Bidder must not have been black listed earlier by any of the Universities or EXAMINATION Boards or Agencies or any other organisation.
- S) Payments will be made only after satisfactory and successful completion of the work and upon submission of bills subject to TDS as applicable. No advance will be paid to carry out the work.
- T) The West Bengal Staff Selection Commission has the power either to accept or to reject the tender wholly or partially without assigning any reason and his decision will be final in this regard.
- U) The West Bengal Staff Selection Commission does not guarantee for any minimum quantum of work which can be awarded during currency of the contract for one year.
- V) If it is satisfied that the firm has failed to fulfil its obligations as per the terms & conditions contained in the Agreement, the West Bengal Staff Selection Commission reserves the right to terminate the contract at any time. The decision of the West Bengal Staff Selection Commission in this regard will be Final and Binding.

#### **1.14 Arbitration:**

**In the event of any dispute or differences, the matter will be referred to the sole arbitration of a Group “A” Officer appointed by the Chairman, West Bengal Staff Selection Commission.**

**Secretary-cum-Controller of Examinations  
West Bengal Staff Selection Commission**



# WEST BENGAL STAFF SELECTION COMMISSION

Mayukh Bhavan, Salt Lake, Kolkata – 700091

Website: [www.wbssc.gov.in](http://www.wbssc.gov.in)

E Mail: [adm.ssc-wb@nic.in](mailto:adm.ssc-wb@nic.in)

## Annexure- I

### PROFORMA FOR TECHNICAL BID

Ref: N.I.T. NO. 01, Dated, 22.03.2017, issued by the office of the WBSSC

#### ITEM: CONDUCT OF CBE IN SELECTED EXAMINATION VENUES UNDER VARIOUS CENTRES

• **General Information:**

Sl. No.	Item	Description
1	Name of the Public Limited/ Private Limited / Company	
2	Address of the Public Limited/ Private Limited / Company (i) Head Office (ii) Operational Office Address in W. B.	
3	Year of establishment	
4	E-mail address	
5	Telephone Number(s)	
6	Fax No	
7	Is your firm registered under a) The Indian Companies Act b) The Indian Partnership Act	
8	If your firm is a Sole Proprietorship Firm (give details)	
9	If your firm comes under any other categories (give details)	

10	Whether insured against fire, theft, and burglary. If so, please state the amount for which insured, the name of the insurance Company and policy Number	
11	Sale Tax/VAT Regn.No./ TIN No.	
12	Permanent Account No (PAN)	
13	Service Tax Registration Number i.e. TAN/SRIN	

Sl. No	Criteria	Response
1	Company Credentials (give details)	
1.1	Legal Structure (write yes / no)	
	Public Limited	
	Private Limited	
	Partnership /Proprietary	
1.2	Annual Turnover in Rupees (as in the prequalification criteria)	
1.3	Certifications	
	ISO 27001:2013 & ISO 9001:2015 (as in the prequalification criteria)	
	STQC (as in the Prequalification Criteria)	
1.4	The Bidder should have on its own pay roll at least 100 Technical employees and 200 Operation / Management Employees for the proper execution of the contract. Latest E.S.I. / E.P.F.O. details, duly authenticated by the H.R. Head of the Company, are mandatorily to be enclosed.	
1.5	Primary Data Centre with Secondary DC site to be owned by the Bidder for Data Security (as in the Prequalification Criteria). <b>(ISO Certification of Data centre to be submitted)</b>	



2	<b>Technical and Operational Capability</b>	
2.1	Experience in conducting Computer based Examination for minimum 20,000 Candidates in single shift in India (as in the Prequalification Criteria). [Enclose Job Completion Certificate (not Work Order)].	
2.2	<b>Infrastructure Capability in West Bengal</b> (as in the Prequalification Criteria) <b>(Proof to be submitted)</b>	
	Minimum – 8,000 Computers with 10% Back Up, (as in the Prequalification Criteria) More than 10,000 Computers with 10% Back Up (as in the Prequalification Criteria)	
	<b>Infrastructure Capability in West Bengal State (Districts)</b> <b>(Proof to be submitted)</b>	
	Minimum capacity <b>in West Bengal</b> i) Northern Region – 1000; ii) Western Region – 1500; iii) Southern Region – 2500 & iv) Eastern Region – 3000.	
2.3	<b>Ownership of Source code of the software for customization</b> (as in the Prequalification Criteria) <b>(Enclose valid Proof)</b>	

- ✦ No. of years conducting **Computer Based Examination (Not Internet Based)** –
  - ≥ 5 years but ≤ 10 years;
  - More than 10 years.
- **Experience of the Firm:**

Please enclose Experience Certificate regarding conduct of online application

Sl. No.	Name of Board / University/ Similar Organisation etc.	Name of work	Volume of work
1			
2			
3			
4.			

✘ Annual Turnover of last 03 (three) years. [Enclose Documentary Proof]

Financial Year	Year Annual Turnover (in ₹)
2015-16	
2014-15	
2013-14	

Date: \_\_\_\_\_

\_\_\_\_\_  
Signature of Bidder

Enclo: \_\_\_\_\_ no. sheets.

Name of the Bidder: \_\_\_\_\_

Designation: \_\_\_\_\_

Name of the Agency/Firm: \_\_\_\_\_  
\_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Contact No.: \_\_\_\_\_

e-mail ID: \_\_\_\_\_

**Annexure- II**

**PROFORMA FOR FINANCIAL BID**

**Ref: N.I.T. NO. 01, Dated, 22.03.2017, issued by the office of the WBSSC**

**ITEM: CONDUCT OF COMPUTER BASED EXAMINATIONS IN SELECTED EXAMINATION VENUES**

**UNDER VARIOUS CENTRES**

**Rate Quoted Per Candidate**

<b>Sl. No.</b>	<b>Rate per Candidate for Conducting Computer Based Examination</b>	<b>Amount (in ₹)</b>
1.	Up to 10000 Candidates	

**Declaration:** (i) The rate quoted above is exclusive of all statutory taxation liabilities in force. Rate must be quoted on the basis of single Candidate. No slab of rate will be entertained and be rejected in a straight way.

**Date:** \_\_\_\_\_

**Signature of Bidder**

**Enclo:** \_\_\_\_\_ no. sheets

**Name of the Bidder:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Name of the Agency/ Firm:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Seal of Bidder (if any)**

\_\_\_\_\_

⊗ **In case of any Abrupt Quoted Rate, WBSSC may ask rate analysis with **Cost – Profit Ratio**.**

**ANNEXURE-III**

**UNDERTAKING BY THE BIDDER**

- (i) I declare that I have gone through the instructions to Bidders, Pre-Qualification Criteria (PQ), Scope of work, Evaluation Criteria and Terms & Conditions of the Price Agreement and shall abide by these conditions.
- (ii) I also confirm the validity of Financial Bid containing the Price Schedule (Annexure-II) has been kept for a period of 120 days from the due date of opening of Technical Bid.

\_\_\_\_\_  
**Signature of Bidder**  
**Date: \_\_\_\_/ \_\_\_\_/ 2017**

**Seal of Bidder (if any)**

\_\_\_\_\_

ANNEXURE – IV

PROFORMA OF BANK GUARANTEE FOR BID SECURITY  
(ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

Ref.....

Date.....

Bank Guarantee No.....

**To**  
**The Secretary-cum-Controller of Examinations,**  
**West Bengal Staff Selection Commission,**  
**Mayukh Bhavan,**  
**Salt Lake, Kolkata – 700 091**

Dear Sir,

In accordance with your invitation to Tender No..... dated, \_\_\_/\_\_\_/2017 For ..... (description of work) M/s..... hereinafter called the Bidder with the following Directors on their board of Directors / Partners of the firm wish to participate in the said tender for ..... (description of work). As a Bank Guarantee against Bid Guarantee for a sum of Rs. .... (in words and figures) valid for **one hundred and twenty (120) days** from the date of opening of tender required to be submitted by the Bidders as a condition for the participation, this bank hereby guarantees and undertakes during the above said period of **one hundred and twenty (120) days** to immediately pay on demand by the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission, the amount of Rs..... (in words and figures) to the said Secretary cum Controller of Examinations, West Bengal Staff Selection Commission, Mayukh Bhavan, Salt Lake, Kolkata – 700 091, and without any reservation and recourse if

- (i) the Bidder after submitting his tender, modifies the rates or any of the terms & conditions thereof except with the previous written consent of the purchaser; or
- (ii) the Bidder withdraw the said bid within 60 days after opening of bid; or
- (iii) the Bidder having not withdrawn the bid, fails to furnish Performance Guarantee Bond (Security Deposit) within the period provided in Price Agreement.

This guarantee shall be irrevocable and shall remain valid up to 4.00 P.M. on ..... If further extension to this guarantee is required, the same shall be extended by such required period on receiving instructions from M/s..... on whose behalf this guarantee is issued.

Date:.....

Signature..... Place: .....

Printed Name.....

Witness

(Designation)

(Bank's common seal)

ANNEXURE-V

PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE SECURITY

**To**  
**The Secretary-cum-Controller of Examinations,**  
**West Bengal Staff Selection Commission,**  
**Mayukh Bhavan,**  
**Salt Lake, Kolkata – 700 091**

1. Against Price Agreement concluded by the advice acceptance of the tender No. .... dated ..... covering supply of ..... (hereinafter called the said contract), entered between the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission and ..... (hereinafter called the ‘Contractor’), this is to certify that at the request of the contractor We ..... (Bank) are holding in trust in favour of the West Bengal Staff Selection Commission, the amount of Rs..... (write the sum in words) to indemnify and keep indemnified the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission against any loss or damage that may be caused to or suffered by the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission by reason of any breach by the contractor or any of the terms and conditions of the said contract and/or the performance thereof. We agree that the decision of the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission whether any breach of any of the terms and conditions of the said contract and/ or in the performance thereof has been committed by the contractor and the amount of loss or damage that has been caused or suffered by the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission.
2. We ..... (Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Contractor, i.e. till ..... (for a period of one year from date of Price

Agreement), hereinafter called the ‘said date’ and that if any claim accrues or arises against us (Bank) by virtue of this guarantee before the said date, the same shall be enforceable against us ..... (Bank) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us ..... (Bank) by the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission before the said date. Payment under this letter of guarantee shall be made promptly upon receipt of notice of that effect from the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we ..... (Bank) undertake not to revoke this guarantee during its currency without the consent in writing of the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission.
  
4. We undertake to pay to the Government any money so demanded notwithstanding any dispute raised by the Contractor in any suit or proceedings pending before any court of tribunal thereto, our liability under this present being absolute and unequivocal.
  
5. We ..... (Bank) further agree that the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission against the said contract and to forbear or enforce any of the terms and conditions relating to the said contract and we ..... (Bank) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Contractor or for any forbearance and/ or omission on the part of the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission or any indulgence by the Secretary cum Controller of Examinations, West Bengal Staff Selection Commission to the said Contractor or by any other matter or thing what-so-ever, which under the law relating us from our liability in the constitution of the Bank or Contractor.

Date

Signature

Place

Printed Name

Witness

(Designation)

(Bank's common seal)

Annexure- VI

CHECK LIST

Ref: N.I.T. NO. 01, Dated, 22.03.2017, issued by the office of the WBSSC

Sl. No.	Item	No. of Pages	Page No.	
			From	To
A.	<b>Technical Bid Cover Containing Technical Bid</b>	1. a) The <b>Valid Proof</b> of the Bidder to be a sole proprietor, Company / Firm of Companies / Society registered under The Companies Act, 1956 or The Indian Partnership Act 1932;		
		b) The <b>Proof</b> of Service Tax Registration;		
		c) The <b>Proof</b> of Income Tax Returns for the last 03 (three) Financial Year 2013 – 14, 2014 – 15 & 2015 – 16;		
		2. a) The <b>Proof</b> of <b>Minimum Average Annual Turnover</b> of at least <b>₹ 20 Crore</b> for the last 03 (three) Financial Years, i.e., 2013 – 14, 2014 – 20 & 2015 – 20 of the Bidder;		
		b) The <b>Proof</b> of At least <b>₹ 3 Crore</b> turnover in each year of last 03 (three) Financial Years, i.e., 2013 – 14, 2014 – 15 & 2015 – 16 from Computer Based Examinations ( <b>not Internet Based</b> ), if any;		
		3. The statement of the Audited Accounts of last 03 (three) Financial Years, i.e., 2013 – 14, 2014 – 15 & 2015 – 16 to establish the point that the Bidder has been continuing to be a Profitable Organization for the above mentioned period;		
		4. a) The <b>Proof</b> of ownership of the Data Centre (both Primary & Secondary) having <b>ISO Certifications</b> ;		
		b) The <b>Proof</b> of ownership of the <b>Source Code of the Software</b> to be used for conducting the Examination;		
		c) The <b>Proof</b> of <b>STQC Certification</b> for the <b>Software</b> to be used for conducting the Examination;		
		5. a) <b>ISO 9001:2015 &amp; ISO 27001:2013</b> Certification in the respective fields;		
		b) The Bidder should have Examination software that has been developed under <b>Capability Maturity Model Integration (CMMI)</b> ;		
		6. Undertaking in Non – Judicial Stamp Paper for not being <b>Black Listed</b> by any State / Central Government Departments;		
		7. Copies of Work Completion Certificates (End to End) for at least 01 Client / Clients to be enclosed during past <b>05 Financial Years, i.e., 2011 – 12, 2012 – 13, 2013 – 14, 2014 – 15 &amp; 2015 – 16</b> ;		
		8. Proof of Address and the Proof of Zone – wise capacity;		
<b>B</b>	<b>Annexure – I;</b>			
<b>C</b>	<b>Financial Bid With Annexure – II;</b>			
<b>D</b>	<b>Annexure – III;</b>			
<b>E</b>	<b>Annexure – IV, if applicable.</b>			

Sd/-

**Secretary-cum-Controller of Examinations,  
West Bengal Staff Selection Commission**