



Staff Selection Commission

Request for Proposal (RFP)

For

**Selection of Service Provider (SP) for Technology & Operations Partner for
SSC Examinations and Candidate Services**

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Abbreviations used in this document:

Abbreviation	Meaning
BE	Bachelor of Engineering
B. Tech	Bachelor of Technology
CA	Chartered Accountant
CBT	Computer Based Test / CBE: Computer Based Examination
COTS	Commercial off-the-shelf
CPT	Computer Proficiency Test
CS	Company Secretary
CSC	Common Services Centre
DC	Data Centre
DME	Detailed Medical Examination
DPDP Act	Digital Personal Data Protection Act, 2023
DR	Disaster Recovery
DV	Document Verification
EMD	Earnest Money Deposit
FTP	File Transfer Protocol
IBPS	Institute of Banking Personnel Selection
IP	Internet Protocol
IPv6	Internet Protocol Version 6
IT	Information Technology
KT	Knowledge Transfer
MCA	Master's in Computer Applications
MIS	Management Information System
MSA	Master Service Agreement
NIC	National Informatics Centre
NRA	National Recruitment Agency
PBG	Performance bank Guarantee
PDF	Portable Document Format
PET	Physical Efficiency Test
PST	Physical Standard Test
QCBS	Quality and Cost Based Selection
RFP	Request for Proposal
RRB	Railway Recruitment Board

SLA	Service Level Agreement
SSC	Staff Selection Commission
SSL	Secure Socket Layer
TS	Technical Score
VM	Virtual Machine

1 Introduction

The Staff Selection Commission is one of the largest recruiting agencies of the Government of India, in terms of number of applicants. The Commission is mandated with the task of making recruitment to all Group 'B' (Non-Gazetted) and Group 'C' (Non- Technical) posts in various Ministries / Departments of the Government of India and their Attached and Subordinate Offices except those posts which are specifically exempted from the purview of the Commission. In addition, the Commission in the year 2016 was assigned the additional responsibility of making recruitment to Group 'B' (Gazetted) posts of Assistant Accounts Officer and Assistant Audit Officer for the Indian Audit and Accounts Department. The Commission may add more such examinations/selections in the future.

The Staff Selection Commission has its Headquarters in New Delhi. It has a nationwide network of seven Regional Offices located at Allahabad, Bengaluru, Chennai, Guwahati, Kolkata, Mumbai and New Delhi, and two Sub-Regional Offices located at Chandigarh and Raipur. The Regional and Sub-Regional Offices implement the policies and programmes of the Staff Selection Commission which includes holding of examinations at various centres all over the country with the assistance of the State Governments concerned Members.

For smooth conduct of examinations through a large network of Examination Venues/sub-centres situated in different parts of the country for the convenience of the candidates, the Commission has been provided with a Regional set-up. At present, there are seven Regional Offices at Allahabad, Mumbai, Delhi, Kolkata, Guwahati, Chennai, Bangalore and two Sub-Regional Offices at Raipur and Chandigarh.

1.1 Functions of SSC

The Commission is mandated to conduct eight All India Open Competitive Examinations each year, viz.

1. Combined Graduate Level Examination,
2. Combined Higher Secondary (10+2) Level Examination,
3. Junior Engineers (Civil, Mechanical, Electrical, Quantity Surveying & Contract) Examination,
4. Sub Inspectors in Delhi Police, CAPFS & Assistant Sub Inspectors in CISF Examination,
5. Junior Hindi Translator, Senior Hindi Translator and Hindi Pradhyapak Examination,
6. Junior Translator (Central Secretariat Official Language Service) Examination,
7. Multi-Tasking (Non-Technical) Staff Examination and
8. Stenographers' Grade 'C' & 'D' Examination.

Besides, the Commission also conducts three Limited Departmental Competitive Examinations in a year for promotion from:

1. Multi-Tasking Staff (MTS) to Lower Division Clerk (LDC) Grade,
2. Lower Division Clerk (LDC) to Upper Division Clerk (UDC) Grade, and
3. Stenographer Grade 'D' to Stenographer Grade 'C'.

The Commission also makes recruitment to Selection Posts, i.e., isolated posts in different Ministries / Departments and Attached and Subordinate Offices of the Government of India, which are not covered by

the All-India Open Competitive Examinations and have essential qualifications specific to the job requirement. These posts were earlier filled through interviews only. As interviews for lower-level posts have been dispensed with by the Government of India with effect from 01.01.2016, the said posts are now being filled through written examinations, conducted in the format of Objective Type Multiple Choice Questions.

In addition, two non-mandated examinations are also being conducted by the Commission on the specific directions of the Government. These two examinations are:

1. Constable (GD) in CAPFS, NIA & SSF and Rifleman (GD) in Assam Rifles Examination, and
2. Constable (Executive) -Male & Female in Delhi Police Examination as per MOU

For these examinations, the Commission has entered into a Memorandum of Understanding (MoU) with the Ministry of Home Affairs and the Delhi Police, respectively.

For additional details, please refer to <https://ssc.gov.in>.

2 Objective of This Exercise

The Staff Selection Commission (SSC) conducts large-scale, computer-based recruitment examinations across India and is committed to ensuring transparency, efficiency, and candidate-centric digital services. In recent years, SSC has undertaken key modernization initiatives to strengthen its digital ecosystem.

As part of this transformation, SSC upgraded its candidate portal in 2024, migrating from **ssc.nic.in** to **ssc.gov.in**, introducing a secure, scalable, and modern platform for candidate services. Further, in 2025, SSC launched the **mySSC Mobile Application** on the Android platform, enabling candidates to register, apply, and access various examination-related services through a single, unified mobile interface.

The entire Scope of Work can be divided into 3 phases:

- (1) Phase 1 – Knowledge Transfer (3 months):** In this phase, the bidder is expected to undertake the Knowledge Transfer from the current Vendor on both Web Application, Mobile Application, Handling of Examination Activities and any additional activities which bidder may need for successfully executing the scope described in the RFP.
- (2) Phase 2 – O&M of AS-IS Mobile and AS-IS Web Technology Stack and Upgradation of Web /Mobile /Helpdesk and Development of new modules, and handling of examinations activities. (9 months):** In this phase, the bidder is expected to run the entire Web, Mobile Tech Stack, handling of any applicable activities for ongoing/new examinations and undertake upgradation/development of Web, Mobile, new capabilities and new modules as described in RFP.
- (3) Phase 3: Handling of Examination Activities and O&M of the TO-BE Web, TO-BE Mobile Technology Stack and Other Technology Components described in RFP. (36 months):** In this phase bidder is responsible for handling of any applicable activities for ongoing/new examinations, O&M of upgrade & enhanced Web, Mobile and New capabilities as described in the scope.

The bidder needs to first understand the AS-IS running of the SSC website and mobile application (Detailed AS-IS running is explained in the **Appendix -A**).

Building upon these foundational platforms, SSC now intends to engage a **Technology & Operations Partner** through this Request for Proposal (RFP) to strengthen, upgrade, and maintain its overall digital ecosystem. The objective of this exercise is to onboard a Service Provider (SP) who will provide comprehensive support across the following **Fifteen (15)** service areas:

- **Part 1 - Web Application Technology Upgrade (One Time):** Upgradation of the SSC Web Application platform to the latest technology version and introduction **of low-code platform** to enable faster development, configuration flexibility, and reduced deployment timelines. The activity will include modernization of application architecture, performance optimization, scalability enhancement, and implementation of advanced security and compliance controls.
- **Part 2 - Mobile Application Technology Upgrade (One Time):** Upgradation of all the components supporting mySSC Mobile Application digital infrastructure to the latest technology version and development frameworks, ensuring compatibility with both Android and iOS platforms. The activity will include migration to a low-code platform architecture, modernization of the user interface, enhancement of application security, optimization of performance and accessibility, and

readiness for integration with SSC's backend systems and emerging digital services. Improvisation in AI models for detection of live photo.

- **Part 3 – New Modules and Enhancements (One Time):** Enhancement of existing functional modules and development of new modules across SSC's Candidate Portal and Mobile Application platforms to meet evolving examination and candidate-service requirements. The scope shall include functional upgrades, new module development, and integrations with external systems such as DigiLocker, UMANG, WhatsApp, and Payment Gateways, ensuring scalability, interoperability, and an improved candidate experience.
- **Part 4 – Result ERP (One Time):** Design, development, and deployment of a centralized Result ERP system to manage end-to-end result processing, approval, and publication for all SSC examinations. The activity shall include automation of multi-stage result workflows, configurable rule engines for cut-offs and merit lists, secure integrations with upstream and downstream examination modules, and implementation of robust audit, approval, and version-control mechanisms. The Result ERP shall enable accurate, transparent, and repeatable result processing, support revisions and reprocessing, and ensure secure, role-based and DSC-enabled result authorization in alignment with SSC's governance and compliance requirements.
- **Part 5 – Computer Telephony Infrastructure for Automatic Dialler and IVR (One Time):** Design, configuration, and deployment of a computer telephony infrastructure to support automated outbound calling and limited IVR-based candidate communication. The scope shall include implementation of an automatic dialler for broadcasting pre-recorded voice messages to SSC-provided candidate lists, and a simple, menu-driven IVR system with predefined, static call flows for common examination-related information. The solution shall integrate with SSC's existing toll-free number and helpline operations, support call logging and basic monitoring, and operate within a controlled, clearly defined functional scope to ensure cost-effectiveness, reliability, and regulatory compliance.
- **Part 6 – Generative AI Based Candidate Conversational Chatbot (One Time):** Design, deployment, and operationalization of a self-hosted, Generative AI-based conversational chatbot platform for SSC to provide automated, bilingual (Hindi and English) candidate assistance. The platform shall be deployed entirely on SSC-approved infrastructure using open-source AI models and GPU-based compute, without reliance on any external or public cloud LLM services. The chatbot shall integrate with SSC's web portal and mobile application to provide secure, context-aware, and auditable responses based strictly on SSC-approved data sources, ensuring scalability, transparency, and compliance during peak examination cycles.
- **Part 7 – Data Analytics Platform (One Time):** Design and implementation of a centralized data analytics platform to enable structured reporting, monitoring, and decision support across SSC's examination lifecycle. The platform shall consolidate data generated from candidate registration, applications, examinations, evaluations, results, grievances, and dossiers into a controlled analytical layer (data mart / data lake as approved by SSC). The scope shall include development of predefined dashboards and downloadable MIS reports for SSC Headquarters and authorised users, covering examination progress, candidate statistics, operational timelines, result status, and grievance trends. The platform shall support role-based access, auditability, and scheduled data refresh, ensuring that analytics outputs are accurate, consistent, and usable for operational review, statutory reporting, and internal decision-making.

- **Part 8 – Knowledge Transfer (One Time):** Structured knowledge transfer and transition from the incumbent Service Provider to ensure continuity of examination operations, application operations, infrastructure operations, and helpline services. The activity shall include takeover of existing technical architecture, deployed infrastructure, source code, operational processes, and examination workflows, enabling the selected Service Provider to independently manage all in-scope services within the defined transition period without disruption.
- **Part 9 – Handling of Examination Related Activities (Monthly):** Daily back-office activities which are required to run operational activities for each exam such as configuration, activation, and management of all workflows supporting SSC's pre-examination and post-examination activities for the examinations covered under this RFP. The Service Provider shall ensure parameterization, validation, and operational readiness of modules such as Application Form, Correction Window, Admit Card, Answer-Key Challenge, Result ERP, PET/PST, DV/DME/RME, Option-cum-Preference, and Dossier management/ nomination, in alignment with SSC's examination calendar. The exams falling in this category are listed in the relevant section.
- **Part 10 – Handling of Examination Related Activities (Per Exam):** Daily back-office activities which are required to run operational activities for each exam such as configuration, validation, and operational support for any additional or special examinations conducted by SSC beyond those covered under the annual scope of this RFP. The Service Provider shall carry out all related activities—such as Application Form setup, Admit Card generation, Answer-Key Challenge configuration, Result ERP, and post-examination workflows—following the same process standards, data-security protocols, and approval mechanisms applicable to regular examinations.
- **Part 11 – Application Operation and Maintenance (Monthly):** Upkeep and operational support of all SSC digital applications, ensuring uninterrupted functioning of web and mobile platforms throughout the examination cycle. The scope includes routine maintenance, issue resolution, log and performance monitoring, database monitoring and optimization, and bug fixes. The Service Provider shall ensure continuous application availability, compliance with approved SLAs, and proactive monitoring to maintain security, performance, and functional stability across all deployed modules.
- **Part 12 – Infrastructure Operation & Maintenance (Monthly):** Comprehensive management, monitoring, and upkeep of SSC's IT infrastructure to ensure high availability, performance, and data security across all digital platforms. The Service Provider shall manage servers, databases, storage, and DR setup hosted on NIC or other approved government cloud environments, ensuring compliance with security, audit, and performance standards.
- **Part 13 – Upgrade of Helpline Infrastructure (One Time):** Upgrade the existing toll-free helpline infrastructure used for candidate support to improve operational efficiency and reliability. The activity shall include the replacement of desktop systems, headsets, telephone sets and other related equipment used by Help Desk staff, along with ensuring stable internet connectivity. The Service Provider shall ensure that the helpline setup operates seamlessly with the existing toll-free number and compliance with DoT guidelines.
- **Part 14 – Helpline Manpower (Monthly):** Operate and manage the Central Helpline (in Hindi and English Languages) on an annual basis by deploying trained manpower and supervisory staff to handle queries from candidates through toll-free number and helpline support mail. The operations shall cover query logging, escalation management, issue resolution and SLA compliance. The helpline shall operate in alignment with SSC's examination calendar and

operational timelines, ensuring high availability and responsive candidate assistance throughout the year.

- **Part 15 – Additional Development & Change Request:** Provision for undertaking additional development, enhancement, or modification activities not explicitly covered under the defined scope of work, to meet evolving functional or technical requirements during the contract period. The Service Provider shall design, develop, test, and deploy new features, modules, or integrations with prior approval from SSC and in alignment with the existing architecture and security framework. Each activity shall be executed on a fixed-quantity or effort-based model.

3 Examination Life Cycle Overview

This section provides an overview of the examination life cycle followed by SSC, outlining the major stages, activities, and modules involved from candidate registration to final result and dossier processing. It establishes the operational framework that underpins all technology and process components described in subsequent sections.

3.1 Examination Life Cycle Stages

The diagram below illustrates the typical workflow of an SSC examination, covering pre-examination, examination, and post-examination activities. Each stage is digitally managed through SSC's integrated systems and modules, ensuring transparency, traceability, and timely execution of all examination processes.

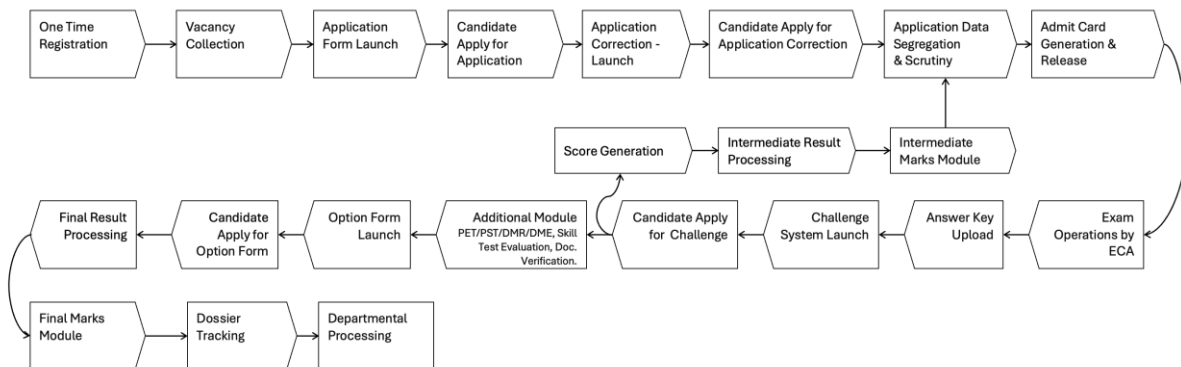


Figure 1: SSC Examination Life Cycle Flow

4 Existing Digital Ecosystem of SSC

Will be provided to the interested bidders on submission of Non Disclosure Agreement as per Annexure.

5 Scope of Work

Scope of Work will be provided to the interested bidders on submission of Non Disclosure Agreement as per Annexure.

6 Submission Process

This section of the RFP comprises of the bidding guidelines, instructions to the bidders, evaluation criteria, formats for bid response etc. The bids are invited by the Staff Selection Commission (SSC) for selection of Service providers who would execute and deliver the scope described in this RFP.

The bidders are advised to study the RFP carefully. Submission of bids shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. This Section provides general information about the Issuer (SSC), important dates and addresses for submission of the bids.

6.1 Issuer

This RFP is being issued by the Staff Selection Commission, New Delhi.

6.2 Contact Person

Director (EDP), SSC (HQ) (email: itcell@ssc.nic.in) will be the contact person for this project. For all queries related to the bid, Under Secretary (General), SSC (HQ) (email: sogen-ssc@gov.in) may be contacted. The reply to the queries will be given by the internal Committee headed by the Director (EDP), SSC.

6.3 Address for Correspondence

Director (Administration) Staff Selection Commission, Block 12, CGO Complex, Lodhi Road, New Delhi 110003.

6.4 Request for Proposal Data Sheet

S. No.	Important Information	Details
1	Publication of RFP Document	05.03.2026 (Thursday)
2	Complete RFP document can be obtained from	Director (Administration), SSC-HQ, obtained from Block-12, CGO Complex, Lodhi Road, New Delhi, on submission of Non-Disclosure Agreement (as per Annexure) on the letterhead of the bidder.
3	EMD	Rs.01 Crore or bid Security Declaration from the bidder in lieu of EMD
4	Date and time of Pre-Bid conference	13.03.2026 (Friday)
5	Last date for submission of written queries for clarifications	16.03.2026 (Monday)

6	Release of responses and clarifications on pre-bid queries	20.03.2026 (Friday)
7	Start Date for receipt of proposals in response to RFP Notice	21.03.2026 (Saturday)
8	Last date for receipt of proposals in response to RFP Notice	31.03.2026 (Tuesday)
9	Date and Time of opening of Bid received in response to the RFP notice for successful bidders	01.04.2026 (Wednesday) (Tentatively)
10	Date for Technical Presentations and Demonstration	Will be informed to bidders separately
11	Date and Time of opening of Financial proposals received in response to the RFP notice	Will be informed to the bidders who qualify technically
12	Contact Person for queries on RFP	Under Secretary (Gen.), SSC (HQ), Block No. 12, CGO Complex, Lodhi Road, New Delhi - 110003. Email: sogen-ssc@gov.in
13	Addressee and Address at which proposal in response to RFP notice is to be submitted	CPP Portal: One copy of Technical Bid documents along with a separate envelope for pre-qualification criteria is to be submitted offline in addition to online submission on CPP Portal. Director (Administration), Staff Selection Commission, Block No-12, CGO Complex, Lodhi Road, New Delhi, 110003

6.5 Procurement of RFP

1. The RFP excluding Statement of Work and SLA can be downloaded from the CPP portal or from the website of the Staff Selection Commission.
2. Complete RFP document can be collected from the SSC as per Data Sheet on submission of Non-Disclosure Agreement (as per Annexure) on the letterhead of the bidder. The bidders can obtain the Tender document at the address mentioned below:
Director (Administration), Staff Selection Commission, Block No. 12, CGO Complex, Lodhi Road, New Delhi 110003
3. There is NO FEE for the bid documents.

The Tender Document is not transferable to any other bidder. The bidders are expected to examine all the instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required, as mentioned in the RFP documents, or submission of a proposal not

substantially responsive to the RFP documents in every respect, shall be at the bidder's risk and may result in rejection of the proposal.

6.6 Bid Clarifications

The bidders need to send their queries on the Bid document before the dates as mentioned. The clarifications can be sent in writing or by email to the Under Secretary (General), (email: sogen-ssc@gov.in) Staff Selection Commission, Block No. 12, CGO Complex, Lodhi Road, New Delhi 110003.

The reply to the queries will be given by the internal Committee headed by the Director (EDP), SSC.

6.7 Pre-Bid Conference

SSC shall host a Pre-Bid Conference, as per schedule mentioned under Clause-6.4, at SSC Headquarters, New Delhi. SSC may incorporate any changes in the RFP, based on suggestions acceptable evolving from interactions on the RFP document, during the pre-bid conference. The decision of SSC regarding acceptability of any suggestion shall be final.

It may not be possible at the Pre-Bid Conference to answer questions which are received after the conclusion of the pre-bid conference. However, prospective bidders are free to raise their queries during the meeting. The responses will be conveyed to all the prospective bidders (by way of hosting amendments/clarifications on the website).

The representatives of the bidders may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the RFP and the proposed requirements specifically with regard to this RFP. SSC shall provide each bidder with an opportunity to seek clarifications regarding any aspect of this RFP and the project, during the pre-bid conference.

6.8 Issue of Clarifications

SSC at its own initiative or in response to a clarification requested by prospective bidder(s), can issue a corrigendum. All corrigendum would be published on the website of the CPP Portal and website of SSC. All such corrigendum shall be binding on all the bidders. The bidders are also advised to visit the aforementioned website(s), on a regular basis for checking necessary updates in regard to this RFP.

All enquiries from the bidders relating to this RFP must be submitted in writing, exclusively to the contact official of SSC. The queries should necessarily be submitted in the following format:

S. No.	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions

SSC shall give an appropriate response to all queries of the bidders. However, SSC claims no warranty as to the completeness or accuracy of the response on the query thus raised, nor does SSC undertake to answer all the queries that have been posed by the bidders. All responses given by SSC will be available to all the bidders through the website.

7 Instructions for Submission of Bid

7.1 Instructions

Proposals must be direct, concise, and complete. SSC will evaluate proposals received from a bidder, based upon its clarity and the directness of its response to the requirements of the project, as outlined in this RFP.

Bidders shall furnish the required information on their technical and commercial proposals in the enclosed formats only.

7.2 Mode of Submission

Submission of the bid through the CPP Portal only and one copy of the technical bid along with a separate envelope for pre-qualification criteria is to be submitted offline.

1. SSC will not accept delivery of proposal in any manner other than what has been prescribed in this document. Proposal delivered in any other manner shall be treated as defective, invalid and is liable to be summarily rejected.
2. Technical proposal should not contain any commercial information.
3. The proof with technical and commercial proposals, should be submitted along with a certified true copy of the corporate sanctions/approvals specifying the authorized representative of the bidder concerned, to sign/act/execute documents forming part of the bid submitted, including various RFP documents and binding contracts, at the portal.
4. If any bidder does not qualify in the technical evaluation, the Commercial Proposal will not be opened.
5. The proposals shall be valid for a period of six (6) months from the date of opening of the proposals (180 days from the date of opening of proposals). A proposal valid for a shorter period could be summarily rejected. Bids once submitted cannot be withdrawn by the bidder concerned until the completion of evaluation process.
6. In exceptional circumstances, at the discretion of the SSC, the Commission may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto, shall be made in writing.

7.3 Authentication of Bids

The original and copies of the bid, shall be typed or written in indelible ink and signed by the Bidder or the official duly authorized by the bidder to this effect. A letter of authorization shall be supported by a written power-of-attorney, accompanying the bid. All pages of the bid, except for un-amended printed document, shall be initiated in ink and stamped by the authorized person or persons signing the bid.

7.4 Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder. In such a case, the requisite corrections shall be initiated by the authorized person or persons signing the bid.

7.5 Late Bids

Bids received after the due date and the specified time (including the extended period, if any) for any reason whatsoever, shall not be entertained.

7.6 Proposal Preparation Costs

The bidders shall be responsible for all the costs incurred in connection with their participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the SSC to facilitate the evaluation process, and in negotiating a definitive Service Agreement (Master Service Agreement as per the RFP) and all such activities related to the bid process. This RFP does not commit SSC to award a contract or to engage in negotiations with the bidder concerned. Further, no reimbursable cost may be incurred in anticipation of an award of the contract for implementation of the project.

7.7 Supplementary Information/Corrigendum/Amendment to the RFP

1. If SSC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, the Commission may issue supplements/corrigendum to this RFP. Such supplementary information shall be communicated to all the participating bidders. Any such supplementary information shall be deemed to have been incorporated by this reference into this RFP.
22. At any time prior to the deadline (or as extended by SSC) for submission of bids, SSC, for any reason, whether at the initiative of the Commission or in response to clarifications requested by a prospective bidder, may modify the RFP document by issuing amendment(s) to the effect. All bidders will be notified of any such amendment(s). The given amendments will be binding on all the bidders.
23. To allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, the Commission at its discretion, could extend the deadline for the submission of bids.

7.8 Right to Terminate the Process

SSC makes no commitment, explicit or implicit, that this process will result in a commercial transaction with any of the bidders participating in the process. A bidder's participation in this process may result in SSC selecting the bidder concerned, to engage in further discussions and negotiations towards the finalization of the contract. The commencement of such negotiations does not, however, signify a commitment by the Commission to execute the contract or to continue with further negotiations.

7.9 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and the Commission, shall be in English, provided that any printed document furnished by the bidder may be written in another language so long as the same is accompanied by an authenticated English translation. In the given case, for purposes of interpretation of the bid, the English translation shall be binding.

7.10 Bid Prices

1. Quantities as specified in Cost Tables in this Bid document will be used for the purpose of commercial evaluation.
2. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications or escalation, on any account whatsoever.
3. The Commercial bid should clearly indicate the price to be charged, without any qualifications whatsoever and should exclude all taxes, duties, fees, statutory levies, works contract tax and other statutory charges as may be applicable in relation to the activities proposed to be carried out in the contract concerned.
4. Prices or commercial terms and conditions should not be revealed in any form before the opening of the Commercial Bid. Failure to abide by the given condition could result in the bid submitted by the bidder concerned to be summarily rejected by the Commission. If a change in price is envisaged due to any clarification, revised bid shall be submitted by the bidder with prior written permission of the Commission before the time specified for closing of commercial bid.

7.11 Bid Currencies

Prices shall be quoted in Indian Rupees (INR) only.

7.12 Bidder Qualifications

1. The "Bidder" as used in the Bid documents, shall be construed as the one who has signed on the Bid Form. The Bidder may be either the Principal Officer or the Authorized Representative of the bidder. In either case, he/she shall submit a certificate of authority to this effect. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Principal Officer or by the Authorized Representative of the bidder concerned.
2. The authorization shall be indicated by written power of attorney accompanying the Pre-qualification bid.

7.13 Earnest Money Deposit (EMD)

1. Bidders shall submit, along with their Bids, EMD of Rs.1,00,00,000/- (Rupees One Crore Only) in the form of a Demand Draft/Bank Guarantee issued by any Scheduled bank in favour of the SSC, payable at New Delhi. EMD will be refunded to the unsuccessful bidders within thirty days from the date of issue of the work order to the successful bidder, without any interest. Format of EMD is provided at Annexure. Alternatively, in lieu of EMD, the bidders may also submit "Bid Securing Declaration" accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the RFP, they will be suspended for the period of three years from being eligible to submit Bids for contract by Staff Selection Commission. Format of Bid Securing Declaration is available at Annexure-8.3.
2. The Bank Guarantees are to be issued by any Scheduled Bank. In the event of any extensions in the overall process, bidders shall re-submit the Demand Draft/Bank Guarantees for further 225 days.

3. The EMD of all unsuccessful bidders shall be refunded by SSC within thirty days from the date of issue of the work order to the successful bidder. The EMD of successful bidder would be returned upon the submission of the Performance Bank Guarantee.
4. The EMD amount is interest free and will be refundable to the bidders, without any interest accrued thereon.
5. The bid submitted without EMD or Bid Securing Declaration shall be summarily rejected.
6. Bidders claiming special category concessions from the Government shall be governed under respective provisions and guidelines of the Government of India. Bidders submitting under the given category would be required to submit certification issued by appropriate agency of the Government to substantiate their claim for their benefit hence solicited.
7. The EMD/Bid Security may be forfeited in the following conditions:
 - a. If a bidder withdraws its Bid during the period of validity of the bid.
12. In case of a bidder being successful in the commercial bidding process if the bidder fails to sign the contract in accordance with terms and conditions as detailed under this RFP.

7.14 Bid Validity Period

Bids shall remain valid for 180 days consequent upon the date of opening of the Technical Proposal as prescribed by the Commission. A bid valid for a period less than 180 days, shall be summarily rejected. However, the prices finalized after the opening of the bids shall not be considered for escalation throughout the period of implementation and operation of the Contract.

7.15 Extension of Period of Validity

In exceptional circumstances, SSC may request the Bidder(s) for an extension of the period of validity of their Bids. The request and the responses thereto shall be made in writing by the Commission. The validity of EMD shall also be suitably extended.

7.16 Commercial Proposal/ Bid Prices

The Bidder is expected to factor in the price of all the items and services proposed, in the Technical Proposal. SSC may seek clarifications from a Bidder on his Technical Proposal. Any of the clarifications submitted by the Bidder on the technical proposal, should not have any commercial implications. Clarifications (if required) will be sought through CPP Portal Only. The Commercial Proposal submitted by the Bidder, should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical bid.

Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services as sought, in the RFP, may be submitted with the proposal. However, this information will not be considered for evaluation purposes.

7.17 Correction of Error

Bidders are advised to exercise adequate care in quoting the prices. There will be no correction of error allowed after submission of bid by the bidders.

7.18 Prices of Components and Overall Price Information

1. The Bidder shall quote a price for all the components, the services of the solutions as per the provisions of this RFP document. All the prices shall be quoted in terms of Indian Rupees. Quantities as specified in Cost Tables in this bid document will be used for the purpose of commercial evaluation.
2. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of Labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost, in meeting the obligations under the contract.
3. The price quoted in the Commercial Proposal shall be the only payment, payable by SSC to the successful Bidder for completion of the contractual obligations, by the successful Bidder under the Contract, subject to the terms of payment as specified in the proposed commercial bid. The price shall be exclusive of all taxes, duties, charges, and statutory levies as applicable.
4. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever, within the period of validity of the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected at discretion of the Commission.
5. Bidder should provide all prices, quantities etc. as the format prescribed under Clause Commercial Bids. No field/columns should be left blank by the bidder. In case of a field being not applicable, the Bidder must indicate "NA (Not Applicable)" in all such fields.
6. It is mandatory to provide details of the GST payable by bidder. The bidder shall also submit to SSC, its GST registration certificate and requisite details as per the governing regulations.
7. All costs incurred due to any delay, directly attributable to the bidder, shall be borne by the Bidder.
8. SSC reserves the right to direct the Bidder to submit proof of payment against any of the taxes, duties and statutory levies as indicated in the bid, within the specified time frame as permitted under Governing Taxation laws.
9. Prices or commercial terms and conditions should not be revealed in any form before the opening of the Commercial Bid. Failure to abide by the given condition could result in the bid submitted by the bidder concerned to be summarily rejected by the Commission. If a change in price is envisaged due to any clarification, revised bid shall be submitted by the bidder with prior written permission of the Commission before the time specified for closing of commercial bid.

7.19 Conditions under which this RFP is issued

1. This RFP is not an offer and is issued with no commercial obligation on the part of the SSC. SSC reserves the right to withdraw the RFP and change any part thereof at any stage. SSC also reserves the right to disqualify any bidder, should it be felt necessary at any stage.
2. Timing and sequence of events resulting from this RFP shall be determined by the SSC.
3. Neither the bidder nor any of the authorized representatives of the bidder, shall have any claim whatsoever against SSC or any of its officials or employees, arising out of or relating to this RFP or procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms and conditions of the final contract).

4. Till the finalization of the contract and during the currency of the period of the contract, the bidders shall not directly or indirectly try to solicit any official or employee of SSC. The bidder shall also not engage any official or employee of the Commission, who was involved in the process of evaluation of the bid, as his employee without the prior written approval of the Commission.

7.20 Rights to the Contents of the Proposal

All proposals and accompanying documents of the Technical proposal shall be considered as the property of SSC and shall not be returned after opening of the technical proposals. SSC is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without any right to compensation to the bidders.

7.21 Modifications and Withdrawal of Proposals

No proposal may be withdrawn in the interval between the deadline for submission of the proposal and the expiry of the validity period as specified in this RFP. The bid fees shall be forfeited if any of the bidders withdraw their bid.

7.22 Non-Conforming Proposals

1. A proposal may be construed as a non-conforming proposal and would be considered as ineligible if it does not comply with the requirements of this RFP. Failure to comply with the technical requirements or non-acknowledgement of receipt of any amendments, would be considered as factors leading to a proposal being categorized as non-conforming.
2. If a proposal appears to be a combination of promotional material which does not follow the prescribed format of this RFP or does not appear to address the requirements of the proposed contract, the given bid shall also be considered for disqualification by the Commission.

7.23 Disqualification

The proposal is liable to be disqualified under the following circumstances:

1. Proposal not submitted in accordance with the procedure and formats prescribed in this RFP are to be treated by the Commission as a non-conforming proposal.
2. The form used for submitting the proposal is found to be incomplete.
3. Proposal is not accompanied by all the requisite documents.
4. In case of the bidder submitting the quotation for a part of the project.
5. Information submitted in technical proposal is found to be misrepresentative, incorrect or false, at any time during the finalization of the contract or during the tenure of the contract, including the extension period, if any.
6. Commercial proposal is found to be enclosed along with the technical proposal.
7. Bidder tries to influence the process of evaluation of the proposal by resorting to unlawful/corrupt/fraudulent means at any point of time during the bid process.
8. Bidder quoting below minimum experience specification as defined in section 10.1.1. will be DISQUALIFIED
9. Bidders will be disqualified if the commercial bid structure defined in Section 10.1 is not followed.

10. In case any one bidder submits multiple proposals or in case of a common interest arising amongst more than one bidder, the bidders concerned are likely to be disqualified.
11. Bidders may specifically note that while evaluating the proposals, if it comes to the knowledge of the Commission, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance, resulting in delaying the processing of the proposal, the bidders so involved would be liable to be disqualified for the award of this contract, which may extend for a further period of three years in regard to tenders floated by the Commission.
12. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter a contract within 21 days of the date of notice of award of contract or within such extended period, as may be specified by SSC.

7.24 SSC's Right to change the Scope of Contract at the time of Award of the Contract

1. SSC may at any time, by a written order given to the bidder, make changes to the scope of the contract under consideration.
2. If any such change causes an increase or decrease in the cost of or the time required for the bidder's performance of any part of the work under the Contract, mutually agreed change in the Value or time schedule relating to the given Contract shall be arrived at between the Bidder and the Commission. Any claim made by the bidder for change under the extant Clause must be asserted from the Commission within a period of twenty-one (21) days consequent upon the receipt of the change order.
3. SSC reserves the right to withdraw/revoke/cancel the whole or any part of the Bid at any stage without assigning any reason.

7.25 SSC's Right to Accept Any Bid and to reject any or All Bids

1. SSC reserves the right to accept any bid and/or annul the Bidding process and reject bids at any time prior to the final award of Contract, without incurring any liability to the bidders concerned and without any obligation to inform the bidders concerned regarding the reasons of said action of SSC.

7.26 Concessions permissible under statutes

Bidder, while quoting against this RFP, should take cognizance of all concessions admissible under various Statutes including the benefit under statutory provisions relating to GST, failing which, the bidder would be required to bear the extra cost which arise on account of the bidder not availing concessional rates of levies like customs duty, excise duty, sales tax, etc. SSC shall not bear any responsibility to this effect. However, SSC may provide necessary assistance to the bidder for claiming the given concessions from the statutory authorities concerned. In case of a reduction in the rate of tax claimed by the bidder, the requisite benefit arising out of the given reduction in the rate of tax shall be passed over to the SSC by the bidder.

7.27 Tax Liability

The bidder shall indicate TAXES/GST wherever applicable.

7.28 Uniformity

1. All information submitted must clearly refer to page number, section number or other identifying reference in this RFP document. All information submitted must be noted and furnished in the sequence mentioned in this RFP.
2. All pages of the proposal submitted by bidder should be sequentially paginated.

7.29 Only One Proposal

Bidder shall submit only one proposal. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified.

7.30 Bid Scope

The bidder cannot bid for a specified portion of the RFP under consideration. The entire statement of work as detailed in this RFP must be considered for bidding.

7.31 Duration of Contract

1. The duration of the contract will start from the date of signing of contract or issuance of the purchase order.
2. Duration of contract period shall be for 4 years from the date of signing of contract or any other date thereafter fixed by SSC.
3. At the end of contract period, SSC will have option to extend the contract for maximum 2 years, extending one year at a time under same terms and conditions.
4. In extreme case, SSC may prefer to extend the contract for a further 1-year period after the completion of contract period of 5 years, until identification of a different service provider after exit management.

7.32 Consortium

Consortium in any form is not allowed in this bid process and the Service Provider shall not subcontract services.

8 Bid Opening and Evaluation Process

8.1 Bid Open Session

1. Total transparency will be observed by the Commission, while opening the proposals/bids.
2. SSC always reserves the rights to postpone or cancel a scheduled date/time of opening of the bid.
3. The bids shall be opened, in three sessions, one for pre-qualification, one for Technical Proposal and one for Commercial Proposal (as submitted by the bidders whose technical bids have been found to be eligible), in the presence of authorized representatives of the bidders.
4. The authorized representatives of the bidders, present during the time of the opening of the bids, shall sign a register of attendance to this effect. In the event of the specified date of bid opening being declared a Government holiday, the Bids shall be opened at the same time and location on the next working day. However, if there is no authorized representative present, for the bidder, SSC shall proceed with the opening of the bids.
5. During bid opening, preliminary scrutiny of the bid documents shall be made to determine whether the bid documents are complete, the required bid fees has been furnished, the documents have been signed by the authorized signatory of the bidder, and the bids are found to be in order. Bids not conforming to the given preliminary requirements, shall be summarily rejected at the discretion of the Commission. Preliminary scrutiny should not be construed that the bid submitted by a bidder has been found to be complete in all respects.

8.2 Overall Evaluation Process

1. A two-tier evaluation process shall be adopted for evaluation of the proposals submitted by the bidders. SSC shall review the technical bids of the bidders who meet the Pre-Qualification criteria, to determine whether the technical bids are compliant with the requirements of the RFP. Bids that are not compliant are liable to be rejected.
2. The bids of the bidders found successful in respect of their technical bids, shall be informed accordingly by the SSC. Consequent thereto the commercial bids of the technically successful bidders shall be opened.

8.3 Pre-Qualification Criteria

In order to qualify as a Bidder, a prospective bidder shall fulfil the following eligibility Criteria and submit necessary documentary proof, duly signed by authorized signatory. The Technical bids of only the Bidders satisfying the following pre-qualification criteria will be evaluated:

S. No.	Pre-qualification Criteria	Documentary Evidence
1.	The bidder should be a company registered under the Companies Act, 1956 as amended in 2013/LLP/Society, should have registered office in India for the last 5 years and must have been operating in India for past five financial years (FY 2020-21 through 2024-25).	Copy of Certificate of Incorporation issued by Registrar of Companies, Ministry of Corporate Affairs, Government of India and a certification from the Company Secretary or authorised signatory

		regarding the operations for the last 10 years.
2.	The bidder should submit Earnest Money Deposit (EMD) of 1 crore. Alternatively, in lieu of EMD, the bidder may also submit "Bid Securing Declaration" as per Annexure.	EMD should be submitted through a Demand Draft/ Bank Guarantee drawn on Scheduled Bank, payable at New Delhi.
3.	Tender Fee	There shall be NO tender fee for this bidding.
4.	Power of Attorney from the bidder, in the name of person signing the Bid, authorizing him to submit/ execute this agreement as a binding document.	Valid Power of Attorney in original.
5.	The bidder must have following: a) Valid CMMI-DEV. Level 3 or above The certification should be valid on the date of bid submission. In case the CMMI-DEV. certification is under renewal, the Bidder shall provide the details of the previous CMMI-DEV. certification and the current assessment/ details for consideration in the Bid process.	Authenticated copy of valid certificates at the time of bid submission. Note 1: CMMI-DEV. Certificate will be validated with PARS (Published Appraisal Results) of CMMI institute. Compliance Certificate is not valid. Bidder's with invalid certificate will be disqualified.
6.	The bidder should have an annual turnover of at least Rs 20 Crore from Software development and/or Software services in each of the last three financial years (FY 2022-23, FY 2023-24 and FY 2024-25). ▪ The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/ associate firms etc. from software development and/or software services. ▪ The turnover should exclude sales of system software or COTS/ hardware/ hosting/ non-development services.	Certified copy of the financial statements including audited Balance Sheet and Profit & Loss Account along with the certificate issued by the Statutory Auditor appointed by the Company

7.	The bidder must have at least 100 (one hundred) software developers with a minimum qualification of B.E./B.Tech./MCA on its payrolls during each of the last three financial years FY 2022-23, FY 2023-24, FY 2024-25 and the current financial year before date of bid submission date.	The bidder shall submit an undertaking/ self- declaration duly signed (with company seal) by the CA/ CS/ Authorized Signatory of the bidder.
8.	The bidder should have PBT (Profit Before Tax as % of Turnover) greater than zero during each of the last three financial years (i.e., FY 2022–23, FY 2023–24, and FY 2024–25).	Certified copy of the financial statements including audited Balance Sheet and Profit & Loss Account along with the certificate issued by the Statutory Auditor appointed by the Company.
9.	Bidder should have experience of working in Central Govt./ State Govt./ PSU/ Autonomous Bodies/ Statutory Bodies/ Public Listed Private Companies for software development and/or IT solutions delivery in the last three financial years (i.e., FY 2022–23, FY 2023–24, and FY 2024–25).	Client Certificate/ Completion Certificate/ copy of work order along with self-certification from Authorized Signatory/ Company Secretary regarding completion of work.
10.	Bidder should have successful completed implementation project of a minimum 3 (three) assignments of Web Portal including installation, delivery, design, customization, integration, implementation, testing, commissioning of Hardware and Software during last 3 (three) financial years FY 2022-23, FY 2023-24, FY 2024-25 and the current financial year before date of bid submission date. Similar means that the project shall have met all of the following criteria: 1. The scope of the project must have end-to-end project services including architecture design, sizing, solution design, development and testing and commissioning (go-live). 2. The Project must be of medium to large scale deployment meeting one of the following conditions: a. Software deployed is used by minimum 500 client users (internal user are referred as employees of	Client Certificate/ Completion Certificate along with the copy of work order copies.

	department and/or register partners using the application) accessing the application. OR b. Software deployed is used by more than 10 Lakh citizens/consumers/customers. 3. Project involved building minimum two out of following four functional feature sets: a. Application is used by multiple partners/regional offices/departments/vendor organizations, in addition to the client. b. Software support mobile application (native or hybrid) operating on a backend shared with web application/portal. c. Application is built on micro services architecture and deployed on Kubernetes Cluster hosted on Cloud Infrastructure. d. Project Involve Application Maintenance and Operational Support for the implemented software. Note 1: The project value excludes software licenses, software AMC and hardware and its AMC. Note 2: Each Project Value is minimum Rs.02 Cr. Note 3: Only the project which are successfully go live and are in O&M phase will be considered.	
11.	The bidder shall not be under a declaration of ineligibility, banned, or blacklisted by any Government entity in India for any reason as on the last date of submission of the bid, and shall not have been convicted of any economic offence in India as on the last date of submission of the bid. The bidder shall further not have been convicted, debarred, or otherwise found guilty under the Prevention of Corruption Act, 1988, the Indian Penal Code, or any other law for the time being in force, for causing loss of life or property or posing a threat to public health in	Affidavit by authorized signatory of the bidder.

	the course of execution of a public procurement contract.	
Note 1: Suppression of information / facts would lead to summary disqualification of the bid submitted. Note 2: Consortium in any form is not allowed in this bid. Note 3: A separate envelope of the pre-qualification criteria is required to be submitted (offline in hard copy) along with hard copy of the Technical Bid.		

Note:

1. The Bidder may submit an assignment for consideration under multiple criteria. However, such assignment shall be listed under each of the relevant criteria in the supporting documents.
2. Financial Year (FY) covers the period from 1st April of a calendar year to 31st March of the next calendar year
3. The Bidder shall quote their experience as an individual firm for consideration for the assessment of experience for all criteria. For Assignments where the Bidder has worked as a consortium member, the Bidder shall furnish documents to substantiate the role of the firm in the assignment. The Client reserves the right to request any further supporting documents from the selected Agency prior to the signing of the contract
4. The Client shall be free to make enquiries from previous clients of the Bidder about the work, conduct, performance, quality of service and such other related general enquiries about the Bidders. The Bidder would have no objection to the Client making such enquiries from their existing/past clients.
5. The Client reserves the right to request any further supporting documents from the Bidders during the proposal evaluation process as well as at any time prior to signing of the contract.

9 Technical Evaluation Criteria with Marks

The following table depicts the broad technical evaluation criteria used to arrive at the Technical Score (Ts) for the bidder. Total marks awarded for each technical evaluation criteria by committed will be considered as Technical Score (Ts) for the bidder.

S. No.	Criteria	Max Marks	Documentary Evidence
1.	Number of full time Software Developers (having minimum qualification: B.E/ B. Tech/ MCA) on Company payroll. a) ≥ 400 :[10 Marks] b) ≥ 300 but < 400 :[08 Marks] c) ≥ 200 but < 300 :[06 Marks] d) ≥ 100 but < 200. :[04 Marks]	10	Self-certification from Authorized Signatory/ Company Secretary.
2.	Average annual Turnover of the company from software development and/or software services in each of the three financial years (FY 2022-23, 2023-24 and 2024-25). a) ≥ 200 Cr :[10 Marks] b) ≥ 100 Cr but < 200 Cr :[8 Marks] c) ≥ 50 Cr but < 100 Cr :[6 Marks] d) ≥ 20 Cr but < 50 Cr. :[4 Marks] Illustration : Sample calculation of score of a bidder with revenue is as follows: 25 Cr in 2022-23 = 4 75 Cr in 2023-24 = 6 120 Cr in 2024-25 = 8 Net score allotted to sample bidder will be $(4+6+8)/3 = 6$.	10	Balance sheet of company signed by Company Auditor.
3.	PBT (Profit Before Tax as % of Turnover) in each of the three financial years (FY 2022-23, 2023-24 and 2024-25) (as % of Turnover) of the Company. a) $\geq 10\%$:[5 Marks] b) $\geq 5\%$ but $< 7.5\%$:[4 Marks] c) $\geq 2.5\%$ but $< 5\%$:[3 Marks] d) > 0 but $< 2.5\%$:[2 Marks]	5	Certified copy of the financial statements including audited Balance Sheet and Profit & Loss Account along with the certificate issued by the Statutory Auditor appointed by the Company.

4.	Size : Bidder has developed a software SIMILAR to the complexity of RFP, during last 3 years i.e. the last three financial years (FY 2022-23, FY 2023-24, FY 2024-25) and the current financial year before date of bid submission date. Marks for the submitted project will be awarded as per the following project value (INR) criteria: 1. Project value more than 25 Cr : [6 marks] 2. Project value more than 17.5 Cr to 25 Cr : [4 marks] 3. Project value more than 10 Cr to 17.5 Cr : [2 marks] Similar means the project must meet the criteria of SIMILAR described in Point 10 of Pre-Qualification Criteria.	6	
6.	Key Areas Expertise: Bidder must have experience in implementing and successfully completed minimum one project having following capabilities/features during last 3 years i.e. the last three financial years (FY 2022-23, FY 2023-24, FY 2024-25). Marks will be awarded to the bidder for each point as per following criteria: 1. Experience in handling examination activities for more than 50 lakh candidates (annually) for Central Govt./ State Govt./ PSU/ Autonomous Bodies. :[3 marks] 2. Experience in development and implementing low code framework for web/mobile application development. : [2 mark] 3. Experience in integrating with DigiLocker/UMANG. : [2 mark] 4. Experience of the firm in managing, hosting, and implementing Indian Government cloud platform. : [2 mark] 5. Experience in cryptographic encryption and decryption services using Digital Signature for data security and data distribution. : [2 mark] 6. Experience in integrating Mobile Application for Face Authentication through Aadhaar Face RD.	15	Client Certificate/ Completion Certificate along with the copy of work order copies.

	: [2 mark] 7. Experience in development and implementing AI/ML based images comparisons capabilities at scale (i.e. minimum 1:1 million image comparison). : [1 mark] 8. Experience in handling Cyber Security features for Central Govt./ State Govt./ PSU/ Autonomous Bodies/ Statutory Bodies/Private Companies. : [1 mark] Note 1: Bidder can submit more than one project to qualify for each of the criteria. Note 2: Only the project which are successfully live will be considered for the criteria.		
7.	CMMI-DEV. 1. CMMI-DEV. Level 5: [5 marks] 2. CMMI-DEV. Level 4: [4 marks] 3. CMMI-DEV. Level 3: [3 marks]	5	Authenticated copy of valid certificates at the time of bid submission. Note: CMMI-DEV. Certificate will be validated with PARS (Published Appraisal Results) of CMMI institute. Compliance Certificate is not valid. Bidder's with invalid certificate will be not be awarded any score.
8	Key Experts' qualifications and competence proposed by bidder for the project. Marks to each positions shall be determined considering the total years of experience, adequacy for the assignment and time since when the proposed individual is full time employee of the bidder. 1. Project Manager [2.5 Marks] Marks will be allocated based on the following criteria: a) [0.5 mark]: years of experience in software development & implementation:	9	Detailed CV not exceeding 3 pages with font size 11 pts. and Interaction with the Team.

	▪ 100% if ≥ 10 years ▪ 50% if ≥ 8 years ▪ Nil if < 2 years b) [1.5 mark]: Adequacy for the assignments: ▪ 100% if handled ≥ 5 projects ▪ 50% if handle ≥ 3 projects ▪ 25% if handle ≥ 2 projects ▪ Nil if < 2 projects c) [0.5 mark]: Employment Status: ▪ 100% if full time permanent employee of bidder for ≥ 1 year. ▪ 50% if full time permanent employee of bidder for ≥ 0.5 year and < 1 year. ▪ Nil if < 0.5 year 2. Solution Architect [2.5 Marks] Marks will be allocated based on the following criteria: a) [0.5 mark]: years of experience in software development & implementation: ▪ 100% if ≥ 15 years ▪ 50% if ≥ 12 years ▪ Nil if < 12 years b) [1.5 mark]: Adequacy for the assignments: ▪ 100% if handled ≥ 5 projects ▪ 50% if handle ≥ 3 projects ▪ 25% if handle ≥ 2 projects ▪ Nil if < 2 projects c) [0.5 mark]: Employment Status: ▪ 100% if full time permanent employee of bidder for ≥ 1 year. ▪ 50% if full time permanent employee of bidder for ≥ 0.5 year and < 1 year. ▪ Nil if < 0.5 year 3. Exam Operation Manager [2 Marks] Marks will be allocated based on the following criteria: a) [0.5 mark]: years of experience in software development & implementation: ▪ 100% if ≥ 10 years ▪ 50% if ≥ 8 years ▪ Nil if < 12 years b) [1 mark]: Adequacy for the assignments: ▪ 100% if handled examination for ≥ 1 crore candidates annually		
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	▪ 50% if handled examination for ≥ 75 lakh candidates annually ▪ 25% if handled examination for ≥ 50 lakh candidates annually ▪ Nil if < 50 lakh candidates annually. c) [0.5 mark]: Employment Status: ▪ 100% if full time permanent employee of bidder for ≥ 1 year. ▪ 50% if full time permanent employee of bidder for ≥ 0.5 year and < 1 year. ▪ Nil if < 0.5 year 4. Technical Operation Manager [2 Marks] Marks will be allocated based on the following criteria: a) [0.5 mark]: years of experience in software development & implementation: ▪ 100% if ≥ 10 years ▪ 50% if ≥ 8 years ▪ Nil if < 8 years b) [1 mark]: Adequacy for the assignments: ▪ 100% if handled ≥ 3 O&M projects of Similar Nature ▪ 50% if handled examination for ≥ 2 O&M projects of Similar Nature ▪ 25% if handled examination for ≥ 1 O&M projects of Similar Nature ▪ Nil if < 1 O&M projects of Similar Nature c) [0.5 mark]: Employment Status: ▪ 100% if full time permanent employee of bidder for ≥ 1 year. ▪ 50% if full time permanent employee of bidder for ≥ 0.5 year and < 1 year. ▪ Nil if < 0.5 year Bidders are requested to submit the profiles of only the above-mentioned key experts as a part of the proposals. Note: the profiles submitted for the above roles must having minimum education qualification of BE/B.Tech/M.Tech/M.E/MCA.		
9.	The bidder shall be required to demonstrate the proposed solution. The demonstration must aligned with the Statement of Work (SoW) defined in this RFP and shall be in the form of a working proof-of-concept (PoC) demonstration of functional	20	Demonstration to SSC committee at HQ or any other place decided by SSC for the

	software prototype. Marks will be awarded for the successful demonstration of each of following feature: 1. Generative AI based conversational chatbot demonstrating both public notices and candidate personal data after authorization. : [4 marks] 2. Demonstration of parameter-based result processing framework for candidate allocation. SSC will share a detailed use case along with sample data to bidders shortlisted for technical presentation. : [4 marks] 3. Demonstration of User Authorisation framework demonstrating access mechanism which help SSC to control management of access control of onboarded Department users. : [3 mark] 4. Sample demonstration of data ingestion framework to showcase how data is securely transferred and encrypted using Digital Signature. : [3 mark] 5. Sample Demonstration of Low Code Platform for form with at least 20 fields with distinct validations. : [3 mark] 6. Demonstration of Form Rendering Framework as per Scope defined in RFP for mobile app for form with at least 20 fields with distinct validations. : [3 mark] Note :Data required for the demonstration will be shared by SSC.		demonstration. No special arrangement will be made by SSC for demonstration other than the internet connection and project capabilities.
10.	Presentation to committee about the overall engagement proposed by the bidder. The committed will evaluate it based on the following criteria: 1. Understanding of scope of work described in RFP and its explanation to the committee. : [2 mark] 2. Bidder detailed understanding of AS-IS processes described in RFP. : [2 mark]	20	Presentation to SSC committee at HQ or any other place decided by SSC for the demonstration. No special arrangement will be made by SSC for demonstration other than the internet connection

	3. Bidder must demonstrate the solution direction and a high-level architectural road of all the new modules described in Part 2, Part 3, Part 5, Part 6 and Part 7 with detail understanding and how the modules will be implemented. : [8 marks] 4. Implementation plan from onboarding to the deployment of entire solution. : [2 Marks] 5. Bidder to demonstrate integrated framework for SSC systems within internal modules and external platforms (e.g. DigiLocker, UMANG, Payment Gateways etc.) describing the modularity, reusability, security and auditability of inter-system transactions. : [2 Marks] 6. Demonstration of the bidder's approach for managing releases, configuration changes, and emergency fixes across web, mobile, and backend systems during live examination phases, including rollback strategy and approval controls. : [2 Marks] 7. Proposed approach for post go-live operations and maintenance, including staffing model, SLA management, issue resolution, monitoring, and coordination with SSC stakeholders. : [2 Marks]		and project capabilities.
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Note: The bidder should have a minimum score of 70% to qualify In the Technical Bid. Bidders who score less than 70% marks will be considered as DISQUALIFIED.

Resource Variation – The selected bidder shall neither make any changes to the composition of the Resource team nor require or request any member of the Team to cease or reduce their involvement in the provision of the services during the term, without purchaser's prior written consent. In case there is any replacement that is allowed, there will be a penalty of Rs 5 lakhs per such resource in the first year of the project, penalty of Rs 3 lakhs in 2nd year and of Rs 2 lakhs in the 3rd year of the project. In case, on foreseen circumstances the same may be mutually discussed between the bidder and SSC and SSC has the right to waive off the penalty for the Bidder.

10 Technical Proposal – Other Requirements

1. The technical proposal should contain all the mandatory undertakings as specified in this RFP. Format for all the required undertakings/ covering letters are provided in Annexures at Chapter 15.
 - a. Non- Disclosure Agreement (NDA)
 - b. Earnest Money Deposit (EMD)
 - c. Bid Securing Declaration from Bidders in lieu if EMD
 - d. Undertaking on Patent Rights
 - e. Undertaking on Pricing of Items of Technical Response
 - f. Undertaking on Service Level Compliance
 - g. Undertaking on Clause 144 (xi) of GFR
2. The technical proposal should address all the areas/ sections as specified in this RFP and should contain a detailed description of how the bidder will provide the required services outlined in this RFP.
3. The technical proposal must not contain any pricing information. While submitting additional information, it should be marked as "supplementary" to the specific response. If the bidder wishes to propose additional services (or enhanced level of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to this proposal.
4. Proposed methodology for implementation.
5. The Technical Proposal should address the following:
 - a. Overview of the proposed solution which meets the requirements as specified in this RFP.
 - b. Overall proposed Solution, technology, and deployment architecture.
 - c. Approach to address the data security concerns and methodology to implement the data encryption at rest and in transit.
 - d. Details of the Solution as per the format provided in this RFP.
 - e. Bidder's experience in all the project related areas as highlighted in Bid evaluation criteria.
 - f. Overall Governance Structure and Escalation Mechanism.
 - g. Project team structure, size, capability and deployment plan.
6. The technical proposal shall also contain bidder's contingency plan to address the key challenges anticipated during the execution of the project.

10.1 Commercial Bids

Bidder has to submit separate commercials for each part of the scope described in section 10.1.2, 10.1.3, 10.1.4, 10.1.5, 10.1.6, 10.1.7, 10.1.8, 10.1.9, 10.1.10. The commercials must be in Indian Rupees.

Note: For any additional scope (not mentioned in the RFP) department may request additional resources, module, and/or item and bidder is required to provide SSC at the same cost and experience/capability described in this RFP during the contract period.

10.1.1 Minimum Experience and Unit Rate Commercial Criteria

For each part of the submitted commercials, Bidder must quote detailed break-up of the price as described in each of the respective commercial section i.e. the number of units of the roles/items and unit price for each role considered to arrive at the final price.

S.No	Role (Minimum Experience)	Description & Responsibilities
1	Project Manager (8+ years of total experience, having minimum BE/B.Tech/MCA or above)	Responsible for planning and executing projects, managing stakeholders and resources, mitigating risks, and ensuring timely delivery and departmental alignment through effective communication, leadership, and decision-making. Must have led at least three projects of similar scope covering overall architecture design, scalability planning, and integration of large-scale digital systems.
2	Solution Architect (12+ years of total experience, having minimum BE/BTech/ME/MTech or above)	The Solution Architect shall be responsible for defining end-to-end architecture solutions aligned with business objectives while ensuring scalability, security, and efficiency. Provide technical leadership and define integration strategies. Collaborate with stakeholders, evaluate emerging technologies (e.g. AI, ML), and ensure performance, security compliance, and risk management. Must have experience in delivering at least 5 projects involving microservices architecture, high availability, public cloud management, integration with Indian Govt. digital infrastructure (e.g. Aadhaar, Digilocker etc.), security management. Minimum one project in handling exam related software development.
3	Principal Technology Engineer (8+ years of total experience, having minimum BE/BTech/MCA or above)	The Principal Technology Engineer deployed as part of Application Operation and Maintenance shall be responsible for end-to-end ownership of assigned functional modules (such as Application Form, Admit Card, Result ERP), ensuring module stability, configuration accuracy, and compliance with SSC's operational requirements. The Principal Technology Engineer deployed as part of Infrastructure Operation and Maintenance shall be responsible for provisioning, scaling, and deployment of infrastructure components and managing cloud resources (VMs, Kubernetes, Load Balancers, Storage) on NIC Cloud. Must have experience in delivering at least three large-scale digital projects, including one project of similar scope defined in this RFP,

		covering both application operations and infrastructure operations, with expertise in microservices-based architectures, containerized deployments, CI/CD pipelines, and public cloud management
4	Senior Technology Engineer (6+ years of total experience, having minimum BE/BTech/MCA or above)	The Senior Technology Engineer deployed as part of Application Operation and Maintenance shall be responsible for code-level debugging and bug-fixing, performance optimization, and maintenance of existing modules across web and mobile applications. Must be proficient in programming languages and frameworks used in SSC's technology stack (e.g. Node.js, Angular, React, JavaScript, SQL). The Senior Technology Engineer deployed as part of Infrastructure Operation and Maintenance shall be responsible for performance tuning, backup management, replication, and recovery for PostgreSQL and MongoDB instances, ensuring database efficiency, integrity, and compliance with data security policies. Must have experience in at least two large-scale digital implementation projects, including one project of similar scope defined in this RFP, covering application development and database management.
5	Technology Engineer (4+ years of total experience, having minimum BE/BTech/MCA or above)	The Technology Engineer deployed as part of Application Operation and Maintenance shall support module configuration validation and testing for components such as Application Form, Admit Card, and Result ERP. Must be conversant with the SSC technology stack and able to troubleshoot functional and integration issues. The Technology Engineer deployed as part of Infrastructure Operation and Maintenance shall assist in server administration, deployment activities, and routine health monitoring of cloud resources including VMs, Kubernetes nodes, storage volumes, and database instances hosted on NIC Cloud and assist in adherence to CERT-In, MeitY, and Aadhaar audit requirements Must have experience in at least two enterprise-level digital projects, including one involving application maintenance or infrastructure operations within a government or public-sector environment.
6	Junior Technology Engineer (2+ years of total experience, having minimum	The Junior Technology Engineer shall assist in module testing, issue reproduction, log analysis, and deployment verification for various application components such as Application Form, Admit Card, and Result ERP. Must have worked on at least one digital project involving application development, maintenance, or support within a enterprise environment, with exposure to version control, testing, and logs monitoring.

	BE/BTech/MCA or above)	
7	Exam Operations Manager (8+ years of total experience, having minimum BE/BTech/MCA or above)	The Exam Operations Manager shall be responsible for end-to-end management, coordination, and monitoring of all pre-examination and post-examination activities. This includes planning, scheduling, configuration validation, data processing oversight, and liaison with SSC Headquarters. The role shall ensure timely readiness of all examination modules and adherence to operational timelines. Must have experience in at least three large-scale involving digital workflows. Minimum one project in handling exam related software involving activities like result processing, and coordination with multiple regional entities or agencies.
8	Senior Exam Ops Engineer (6+ years of total experience, having minimum BE/BTech/MCA or above)	The Senior Exam Operations Engineer shall oversee the day-to-day execution of examination-related configuration, data validation, and result processing tasks. Responsible for ensuring accuracy, version control, and readiness of all examination datasets. The role shall provide functional supervision to Exam Ops Engineers and coordinate with application and infrastructure teams for technical dependencies. Must have experience in at least two large-scale digital data operations, including handling of data extraction, validation, and reconciliation processes.
9	Exam Ops Engineer (4+ years of total experience, having minimum BE/BTech/MCA or above)	The Exam Operations Engineer shall be responsible for carrying out region-wise and exam-specific operational activities such as data preparation, segregation, validation, and upload for various examination modules (Application Form, Admit Card, Result ERP, etc.). The role shall ensure compliance with SSC-defined parameters and version controls. One person can be appointed as Exam Ops Engineer for a maximum of two SSC Regional Offices. Must have experience in at least two digital projects involving data-driven configuration or operational workflows. Minimum one project in handling exam related software.
10	Jr. Ops Engineer (2+ years of total experience, having minimum	The Junior Operations Engineer shall assist in day-to-day examination-related operations including configuration support, test run validation, error reconciliation, and report generation under the supervision of senior staff. Responsible for accurate data handling, release verification, and coordination during active examination phases.

	BE/BTech/MCA or above)	Must have worked on at least one digital project involving data management, application configuration, or examination operations.
11	Technical Operations Manager (8+ years of total experience, having minimum BE/BTech/MCA or above)	The Technical Operations Manager shall be responsible for overseeing the day-to-day functioning of all technical operations covering both Application Operation & Maintenance and Infrastructure Operation & Maintenance components. The role shall ensure seamless coordination between application, infrastructure, and database teams to maintain high system uptime, performance, and security compliance. Must have experience in at least three large-scale digital implementation projects, including one government or examination-related system, involving both application lifecycle management and cloud infrastructure operations, with proven expertise in monitoring, version control, and IT service management (ITSM) frameworks.
12	Helpdesk Manager (4+ years of total experience, having minimum Graduation in any discipline or above)	The Helpdesk Manager shall be responsible for overall management and supervision of SSC's Central Helpline operations, ensuring effective handling of candidate queries received through the toll-free number and helpdesk email. The role shall include team rostering, call monitoring, escalation management, and ensuring timely closure of queries as per defined SLAs. Must have experience in at least two customer-support operations, preferably for government or public-facing digital platforms, involving call tracking systems and service performance reporting.
13	Helpline Support Executive (2+ years of total experience, having minimum Graduation in any discipline or above)	The Helpline Support Executive shall be responsible for attending to candidate queries through SSC's toll-free helpline and official helpdesk email channel, ensuring accurate information dissemination and courteous communication. Must have experience in at least one helpdesk, call centre, or support-desk project, preferably in a government or large-scale public-service environment.

Note: Bidder quoting below minimum experience specifications will be DISQUALIFIED.

10.1.2 Item A: Implementation Services (One Time)

Bidder to quote a **fixed one time price** for services to execute and deliver the scope of each item scoped and described in Section 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8 and Section 5.14.

[A] Line #	[B] Line Item Detail ¹	[C] Unit Price ¹	[D] # of Units	[E] = [C]x[D] Net Price (Excluding Taxes)	[F] GST & Any other taxes	[G]=[F]+[E] Gross Price (Including Taxes)
1	Part 1 : Web Application Upgrade (One Time) Ref. Section 5.2		1			
2	Part 2 - Mobile Application Upgrade (One Time) Ref. Section 5.3		1			
3.	Part 3 : New Modules and Enhancements [sum of 3.01 to 3.21] Ref. Section 5.4					
3.01	One-Time Registration (OTR) Module <i>Ref. Section 5.4.1</i>		1			
3.02	Online Application Form Module <i>Ref. Section 5.4.2</i>		1			
3.03	Data Segregation Module <i>Ref. Section 5.4.3</i>		1			
3.04	Exam City & Shift Selection Module <i>Ref. Section 5.4.4</i>		1			
3.05	Randomization, Normalization, Venue Allocation & Roll Number Generation Module <i>Ref. Section 5.4.5</i>		1			
3.06	Admit Card Admission Certificate CUM Commission Copy Generation Module <i>Ref. Section 5.4.6</i>		1			
3.07	Answer Key Challenge Framework <i>Ref. Section 5.4.7</i>		1			
3.08	Raw Score & Normalization Score Generation Engine <i>Ref. Section 5.4.8</i>		1			
3.09	Skill Test Evaluation Engine <i>Ref. Section 5.4.9</i>		1			
3.10	PET/PST Module <i>Ref. Section 5.4.10</i>		1			
3.11	DV/DME/RME Module		1			

	<i>Ref. Section 5.4.11</i>					
3.12	Option-Cum-Preference Form Module <i>Ref. Section 5.4.12</i>		1			
3.13	Candidate Communication & Notification Module <i>Ref. Section 5.4.13</i>		1			
3.14	Central Helpline & Support Module <i>Ref. Section 5.4.14</i>		1			
3.15	Candidate Grievance & feedback module <i>Ref. Section 5.4.15</i>		1			
3.16	Ministry, Department & User Onboarding Module <i>Ref. Section 5.4.16</i>		1			
3.17	Vacancy Module <i>Ref. Section 5.4.17</i>		1			
3.18	Examination Lifecycle Management Module <i>Ref. Section 5.4.18</i>		1			
3.19	Dossier Management Module <i>Ref. Section 5.4.19</i>		1			
3.20	Debarred Candidate Module <i>Ref. Section 5.4.20</i>		1			
3.21	Aadhaar Stack <i>Ref. Section 5.4.21</i>		1			
4	Part 4 – Result ERP (One Time) <i>Ref. Section 5.5</i>		1			
5	Part 5 – Computer Telephony Infrastructure for Automatic Dialler and IVR (One Time) <i>Ref. Section 5.6</i>		1			
6	Part 6 – Generative AI Based Candidate Conversational Chat Bot (One Time) <i>Ref. Section 5.7</i>		1			
7	Part 7 – Data Analytics Platform (One Time) <i>Ref. Section 5.8</i>		1			

8	Part 13 – Upgrade of Helpline Infrastructure (One-Time Setup) Ref. Section 5.14		1			
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10.1.3 Item B: AS-IS Examination Handling, Applications and Infrastructure Operations (Monthly)

Bidder to quote a **monthly fixed price** for services to execute and deliver the scope of each items described in Section 5.9, 5.10, 5.11, 5.12, and 5.13 during the AS-IS phase of the contract. This is for 9 months.

Note: The AS-IS phase is referred period from date of signing of contract (Milestone 01) till successful live of one time activities (**Milestone 6**).

[A] Line #	[B] Line Item Detail ¹	[C] Unit Price ¹	[D] # of Units	[E] = [C]x[D] Net Price (Excluding Taxes)	[F] GST & Any other taxes	[G]=[F]+[E] Gross Price (Including Taxes)
9	Part 8: Knowledge Transfer <i>Reference section 5.9</i> Monthly		1			
10	Part 9 : Handling of Examination Related Activities <i>Reference section 5.10</i> Monthly		1			
11	Part 10 – Handling of Examination Related Activities (Per Exam) <u>for Category A Exam: Multi-Stage Examination.</u> <i>Reference section 5.11</i> Per Exam		1			
12	Part 10 – Handling of Examination Related Activities (Per Exam) <u>for Category B Exam: Two-Stage Examination.</u> <i>Reference section 5.11</i> Per Exam		1			

13	Part 10 – Handling of Examination Related Activities (Per Exam) <u>for Category C Exam: Single Examination.</u> <i>Reference section 5.11</i> Per Exam		1			
14	Part 11 – Application Operation and Maintenance <i>Reference section 5.12</i> Monthly		1			
15	Part 12 – Infrastructure Operation and Maintenance <i>Reference section 5.13</i> Monthly		1			

10.1.4 Item C: TO BE Examination Handling, Applications and Infrastructure Operations (Monthly)

Bidder to quote a **monthly fixed price** for services to execute and deliver the scope of each items described in Section 5.10, 5.11, 5.12, and 5.13 during the TO BE phase of the contract.

Note: The TO BE phase is referred period from successful live of one time activities (**Milestone 6**) to end of contract (**Milestone 7**).

Note: For TO BE phase bidder must ensure compliance with the minimum strength requirements for the respective section of the RFP scope.

[A] Line #	[B] Line Item Detail ¹	[C] Unit Price ¹	[D] # of Units	[E] = [C]x[D] Net Price (Excluding Taxes)	[F] GST & Any other taxes	[G]=[F]+[E] Gross Price (Including Taxes)
16	Part 9 : Handling of Examination Related Activities [sum of 16.01 to 16.04] <i>Reference section 5.10</i> Monthly					
16.01	<i>Exam Operations Manager</i> <i>Minimum units >=1</i>					
16.02	<i>Senior Exam Ops Engineer</i> <i>Minimum units >=1</i>					
16.03	<i>Exam Ops Engineer</i> <i>Minimum units >=4</i>					

16.04	Jr. Ops Engineer Minimum units >=5					
17	Part 10 – Handling of Examination Related Activities (Per Exam) <u>for Category A Exam: Multi-Stage Examination.</u> <i>Reference section 5.11</i> Per Exam		1			
18	Part 10 – Handling of Examination Related Activities (Per Exam) <u>for Category B Exam: Two-Stage Examination.</u> <i>Reference section 5.11</i> Per Exam		1			
19	Part 10 – Handling of Examination Related Activities (Per Exam) <u>for Category C Exam: Single Examination.</u> <i>Reference section 5.11</i> Per Exam		1			
20	Part 11 – Application Operation and Maintenance [sum of 20.01 to 20.05] Monthly(Both Web and Mobile Team) <i>Reference section 5.12</i>					
20.01	Technical Operations Manager Minimum units >=1					
20.02	Principal Technology Engineer Minimum units >=1					
20.03	Senior Technology Engineer Minimum units >=4					
20.04	Technology Engineer Minimum units >=4					
20.05	Junior Technology Engineer Minimum units >=4					
21	Part 12 – Infrastructure Operation and Maintenance [sum of 21.01 to 21.04]					

	<i>Reference section 5.13</i> Monthly					
21.01	Technical Operations Manager Minimum units >=1					
21.02	Principal Technology Engineer Minimum units >=1					
21.03	Senior Technology Engineer Minimum units >=1					
21.04	Technology Engineer Minimum units >=4					

¹ The roles must have minimum technical qualification as described in Section 10.1.1

² Unit Price is the monthly price of a person of corresponding role listed in Column [B] Line Item and # of Units means number of exams required to execute the scope of the work.

10.1.5 Item D: Helpline Manpower

Bidder to quote a **Monthly price** for the services to Execute and Deliver the scope described in Section 5.15 for the complete contract post KT period phase

Note: The **Contract, post KT period** phase is referred period from **(Milestone 4)** to end of contract **(Milestone 7)**.

Note: Bidder to quote detailed break-up of the monthly price i.e. the number of units (months) of the roles and unit price for each role considered to arrive the price of Line Item # 11.0.

[A] Line #	[B] Line Item Detail ¹	[C] Unit Price ¹	[D] # of Units	[E] = [C]x[D] Net Price (Excluding Taxes)	[F] GST & Any other taxes	[G]=[F]+[E] Gross Price (Including Taxes)
22	Part 14 – Helpline Manpower [sum of 22.01 to 22.02] Ref. Section 5.15					
22.01	Helpdesk Manager		1			
22.02	Helpline Support Executive		4			

¹ The roles must have minimum technical qualification as described in Section 10.1.1

² Unit Price is the monthly price of a person of corresponding role listed in Column [B] Line Item and # of Units means number of man-months required to execute the scope of the work.

10.1.6 Item E: Additional Development & Change Request

Bidder to quote Per **Unit Price** of each type of on demand modules as described in Section 5.16.

Note: The quoted price to for each module type to considered the effort for each role as described in section 11.

[A] Line #	[B] Line Item Detail ¹	[C] Unit Price ¹	[D] # of Units	[E] = [C]x[D] Net Price (Excluding Taxes)	[F] GST & Any other taxes	[G]=[F]+[E] Gross Price (Including Taxes)
23	1. Module Type – S [sum of 23.01 to 23.04] Ref. Section 5.16					
23.01	Principal Technology Engineer		0.5			
23.02	Senior Technology Engineer		1.5			
23.03	Technology Engineer		1.5			
23.04	Junior Technology Engineer		2.0			
24	2. Module Type – M [sum of 24.01 to 24.06] Ref. Section 5.16					
24.1	Project Manager		0.5			
24.2	Solution Architect		0.5			
24.3	Principal Technology Engineer		1			
24.4	Senior Technology Engineer		2			
24.5	Technology Engineer		2			
24.6	Junior Technology Engineer		4			
25	3. Module Type – L [sum of 25.01 to 25.06] Ref. Section 5.16					
25.1	Project Manager		1			
25.2	Solution Architect		1			
25.3	Principal Technology Engineer		2			
25.4	Senior Technology Engineer		4			
25.5	Technology Engineer		4			
25.6	Junior Technology Engineer		8			

¹ The roles must have minimum technical qualification as described in Section 10.1.1

² Unit Price is the monthly price of a person of corresponding role listed in Column [B] Line Item and # of Units means number of man-months required to execute the scope of the work.

10.1.7 Application Commercial Term

Bidder to ensure that following will be applicable for commercial quote.

- Price should be written both in figures and words. If there is any discrepancy between rates quoted in figures and words, the rates quoted in words will prevail.
- Lowest Commercial bid will be determined based on total amount quoted in **column „G“** of the Commercial bid. Total sum of following items will be considered for determining the absolute commercial bid of a bidder:
 - Item A bid for One Time Implementation:** Sum of Line #1, Line #2, Line #3, Line #4, Line #5, Line #6, Line #7 and Line #8 of Implementation Service [Say P1].

Then bidder's absolute commercial bid of this item = **[P1]**.

- b. **Item B bid for KT:** Price of Line # 9 (Part 8 Knowledge Transfer) [Say P2].

Then bidder's absolute commercial bid of this item = **[P2]x3**

- c. **Item B bid for Operations AS-IS:** Sum of Line #10, Line #14, and Line #15 [Say P3].

Then bidder's absolute commercial bid of this item = **[P3] x 9.**

- d. **Item B bid for Per Examination AS-IS:** Sum of Line #11, Line #12 and Line #13 [Say P4].

Then bidder's absolute commercial bid of this item = **[P4]**

- e. **Item C bid for Operations TO BE:** Sum of Line # 16, Line #20, and Line #21 [Say P5].

Then bidder's absolute commercial bid of this item = **[P5]x36.**

- f. **Item C bid for Per Examination TO BE:** Sum of Line # 17, Line # 18 and Line # 19 [Say P6].

Then bidder's absolute commercial bid of this item = **[P6]**.

- g. **Item D bid for Helpline Manpower:** Line #22 [Say P7].

Then bidder's absolute commercial bid of this item = **[P7]x45.**

- h. **Item E Additional Development and Change Request:** Sum of Line #23, Line #24, and Line #25 [Say P8].

Then bidder's absolute commercial bid of this item = **[P8]**.

Note the absolute bid is calculated based on the following matrix.

1) Item A: One time development Cost is one time: Hence P1

2) Item B:

a) KT is for 3 months. Hence (P2) *3

b) AS -IS O&M is for 9 months till Milestone 05. Hence (P3) *9

c) AS-IS Per exam is only paid if that exam is held during this period. Hence P4

3) Item C:

a) TO BE O&M if for maximum 36 months. Hence (P5) * 36

b) O&M per exam is paid only when exam is held. Hence P6

4) Item D: Help line desk personnel is for maximum 45 month. Hence P7 * 45

5) Item E: Additional Cost is due only if new scope of work is sanctioned-P8

3. Final Commercial Price taken for valuation is $(P1 + [P2] * 3 + [P3] * 9 + [P4] + [P5] * 36 + [P6] + [P7] * 45 + [P8])$
4. The bidder will have to substantiate the taxes and levies claimed by it in each bill. The bidders will thus be required to provide documentary evidence of the rates of tax as applicable on the basic unit cost quoted at the time of claiming payment consequent upon the award of the contract arising out of this RFP.
5. Scores would be considered for the purpose of QCBS (Quality cum cost-based system) based final evaluation, explained in the next section.

6. For any additional scope (not mentioned in the RFP) department may request additional resources of any of the role quoted in RFP and bidder is required to provide department the resource at the same price and experience during the contract period.

10.2 Final Evaluation of Bids

The evaluation of Bidder's proposals will be done using the QCBS methodology. Normalization shall be done against optimum marks for both Technical & Financial Scores.

$T_n = T_b / T_{max} * 100$ (rounded off to 3 decimal places)

Where,

- T_n = Normalized Technical Bid score for the Bidder under consideration
- T_b = Absolute Technical Bid score of the Bidder under consideration
- T_{max} = Maximum Technical Bid (Best Technical score received)

$F_n = F_{min} / F_b * 100$ (rounded off to 3 decimal places) Where,

- F_n = Normalized Commercial Bid score for the Bidder under consideration
- F_b = Absolute Commercial Bid for the Bidder under consideration
- F_{min} = Minimum absolute Commercial Bid (Lowest Bid received)

Final Composite Score = $T_n * 0.70 + F_n * 0.30$

The Bidder with the highest Composite Score will be considered for award of the contract. In the event of a tie, the bid with best commercials will be considered for award of contract. If the tie still persists, the guidelines of Government of India on the subject shall be followed for processing of the bids.

11 Award of Contract

11.1 Notification of Award

Prior to the expiry of the validity period, SSC will notify the successful bidder in writing that the proposal submitted by the Bidder has been accepted. The notification of award will initiate the finalization of the contract. Upon the successful bidder's furnishing of performance bank guarantee, SSC will promptly notify each unsuccessful bidder and shall return their EMD.

11.2 Contract Finalization and Award

SSC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid based on QCBS evaluation of their Technical and Commercial bids, for the purpose of arriving at reasonable terms and conditions for the contract arising out of this RFP.

11.3 Signing of the Contract

At the time of notification of the successful bidder regarding the Bid having been accepted by the SSC, the SSC shall enter a contract with the successful bidder. SSC shall have the right to annul the award in case there is a delay of more than 21 days from the date of this notification, in signing of contract, for reasons attributable to the successful bidder.

11.4 Annulment of Contract

Failure of the successful bidder to abide by the Terms and Conditions of the Contract including the RFP shall constitute sufficient grounds for the annulment of the award, in which case, SSC would be free to take necessary action in the subject

11.5 Performance Bank Guarantee (PBG)

The selected Service Provider (SP) shall furnish Performance Bank Guarantees (PBGs) corresponding to the value of the awarded contract, as per the following structure:

1. PBG for One-Time Activities: A Performance Bank Guarantee equivalent to 3% of the total contract value of the one-time activities (as quoted in Section 10.1 - Commercial Bid) shall be submitted.
Note: This PBG will be returned to SP after completion of Milestone 05 as per section 5.18.
2. PBG for Annual Activities: A separate Performance Bank Guarantee equivalent to 3% of the total annual value of all recurring activities shall be submitted.
Note: This PBG will be returned to SP after completion of Milestone 06 as per section 5.18.
3. SSC may invoke forfeiture of the Performance Bank Guarantee for any failure on part of Bidder to fulfil its obligations as specified under the Contract Agreement executed with the successful bidder. The Contract PBG must be furnished within 21 days from the date of signing of the contract.

12 Service Level Agreements (SLAs)

Module / Activity	Service Level Definition	Target / Timeline	Penalty / Action
Web Application Uptime	Availability of SSC Web Application and backend services for candidate and SSC users, excluding approved maintenance windows.	Minimum 99.5% monthly uptime	a) 99–99.5% uptime – 1% deduction of monthly payment for web O&M. b) 98–99% – 3% deduction. c) Below 98% – 5% deduction and root-cause report submission.
Mobile Application Uptime	Availability of mySSC Mobile Application and its APIs on Android/iOS during operational hours.	Minimum 99% monthly uptime.	a) 98.5–99% uptime – 1% deduction of monthly mobile O&M payment. b) 97–98.5% – 3% deduction. c) Below 97% – 5% deduction and RCA submission
Application Form Configuration and Go-Live	Time from receipt of final approved exam parameters by SSC to successful launch of the online application form on both web and mobile platforms.	Within 5 working days from date of approval.	Delay beyond 5 days: ₹20,000 per day up to 5 days, thereafter ₹50,000 per day.
Application Correction Window Activation	Availability of correction window post-closure of application form, as per SSC calendar.	Activation within 2 working days of application closure.	₹10,000 per day of delay.
Admit Card Generation and Release	Completion of configuration, validation, and publishing of admit cards post allocation approval.	Within 3 working days of receipt of final allocation file from SSC.	₹25,000 per day of delay.
Answer-Key Challenge Activation	Publishing of candidate question/response data and opening of challenge portal after CBT completion.	Within 2 working days after receipt of data from ECA.	₹25,000 per day of delay.

Score Computation & Normalization	Completion of raw score and normalization processing after final answer key approval.	Within 3 working days from final key approval.	₹30,000 per day of delay.
Result ERP – Intermediate Result	Preparation and publication of intermediate result (Tier-wise / Stage-wise).	Within 5 working days from score approval by SSC.	₹40,000 per day of delay.
Final Result Processing & Publication	Completion of final result computation, approval workflow, and publishing.	Within 7 working days from SSC approval of final cut-off parameters.	₹50,000 per day of delay.
Option-cum-Preference Window Activation	Configuration and go-live of option-cum-preference form for eligible candidates.	Within 3 working days from SSC instruction.	₹15,000 per day of delay.
Dossier Generation & Transmission	Generation and electronic transmission of dossiers to ministries/departments post final result approval.	Within 10 working days of result publication.	₹25,000 per day of delay.
PET/PST / DV / DME / RME Configuration	Readiness of respective module with test parameters, data capture templates, and API linkage.	Within 5 working days from SSC schedule confirmation.	₹20,000 per day of delay.
Manpower shortage than minimum as per RFP	At all times, minimum declared manpower shall be available.	--	Deduction of applicable amount as per the shortage of manpower and the rates provided. Also, penalty of additional 10% amount over the same.
Error in Result Processing	Processing of results, either intermediate or final, shall be error free.	--	(a) Rs 10,000 per affected candidate up to 10 candidates. (b) Rs 20,000 per affected candidates for more than 10 candidates (If the number of affected candidates are 20, penalty will be Rs 2 lakh.

Notes

1. SLA timelines will start from Milestone 04 (Completion of Knowledge Transfer).

2. Penalties are deducted from the quarterly payment related to the affected module; SLA penalties are capped at 10% of that quarter's payable amount.
3. Downtime or delays attributable to SSC approvals, NIC Cloud outages, or other government dependencies will be excluded if formally recorded.

13 Terms of Payment

13.1 Payment Terms

Payment shall be made in Indian Rupees only. The payment terms and conditions applicable for each item quoted as per the Section 10.1.2, 10.1.3, 10.1.4, 10.1.5, 10.1.6, 10.1.7 are elaborated in the various clauses below.

1. **Item A: Implementation Services** in Commercial Bid of Section 10.1.2 for Item # 1 to Item # 8.
 - a. *5% payments will be made on successful completion of **Milestone 03** (completion and sign-off from SSC of new/revised technical architecture as per section 5.18).*
 - b. *95% on the successful completion of Milestone 05.*
2. **Item B: Knowledge Transfer** ((Name) Item #9)
 - a. *Payment will be applicable for three months from the signing of contract or achievement of Milestone 04, whichever occurs earlier.*
 - b. *100% at the end of three months from signing of contract or achievement of **Milestone 04**, whichever is less.*

Note: No payment will be made for KT services after the 3rd month. If the bidder delays KT, bidder will complete KT at no extra cost to SSC until **Milestone 04** is successfully completed.
3. **Item B: AS-IS Examination handling and O&M quoted for Item # 10, 14, and 15** (i.e. AS-IS handling of examination service and O&M).
 - a. *Payment will made from the date of successful completion of **Milestone 04** and will be applicable till 12th month from the date of signing of contract.*
 - b. *No advance payment will be made.*
 - c. *Payment will be made on quarterly basis after deduction of penalties, if any.*

Note: No payment will be made for AS-IS services after the 12th month. If the bidder delays implementation, AS-IS services will continue at no extra cost to SSC until **Milestone 05** is successfully completed.
4. **Item C: TO-BE Examination handling and O&M quoted for Item # 16, 20, and 21** (i.e. TO BE handling of examination service and O&M)
 - a. *Payment will start from the date of successful completion of **Milestone 05** (i.e. successfully complete of one-time activities) and will be applicable till end of contract.*
 - b. *No advance payment shall be made.*
 - c. *Payment will be made on quarterly basis after deduction of penalties, if any.*
5. **Item B and Item C: Handling of Examination Related Activities for additional examination (Item # 11, 12, 13, 17, 18 and 19):** Payment will be made separately on each work order as per the applicable type of exam in the following manner.
 - a. *50% on completion of conduct of examination.*

- b. *50% after 1 month from the declaration of final result or readiness of dossier system and completion of all the examination activities to be handled by the vendor, whichever is later. Penalties, if any, will be deducted from the payment.*
 - c. *For the ongoing additional examination, 50% payment will be admissible if the online application has been received and examination data has been shared with the parties concerned.*
- 6. **Item D: Helpline Manpower**
 - a. *Payment will made from the date of successful completion of **Milestone 04** and will be applicable till end of contract.*
 - b. *No advance payment will be made.*
 - c. *Payment will be made on quarterly basis after deduction of penalties, if any.*
- 7. **Item E: Additional Development & Change Request:** Payment will be made separately on each work order as per the applicable type of Module Type in the following manner.
 - a. *100% on completion of module or as agreed in work order payment terms.*

13.2 Milestone Delay Penalties

In additions to the penalties and action describe in section 12, the following additional penalties and actions will be applied to the bidder in case delayed milestones:

1. **Delay in Milestone 02 – Mobilisation:** Following penalties will be applicable in case Milestone 02 is delayed beyond 2 weeks from the signing of contract:
 - a. Zero to 2 weeks delay : 0.5 % of contract value per week.
 - b. >2 weeks delay : shall be treated as material breach and will result in termination of contract at SSC discretion along with forfeited of bidder's EMD/Bid security and blacklisting of bidding from participation in any of SSC tender for next 2 years.
2. **Delay in Milestone 04 – Completion of Knowledge Transfer:** Following penalties will be applicable in case Milestone 06 is delayed beyond 12 months from the signing of contract:
 - c. Zero to 3 weeks delay : 0.5 % of contract value per week
 - d. > 3 to 6 weeks delay : 1 % of contract value per week
 - e. >6 to 9 weeks delay : 1.5 % of contract value per week
 - f. > 9 weeks: Delay beyond 9th week will result in termination of contract at SSC discretion along with forfeited of bidder's EMD/Bid Security and/or 2.0 % of contract value per week.
3. **Delay in Milestone 05 – Completion of Upgrade, New Capabilities and Enhancement:** Following penalties will be applicable in case Milestone 05 is delayed beyond 12 months from the signing of contract:
 - a. Zero to 4 weeks delay : 0.5 % of contract value per week.
 - b. >4 to 8 weeks delay : 1.0 % of contract value per week.
 - c. >8 to 12 weeks delay : 1.5 % of contract value per week
 - d. > 12 weeks: Delay beyond 12th week will result in termination of contract at SSC discretion along with forfeited of bidder's EMD/Bid Security and/or 2 % of contract value per week.

13.3 General Payment Conditions

1. No Advance Payment: No advance shall be made under any circumstances.
2. Payment for a milestone will be made in 60 days from the date of receipt of commercial valid invoice by SSC along with supportive documents of successfully delivery of milestone delivery conditions.
3. Quarterly Payment Schedule: Quarterly invoices shall be raised post verification of deliverables and SLA compliance.
4. Verification: All invoices must be accompanied by SSC-issued completion or SLA compliance certificates.
5. Penalty Deductions: Any SLA-related penalties shall be deducted from the corresponding quarter's payment.
6. Any third-party audit (e.g., VAPT, STQC) or SSL certificate procurement carried out on written direction from SSC shall be reimbursed to the SP against submission of original invoices. Such invoices may be submitted along with quarterly invoices.
7. Statutory Deductions: Payments are subject to TDS, GST, or any other statutory deductions as per Government of India rules.
8. Performance Bank Guarantee: The SP shall submit a Performance Bank Guarantee (PBG) equivalent to 3% of the total contract value, valid for the entire contract duration.
9. Payment Release Timeline: All verified and complete invoices along with supportive documents shall be processed for payment within 30 working days of submission to SSC.
10. Contract Closure Payment: Final payment shall be released only after successful completion of all obligations, submission of final deliverables, and acceptance certificate by SSC.

14 Grievance Redressal and arbitration

14.1 Internal Grievance Redressal and Escalation Mechanism

If any of the party to contract is aggrieved by the Act of the other party not in consonance with the contract, grievance to be addressed to Member, SSC for resolution. If aggrieved further, the appeal lies with Chairman, SSC. The verdict/ interpretation of the Chairman, SSC shall be binding. If aggrieved further, the parties may approach arbitration under 'the Arbitration & Conciliation Act, 1996 (26 of 1996) or any statutory modifications or re-enactment thereof and Rules made thereunder'. Arbitration shall be pursued in the light of O.M. No. F.1/2/2024-PPD dated 03.06.2024 issued by the Department of Expenditure, Ministry of Finance. The place of arbitration shall be at 'New Delhi'.

14.2 Jurisdiction:

Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby especially agree to submit to the jurisdiction to such court.

14.3 Force majeure

Force majeure is herein defined as any cause which is beyond the control of the selected bidder or Staff Selection Commission as the case may be which they could not force or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract such as:

1. Natural phenomenon including but not limited to floods, droughts, earthquakes and epidemics.
2. Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The bidder or Staff Selection Commission shall not be liable for delay in performing their obligations resulting from any force majeure cause as referred to and/ or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations, expressed quantitatively shall be calculated on date of termination.

14.4 Exception Clause:

SSC reserves the right to allot the work to any Government Agency/PSU/society which delivers such services exclusively to Government or PSU.

14.5 Conflict of Interest:

The contract warrants that the bidders currently have no interest, direct or indirect, that would conflict with the performance of services required, and will not acquire any such interest. Any potential conflicts arising during the contract term must be immediately disclosed to the Commission, which may then require appropriate management, including recusal or cessation of conflicted activities, to ensure impartiality. The bidder found to have a conflict of interest may be disqualified. A bidder may also be considered to have a conflict of interest in this bidding process, if:

- a) They have controlling partner (s) in common, or

- b) They receive or have received any direct or indirect subsidy/ financial stake from any of them;
or
- c) They have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid or another Bidder,
or
- d) Bidder participates in more than one bid in this bidding process;

Participation by a Bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/ sub-assembly/ Assemblies from one bidding manufacturer in more than one bid.

Participation by bidders who have been selected for conducting the Computer Based Test, or as Content Authoring Agency, or Examination Monitoring Unit, or Security/ Integrity measures, and any other agency directly/ indirectly associated with above, would also be considered as Conflict of Interest.

15 Annexure

15.1 Non-Disclosure Agreement (NDA)

[On Company Letterhead]

This AGREEMENT (hereinafter called the “Agreement”) is made on the [day] day of the month of [month], [year], between SSC, on the one hand, (hereinafter called the “Purchaser”) and, on the other hand, [Name of the bidder] (hereinafter called the “Bidder”) having its registered office at [Address].

WHEREAS

The “Purchaser” has issued a public notice inviting various organizations to provide services for Technology & Operations Partner for SSC Examinations and Candidate Services (hereinafter called the “Project”);

The Bidder, having represented to the Purchaser that it is interested to bid for the proposed Project,

The Purchaser and the Bidder agree as follows:

1. In connection with the Project, the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal. The Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:
 - a) Hold such Information in absolute confidence with the same degree of care with which the Bidder protects its own personal, confidential and proprietary information;
 - b) Use the Information only as needed for the purpose of bidding for the Project;
 - c) Except for the purpose of bidding for the Project, will not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information;
 - d) Undertake to document the number of copies it makes with regard to the project; and
 - e) On completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information as relating to the project.
3. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:
 - a) Was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder’s written records prepared prior to such disclosure; or
 - b) Is or becomes publicly known through no wrongful act of the Bidder; or
 - c) Is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the Information.
4. The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.
5. The Purchaser will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available under statutes or in equity for such a breach.
6. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Bidder, in any of the Information. Notwithstanding the disclosure of any

Information by the Purchaser to the Bidder, the Purchaser shall retain title in all intellectual property and proprietary rights to the Information. No license under any trademark, patent or copyright, or application for same that now or thereafter may be obtained by such party is either granted or implied by the conveyance of Information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Purchaser on any copy of the Information, and shall reproduce any such mark or notice on all copies of such Information.

7. This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.
8. Upon written demand of the Purchaser, the Bidder shall (i) cease using the Information, (ii) return the Information and all copies, notes or extracts thereof to the Purchaser forthwith after receipt of notice, and (iii) upon request of the Purchaser, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.
9. This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties to the contract. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.
10. CONFIDENTIAL INFORMATION IS PROVIDED "AS-IS" WITH ALL FAULTS. IN NO EVENT SHALL THE PURCHASER BE LIABLE FOR THE ACCURACY OR COMPLETENESS OF THE CONFIDENTIAL INFORMATION.
11. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliates, successors and assigns.
12. Agreement shall be governed by and construed in accordance with the Indian laws.
13. Additional oral agreements do not exist. All modifications and amendments to this agreement must be made in writing.

For and on behalf of the Bidder

(Signature)

(Name of the Authorized Signatory)

Date

Address

Location:

15.2 Earnest Money Deposit (EMD)

In consideration of _____ (hereinafter called the "Government") Represented by SSC, on the first part and M/s _____ (Hereinafter referred to as "Bidder") on the Second part, having agreed to Accept the Earnest Money Deposit of Rs. 1,00,00,000/- (Rupees One Crore Only) in the form of Bank Guarantee/ Demand Draft for the Request for Proposal _____, (Name of the Bank), (hereinafter referred to as the "Bank"), do hereby undertake to pay to the Government forthwith on demand without any demur and without seeking any reasons whatsoever, an amount not exceeding _____ (Rupees _____) and EMD shall remain valid till the 30 days from the date of award of contract to the successful bidder.

It will, however, be open to the Government to return the Guarantee earlier than this period to the Bidder, in case the Bidder does not qualify for the commercial negotiations by the Commercial Negotiations Committee (CNC) as constituted by the Government after a recommendation is made by the CNC on the bid(s) after an evaluation.

1. In the event of the Bidder withdrawing the tender before the completion of the stages prior to the Commercial negotiations or during the Commercial negotiations, as the case may be, the Performance Bank Guarantee deposited by the Bidder stands forfeited to the Government. We also undertake not to revoke this guarantee during this period except with the previous consent of the Government in writing and we further agree that our liability under the Guarantee shall not be discharged by any variation in the term of the said tender and we shall be deemed to have agreed to any such variation.
2. No interest shall be payable by the Government to the Bidder on the performance bank guarantee for the period of its currency.

Dated this ____ day of ____

For the Bank of (Manager)
(Signature)

15.3 Bid Securing Declaration from Bidders in lieu of EMD

(On Bidder's Letterhead)

I / We, the authorized signatory of M/s participating in the subject tender No. for _____, do hereby declare:

1. That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.
2. That in the event we withdraw/ modify our bid during the period of validity OR I/ we fail to execute formal contract agreement within the given timeline OR I/ we fail to submit a Performance Security within the given timeline OR I/ we commit any breach of Tender Conditions/ Contract which attracts penal action of forfeiture of EMD and I/ we will be suspended from being eligible for bidding/ award of all future contract(s) of Staff Selection Commission for a period of three years from the date of committing such breach.

Signature and Seal of Authorized Signatory of Bidder

Name of Authorized Signatory:

Company Name:

15.4 Undertaking on Patent Rights

[Company Letterhead]

[Date]

To

Director (Administration)
Staff Selection Commission,
Block No-12, CGO Complex,
Lodhi Road, New Delhi – 110003

Sub: Undertaking on Patent Rights

Sir,

1. I/We as Bidder do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment, systems or any part thereof to be supplied by us. We shall indemnify SSC against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the Bidder shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to SSC and persons authorized by SSC, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve SSC of any legal action.

Yours faithfully,

Authorized Signatory
Designation

15.5 Undertaking on Pricing of Items of Technical Response

[Date]

To

Director (Administration)
Staff Selection Commission,
Block No-12, CGO Complex,
Lodhi Road, New Delhi - 110003

Sub: Undertaking on Pricing of Items

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical proposal. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Yours faithfully,

Authorized
Designation

Signatory

15.6 Undertaking on Service Level Compliance

[Company Letterhead]

[Date]

To

Director (Administration)
Staff Selection Commission,
Block No-12, CGO Complex,
Lodhi Road, New Delhi - 110003

Sub: Undertaking on Service Level Compliance

Sir,

1. I/We as Bidder do hereby undertake that we shall monitor, maintain and comply with the service levels as desired in the RFP to provide quality service to the SSC.
2. However, if the proposed number of resources is found to be not sufficient in meeting the tender and/or the Service Level requirements given by SSC, then we will augment the team without any additional cost to SSC.

Yours faithfully,

Authorized
Designation

Signatory

SSC may invoke forfeiture of the Performance Bank Guarantee for any failure on part of Bidder to fulfil its obligations as specified under the Contract Agreement executed with the successful bidder.

15.7 Undertaking on Clause 144 (xi) of GFR

[Land locked borders]

To

Director (Administration)

Staff Selection Commission,

Block No-12, CGO Complex,

Lodhi Road, New Delhi - 110003

Subject: Submission of Model Certificate in compliance of Rule 144 (xi) of GFR 2017.

Dear Sir/Madam,

I have read the clause regarding restrictions on procurement from a bidder of a country which shares land border with India; I hereby certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

I have read the clause regarding restrictions on procurement of a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

15.8 Hardware Specifications

The hardware specifications which SSC needs to provide to the Bidder for enablement of the solution, shall be submitted by the bidder along with the bid.

Appendix-A

Appendix containing AS-IS document will be provided to the interested bidders on submission of Non Disclosure Agreement as per Annexure.