



# PUBLIC SERVICE COMMISSISON, WEST BENGAL

161-A, S. P. Mukherjee Road, Kolkata 700026

**Re-e-tender No. 51 /2024(Estt.)**

**Date: 30/04/2024**

**Tender ID: 2024\_PSCWB\_688811\_1**

## **NOTICE INVITING RE-E-TENDER (2<sup>nd</sup> call)**

“Re-e-tender for Handholding Operational Support, Online application receiving & other exam. related work, Maintenance and required development for 12 months for Online Portal of Public Service Commission, West Bengal (PSCWB)” are, hereby, invited from reputed agencies having relevant experience in Govt./PSU /Academic Bodies/Recruitment Boards/Commissions.

Intending bidder may download the tender documents from the website: <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Technical Bid and Financial Bid both will be submitted concurrently duly digitally signed in the <https://wbtenders.gov.in> . Tender document may be downloaded from website & submission of Technical Bid/Financial Bid as per tender time schedule stated in.

SR. No.	Activity	Schedule/ Description
1.	<b>Re-e-tender No</b>	<b>51/2024(Estt.)</b>
2.	Date of uploading of NIT Documents online (Publishing Date)	<b>30/04/2024</b>
3.	Documents download start date (Online)	30/04/2024 from 17:00 hrs
4.	Documents download end date (Online)	24/05/24 at 10.00 hrs.
5.	Bid submission start date (Online)	01/05/2024 from 10.00 hrs
6.	Bid submission closing date (Online)	24/05/2024 at 10.00 hrs.
7.	Bid opening date for Technical Proposals (Online)	24/05/2024 at 11.00 hrs
8.	Date of technical presentation	Will be notified
9.	Date of uploading list for Technically Qualified Bidder (Online)	Will be notified
10.	Date of opening of Financial Proposal (Online)	Will be notified
11.	Amount of EMD to be Deposited	Rs. 50,000/- (Rupees fifty thousand) only
12.	Minimum Validity of <b>Re-e-tender</b> offer	365 days from the date of Opening of bids.
13.	Security Deposit	Rs. 2,50,000 (two lacs fifty thousand) only

### **Important Notes:**

Any Addendum/Corrigendum and extension of date for submission (if any) in respect of above **Re-e-tender** shall be issued on website <https://wbtenders.gov.in> only and no separate notification shall be issued in the press. Bidders are therefore requested to regularly visit the website to keep them updated.



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### **COMMERCIAL TERMS & CONDITIONS**

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#### **1. Scope of work:**

##### **A. Detailed Scope of Work:**

1. Maintenance of the existing web application portal.
2. Maintenance of the server and network architecture (Hosted at West Bengal State Data Centre or WBSDC cloud).
3. Co-ordination with WBSDC team, PSCWB officials and other stake holders in case of any issues/clarifications.
4. Day to day Maintenance of the website (Receiving of online applications & other exam. related work, Uploading of advertisements, notice, announcements, result, recommendations and other exam. related documents etc.)
5. Handling major and minor change requests.
6. Handling major and minor incidents (as per standard ITSM guidelines).
7. Improvement of existing architecture (3 tier architecture preferred)
8. Implementation of load balancer and management of concurrent users and heavy traffic (The website should work smoothly with 1 lac concurrent hits)
9. Development, customization of online application forms based upon eligibility criterions, receiving of online applications from the eligible candidates only (Proper filtrations to be applied).
10. Generation of Roll numbers, issuance of admit cards/ Call letters etc. for Examinations/Interviews.
11. Sending of SMS (SMS vendor is CDAC, SMS cost is borne by PSCWB)/Email notifications to the candidates.
12. Generation of various reports as per requirement.
13. Generation of candidate database, precise sheets, application forms, attendance sheets etc.
14. Operating "telephonic/email based/website support section" based Helpdesk during official hours (Emergency support may be required beyond official hours during online application/admit card download of large recruitments examinations)
15. Deployment of 2 (two) technically sound resources (at least one developer) at the office of PSCWB for all day-to-day work including helpdesk support. The copies of the educational qualifications to be submitted.
16. Operating helpdesk on the day of examination (Generally on weekends).

##### **B. About the existing services/system:**

The system is a J2EE application developed by NIELIT Kolkata using Java and JSP and has been operational since the beginning of 2020. Other front-end technologies like HTML, CSS and JavaScript have also been used. No particular framework has been used in this system. The application server used is Apache Tomcat and the database server is MariaDB. Both servers are hosted at WBSDC.



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### C. About the existing overall processes/tasks:

The processes listed below have been mentioned sequentially, considering the task at hand, but most of the times multiple processes overlap with each other as multiple posts and/or admit cards need to be developed simultaneously. Usually, there is no fixed date and time regarding the processes, as per business days or man-hours are considered.

#### **C1. Job Post Application (JPA)**

A single Advertisement consists of one or more Job posts. Each job post is different from each other as per requirement. Thus, each job post needs to be developed and tested separately.

Complete overview of a single job post is given below:

Creation of a new job post begins with the publication of an advertisement. Any new advertisement has the advertisement code with the format **x/y**.

*Where x is the serial number for the advertisement in the year mentioned by y. Eg. 06/2021.*

Advertisements may consist of one or more posts. In case of more than one post, they are sub-numbered accordingly. Advertisements for the years 2020, 2021, 2022 and 2023 are available in the website.

The job post application varies from post to post because of the requirements. In any standard year, there may be 35 to 40 advertisements, each of which may contain one or more job posts. The timeline for development of these also varies, as development tasks continue in parallel with several other tasks described below.

The tasks have been segmented into three sections: **before the opening date** of the application, **between opening and closing dates** when the application is live and **after the closing date**, when no new applications can be submitted.

#### **C1.1 Before opening date**

- The front end team stays in touch with various PSCWB sections to understand when a job post (JP) may arrive. However, job posts may still arrive without any prior information.
- Discussion regarding when it can be accommodated in the schedule, development-wise, takes place between the front end team and the respective PSCWB officials.
- Discussion regarding JPA requirements, and how to accommodate those within the existing system, takes place between the front end team and the PSCWB officials (tentative, may take place more than once). A mail thread must be maintained informing both sides, in case the requirements seem too critical, like that of PWD categories or caste-related criteria.



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- Development on the job post takes place. The timeline for this process is not fixed as it depends on the requirement which varies from post to post. (The deadline is not fixed, sometimes it can be as few as 2 days)
- First level testing of requirements takes place to check if the job post is functional.
- Necessary changes are made to fix bugs or incorporate additional requirements.
- Second level of testing takes place. This often coincides with the demonstration made to the PSC officials.
- If any new requirements arise at this stage, then the backend team tries to accommodate that. (Sometimes it may be on the day of deployment).
- Final testing of the entire JPA flow from beginning to end in a testing context.
- Testing whether other JPs or admit cards (ACs) or candidate sites are functioning correctly before deployment (System testing). This is necessary to ensure that the development of one post does not hamper the functioning of another one.
- Before code deployment, the necessary changes are made to the live database like adding/altering columns, etc. Then the code is deployed after taking backup of the previous WAR file.
- JPA is made live after code is deployed.
- A test application is filled with test credentials after JPA is made live. This application is discarded later.
- The respective department is then informed that JPA is live.

### **C1.2 Between opening and closing dates**

- Daily monitoring of the total number of applications submitted.
- Informing the respective department of the count daily. This may/may not include the category break up.
- Handling candidate queries regarding JPA via phone calls by the front end team.
- Handling candidate queries regarding JPA via emails by the front end team.
- Handling candidate queries regarding JPA face-to-face by the front end team.
- Candidate queries include qualification update (no addition), payment issues, application data update after form has been submitted, etc.
- If queries cannot be handled by the front end team, the back end team is informed regarding the issue.
- Constant follow up with the back end team regarding the implementation of the change.
- Bug fixes regarding the JPA, if they arise when the post is live. This includes development and testing procedures similar to the Pre-JPA phase.
- New qualification/standard/degree/subject addition and tagging needs to be done when the job post is live. Because that data may not be present in the system beforehand.
- Currently the online payment gateway used is Billdesk. If the agency wants to change it, they



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can do so subject to approval provided the service charge is comparable with the service charge offered by Billdesk.

- Updating payment data from a file received from Billdesk/approved gateway, PNB via emails through the admin side.
- Sending the system-generated files to Billdesk/approved gateway via email.
- Chargeback transaction handling with Billdesk/approved gateway when candidates request verification of their payment on the Billdesk/approved gateway side. This includes sending transaction details from PSCWB end to Billdesk/approved gateway.
- Payment update from PNB on the backend side, the format in which the data is sent to PSCWB has to be adapted to the one accepted by the system.
- Interaction and follow-up with WBSDC in case of server issues during a job post.
- Interaction and follow-up with CDAC in case of SMS issues, arising during a crucial time like failure in receiving OTPs or other messages.
- Continuous monitoring of server usage and User analytics during exams in which candidate count is in thousands or more.
- In case of edit windows, the development is usually begun while the post is live. The development and testing phases for the edit windows is similar to that of JPA. The only difference is that payment is not allowed, and the candidate can only edit once.

### C1.3 After closing date

- Informing the department of the total number of applications submitted.
- Generating category-wise breakup for the total count and informing the department of the same.
- Handling additional candidate queries which may arise after the JPA closing date via phone calls, emails and face-to-face.
- Payment update from PNB which is usually delayed. This causes a change (generally a slight increase) in the number of applications submitted.
- Chargeback transaction handling with Billdesk in case a candidate asks for verification.
- Changes made to candidate applications after closing date, upon insistence of PSCWB officials.
- Phone calls with applicants to verify details in case they have not been stored properly, due to technical issues arising during the live phase.
- Handling candidate queries for edit windows, if they have been activated for a job post.

### C2. Admit Card Process (ACP)

The admit cards are generated for Preliminary exams, Mains exams and the Call letters are generated for interviews or personality tests. Sometimes if the applicant count is low for an exam, then the applicants are directly called for interviews. In such cases, call letters are generated instead



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of the admit cards, like that of preliminary exams or Mains. The tasks have been segmented into three sections: **before the opening date** of the admit card, **between opening and closing dates** when the admit card is available and **after the closing date**, i.e. the day of the exam when the admit card is no longer available on the website.

### C2.1 Before opening date

- The front end team stays in touch with various departments to understand when an admit card may arrive. However, admit cards may still arrive without any prior information.
- Discussion regarding when it can be accommodated in the schedule, development-wise, takes place between the front end team and the respective department official.
- Discussion regarding ACP requirements, and how to accommodate those within the existing system, takes place between the front end team and the department officials (tentative, may take place more than once).
- The format for roll numbers, allotment of candidates, and seating arrangement may vary from exam to exam, and should be detailed in the requirements gathered.
- Before asking for admit cards, the departments ask for the total number of candidates who applied for the post. This includes the category-wise breakup for the post/s.
- Providing database and/or applications for a job post whose exam will be conducted. The database includes the applicant profile data, work experience, research experience, academic qualifications and other post-specific data. The total applications, if needed, may be asked to be provided in a single PDF file or individual ones.
- Development on the admit card takes place. The timeline for this process is not fixed as it depends on the requirement which varies from post to post. (The deadline is not fixed, sometimes it can be as few as 1 day in case of call letters)
- First level testing of requirements takes place to check if the admit card is functional and the text is the same as the one asked for.
- Necessary changes are made to fix bugs or incorporate additional requirements.
- Second level of testing takes place. This often coincides with the demonstration made to the Exam officer.
- If any new requirements arise at this stage, then the backend team tries to accommodate that. (Sometimes it may be on the day of deployment)
- Final testing of the entire ACP flow from beginning to end in a testing context.
- Testing whether other JPs or ACs or candidate sites are functioning correctly before deployment (System testing). This is necessary to ensure that the development of one post does not hamper the functioning of another one.
- Sending of newly generated admit card data which includes roll numbers, venues allotted, photo and signature generated to Dept. one/more days before ACP is live. This is required for the preparation of attendance sheets for the exam.



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- Before code deployment, the necessary changes are made to the live database like adding/altering columns, creating new admit card tables etc. Then the code is deployed after taking backup of the previous WAR file.
- ACP is made live after code is deployed.
- A test application is filled with test credentials after ACP is made live. This application is discarded later.
- The respective department is then informed that ACP is live.

### C2.2 Between opening and closing dates

- Sending SMS to all applicants for whom an admit card has been generated.
- Handling candidate queries regarding ACP via phone call by the front end team.
- Handling candidate queries regarding ACP via email by the front end team.
- Handling candidate queries regarding ACP face-to-face by the front end team.
- If queries cannot be handled by the front end team, the back end team is informed of the issue.
- Constant follow up with the back end team regarding the implementation of the change.
- Bug fixes regarding the ACP, if they arise when the post is live. This includes development and testing procedures similar to the Pre-ACP phase.
- Continuous monitoring of server usage and User analytics during exams in which candidate count is in thousands or more.
- Exam duty on the day of the exam, usually during weekends where both front end and back end teams are active.
- Resolving queries on the day of the exam, like generating applications for the candidates who have queries.

### C2.3 After closing date

- After exam day, providing admit and profile data for creating answer key responses, usually a day or two after the exam.
- Answer Key response Module:
  - i. Preparation and Publication of document containing the Answer Keys for each OMR based written test.
  - ii. Development, hosting and implementation of module for challenging the answer keys by the registered candidates (The same will be available for 5 days from the next day of publication of answer keys)
  - iii. Capturing and storing the response of the candidates in prescribed format
  - iv. Generation of compiled report of all received objections for their resolution
  - v. Publication of the revised keys and resolution adopted
  - vi. Any other job related to the activity



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- Providing admit and profile data for preparing results of the particular exam.

### **D. Tasks performed by Front End team**

Listed below are miscellaneous tasks that need to be performed on a daily basis, and in parallel with other tasks given by the PSCWB officials.

- Sending SMS / Mail alerts to candidates regarding old advertisements (which may have been published earlier the development of this website), or on demand (like informing candidates regarding urgent announcements), as requested by PSCWB officials. No extra cost will be borne by the Commission.
- Creation of new SMS Templates at CDAC/ SMS service provider's website depending upon the type of text that needs to be sent. Then follow up regarding the template's approval on CDAC/SMS service provider's end.
- If any issues occur regarding templates or failure to send Quick/Group SMS, then follow up and interaction on call with C-DAC authority needs to be done by the agency.
- Interaction with WBSDC is handled by the agency regarding server issues & taking necessary action accordingly to resolve those at the earliest. This includes sending emails and organising calls between the backend team and the server team at WBSDC.
- Creating admin/super admin accounts at websites and maintaining them for PSCWB officials. The relevant details need to be gathered beforehand, and the details need to be handed over to the System Analyst.
- Uploading documents like schedules, results, notices, advertisements, announcements etc. A mail thread is maintained regarding the same.
- Modification / Rectification of uploaded documents & then re-uploading them, as and when asked for by PSCWB officials. This may occur multiple times for the same document. The mail thread needs to be updated with the modifications or the re-uploads.
- Publication of links to various articles pointing to PSCWB's earlier websites. This may be links to notices, call letters, admit cards, etc,
- Interaction on phone call with candidates regarding general enquiries on a daily basis.
- Interaction via email with candidates regarding general enquiries on a daily basis.
- Face to face Interaction with candidates regarding general enquiries.
- Modification / Rectification of candidate data in submitted forms as per requirement. Usually in special cases when the Commission decides to do so.
- Application Download of a specific Job-Post as per requirements, in special cases where a candidate's candidature is being scrutinised.
- Admit card download for every candidate in extreme situations like server outage, if it occurs before exam day. In such cases, the admit cards need to be downloaded on a local server by the team and sent to the candidate via email.





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- Payment confirmation for a candidate's submitted application on call with a Bill Desk agent. Needs to be done in urgent situations like before the closing date of an application or before an admit card is made live.
- Discussion and meetings with Department Heads / Chairman and other PSCWB officials regarding upcoming exams, job posts, new features that need to be incorporated or modifications made to the site.
- Resolving queries from PSCWB officials regarding miscellaneous issues with the website, job posts, admit cards, etc.
- Conducting meetings between backend team and various vendors regarding integration, security audits, server management, etc. This includes maintaining communication and follow up via mail.
- Continuous coordination with the back-end team regarding generation, testing and delivery of reports, candidate data, admit cards, new developments, etc. on a daily basis.

### **E. Tasks performed by Back End team**

Listed below are miscellaneous tasks that need to be performed on a daily basis, and in parallel with other tasks by the members of the backend team. These are the personnel who do not seat at the PSCWB office.

- Regular maintenance of backups, which are generated on a daily basis in servers. Previously this could have been done every 15 days or so, but due to severe shortage of space, this needs to be performed daily. (Production DB, staging DB)
- Regular maintenance of server logs on all 4 servers regularly to maintain smooth functioning.
- Tuning servers by reinitialising the processes (can happen multiple times in a day when the load on the servers are huge). This occurs generally during server outage issues during a job post having thousands or lakhs of applicants.
- Managing server space allotted by WBSDC from time to time, when space is in shortage. This is done to accommodate photos and signatures for admit cards having a huge number of applicants.
- Monitoring user analytics daily to estimate if any server issue will arise. This may happen when a result is uploaded for an exam which has a huge number of candidates, or a job post having thousands of candidates.
- Providing various reports from the database, as and when required. The backend team is informed by the front end team about the same.
- New developments not pertaining to JPA or ACP, as and when required. The scope of this development may vary from creation of a single new webpage to an architecture-level change being made to the existing system. For eg. Chairman's Desk, security audit related changes, database migration etc.
- New developments pertaining to JPA or ACP, as and when required. For eg. payment gateway integration, etc.
- Continuous coordination with the front-end team regarding delivery and testing of reports, candidate data, admit cards, new developments, etc.



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- Participating in meetings with various vendors regarding integration, security audits, server issues, etc. as and when required.
- Any new development, implementation and maintenance should be completed as per direction of PSCWB.

**NOTE: The agency may change the technology/language. However they should take care of the data migration, data intactness etc.**

### **2. Eligibility Criteria:**

- Bidder should be a Registered Company/Partnership Firm/LLP. Registered for a minimum of 5 years before the date of publication of this tender.
- The bidder must have CMMI level 3 or above Certification
- The bidder must have an ISO 9001:2015 or ISO 20000-1:2018 and ISO 27001: 2013 certification.
- The bidder must have experience (in similar nature of work) of working with at least one govt. run recruiting agency in the last 3 (three) years.
- The bidder must have experience of executing similar nature of work with at least 3 (three) Govt./PSU/ University/Commission/Recruitment Board in last 5 (five) years. Satisfactory work completion certificate/payment certificate to be produced by the bidders.
- The bidder must have Experience in website development & maintenance of at least 5 (five) websites in last 5 (five) years.
- Past credential along with competitive Price will be the main criteria for selection of contractor.
- The bidder's average annual turnover should not be less than Rupees **5 crores** in last three financial years i.e. 2020-2021, 2021-2022 & 2022-2023 and should have recorded a profit during this period (CA certificates to be attached).
- Bidder should have an office at West Bengal for a minimum period of last 3 years. Current and Valid Trade licence/Rental agreement/deed etc. should be submitted in support of the same.
- The bidder should have its adequate infrastructure.
- The bidder must have at least 40 employees under their direct payroll. PF/ESI statement to be attached.
- No Relation Certificate" to be submitted by the contractor against each of the staff deployed.

### **3. Undertaking Regarding Blacklisting:**

- The bidding organization or any organization previously owned or directed by the owner/director of the bidding organization should have never been blacklisted by any Central/State Government organization/Public Sector Undertaking/Govt. aided organization for the tendered item and/or any other item. An undertaking in this regard should be submitted by the bidder; otherwise the bid shall be summarily rejected.
- If the selected firm is found/detected Blacklisted by any Central/State Government/Public Sector Undertaking (for the tendered item or any other item) at any stage of procurement process, the acceptance of the selected firm and/or the supply order etc., if issued would be treated as cancelled and the contract in whole will be terminated with immediate effect without any intimation to the concerned firm.
- In this case the EMD/SD will be forfeited and the PSCWB reserves the right to initiate the proceedings against the selected bidder. In this regard, the PSCWB reserves the right to select the second lowest (L2) bidder for the tendered service. The decision taken by PSCWB in the



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matter will be treated as full & final in this regard.

### **4. Insolvency/Criminal Activities:**

In case of partnership/other firm –

- i. None of the partners/owner/Senior officials should be insolvent, in receivership, bankrupt or being wound up and their affairs are not being administered by the Court or a judicial officer, their business activities have not been suspended and subjected to any legal proceedings.
- ii. None of the partners/owner/Senior officials should have been convicted or involved in any criminal offence related to professional conduct or of the making of false statement or misrepresentation of facts as to their qualifications which creates an image of mistrust for which the name of the Commission is maligned and its integrity is in question.
- iii. The act of the breach of performance of the contract by any of the partners shall be binding on the firm.
- iv. The bidder shall be construed to mean the prime bidder and all clauses as are applicable to a bidder shall also be applicable to the prime bidder.

### **5. Submission of Bids:**

Intending bidders may download the tender documents from the website: <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate.

Tenders are to be submitted online within the prescribed date & time using the Digital Signature Certificate (DSC) in two bid method.

**A) Technical Proposal** – Scanned documents (.pdf) will have to be uploaded under the cover named “Fee/PreQual/Technical” containing the following folders:

- i) EMD/Exemption Certificate (i.e. proof of RTGS/NEFT or SSI/NSIC/MSME certificates). Exemption to be given to the bidders having MSME certificate in concerned field only.
- ii) NIT (i.e. scanned copy of NIT duly signed with company stamp),
- iii) Technical Documents (i.e. Compliance of Technical Specifications, Product Catalogue/Brochure etc.),
- iv) Other Important Documents (OID) – The following documents must be uploaded, otherwise bids will not be submitted online:
  - a. PAN card
  - b. GST Registration Copy
  - c. Professional Tax Enrolment & deposit Challan (Latest) wherever applicable
  - d. Annual Turnover Certificate by a Chartered Accountant
  - e. Partnership Deed/ Incorporation Certificate/Society Registration Copy
  - f. Trade License wherever applicable
  - g. Copy of CMMI and ISO certificates
  - h. Solvency Certificate from a scheduled Commercial Bank/Chartered Accountant to prove the Financial Credibility to undertake the assignment
  - i. Credential of similar nature of works, as mentioned at paragraph 2(iv), 2 (v) & 2(vi) above.
  - j. Income Tax returns of last 3 (three) Financial years 2020-2021, 2021-2022 & 2022-2023.
  - k. Proof of establishment in West Bengal.



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I. Other documents as mentioned above in the 'Eligibility Criteria' section (above)

**B) Financial Proposal** – Financial bid should be uploaded under the cover named “Finance” containing the folder BOQ.

- a) The bidder is to quote the rate online through computer in the space marked for quoting rate in the BoQ. The **base price (rate per unit)** shall be quoted in the space earmarked for the same. Tax and duties shall have to be mentioned separately in the columns provided for the purpose.
- b) Only downloaded copy of the above document is to be uploaded duly digitally signed by the bidder.
- c) The intending bidders should quote their price in 'sheet 1' of the BOQ excel sheet. BOQ1 sheet would be populated automatically. Only organization's name has to be entered in both the sheets.

### **6. Period of Validity of Contract and Proposals:**

The contract shall remain valid for a minimum period of 1 year. Further extension of the contract is subject to the decision of the commission. The price offers shall remain firm within the currency of contract and no escalation of price will be allowed. The quoted offer and / or rate must be valid for a minimum period of 365 days from the date of placing the work order. The authority reserves the right for seeking extension of validity of offered rates from the successful bidder. Acceptance of such request during actual offer is however optional to the bidder. The price validity will remain unaltered irrespective of any reason including foreign exchange rate variation.

Variation in statutory rate levied by Government will however be reflected for both reduction and escalation.

### **7. Earnest Money Deposit & Security Deposit:**

Earnest Money Deposit of Rs. 50000/- (Rupees fifty Thousand only) will be deposited by the bidder electronically: online – through his net banking enabled bank account, maintained at any bank or: offline – through any bank by generating NEFT/ RTGS challan from the e-tendering portal. Intending Bidder will get the Beneficiary details from e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name & Account No., Amount, Beneficiary Bank name (ICICI Bank) & IFSC Code and e-Proc Ref No. Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E-Procurement site. Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD.

Bidders eligible for exemption of EMD as per Govt. rule may avail the same and necessary documents regarding the exemption of EMD must be uploaded in the EMD folder of Statuary bid documents.

In case of successful bidders earnest money will be retained till **security deposit is deposited in the form of Bank Guarantee** in favour of The Accounts Officer, Public Service Commission, West Bengal for a validity period of 60 days more than the contract period.



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Earnest money of the bidder is liable to be forfeited in case of any false submission / statement. In case of any refusal to abide by terms and conditions or refusal to enter into a written agreement as per prefixed terms and conditions PSCWB authority is at liberty to forfeit earnest money and take lawful actions.

### **8. Selection Criterion:**

i) Qualifying criteria for technical bid: - The bidder qualifying in evaluation of Eligibility Criteria bid will be evaluated technically as per the following criteria. A bidder has to score minimum 70% of marks in evaluation of technical bid to qualify for financial bid evaluation. Hence bidder shall submit the supporting documents for their claim on their technical capabilities as per the criteria & scoring pattern mentioned below table.

Sl. No	Criteria	Description	Point System		Max Point
1	Past Experience of the Bidder				
a	Experience in maintenance of similar recruitment portal	Maintenance and development of minimum 3 similar project	3-5	5	15
			5-7	10	
			>7	15	
b	Experience in website development & maintenance	Maintenance and development of minimum 5 website development	5-7	5	15
			5-10	10	
			>10	15	
2	Financial strength of the bidder				
a	Average annual turnover	Average annual turnover of the bidder in the last three years	5-7 crores	10	15
			>7 crores	15	
b	Average net profit	Average net profit in the last three years	Upto 3 crores	5	10
			>3 crores	10	
3	Project plan and implementation methodology				



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a	Technical presentation	Bidder's clarity in understanding total scope of work, approach, methodology and the proposed solution etc. Weightage of the technical presentation are indicated	Proposed solution	10	45
			Deployment plan	10	
			Support plan for 2 year	15	
			Clarifications to the queries raised by the Tech Evaluation committee	10	

ii. Financial bids of all the technically qualified bidders will be opened. L1 bidder will then be selected considering the aggregate price quoted.

### **9. Technical Demonstrations:**

The demonstration/presentation of the Methodology and Process for overall execution of projects will have to be given by the bidders before the tender Committee during technical evaluation on a convenient date after opening of the technical bid at the office of the PSCWB. The date of the demonstration/presentation will be announced later. The decision of the Tender Committee and/or any other Committee constituted for the purpose will be taken as final. The bidder is liable for the cost of equipment/product of demonstration.

### **10. Tender Acceptance & Rejection:**

The following considerations shall be taken into account while evaluating the bids –

- i. Whether the services offered are as per the requisite tender specifications in the document.
- ii. Whether the bidder has submitted all the information/documents as required to be submitted along with the Bid.
- iii. Bidders with variance/contradiction between Technical Bid and Financial Bid will be liable for rejection.
- iv. Bidders submitting incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.
- v. Tenders with the Technical Bid not containing EMD amount/EMD exemption certificates will be summarily rejected.
- vi. In addition to the above rejection criteria, if there is non-compliance of any of the other clauses of this Tender Document, the tender is liable for rejection.
- vii. Financial bids will be opened for bids only which are technically qualified and scored a minimum 70% marks as denoted in Selection Criterion. Acceptance of financial bid shall be governed by the extant rules & Orders of the Finance Dept. Financial bid shall have to be submitted as per form-V appended (in the BOQ attached) to the Re-e-tender notice. Financial bids would be evaluated on the basis of total



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price i.e. Part A + Part B of all items taken together.

- viii. None of the partners/owner/Senior officials should be insolvent, in receivership, bankrupt or being wound up and their affairs are not being administered by the Court or a judicial officer, their business activities have not been suspended and subjected to any legal proceedings.
- ix. None of the partners/owner/Senior officials should have been convicted or involved in any criminal offence related to professional conduct or of the making of false statement or misrepresentation of facts as to their qualifications.

### **11. Letter of Intent/Acceptance (LoI/LoA) :**

- i) On completion of Re-e-tender formalities, Letter of Intent (LoI) / Letter of Acceptance (LoA) will be issued in favour of the Contractor (L1).
- ii) PSCWB reserves the right for placement of work order at any time during the validity period of the tender and the contractor will be bound to execute the work as per accepted rate.

### **12. Work Order:**

Work order shall be issued subsequently as per requirement after completion of required formalities in connection with the execution of SLA.

The Re-e-tender accepted rate of the tendered items will remain valid for 01 (one) year from the date of issuance of first work order.

### **13. Security Deposit (SD)/AGREEMENT:**

- i) The contractor shall have to deposit Rupees 2,50,000 (Two lac fifty thousand) only as Security Deposit in the form of Bank Guarantee duly pledged in favour of the Accounts Officer, Public Service Commission, West Bengal valid till 60 days more than the contract period of the tendered items and also to execute an agreement before the issuance of the first Work Order failing which the Letter of Acceptance (LoA)/Work Order may liable to be cancelled.
- ii) The Security Deposit will be released after completion of the whole project i.e. after satisfactory completion of all the work orders. Security Deposit will not carry any interest.
- iii) In the event of the contractor fails to make Security Deposit, PSCWB may, at his discretion, forfeit the earnest money lodged with this tender and cancel the LoI/LoA.
- iv) Selected contractor has to execute an agreement with the PSC, WB containing details e.g, **Scope of work, Termination, time period of execution etc.** prior to the issuance of Work Order.

### **14. Award of Contract:**

The Award of Contact will be notified through West Bengal Re-e-tender portal.

### **15. Ground for Blacklisting:**

#### **a) At the stage of competitive bidding – on the ground of:**

- i) Submitting false documents as far as the eligibility criteria are concerned,



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- ii) Submission of bid which involves concealment/suppression of facts in the bids in order to influence the outcome of eligibility screening or any other stage of open bidding.
- iii) Unauthorized use of one's name or the name of any other firm for the purpose of bidding,
- iv) Withdrawal of a bid, or refusal to accept an award, or enter the contract with the PSCWB without justifiable cause, after the bidder had been adjudged as having submitted the lowest responsive bid,
- v) Refusal or failure to post the required performance security within the prescribed time, as indicated in the detailed tender notice.
- vi) Refusal to clarify in writing its Bid during post qualification within the prescribed period as contained in the detailed tender notice from receipt of the request for clarification.
- vii) Any documented unsolicited attempt to unduly influence the outcome of bidding in his favour,
- viii) All other acts that tend to defeat the purpose of competitive bidding which is contrary to financial rules of the Government e.g. habitual withdrawing from bidding except valid reasons, not complying with the requirements during bid evaluation.

### **b) At the stage of contract implementation – on the ground of:**

- i) Failure on the part of the firm to supply items/services as per Supply Order/Work Order due solely to his fault or negligence within the prescribed period as mentioned in the detailed tender notice.
- ii) Failure to fully and faithfully comply with the contractual obligations without valid cause or failure to comply with any written lawful instruction of the procuring entity or its representative(s) pursuant to the implementation of the contract.
- iii) Assignment and sub-contracting of the contract or any part thereof
- iv) Unsatisfactory progress in the delivery/execution of goods/items/work/service in case of procurement,
- v) Supply of inferior quality of goods/service/work, as per accepted specification/sample/specimen of item(s).
- vi) Any other reason, which the procuring entity deems it logical to include in the contract, duly agreed by the Contractor.
- vii) Failure of supply/execute within the stipulated period of time to be mentioned in the supply order/work order.
- viii) Insolvency, in receivership, bankrupt or being wound up and the affairs that are not being administered by the Court or a judicial officer, suspended business activities and any legal proceedings.
- ix) Any criminal offence of the owner/partner/managing director/Director/Senior officials related to professional conduct or of the making of false statement or misrepresentation as to their qualifications.

### **16. Disputes and Arbitrations:**

In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of the Chairman, Public Service Commission, West Bengal or any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties.

In the event of such arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Commission/Chairman shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The contractor will have no objection in any such appointment that arbitrator so appointed is employee of PSCWB. The adjudication of such arbitrator shall be governed by





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the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof.

The arbitration shall be held in Kolkata only.

### **17. Governing Laws:**

This Bid Document and the contract shall be governed by and interpreted in accordance with Laws in force in India. The High court of Calcutta shall have exclusive jurisdiction in all matters arising under the contract.

### **18. Force Majeure Condition:**

If the execution of the contract/supply of selected services is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of road, fire, flood or any such act of nature, then commission may allow such additional time by extending the project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the commission, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

### **19. Termination of contract:**

PSCWB may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate the contract by providing a written notice of 30 days and terminate the contract either in whole or in part

- i. If the contractor (Bidder) materially fails to render any or all the services within the time period(s) specified in the contract/work order or any extension thereof granted by PSCWB in writing and fails to remedy its failure within a period of thirty (30) days after receipt of the default notice form PSCWB.
- ii. If the contractor in the judgment of PSCWB has engaged in corrupt or fraudulent practices in competing or in executing the contract.
- iii. If any of the partners/owner/Senior officials of the contractor is found to be insolvent, in receivership, bankrupt or being wound up and their affairs are being administered by the Court or a judicial officer, their business activities are suspended and subjected to any legal proceedings.
- iv. If any of the partners/owner/Senior officials of the contractor is found convicted or involved in any criminal offence related to professional conduct or of the making of false statement or misrepresentation of facts as to their qualifications which creates an image of mistrust for which the name of the Commission is maligned and its integrity comes in question.

### **20. Withdrawal/ Cancellation Policy of Authority:**

- i. The authority reserves the right to reject or accept any offer or part thereof at any stage or to split any service(s) without assigning any reason. Withdrawal of offer or any revision after submission of offer by the Bidder will not be allowed.
- ii. The authority reserves the right to cancel the whole bidding process without assigning any reason.



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### **21. Penalty Clause:**

- i. In case of deficient/sub-standard services, any such items determined by the appropriate authority will not be accepted and the payment for such items will not be made to the contractor.
- ii. Financial Penalties will be applied for deficiencies in services during the period of the Re-e-tender and its subsequent extensions for delay in the supply of services and/or quality of service.

### **22. Payment Terms:**

- i. It will be mandatory for the Bidders to indicate their bank account numbers and other relevant repayment details so that payments can be made through ECS/NEFT mechanism. The payment will be made as per the following terms, on production of the requisite documents:
- ii. Quarterly payment will be made on satisfactory completion of the job(s) awarded and on submission of job completion certificate for the job of website related activity.
- iii. No advance payment(s) will be made.

### **23. Maintenance of confidentiality criteria for the contractor:**

- i. The contractor(s) shall enter into a Service Level Agreement (SLA) with the PSCWB for maintaining confidentiality of all data and process connected with the examinations.
- ii. The agency will ensure security, confidentiality and professional integrity throughout the process. They will not disclose or rent or lend any information, data and records related to this service to any third party, even at a later stage. The contractor shall not interact with Press/media at any stage regarding the recruitment process.
- iii. Any breach of the aforesaid conditions shall entitle PSCWB to cancel the contract and to purchase or authorize the purchase of services at the risk and cost of the contractor.

### **24. Some important points to note:**

- i. Accuracy, security, confidentiality and professional integrity of the Agency is paramount.
- ii. The Agency should preserve all information for any future reference and for any query under the RTI Act, 2005.
- iii. The Agency should take full responsibility for the proficiency and integrity of the staff .
- iv. The Agency shall not interact with media or any other third party on any matter related to the project.
- v. Any information, data and records related to the service shall not be disclosed or rented or lent to any third party.
- vi. All assigned work has to be completed within the prescribed/stipulated time frame as specified by PSCWB.
- vii. There should be zero failure in all the stated and implied activities on the part of the Agency.
- ix. The PSC authority, in case of exigency may entrust any other agency to undertake/complete any exam or part thereof if the circumstance such warrants.
- ix. Other Terms and Conditions are as mentioned in Re-e-tender specification.

SD/-  
Deputy Secretary



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### **General clauses**

The following forms are required to be used for submission of bid –

**Form I** : Bid Form

**Form II** : Checklist

**Form III** : Particulars and qualifications of the bidders

**Form IV** : Details of Similar completed works during last 3 years

**Form V** : Price Bid



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### Form I: Bid Form

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The Secretary,  
Public Service Commission, West Bengal  
Kolkata-700026,

Dated:

Sir,

I/ We hereby submit our proposal **for Handholding Operational Support, Online application receiving & other exam. related work, Maintenance and required development for 12 months for Online Portal of Public Service Commission, West Bengal (PSCWB),.**

I / We hereby agree to all the terms and conditions, stipulated by the PSCWB, in this connection including delivery, penalty etc. quotations for each group are being submitted under separate covers and sheets and shall be considered on their face value.

I/ We have noted that overwritten entries shall be deleted unless duly struck out & re-written and initialled. Offers are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract / agreement within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our earnest money deposit may be forfeited and our / my name may be removed from the list of contractors at the PSCWB.

I/We agree to abide by this bid for a period of 365 days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We have gone through all terms & conditions of the Re-e-tender documents before submitting the same and accept the same.

NOTE: ALL TERMS & CONDITIONS SUCH AS TAXES ETC. HAVE BEEN INDICATED IN THE DOCUMENTS FAILING WHICH IT WILL BE PRESUMED THAT THE PRICES/RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS & CONDITIONS ARE ALSO AS PER YOUR REQUIREMENTS.

Yours faithfully,

Signature of the authorized signatory of Bidder



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### Form II: Checklist

Please ensure that your offer contains the following documents:

EMD : Rs. 50000/- (Rupee Fifty thousand only)

Form I : Bid Form

Form II : Checklist

Form III : Particulars and qualifications of the bidders

Form IV : Details of Similar completed works during last 3 years

Form V : Price Bid (in separate sealed envelope)

### List of Documents to be attached:

- a. PAN card
- b. GST Registration Copy
- c. Professional Tax Enrolment & deposit Challan (Latest)
- d. Annual Turnover Certificate by a Chartered Accountant
- e. Partnership Deed/Incorporation Certificate/Society Registration Copy
- f. Trade License
- g. Copy of CMMI and ISO certificates
- h. Solvency Certificate from a scheduled Commercial Bank/Chartered Accountant to prove the Financial Credibility to undertake the assignment
- i. Credential of similar nature of works, as mentioned at paragraph 2(iv), 2 (v) & 2(vi) above.
- j. Income Tax returns of last 3 (three) Financial years 2020-2021, 2021-2022 & 2022-2023.
- k. Proof of establishment in West Bengal.
- l. Other documents as mentioned above in the 'Eligibility Criteria' section (above)



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## Form III: Particulars and qualifications of the bidder.

### 1. Organization: -

Name

:

Year of Incorporation / Registration in  
India

:

Year of Start of Operation in India

:

PAN No.

:

GST Registration no.

:

Total No. Technical Manpower

:

:

Total No. Administrative Manpower

### 2. Registered Office Address

:

Telephone No. (s)

:

Mobile Nos.

:

Fax No. (s)

:

Email

:

### 3. Legal status of firm- Firm / Proprietorship/ Others (\_\_\_\_\_)

(Attach proof MOA, AOA/ Partnership Deed along with registration of partnership detail/ Affidavit by proprietor with registration detail as the case may be)

### 4. Ownership

Sl. No.	Name of persons owning stake in the organization (In case of company incorporated in India List of Director shall be provided)	Nationality of the stakeholders	Details of restrictions, if any on transfer of stake

In case the organization is a public sector undertaking

Indicate the percentage share of Govt. holding.

:



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### 5. Annual Turnover for the last 3 years ( 2020-2021, 2021-2022 & 2022-2023)

Sl. No.	Financial Year	Total Annual Turnover	Annual Turnover	
			in similar nature of work	Other areas of Operation, if any (specify)

Please attach Balance-Sheet or Income-Expenditure and Assets-liabilities status position during these 3 years, duly audited by Chartered Accountant/ Statutory Auditors

### 6. Address of the important offices

Address 1	Address 2	Address 3
..... ... ..... ..... Tel No (s) : Fax No (O) : No. Technical Employee: Total No. Administrative Employee :	..... ... ..... ..... Tel No (s) : Fax No (O) : No. Technical Employee: Total No. Administrative Employee :	..... ... ..... ..... Tel No (s) : Fax No (O) : No. Technical Employee: Total No. Administrative Employee :

7. Has your organization occurred loss during last three year: YES/NO

8. Are you able to support entire solution: YES/NO

9. Particulars of Authorized person(s) signing these documents on behalf of the bidder.

Name, Designation & Address of the authorized person.

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Name, Designation & Address of the person authorizing for signing the document.



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Type/form of the issued authority (whether power of attorney/Authorization letter etc.)

----- (Please  
refer to the enclose original authorization document)

(Signature).....

(In the capacity of: .....)

Duly authorized to sign Bid for and on behalf of.....





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### Form IV: Details of Similar completed works during last 5 years & under execution.

Proforma for Performance Statement

(Summary profiles of projects completed/under execution during last three years related to **Handholding Operational Support, Online application receiving & other exam. related work, Maintenance and required development for 12 months for Online Portal of PSCWB**)

Sl. No.	Name of the Organisation with address	Nature of work	Duration of work & date of completion (certificate required)	Approx. Value of work(in Lakh)	Was there any delay in execution (Give reasons)	Remarks

The bidder will have to attach full details of similar projects.

Date.....

(Signature).....

Place

(In the capacity of): .....

Duly authorized to sign Bid for and on

Behalf of .....



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### Form V: Price Bid

[On the Letter head of Bidder and should be separately submitted as per instruction]

The Secretary,  
Public Service Commission, West Bengal  
Kolkata-700026

Dated:

Sir,

I/ We hereby submit our price bid for **Handholding Operational Support, Online application receiving & other exam. related work, Maintenance and required development for 12 months for Online Portal of Public Service Commission, West Bengal (PSCWB).**

**PART A: Handholding Operational Support, Online application receiving & other exam. related work, Maintenance and required development for 12 months for Online Portal of Public Service Commission, West Bengal (PSCWB)**

Item	Rate in Rs.	GST	Total rate including GST in Rs
Handholding Operational Support, Online application receiving & other exam. related work, Maintenance and required development for 12 months for Online Portal of PSCWB			

Date:.....

(Signature)..... (In the capacity of .....)

Place.....

Duly authorized to sign Bid for and on behalf of .....