HARYANA STAFF SELECTION COMMISSION
BAYS NO.
67-70, SECTOR-2, PANCHKULA-134115
(Website www.hssc.gov.in)

TENDER DOCUMENT

SHORT TERM E-TENDER NOTICE

E-TENDER REFERENCE NUMBER:
E-tender/HSSC/2026/Various Service /4272 dated: 20.11.2026

Tender for Empanelment of Experienced Central/State PSUs for Providing "Security Ancillary Services (**CCTV Surveillance, Candidate Identity Verification (Biometric) and Frisking**)" for Examinations Conducted by the Haryana Staff Selection Commission (HSSC)

Email: secretary.hssc-hry@gov.in

Dated: 20.11.2026

-Sd-
Secretary,
Haryana Staff Selection Commission (HSSC)
Bays No. 67-70 Sector-2, Panchkula -134151

TABLE OF CONTENTS

Section-I 3-9

A. ABOUT HARYANA STAFF SELECTION COMMISSION (HSSC) 3
B. E-TENDER NOTICE… 3-4
C. THE TENDER DOCUMENTS 4
D. ELIGIBILITY CRITERIA FOR PARTICIPATION IN THIS TENDER 5-6
E. SUBMISSIONS OF BIDS 6-7
F. EARNEST MONEY DEPOSIT (EMD)… 7-8
G. DISCLAIMERS AND RIGHTS OF HSSC 8
APPENDIX TO NIT: TENDER INFORMATION SUMMARY 9

SECTION-II 10-15

A. Candidate Identity Verification (Bio.) and Imp.. Con.. Ser.. (Activity-2). 10-11
B. CCTV SURVEILLANCE SERVICE (Activity-1)… 11-14
C. FRISKING OF CANDIDATES THROUGH HHMD (Activity-3)… 14-15

SECTION-III 16-28

A. DISCLAIMERS 16
B. PAYMENTS… 17
C. PREPARATION OF BIDS 17-19
D. EVALUATION OF BIDS… 19-21
E. SELCTION OF SUCCESSFUL BIDDER 21-22
F. CONTRACT SIGNING 22
G. PERFORMANCE BANK GUARANTEE (PBG)… 22
H. PERIOD OF CONTRACT AND WORK ALLOCATION 22-23
I. INDEMNITY 23
J. PROPRIETARY DATA 23
K. PENALTY BIOMETRIC 24-25
L. PENALTY CCTV SURVEILLANCE 26-27
M. PENALTY FRISKING 27-29

FORMS 29-33

FORM 1.1 29
FORM 1.2 30-31
FORM 1.3 32
FORM 1.4 33

ANNEXURES 34-39

ANNEXURE-I 34
ANNEXURE-II 35
ANNEXURE-III 36
ANNEXURE-IV 37
ANNEXURE-V 38
ANNEXURE-VI 39

SECTION I

A. ABOUT HARYANA STAFF SELECTION COMMISSION

HARYANA STAFF SELECTION COMMISSION (HSSC) deals with the recruitment of staff for various posts of Group C&D in the various Departments of the Government of Haryana and the subordinate offices.

B. E-TENDER NOTICE

E-TENDER NOTICE

"For Providing Security Ancillary Services (**CCTV Surveillance, Candidate Identity Verification (Biometric) and Frisking**) for Examinations Conducted by the HARYANA STAFF SELECTION COMMISSION**"**

For and on behalf of the HARYANA STAFF SELECTION COMMISSION ("HSSC"), Panchkula, **E-tenders are hereby invited** for providing **Security Ancillary Services** during examinations conducted by the HSSC for various recruitments: -

- Empanelment of PSU on "Non-Exclusive Basis" for execution and provision of various **Security and Ancillary Services** during examinations conducted by the HSSC.
- The empanelled PSU shall perform and execute the **"Activity"** as described in the table below**.**
- This E-Tender is invited from reputed Central/State PSUs that, Fulfill the eligibility criteria stipulated in the tender document, possess sufficient work experience and logistics capabilities for the required activities and have experience in conducting examinations, recruitment activities, or similar large-scale operational activities.
- **The venue for the examinations may be anywhere within the State of Haryana or the Union Territory of Chandigarh**.
- The term "**Activity**" has been detailed in the table hereunder: -

S. NO.	ACTIVITY	DESCRIPTION OF THE ACTIVITY
1.	Candidate Identity Verification (Biometric) and Impersonation Control Services **(Activity- 1)**	Implementation of Candidate Identity Verification (Biometric) through any **ONE** of the following **biometric authentication mechanisms**, as decided by the HSSC for a given examination: 1.1 Aadhaar based Fingerprint Authentication with Facial Recognition and QR Code Scanning ,**OR** 1.2 Aadhaar-based Touchless Iris Authentication with Facial Recognition and QR Code Scanning, **OR** 1.3 Digital Finger-print capturing (Non-Aadhaar) with Facial Recognition and QR Code Scanning, **OR** 1.4 Non-Aadhaar Touchless Iris capturing (Non-Aadhaar) with Facial Recognition and QR Code Scanning

		(Detailed Scope of Work is provided under Clause 1 of Section II).
2.	CCTV Surveillance and Remote Monitoring **(Activity- 2)**	Implementation of CCTV surveillance services to monitor candidates and examination staff at various examination sub-centres across the State. The services shall be provided through any **ONE** of the following modes, as decided by the HSSC for a given examination: 2.1. CCTV Recording of Examination Centres with live Streaming. 2.2. AI-based Live Webcasting and Recording of Examination Centres with Integrated Command & Control Centre (ICCC) Management and Supply of Recordings ***(The detailed Scope of Work for Activity-2, including the requirements applicable to each service mode, is provided under Clause 2 of Section II.)***
3.	Frisking of Candidates Through Hand Held Metal Detectors (HHMD) **(Activity- 3)**	Frisking of candidates and examination staff at the entry points of examination centres through deployment of trained male and female frisking personnel equipped with Hand Held Metal Detectors (HHMDs), as decided by the HSSC for a given examination. *(The detailed Scope of Work for Activity- 3 is provided under Clause 3 of Section II.)*

C. THE TENDER DOCUMENT

i. Bidders must read the complete „Tender Document":

The Notice Inviting Tender is an integral part of the Tender Document and serves a limited purpose of invitation, and does not purport to contain all relevant details for submission of bids. „Tender Information Summary" ("**TIS**") appended to this notice gives a salient summary of the tender information. Any generic reference to the Notice inviting Tender shall also imply a reference to TIS as well. However, Bidders must go through the complete Tender Document for details before submission of their Bids.

As such the Tender Document comprises of the Notice Inviting Tender, TIS as well as all the sections detailed hereinafter.

ii. Availability of the Tender Document:

The Tender Document shall be published on the Portal, i.e., at URL

- HSSC website http://www.hssc.gov.in
- on the website https://etenders.hry.nic.in

It shall be available for download after the date and time of the start of availability till the deadline for availability as mentioned in TIS. Unless otherwise stipulated in TIS, the Tender Document shall be available for download only after payment of requisite fee. Any query/ clarification regarding downloading Tender Documents and uploading Bids on the portal may

be addressed to the Help Desk (contact details given in TIS).

D. ELIGIBILITY CRITERIA FOR PARTICIPATION IN THIS TENDER

Subject to the provisions contained in this Tender Document, participation in this Tender Process is open to bidders fulfilling the Eligibility and Qualification Criteria specified herein. The Bidder shall satisfy the following Eligibility Criteria and submit documentary evidence in support of each criterion along with the Technical Bid.

The Bidder must:

(a) Be a Central Public Sector Undertaking (CPSU)/ State Public Sector Undertaking (SPSU) established under the Companies Act, 2013, and must have been in continuous existence in India for at least five (05) years as on the date of publication of this Tender. Consortium/Joint Venture bids shall not be permitted.

(b) Have an average annual turnover of not less than INR 100 Crores during the last three financial years, i.e., FY 2023-24, FY 2024-25 and FY 2025-26 of which at least INR 50 Crores in any one financial year shall be from examination projects.

(c) Have successfully executed examination project(s), directly for Central or State Government Departments, Commission, Boards, Government Autonomous Bodies or Public Sector Undertakings, during the last three financial years and the current financial year up to the closing date for submission of bids, involving the provision of one or more Activities specified in Section-II of this Tender Document, satisfying any one of the following criteria:

i. **One (01)** examination project of minimum value of **INR 20 Crores; or**

ii. **Two (02)** examination projects, each of minimum value of **INR 16 Crores; or**

iii. **Three (03)** examination projects, each of minimum value of **INR 12 Crores.**

(d) Should have work experience **during the last three financial years and the current financial year up to the closing date for submission of bids** in providing biometric-based Candidate Identity Verification (Biometric) (through Fingerprint or Iris) with Facial Recognition, Live CCTV Surveillance, and Frisking services, directly to Central or State Government Departments, Commission, Boards, Government Autonomous Bodies or Public Sector Undertakings. For **each of the aforesaid services**, the Bidder should have successfully executed examination project(s) covering a minimum of **1,50,000 (One lakh and fifty thousand) candidates in a single shift** of an examination.

(e) Have successfully executed examination project(s), directly for Central or State Government Departments, Commission, Boards, Government Autonomous Bodies or Public Sector Undertakings, during the last three financial years and the current financial year up to the closing date for submission of bids, involving provision of **CCTV Surveillance Services, Biometric-based Candidate Identity Verification (through Fingerprint or Iris) with Facial Recognition, and Frisking Services**. For each of the aforesaid services, the Bidder shall have successfully executed at least one examination assignment covering not less than 10,00,000 (Ten Lakh) candidates. The qualifying experience for the aforesaid services may be from different examination assignments.

(f) Not stand blacklisted, banned, debarred or declared ineligible by any Government Department, Ministry, Commission, Board, Council, University, Public Sector Undertaking,

Government Undertaking or any other Government Organization as on the date of publication of this Tender.

Supporting Documents for above:

Clause	Documentary Evidence
(a)	Certificate of Incorporation, GST Registration Certificate and PAN Card.
(b)	Audited Financial Statements or Turnover Certificate certified by a Chartered Accountant with valid UDIN.
(c)	Net Worth Certificate certified by a Chartered Accountant with valid UDIN.
(d), (e)	Copy of Govt. Work Order needto be enclosed.
(f)	Notarized Affidavit as per Annexure-III.

Bidders fulfilling the above Pre-Qualification Criteria shall be eligible for Technical Evaluation and shall be assigned a Technical Score according to the scoring model provided in Form 1.2

E. SUBMISSION OF BIDS

The Tenderer shall submit E- tender duly typed (in English) in prescribed format through the Designated Portal itself i.e., at https://etenders.hry.nic.in.

1) Technical Bid

a) The Technical Bid shall comprise all documents required under D (Eligibility Criteria) and Form 1.2.

b) Technical Bid shall consist of a complete detail of the instruments/equipment proposed to be used for executing the Activity alongwith its logistic capabilities, qua which the tenderer is submitting the tender.

c) The documents required under the Technical Bid must be duly signed by the authorized signatory of the bidder and submitted through the e- Tendering platform as part of the technical bid.

d) The commercials of the bid should NOT be indicated in the Technical Proposal. The failure to comply shall lead to rejection of bids. Disclosing of quoted rates in any manner in the technical bid will result in summary rejection of the bid.

e) The following **checklist** outlines the mandatory documents to be uploaded:

1. Proof of Tender Fee and Earnest Money Deposit (EMD)
2. Copy of Power of Attorney/ Board Resolution in the name of the Authorized signatory
3. Particulars of Bidder (as per the format prescribed in the tender document) **(Form 1.1)**
4. Certificate of Incorporation.
5. Goods and Services Tax (GST) Registration certificate.
6. Permanent Account Number (PAN) card.
7. Documentary Evidence as per Pre- Qualification Criteria detailed under Clause D of this section.
8. Valid Compliance Documents as per Technical Qualification Criteria detailed herein. **(Form 1.2)**
9. Average of the turnover of the firm (Form 1.3)
10. Detail of Number of Candidates (Form1.4)
11. Annexure-I: Letter of Undertaking (as per the tender format on bidder‟s letterhead).

12. Annexure-II (As per the tender format on bidder‟s letterhead)
13. Annexure-III (Declaration/Undertaking on Non-Judicial Stamp Paper of INR 100 as per specified format)
14. Annexure-IV: Bid Acceptance Letter (As per the tender format on bidder‟s letterhead)
15. Annexure-V (As per the tender format on bidder‟s letterhead)

2) Financial Bid

The commercials of the bid should NOT be indicated in the Technical Proposal. The failure to comply shall lead to rejection of bids.

The bidder will submit its rates in BOQ (Bill of Quantity) as uploaded on the website https://etenders.hry.nic.inas prescribed in **Annexure-VI**.

Disclosing of quoted rates in any manner in the technical bid will result in summary rejection of the bid. Quoting the rates apart from the prescribed format in the bid shall lead to disqualification of the bidder organization‟s participation.

3) Bids must be uploaded till the deadline for submission as mentioned in Tender Document itself.

4) The bid for above Activity should be addressed by the Tenderer in favour of the Secretary HARYANA STAFF SELECTION COMMISSION, Panchkula.

5) The Tenderer should make the payment of Earnest Money Deposit ("**EMD**") the abovementioned Activity in favour of Secretary, HARYANA STAFF SELECTION COMMISSION , Panchkula.

6) Conditional offer and/or offers without earnest money deposit (EMD) will not be considered and there will be no relaxation in any case for any reason. Only the negotiation initiated or in place at the time of opening of tender can be considered, if required or deemed fit by HSSC.

7) Before allocating/assigning the Activity work, the technical specifications & viability as well as the credibility, efficiency and financial soundness etc. of the tenderer/bidder will be considered.

8) All tenders will be kept valid for acceptance for 120 days from the tender closing date.

9) No manual Bids shall be made available or accepted for submission. In the case of downloaded documents, Bidder must not make any changes to the contents of the documents while uploading, except for filling in the required information.

10) The number of students/candidates appearing in such examination/recruitment process may vary, and range between hundreds to lakhs and there will not be a minimum guaranteed number of candidates/students.

11) Bids not complying with these provisions shall be rejected.

F. EARNEST MONEY DEPOSIT

1) The Bidder shall submit, along with their Bids, EMD of INR 2,00,000/- (Rupees Two Lac Only) for each service through Online Mode in favor of SECRETARY, HARYANA STAFF SELECTION COMMISSION . Scanned copy of Online Payment Receipt should be uploaded with technical bid.

2) EMD of all unsuccessful Bidders would be refunded by the Purchaser within 30 days of the Bidder being notified as being unsuccessful.

3) The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.

4) The bid submitted without EMD shall be summarily rejected.

5) The EMD of successful bidder shall be adjusted in the Security Deposit Amount of Rs. 10,00,000/- (Rupees Ten Lakh Only) payable by the successful bidder in the form of a bank guarantee and the said security amount shall be returned upon the determination of the Final Definitive Contract subject to conditions mentioned here in below, more specifically under Section-III(A)(i) here in below.

6) The EMD may be forfeited in the event of:

a. A Bidder withdrawing its bid during the period of bid validity

b. A successful Bidder fails to sign the subsequent contract in accordance with this RFP

c. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP

G. DISCLAIMERS AND RIGHTS OF HSSC

i. The issue of the Tender Document does not imply that HSSC is bound to select bid(s), and it reserves the right without assigning any reason to:

- reject any or all of the Bids, or
- cancel the tender process; or
- abandon the procurement of the services for execution of Activity; or
- issue another tender for identical or similar Activity

ii. No claim for compensation or otherwise except for the refund of EMD (*in terms of present Tender Document*) whatsoever for rejection of the E-tender will be entertained by the HSSC.

iii. The HSSC does not assure any minimum quantum of work/Activity during the tenure of the Final Definitive contract/agreement to be entered with the successful tenderer.

Note: *For further details, please refer to appended TIS and the complete Tender Document*

APPENDIX TO NIT: TENDER INFORMATION SUMMARY

Tender Document No. Tend. No. **E-tender/HSSC/2026/SECURITY/4066**

Tender Information Summary (TIS) *Applicable for the year 2026-27*			
Tender Inviting Authority	Secretary, Haryana Staff Selection Commission	**Address**	*BAYS NO. 67-70, SECTOR-2, PANCHKULA-134151*
Tender Notice	**E-tender/HSSC/2026/Various Service /4272** dated: 20.11.2026		
Critical Dates& Schedule			
Publish/Issuance Date	*20-11-2026*	**Bid Validity (Days from the date of Tender Opening)**	*120 DAYS*
Document Download Start Date & Time	*23-11-2026 FROM 9:00 AM*	**Document Download End Date & Time**	30-11-2026 *UPTO 10:00 AM*
Online Bid Preparation & Submission (Bidder Stage) Start Date & Time	*23-11-2026 FROM 4:00 PM*	**Online Bid Preparation & Submission (Bidder Stage) Closing Date & Time**	30-11-2026 *UPTO 10:00 AM*
Tender Opening (Technical Bid) Date & Time	*30-11-2026 From 11:00 AM*	**Tender Opening (Financial bid) Date & Time**	***To be intimated later***
Obtaining the Tender Document and Contact Person			
Tender Document Fee (INR)	Rs. 2000/-		
E-service Fee (INR)	Rs. 1000/-		
Earnest Money Deposit Amount (INR)	Rs. 2,00,000/- (Rupees Two Lakh Only) for each service		
Office/ Contact Person/ email for clarifications	Under Secretary, HSSC Contact: 0172-2586501, 98143-01658 Email: - Secretary.hssc-hry@gov.in		

SECTION-II
SCOPE OF WORK

1. Candidate Identity Verification (Biometric) and Impersonation Control Services (Activity- 1)

1. Impersonation Control Through Biometric Authentication.

The HSSC intends to implement Impersonation Control through Biometric Capturing and Authentication System to make the examination process robust by implementing any **ONE** of the following **biometric authentication mechanisms**, as decided by the HSSC for a given examination.

1.1. Aadhaar based Fingerprint Authentication with Facial Recognition and QR Code Scanning, **OR**

1.2. Aadhaar-based Touchless Iris Authentication with Facial Recognition and QR Code Scanning, **OR**

1.3. **Digital Finger-print capturing (Non-Aadhaar)** with Facial Recognition and QR Code Scanning, **OR**

1.4. Non-Aadhaar Touchless Iris capturing with Facial Recognition and QR Code Scanning.

i) Examination date and list of examination centres will be provided to the successful Bidder by HSSC at least one week before the date of commencement of examination.

ii) HSSC will provide centre-wise data (Roll Numbers, Photographs, Name, Exam Date/Shift etc.) of all registered candidates to the Bidder. The Bidder will use this data for Iris/Fingerprint and Facial Recognition and shall enable the respective mechanism and candidate verification during the examination and subsequent stages of the process.

iii) The Bidder will deploy hand-held touchless devices, integrated with QR/Bar code scanner and Facial recognition, supporting the biometric authentication mechanism selected by the HSSC - Aadhaar-based Authentication, Digital Fingerprint or IRIS capturing, as applicable, along with the required manpower, at each and every examination centre at the time of examination.

iv) Where the mechanism selected involves Fingerprint or IRIS capture, that capture component shall be integrated with an STQC-approved hand-held touchless scanner.

v) The solution shall have provision of a real-time attendance monitoring system through the secured web server, with real-time monitoring of the enrolment activity along with GPS coordinates and timestamp against every enrolment, to ensure that enrolment is done during the stipulated shift.

vi) The Bidder has to maintain the entire database and application server at two different seismic zones within India, designating one site as the Data Centre (DC) and the other as the Disaster Recovery (DR) site.

vii) The QR Code/Bar Code containing the Roll Number on the Admit Card of the candidate shall be scanned/read to auto-fetch the candidate details from the Application Database provided by HSSC. In case the QR Code/Bar Code is missing on the Admit Card, manual entry of the Roll Number with candidate information shall be made. Thereafter, Fingerprint/Iris capturing and Facial Recognition by the hand-held device shall be carried out at the security gate before the commencement of examination.

viii) The scanning of fingers shall be done in the following sequence if thumb print scanning cannot be done: Index finger, Middle finger, Ring finger, little finger.

ix) HSSC will arrange for AUA/ASA/Sub-AUA License to enable Aadhaar verification.

x) The Bidder shall deploy a de-duplication algorithm across the database to avoid duplicity of enrolment records.

xi) The facial recognition shall be performed in a completely stateless transaction of two images (one

image provided during online registration and the other captured on the day of the examination). Image requirements for facial recognition: -

(a) GIF, PNG, JPEG, TIFF RGB24 bpp;

(b) Face size: at least 60 pixels between eyes and a sharp image.

xii) After completion of the activity, the Bidder shall hand over the entire captured data in a Solid State Drive (SSD)/Hard disk drive (HDD) two copies (one master copy and one backup copy) in a sealed manner, super scribed with the Examination Name, along with a report and forwarding letter duly signed by the Bidder as report required by HSSC, within 10 days for CET C&D Exam and 05 days for any other examination to HSSC from the day of exam in ISO format to HSSC.

xiii) The Bidder shall verify the identity of candidates from the data captured during the examination at the time of the verification process as scheduled by HSSC.

xiv) The Bidder shall deploy at least one device with manpower for every 30 candidates during examinations. The Bidder shall also maintain an adequate buffer of additional devices at each examination centre to address emergencies.

xv) If the examination is conducted in two or more shifts in a day at a centre, the activity shall be performed separately for each shift during the duration of that shift.

xvi) After completion of work, the Bidder shall submit a self-attested centre-wise Work Completion Certificate to HSSC.

xvii) The solution shall not be Laptop/PC based. It shall be a hand-held device integrated with STQC-approved hand-held touchless scanner only. The weight of the device shall not exceed 1 kg.

xviii) Power supply at the examination centres shall be arranged by PSUs/Bidder.

2. CCTV SURVEILLANCE SERVICE (Activity-2)

The HSSC may require CCTV Surveillance and Remote Monitoring services for examinations conducted by the HSSC. Depending upon the requirement of a particular examination, the HSSC may engage the successful Bidder for any ONE of the following service modes: -

2.1 CCTV Recording of Examination Centres with live Streaming with Integrated Command & Control Centre (ICCC) Management and Supply of Recordings.

2.2 AI-enabled Live Webcasting and Recording of Examination Centres with Integrated Command & Control Centre (ICCC) Management and Supply of Recordings

The examination schedule, list of examination centres and the applicable service mode shall be communicated to the successful Bidder through the respective Work Order.

2.1 CCTV Recording of Examination Centres with Supply of Recordings

The following Scope of Work shall apply where CCTV Recording of Examination Centres with Supply of Recordings is required by the HSSC for a given examination.

The requirements under this Clause shall also form part of the scope applicable to Live Webcasting and Recording of Examination Centres with Central Control Room (CCR) Management and AI-based Live Webcasting and Recording of Examination Centres with Integrated Command & Control Centre (ICCC) Management, unless otherwise specifically provided.

i. Installation of CCTV colour cameras shall be completed at least one day prior to the scheduled date of examination and/or in such a manner that all CCTV cameras remain functional at least one (01) hour before the scheduled commencement of the examination and up to thirty (30) minutes after completion of the examination.
ii. The Bidder shall arrange the required manpower for installation, operation and dismantling of CCTV infrastructure at all examination centres.
iii. During the period of examination, CCTV services shall remain uninterrupted. The Bidder shall ensure proper functioning of the CCTV infrastructure with adequate backup throughout the examination period as specified in the respective Work Order.
iv. Power supply at the examination centres shall be arranged by PSUs/Bidder. The Bidder shall provide a minimum fifteen (15) minutes backup for its CCTV infrastructure at each examination centre.
v. All hardware required for execution of the Activity shall be supplied, installed, operated and maintained by the Bidder. The Bidder shall also impart necessary training/sensitization to personnel deployed at the examination centres.
vi. Internet connectivity and all other arrangements required for execution of the assigned CCTV Activity at each examination centre shall be arranged by the Bidder.
vii. The Bidder shall install and HSSC an adequate number of CCTV cameras at each examination centre to ensure coverage of all classrooms (minimum two diagonally CCTV camera for every twenty-four (24) candidates), entry and exit gates and the Control Room/Centre Superintendent taking into account any existing CCTV infrastructure available at the examination centre.

S. NO.	ACTIVITY	SCOPE OF WORK
1.	Provision of CCTV Cameras (1080p) in the Examination Centre(s)/Halls/rooms/ PST/PMT site or as per directions of HSSC, with live streaming/recording **with AI** facility.	• Provision of CCTV Cameras at the Entry and Exit point of every Examination Centre(s) & also in Examination Hall/Room, PST (Physical Standards Test)/PMT (Physical Measurement Test) venue or as per requirement with live streaming/recording **with AI**. • Record the Event of conduction of examination at the Entry and Exit point of every Examination Centre(s) & also in Examination Hall/Room, PST/PMT ground ("**Footage**") or as per requirement in Hard Disk Drive. • In case, Artificial intelligence Based CCTV Video Analytics Services are required by the HSSC during Live CCTV Surveillance. Bidders are required to provide below listed features: - • Generation of Alerts if any movement is detected at Entry/Exit Gates during Examination. • Generation of alerts if the furniture inside the classrooms is not properly arranged. • Generation of alerts if the cameras are offline or are tempered by Masking or Black Screen. • Generation of alerts if there is any movement in classrooms 1hour before or after the exam. • Generation of alerts if invigilator is not moving even after the specified time/inactivity is detected in invigilator's

		movement. • Generation of alerts if there are more than allowed number of people in Question Paper Room during the defined hours. • Generation of Alerts in case of detection of Crowd/Fight/Conflict inside the Classroom • Generation of Alerts if a mobile Phone is detected inside the classroom. • To organize and provide required manpower to install the CCTV devices at the Examination Centres/Halls/rooms, PST/PMT site or as per requirement. • HSSC will issue separate work orders for each examination to be conducted. Work orders will be issued only to the successful bidder/vendor with whom the contract shall be signed, according to the actual number of candidates registering for that particular examination and payment will be made as per the terms and conditions mentioned in the bid documents/contract.
2.	Minimum Technical Specifications	**1.** Camera Type IP Network CCTV Camera **2.** Resolution Minimum 2MP Full HD (Recommended 4MP) in 1080p **3.** Recording Continuous 24×7 recording **4.** Frame Rate 25–30 FPS **5.** Night Vision IR support up to 20–30 m **6.** Coverage Full hall visibility without blind spots
3.	Recommended Camera Requirement	**1.** Two diagonally installed cameras may cater to 24 candidates.

i. CCTV cameras shall be connected to the Internet and the Bidder shall establish and operate an Integrated Command & Control Centre (ICCC) for centralized live monitoring and management of CCTV feeds.

ii. The Bidder shall maintain the application, database and storage infrastructure through Cloud-based Data Centre (DC) and Disaster Recovery (DR) facilities located in two different seismic zones within India.

iii. CCTV feeds shall be transmitted through a secure VPN tunnel and one copy of the recordings shall be maintained on Cloud storage.

iv. The Bidder shall ensure that complete 100% of the live camera feeds remain available at the Central Control Room throughout the examination period.

v. The live monitoring platform shall enable identification of the State, City, Examination Centre and Examination Room on the LED display screens.

vi. The Bidder shall provide a 10 ft. × 12 ft. video wall, computers/laptops and adequate technical manpower at the ICCC.

vii. After completion of the activity, the Bidder shall hand over the entire captured data in a Solid State Drive (SSD)/Hard disk drive (HDD) two copies (one master copy and one backup copy) in a sealed manner, super scribed with the Examination Name, along with a report as prescribed/desired and forwarding letter duly signed by the Bidder as report required by HSSC, within 10 days for CET C&D Exam and 05 days for any other examination to HSSC from the day of exam.

2.2 AI-based Live Webcasting with Integrated Command & Control Centre (ICCC) Management

In addition to the requirements specified under Clauses 2.1 above, the following requirements shall apply where AI-based Live Webcasting and Recording of Examination Centres with Integrated Command & Control Centre (ICCC) Management is required by the HSSC for a given examination.

The bidders are required to provide AI-based Video Analytics with, inter alia, the following capabilities:

i. Generation of Alerts if any movement is detected at Entry/Exit Gates during Examination.
ii. Generation of alerts if the furniture inside the classrooms is not properly arranged.
iii. Generation of alerts if the cameras are offline or are tempered by Masking or Black Screen.
iv. Generation of alerts if there is any movement in classrooms 1hour before or after the exam.
v. Generation of alerts if Invigilator is not moving even after the specified time/ Inactivity is detected in Invigilator‟s movement.
vi. Generation of alerts if there are more than allowed number of people in Question Paper Room during the defined hours.
vii. Generation of Alerts in case of detection of Crowd/ Fight/ Conflict inside the Examination room.
viii. Generation of Alerts if a Mobile Phone is detected inside the classroom.
ix. All logs of alerts generated by AI-based Live Webcasting shall be submitted by Bidder center wise in prescribed format.

3. Frisking of Candidates Through HHMD (Activity-3)

The HSSC may require frisking services for candidates and examination staff through deployment of trained male and female frisking personnel equipped with Hand Held Metal Detectors (HHMDs),

Examination date and list of examination centres will be provided to the successful Bidder by HSSC at least one weeks before the date of commencement of examination.

The bidder shall ensure:

i) To Frisk the Candidates/ staff at the entry point of the examination center by employing trained manpower for male and female candidate along with HHMD by having separate enclosure for women candidates.
ii) No person to be allowed entry without identifications including candidates, staff or flying Squad' inspection.
iii) The Bidder should have adequate infrastructure for providing services for metal detector and manpower to make available at all the Examination venues.
iv) The Bidder shall be responsible to take all clearances, certificates, licenses and should comply with all statutory obligations required for undertaking/providing services.
v) Bidder shall maintain strict secrecy and confidentiality and will not divulge any information relating to assignment or examination to any third party, person, individual or boy corporate.
vi) The Bidder shall be informed at least one week in advance about exam centre venues by the concerned authorities of HSSC.
vii) The Bidder is advised to visit all the centers well in advance of the examination date to get acquainted with the available facilities at the center.
viii) The Bidder will check all admit cards and then only allow entry to candidates.
ix) Separate frisking for female candidates. Only female staff will frisk the female candidates in enclosures.
x) The Metal Detector provided for Frisking should be able to detect any prohibited metallic ornaments/electronic devices at examination centers on the day of examination except (pen & admit card).
xi) At every center, minimum, one frisking enclosure, one female & one male staff with metal detector has to

be deployed.

Male Frisking Personnel	*One per 50 Male Candidates.*
Female Frisking Personnel	*One per 50 Female Candidates.*

xii) Installation of HHMD, Frisking Enclosure at each & every Examination center at the time of examination conducted by HSSC.

xiii) The Bidder has to submit work completion certificate along with the center details to the HSSC.

NOTE: - The HSSC shall not be bound to award all three services to a single PSU and may allot work orders for different services to different empanelled PSU, as per the examination requirements.

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SECTION-III

A. DISCLAIMER

a) **Right to Reject any or all Bids**

The HSSC reserves its right to accept or reject any or all Bids, abandon/ cancel the Tender process, and issue another tender for the same or similar "Activity" at any time before the award of the contract. It would have no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action(s).

b) **Regarding Purpose of the Tender Document**

The Tender Document is neither an agreement nor an offer to prospective Bidder(s) or any other party hereunder. The purpose of the Tender Document is to provide the Bidder(s) with information to assist them in participation in this Tender Process.

c) **Regarding Documents/ guidelines**

The Tender Document, ensuing communications, and Contracts shall determine the legal and commercial relationship between the bidders/ contractors and the HSSC. No other Government or HSSC‟s document/ guidelines/ Manuals including its Procurement Manual (for internal and official use of its officers), notwithstanding any mention thereof in the Tender Document, shall have any locus- standi in such a relationship. Therefore, such documents/ guidelines/ Manuals shall not be admissible in any legal or dispute resolution or grievance redressal proceedings.

d) **Regarding Information Provided**

Information contained in the Tender Document or subsequently provided to the Bidder(s) is on the terms and conditions set out in the Tender Document or subject to which that was provided. Similar terms apply to information provided verbally or in documentary or any other form, directly or indirectly, by the HSSC or any of its employees or associated agencies.

e) **Regarding Tender Document:**

The Tender Document does not purport to contain all the information Bidder(s) may require. It may not address the needs of all Bidders. They should conduct due diligence, investigation, and analysis, check the information's accuracy, reliability, and completeness, and obtain independent advice from appropriate sources. Information provided in the Tender Document to the Bidder(s) is on a wide range of matters, some of which may depend upon interpreting the law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The HSSC, its employees and other associated agencies accept no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The HSSC, its employees and other associated agencies make no representation or warranty for the accuracy, adequacy, correctness, completeness or reliability, assessment, assumption, statement, or information in the Tender Document. They have no legal liability, whether resulting from negligence or otherwise, for any loss, damages, cost, or expense that may arise from/ incurred/ suffered howsoever caused to any person, including any Bidder, on such account.

B. PAYMENTS

a) General

Unless otherwise stipulated, the usual payment term is 100% on delivery and performance of Activity at the respective Centers in accordance with the Work Orders as shall be issued by the HSSC and upon submission of the recordings in the prescribed manner and format.

b) No Advance Payments

Unless otherwise stipulated, no advance payment of any type (Mobilization, secured advances etc.), shall be made by the HSSC. If so, provided the conditions for such advances shall be as per conditions stipulated therefore.

c) Terms of Payment

- The payment shall be in Indian Rupees and shall be paid only as per following terms of payment: -
  - **i.** Payment will be made within stipulated time on receipt of work completion certificate, along with Invoice complete in all respects.
  - **ii.** The number of Candidates for Biometric and Frisking services will be applicable as per Admit card generated and per camera per shift for CCTV as per rate finalized after negotiation.

d) Cancellation or Postponement

In the event of cancellation prior to examination or postponement of the examination due to any circumstance or situation or condition whatsoever, the Tenderer shall be entitled to payment in the following manner:

Cancellation or Postponement	Payment to be received by Tenderer
1 day prior to Date of Exam	The Service Provider will receive 80% of the total work order value.
Between 2-5 Days prior to date of exam	The Service Provider will receive 50% of the total work order value.
6-7 days prior to date of exam	The Service Provider will receive 40% of the total work order value. Applicable only for CCTV cameras and Biometric. No payment will made for Frisking services.
More than one week prior to date of Exam	No payment will be made to Service Provider

The public notice regarding cancellation of examination as uploaded on the website of the HSSC shall be considered sufficient and no separate intimation shall be given to the tenderer.

C. PREPARATION OF BIDS

a) The BID

i. Payment of EMD:

The Bidder / Tenderer shall be eligible to file the Bid only after compliance of condition relating to EMD as detailed hereinabove.

ii. Language of the bid

The bid submitted by Bidder and all subsequent correspondence and documents relating to the bid exchanged between Bidder and the HSSC shall be written in English or the Official Language. However, the language of any printed literature furnished by Bidder in connection with its bid may be written in any other language provided a translation accompanies the same in the bid language. For purposes of interpretation of the bid, translation in the language of the bid shall prevail.

iii. Acquaintance with Local Conditions and Factors

The Bidder, at his own cost, responsibility, and risk, is encouraged to visit, examine, and familiarize himself with all the site/ local conditions and factors. The Bidder acknowledges that before the submission of the bid, he has, after a complete and careful examination, made an independent evaluation of the local conditions, infrastructure, logistics, communications, the legal, environmental, and any other conditions or factors, which would have any effect on the performance of the contract. Bidders shall themselves be responsible for compliance with Rules, Regulations, Laws and Acts in force from time to time at relevant places. On such matters, the HSSC shall have no responsibility and shall not entertain any request from the bidders in these regards.

iv. Cost of Bidding

The Bidder(s) shall bear all direct or consequential costs, losses and expenditure associated with or relating to the preparation, submission, and subsequent processing of their Bids, including but not limited to preparation, copying, postage, delivery fees, expenses associated with any submission of samples, demonstrations, or presentations which the HSSC may require, or any other costs incurred in connection with or relating to their Bids. All such costs, losses and expenses shall remain with the Bidder(s), and the HSSC shall not be liable in any manner whatsoever for the same or any other costs, losses and expenses incurred by a Bidder(s) for participation in the Tender Process, regardless of the conduct or outcome of the Tender process.

v. Interpretation of Provisions of the Tender Document

The provisions in the Tender Document must be interpreted in the context in which these appear. Any interpretation of these provisions far removed from such context or other contrived or between-the-lines interpretation is unacceptable. Any query may be raised to the HSSC in the manner as written hereinabove, if so permitted.

vi. Quote Quantities/ Prices in both Numerals and Words

Although the software on the Portal may convert quantities/ rates/ amounts in numerical digits in Bids to words, the bidders are advised to ensure that there is no ambiguity in this regard.

vii. Alternate Bids not allowed.

Conditional offers, alternative offers, multiple bids by a bidder shall not be considered. The Portal shall permit only one bid to be uploaded.

b) Bid Validity

i. Unless specified to the contrary in the TIS, Bids shall remain valid for a period not less than 120 days from the deadline for the bid submissions stipulated in TIS. A bid valid for a shorter period shall be rejected as nonresponsive.

ii. In case the day upto which the bids are to remain valid falls on/ subsequently declared a holiday or closed day for the HSSC, the bid validity shall automatically be deemed to be extended upto the next working day.

iii. In exceptional circumstances, before the expiry of the original time limit, the HSSC may request the bidders to extend the validity period for a specified additional period. The request and the bidders' responses shall be made in writing or electronically. A bidder may

agree to or reject the request. A bidder who has agreed to the HSSC's request for extension of bid validity, in no case, he shall be permitted to modify his bid.

c) Non-Compliance of Instructions and rules set forth in this Tender Document

Bids are liable to be rejected as nonresponsive if a Bidder:

i. Fails to provide and/ or comply with the required information, instructions etc., incorporated in the Tender Document or gives evasive information/ reply against any such stipulations.

ii. Furnishes wrong and/ or misguiding data, statement(s) etc. In such a situation, bid shall be rejected as nonresponsive

d) Modification, Resubmission and Withdrawal of Bids

i. Modification & Resubmission

Once submitted on the portal, Bidder cannot view or modify his bid since it is locked by encryption. However, resubmission of the bid by the bidders for any number of times superseding earlier bid(s)before the date and time of submission is allowed. Resubmission of a bid shall require uploading of all documents, including financial bid afresh. The system shall consider only the last bid submitted.

ii. Withdrawal

The bidder may withdraw his bid before the bid submission deadline, and it shall be marked as withdrawn.

No bid should be withdrawn after the deadline for the bid submission and before the expiry of the bid validity period. If a Bidder withdraws the bid during this period, the HSSC shall be within its right to forfeit the Earnest Money Deposit (EMD) in addition to other punitive actions provided in the Tender Document for such misdemeanor.

D. EVALUATION OF BIDS

1. General Norms

a) Evaluation based only on declared criteria.

The evaluation shall be carried out based on the scrutiny and examination of all relevant data and details submitted by the bidder in its bid along with other allied information deemed appropriate by the HSSC. The evaluation of bids shall be strictly based on the criteria and conditions specified in this Tender Document.

b) Infirmity/ Irregularity/ Non-Conformity/ Deviations - Substantive or Minor

i. An infirmity/ irregularity or non-conformity/ exception/ deviation/ reservation/ omission from the requirements of the Tender Document shall be considered as a substantive deviation as per the following norm, and the rest shall be considered as Minor deviation:

- which affects in any substantive way the scope, quality, or performance standards of the Services;
- which limits in any substantive way, inconsistent with the Tender Document, the HSSC's rights or the Bidder's obligations under the contract; or
- Whose rectification would unfairly affect the competitive position of other Bidders presenting substantively responsive Bids.

ii. The decision of the HSSC shall be final in this regard. Bids with substantive deviations

shall be rejected as nonresponsive.

iii. Variations and deviations and other offered benefits above the scope/ quantum of Services stipulated in the Tender Documents shall not influence evaluation Bids. If the bid is otherwise successful, such benefits shall be availed by the HSSC, and these would become part of the contract.

iv. The HSSC reserves the right to accept or reject bids with any minor deviations. Wherever necessary; the HSSC shall convey its observation as per sub-clause below, on such „minor" issues to Bidder by registered/ speed post/ electronically etc. asking Bidder to respond by a specified date. If Bidder does not reply by the specified date or gives an evasive reply without clarifying the point at issue in clear terms, that bid shall be liable to be rejected as nonresponsive.

2. Preliminary Examination of Bids - Determining Responsiveness

A substantively responsive bid is one that is complete and conforms to the essential terms, conditions, and requirements of the Tender Document without substantive deviation, reservation, or infirmity.

Only substantively responsive bids shall be considered for further evaluation.

A bid may be rejected as non-responsive if:

i. The bid is not in the prescribed format or is not submitted as per the stipulations in the Tender Document.

ii. EMD has not been deposited.

iii. Bidder is not eligible to participate in the bid as per laid down eligibility criteria;

iv. The "Activity" offered are not eligible as per the provision of this tender.

v. Bidder has quoted conditional bids or more than one bid or alternative bids unless permitted explicitly in the TIS

vi. The bid validity is shorter than the required period.

vii. The bid departs from the essential requirements stipulated in the bidding document;

viii. Non-submission or submission of illegible scanned copies of stipulated documents/ declarations

3. Technical Evaluation

Only substantively responsive bids shall be considered for technical evaluation.

a) The technical evaluation shall verify conformity with:

- Eligibility and qualification criteria as per Clause D under Section 1.
- Conditions specified in the Tender Document

b) Technical bids shall be scrutinized by the **HARYANA STAFF SELECTION COMMISSION (HSSC)**.

c) Technical bids accompanied by valid EMD shall be opened in the presence of the bidders" representatives who may choose to attend.

d) The technical bids shall be then further evaluated by assigning score in accordance with the **evaluation matrix provided in Form 1.2 of this Tender Document**.

e) If relevant documents or proof for any evaluation criterion are not submitted, **no score**

shall be awarded for that criterion.

f) The **Technical Score** shall be calculated accordingly.

g) A bidder must obtain a **minimum technical score of 60 out of 100** to qualify in technical evaluation. Bidders scoring below 60 marks shall be disqualified and shall not proceed to the next stage of evaluation.

h) The Tender Evaluation Committee may call the bidder for **presentation or clarification** to assess the bidder‟s understanding of the scope and magnitude of the work. However, whether to call bidders for such interaction shall remain at the **sole discretion of the Committee**.

4. Opening of Financial Bid

The Financial Bids of only those bidders who have qualified in the Technical Evaluation stage shall be opened.

The proposals shall be opened by members of the Bid Evaluation Committee in the presence of bidders‟ representatives who may attend the opening. Representatives attending the opening shall carry a valid identity card and authorization letter from the bidding entity.

Any conditional bid shall be rejected.

Bids quoting NIL charges or NIL consideration shall be treated as non-responsive and shall not be considered for evaluation.

5. Evaluation of Financial Bids

The lowest Financial Quotes for each service category shall be determined individually and the bidder quoting lowest Financial quote for a respective service category shall be considered L1 for that respective category.

For evaluation purposes, the rates quoted exclusive of GST shall be considered for determining the L1 rates for each service category.

6. Correction of Arithmetical Errors

Arithmetical errors shall be rectified as follows:

- If there is a discrepancy between the unit price and the total price, the unit price shall prevail, and the total price shall be corrected accordingly.
- If there is a discrepancy between the amount written in words and figures, the amount written in words shall prevail.

Ambiguous financial bids that lead to more than one valid interpretation of the total price shall be rejected as non-responsive.

E. Selection of Successful Bidder

a) The bidder quoting the lowest financial quote for a respective service category shall be declared L1 for that respective service category.

b) The HSSC at its discretion may further empanel more than one bidder for a respective service category, based on their willingness to match the L1 rate.

c) The HARYANA STAFF SELECTION COMMISSION (HSSC) shall issue a Letter of Acceptance (LOA) to all bidder(s) agreeing to match the L1 rate.

d) Upon issuance of the LOA and completion of contractual formalities, the successful bidder(s) shall be empanelled with HSSC for providing Security and Ancillary Services for examinations conducted across the State/UT, Chandigarh.

e) The empanelled bidder shall remain eligible for issuance of examination-wise Work Orders during the contract period, in accordance with the terms and conditions of the Contract.

F. Contract Signing

a) The successful bidder shall submit the Performance Bank Guarantee (PBG) and execute the Contract Agreement, within twenty-one (21) days from the date of issuance of the Letter of Acceptance (LOA).

b) Failure to sign the Contract Agreement within the stipulated period may result in cancellation of the LOA and forfeiture of the Earnest Money Deposit (EMD), without prejudice to any other rights available to HSSC under this Tender Document.

G. Performance Bank Guarantee (PBG)

a) The successful bidder shall furnish a Performance Bank Guarantee (PBG) of INR 10,00,000 (Rupees Ten Lakh only) for each service to ensure due and faithful performance of its obligations under the Contract. The PBG shall remain valid throughout the contract period and for one year beyond the completion of the agreement.

b) Upon receipt of the Letter of Acceptance (LOA) from HSSC, the successful bidder shall:

- submit written **acceptance of the LOA within Seven (07) days**, and
- furnish the **Performance Bank Guarantee and execute the Contract Agreement within twenty-one (21) days** from the date of acceptance of the LOA

c) In case the successful bidder fails to furnish the **Performance Bank Guarantee within the stipulated time**, HSSC may, at its sole discretion:

- Cancel the **Letter of Acceptance**, and
- **Forfeit the Earnest Money Deposit (EMD)** furnished by the bidder, without issuing further notice and without prejudice to any other rights available to HSSC under this Tender Document.

d) The Performance Bank Guarantee shall remain valid at all times during the term of the contract, including any extensions or renewals thereof.

e) HSSC may invoke the Performance Bank Guarantee in the event of a material breach of contractual obligations by the Service Provider leading to termination of the contract.

f) Subject to satisfactory completion of all contractual obligations and provided that no dispute, legal proceeding, or claim is pending, the Performance Bank Guarantee shall be released within stipulated time after completion of the agreement period or declaration of examination results, whichever is later.

H. Period of Contract and Work Allocation

a) Contract Duration: The empanelment shall initially be valid for a period of One (01) year from the date of signing of the Contract Agreement. The contract may be extended

for a further maximum period of up to two (02) years subject to satisfactory performance of the Service Provider, and mutual agreement between HSSC and the Service Provider.

b) Allocation of Work Orders: During the contract period, HSSC may issue examination-specific Work Orders to the empanelled bidder for providing one or more Security and Ancillary Services, as required for a particular examination.

c) Each Work Order shall clearly specify the Security and Ancillary Services (one or more) required for the respective examination. Work Orders shall be issued based on the actual number of registered candidates, and payments shall be processed strictly in accordance with the terms and conditions of the Contract.

d) The Service Provider shall ensure flawless, timely, and uninterrupted execution of all services as per the directions, guidelines, and operational requirements communicated by HSSC under each Work Order.

I. Indemnity

a. The Successful Bidder and/or its Personnel shall indemnify and hold harmless, free of costs, the HSSC and its employees and officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney‟s fees and expenses, which may arise in respect of the Services Provided/Execution of Activity by the Successful Bidder under this Contract.

b. The Successful Bidder shall indemnify and keep harmless the HSSC from and against, all actions, suit proceedings, losses, costs, damages, charges, claims, and demands of every nature and description brought or recovered against the Successful Bidder because of any act or omission or default or negligence of the Successful Bidder or its personnel despite all reasonable and proper precautions may have been taken, during the execution of the Services.

J. Proprietary Data

a. All documents and other information provided by HSSC or submitted by the Tenderer to HSSC shall remain or become the property of HSSC. Tenderer is to treat all information as strictly confidential. All information collected, analyzed, designed, developed, processed or in whatever manner provided by the Tenderer to HSSC in relation to this project shall be the property of HSSC.
b. All Knowledge/Data which come to their notice as part of engagement shall not be used outside without permission of HSSC.
c. The Correspondence both Physical and Electronic shall be in the name of Secretary, HSSC.
d. Dedicated official Mail ID mentioned in bid shall alone be used for all correspondence associated with the engagement.
e. The Bidder shall not promote their Company in these correspondences and shall not disclose their identity in any manner.
f. In case of termination of the contract or a new Tenderer is engaged by HSSC then it would be responsibility of the previous Tenderer to hand over all data collected by the Tenderer as directed by HSSC.

K. PENALTY CANDIDATE IDENTITY VERIFICATION (BIOMETRIC)

The following penalties shall be leviable: -

i. **If any deficiency regarding non functional of all Biometric/IRIS at a particular centre is observed in the biometric data submitted by the Successful Bidder/Vendor, the payment should be made as per penalty clause.**

ii. **Common deficiencies are: - blurred or unclear candidates photographs, low-resolution biometric images, mismatch in biometric data, incomplete biometric capture, corrupted image/data files, missing candidate records, improper storage/submission of biometric data, failure of facial/photo verification etc.**

iii. In case of delay and not delivering the service as per agreement, the HSSC, solely at its discretion, shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies there under. In such case, the HSSC reserves the right to penalize or cancel the contract/agreement wholly or partially and make alternative arrangement at the risk and cost of the service provider with a notice of fifteen days to the Firm/PSU. The HSSC in certain eventualities may order blacklisting of the successful Bidder/Vendor.

iv. In case of any attempt to bypass the lawful and mandated object and process of conduct of examination, by the Bidder PSU or its personnel, shall entail legal consequences for the Bidder PSU and/or its personnel.

v. In case of delay and not delivering the service as per agreement, the HSSC, solely at its discretion, shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies there under. In such case, the HSSC reserves the right to penalize or cancel the contract/agreement wholly or partially and make alternative arrangement at the risk and cost of the service provider with **a notice of fifteen days to the Vendor**. The HSSC in certain eventualities may order blacklisting of the Vendor

vi. In case of any attempt to bypass the lawful and mandated object and process of conduct of examination, by the Vendor or its personnel, shall entail legal consequences for the Vendor and/or its personnel.

vii. HSSC reserves complete right to stop or deduct any pay mentor part thereof if the services are not provided to the satisfaction of HSSC the level mentioned above or for any of reasons mentioned above or other reason considered appropriate by the HSSC.

viii. If the result of examination is set aside by the courts on any technical ground relatable to conduct of the Vendor, then in such cases the Vendor shall not be entitled to any compensation/remuneration qua that activity and if the Vendor has been paid the amount it shall become recoverable. Action for forfeiture of performance guarantee as well as blacklisting of Vendor may be taken.

ix. It will be the sole responsibility of the Vendor if there is any discrepancy or failure to comply with the requirement of the HSSC in the assignment and any lapse will lead to penal/legal action against the Vendor, besides appropriate compensation towards loss accruing to the HSSC because of not providing satisfactory services.

x. In the event of any difficult doubt etc. the Vendor must immediately contact HSSC, to sort out the problem. Plea about its inability to do any part of the work correctly and

within the target dates specified on the ground of some doubts or some difficulties encountered will not be acceptable and shall not be the ground not to impose penalty.

xi. Penalty for poor work resulting in inaccurate outputs like mismatched/poor photographs, affecting the result will be total bill amount of the examination of the VENDOR i.e. non-payment of total bill of all the centres as well as forfeiture of performance guarantee.

xii. The penalty of the poor work i.e. inaccurate output in photo capturing/photo mismatch/poor photographs will be as under: -

Sr. No.	Discrepancies / Default	Penalty for Biometric
1.	**The Common deficiencies for Biometric: -** Blurred or unclear candidate‟s photographs, low-resolution biometric images, mismatch in biometric data, incomplete biometric capture, corrupted image/data files, missing candidate records, improper storage/submission of biometric data, failure of facial/photo verification and left-over candidates etc.	A additional penalty equal to 200% (two times) of the quoted price/negotiated price value corresponding to the percentage of quality errors shall be imposed.
2.	Failure to submit the required data, reports or other deliverables within 10 days for CET C&D Exam and 05 days for any other examination from the day of exam.	A penalty of Rs.50,000/- (Rupees Fifty Thousand only) per day shall be imposed for the delay beyond the stipulated period, until submission of the complete data.

Note: - The above penalty clauses shall apply separately to CCTV, Biometric and Frisking services, as applicable, and shall be incorporated into the tender documents and agreement.

xiii. HSSC reserves complete right to stop any payment or part thereof, if the service is not provided to the satisfaction of HSSC or for any of reasons mentioned above or other reason considered appropriate by the HSSC for taking this action.

xiv. **Blacklisting/Debarment Clause: -** If the percentage of errors or deficiencies by an agency exceeds 20% of the total work performed in a particular examination, as reported by the center Superintendent or other authorized official the HSSC shall have the reserve/complete right to blacklisting/ debar the agency.

L. PENALTY CCTV SURVEILLANCE (CCTV)

There shall be leviable following penalties as under:-

i. **If any deficiency regarding non functional of any CCTV Cameras at a particular centre is observed in the CCTV Cameras data submitted by the Successful Bidder/Vendor, the payment should be made as per penalty clause.**

ii. **The common deficiencies are: - Poor or unclear video quality, low resolution footage, massing recordings, corrupted or tampered data, incomplete camera coverage, unreadable footage, wrong time synchronization, non-availability of recordings when demanded etc.**

iii. In case of delay and not delivering the service as per agreement, the HSSC, solely at its discretion, shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies thereunder. In such case, the HSSC reserves the right to penalize or cancel the contract/agreement wholly or partially and make alternative arrangement at the risk and cost of the service provider with a notice of fifteen days to the PSU. The HSSC in certain eventualities may order blacklisting of the successful tenderer.

iv. In case of any attempt to bypass the lawful and mandated object and process of conduct of examination, by the Bidder PSU or its personnel, shall entail legal consequences for the Bidder PSU and/or its personnel.

v. If there is delay in installation of components or delay in reporting of staff deployed for services as per work order, then no payment for that centre will be made.

vi. The penalty of the poor work i.e. Inaccurate output will be as under: -

Sr. No.	Discrepancies / Default	Penalty for CCTV
1.	Any service not provided by the agency as per the tender requirements.	No payment shall be made for the unperformed service/units. In addition, a penalty equal to 200% of the quoted price/ negotiated price for unperformed service/units shall be imposed.
2.	The common deficiencies for CCTV: - Poor or unclear video quality, low resolution footage, massing recordings, corrupted or tampered data, incomplete camera coverage, unreadable footage, wrong time synchronization, non-availability of recordings when demanded etc.	A additional penalty equal to 200% (two times) of the quoted price/negotiated price value corresponding to the percentage of quality errors shall be imposed.
3.	Failure to submit the required data, recordings, reports or other deliverables within 10 days for CET C&D Exam and 05 days for any other examination from the day of exam.	A penalty of Rs.50,000/- (Rupees Fifty Thousand only) per day shall be imposed for the delay beyond the stipulated period, until submission of the complete data.

Note: - The above penalty clauses shall apply separately to CCTV, Biometric and Frisking services, as applicable, and shall be incorporated into the tender documents and agreement.

vii. HSSC reserves complete right to stop or deduct any payment or part thereof if the services are not provided to the satisfaction of HSSC the level mentioned above or for any of reasons mentioned above or other reason considered appropriate by the HSSC.

viii. **Blacklisting/Debarment Clause: -** If the percentage of errors or deficiencies by an agency exceeds 20% of the total work performed in a particular examination, as reported by

the center Superintendent or other authorized official the HSSC shall have the reserve/complete right to blacklisting/ debar the agency.

ix. If the result of examination is set aside by the courts on any technical ground relatable to conduct of the VENDOR, then in such cases the VENDOR shall not be entitled to any compensation/remuneration qua that activity and if the Vendor has been paid the amount it shall become recoverable. Action for forfeiture of Performance Bank Guarantee as well as blacklisting of Vendor may be taken.

x. It will be the sole responsibility of the PSU if there is any discrepancy or failure to comply with the requirement of the HSSC in the assignment and any lapse will lead to penal/legal action against the PSU, besides appropriate compensation towards loss accruing to the HSSC because of non-functioning of CCTV/ not providing satisfactory services.

PENALTY (FRISKING)

The following penalties shall be leviable: -

1.1 In case of any candidate being left/missed to be frisked, intentionally or unintentionally, during Frisking stage at the time of Examination, Vendor would be penalized by the HSSC in the following manner:

- Penalties shall be imposed for any absence in the manpower deployed by the PSU. Since HSSC has prescribed a minimum deployment ratio of four frisking personnel (2 male + 2 female) for each examination centre, any shortage or absence in the deployed manpower shall attract proportionate deduction in payment. Accordingly, if even one frisking personnel deployed by the PSU remains absent from duty, payment corresponding to that personnel shall not be released in the PSU‟s bill.

Sr. No.	Discrepancies / Default	Penalty for Frisking
1.	In case of, if any personnel of the PSU at the centre found absent from duty.	No payment shall be made for the unperformed service. In addition, a penalty equal to 100% of the quoted price/ negotiated price for unperformed service shall be imposed.
2.	The common deficiencies for Frisking: - If in the case of frisking team with proper enclosures and HHMD devices does not reach the examination centre at least 1 hour before entry time, In the case of non-frisked candidate at the examination centre or in case frisking team does not report at the examination centre.	A additional penalty equal to 100% (one time) of the quoted price/negotiated price value corresponding to the percentage of quality errors shall be imposed.

Note: - Penalties shall be imposed in proportion to the manpower deployed by the PSU. Since HSSC has prescribed a deployment ratio of one frisking personnel for every 50 candidates, any absence of deployed personnel shall attract proportionate deduction in payment. Accordingly, if even one frisking personnel deployed by the PSU remains absent from duty, payment corresponding to the frisking of 50 candidates assigned to that personnel shall not be paid from the PSU‟s bill.

- HSSC reserves complete right to stop any payment or part thereof, if the services are not provided to the satisfaction of HSSC or for any of reasons mentioned above or other reason considered appropriate by the HSSC for taking this action.

- If the result of examination is set aside by the courts on any technical ground relatable to conduct of the Vendor, then in such cases the Vendor shall not be entitled to any compensation/remuneration qua that activity and if the Vendor has been paid the amount it shall become recoverable. In addition a penalty equivalent to bill amount shall be imposed and action for forfeiture of performance guarantee as well as blacklisting of Vendor shall be taken.
- All Payments shall be made subject to grant of Administrative and Financial approval of the State Government.
- It will be the sole responsibility of the PSU to comply with the requirement of the HSSC in the assignment and any lapse will lead to penal/legal action against the PSU, besides appropriate compensation towards loss accruing to the HSSC because of non-functioning of Frisking/ not providing satisfactory services.

*****

FORM 1.1

PARTICULARS OF BIDDER

(To be attached with the Technical Bid)

1.	Name and Address of the Bidder		
2.	Incorporation status of the bidder		
3.	Date of establishment		
4.	Details of Contact Person Name and Designation Mobile No. Email Id.		
5.	CIN Number		
6.	Annual Turnover during the last three financial years,	FY 2023-24	
		FY 2024-25	
		FY 2025-26	
7.	PAN No.		
	GST No.		

Name of the Bidder:
Authorized Signatory:
Seal of the Organization:
Date:

FORM 1.2

TECHNICAL QUALIFICATION CRITERIA

Scoring Matrix, Technical Bid and Financial Bid Evaluation

The following table details the technical evaluation criteria along with the allocated score for each one of the criteria to arrive at the Technical Score of the bidder, The total maximum score of technical bids is 100.

Note: - "Only bidders who fulfill all the eligibility conditions prescribed under Section D shall be evaluated under this scoring matrix. Bids that do not meet any condition under Section D shall be treated as non-responsive and shall not be considered for technical scoring."

Note:

1. The Bidding PSU should be a single entity (shall include any legal entity wherein a merger, takeover might have happened and even when there is a change of name following due process shall also be considered as single entity) fulfilling the eligibility criteria mentioned in this document and should be in existence for at least Five years as on the closing date for submission of Bid. The Bidding Agency should participate as a single entity, no consortium or group companies will be allowed. The supporting valid document regarding the same must be attached by the bidder.
2. The Bidder shall not be under ban or blacklisted for any reason, by any Government entity in India as on the last date of submission of the Bid.
   Suppression of information/facts would lead to Summarily disqualification of the bid submitted. Consortium in any form is not allowed in this bid.

Sr. No.	Criteria	Documents Required	Max. Marks	Marks Allocation
1	**Average Annual Turnover** during the last three financial years, i.e., FY 2023-24, FY 2024-25 and FY 2025-26. a) Between INR 100 Cr and less than INR 150 Cr – **10 Marks** b) Between INR 150 Cr and less than INR 250 Cr – **20 Marks** c) INR 250 Cr and above – **25 Marks**	Audited Balance Sheets, Profit & Loss (P&L) Statements along with summery of P&L Statement of all balance sheet certified by CA Certificate with valid UDIN.	**25**	
2	**Revenue from Examination Projects in** any one financial year during the last three financial years, i.e., FY 2023-24, FY 2024-25, FY 2025-26. a) Between INR 50 Cr and less than INR 75 Cr – **10 Marks** b) INR 75 Cr and above – **15 Marks**	Payment Certificates issued by the Client and CA Certificate with valid UDIN specifying revenue from examination projects.	**15**	
3	Maximum number of candidates covered in a single shift in an examination assignment involving **one or more Activities specified under Section B** during the last three financial	Work Orders or Completion Certificates or Client Certificates.	**20**	

	years. a) Between 1,50,000 and less than 2,00,000 candidates – **10 Marks** b) Between 2,00,000 and less than 3,00,000 candidates – **15 Marks** c) 3,00,000 candidates and above – **20 Marks**			
4	Number of financial years during which the Bidder has successfully executed examination projects involving **one or more Activities specified under Section B** for Central/State Government Departments, HSSCs, Boards, Government Autonomous Bodies or PSUs during FY 2022-23 to FY 2025-26 and the current financial year up to the closing date for submission of bids. **5 Marks** for each qualifying financial year, subject to a maximum of **20 Marks**.	Work Orders or Completion Certificates.	**20**	
5	Number of examination assignments successfully executed involving **one or more Activities specified under Section-II** for Central/State Government Departments, HSSCs, Boards, Government Autonomous Bodies or PSUs during FY 2022-23 to FY 2025-26 and the current financial year up to the closing date for submission of bids. a) 1 to 3 examination assignments - **10 marks** b) 3 to 5 examination assignments – **15 Marks** c) More than 5 examination assignments – **20 Marks**	Work Orders/Completion Certificates.	**20**	

Note: - Minimum marks to qualify for opening of financial bid are 60 out of 100.

Name of the Bidder:
Authorized Signatory:
Seal of the Organization:
Date:

FORM-1.3

FINANCIAL INFORMATION

S. No.	Details	(1) 2023-24	(2) 2024-25	(3) 2025-26
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Net Worth			

Note: - This format is indicative and bidder has to provide similar information on the CA‟s letterhead.

Name of the Bidder:
Authorized Signatory:
Seal of the Organization:
Date:

FORM-1.4

DETAIL OF NUMBER OF CANDIDATES

Details of examination projects executed by the bidder involving **Security Ancillary Services** for Government Departments during the last three financial years and the current financial year up to the closing date for submission of bids.

Sr. No	**Particular**	**Maximum number of candidates covered in a single shift/session.**		**Maximum number of candidates handled in a single examination assignment.**	
		Name of Examination & Department	Number of Candidates	Name of Examination & Department	Number of Candidates
1	Experience in examination projects involving CCTV Surveillance of Candidates for any Government Department, HSSCs, Boards, Government Autonomous Bodies or Public Sector Undertakings.				
2	Experience in examination projects involving Biometric-based Impersonation Control of Candidates for any Government Department, HSSCs, Boards, Government Autonomous Bodies or Public Sector Undertakings.				
3	Experience in examination projects involving Frisking of Candidates for any Government Department, HSSCs, Boards, Government Autonomous Bodies or Public Sector Undertakings.				

Name of the Bidder:
Authorized Signatory:
Seal of the Organization:
Date:

ANNEXURE-I

LETTER OF UNDERTAKING
(ON THE LETTER HEAD OF THE BIDDER)

To

THE SECRETARY,
HARYANA STAFF SELECTION COMMISSION,
PANCHKULA, HARYANA.

Sir,

This bears reference to dated //2026. We, hereby, accept all the terms and conditions for submitting bid as mentioned in this Bid document.

We hereby certify that no terms and conditions have been restricted by us in the Financial Bid.

We agree that we shall not prevent HSSC from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of bid document and contract.

The above document is executed on __//2026 and we accept that if anything out of the information provided by us is found incorrect/false, our bid/ work order shall be liable for rejection.

Yours faithfully,

Name of the Bidder:
Authorized Signatory:
Seal of the Organization:
Date:

ANNEXURE-II

DECLARATION

I _____, s/o/d/o Shri _____, hereby declare that none of the relatives of any employee of our organization is employed in HARYANA STAFF SELECTION COMMISSION (HSSC), Panchkula. In case at any stage as on day of bidding, it is found that the information given by me is false/incorrect, HSSC shall have the absolute right to take any action as deemed fit without any prior intimation to me.

Dated:

Name of the Bidder:
Authorized Signatory:
Seal of the
Organization:
Date:

ANNEXURE-III

SELF-DECLARATION – NON-BLACKLISTING

(On Non-Judicial Stamp Paper of INR 100)

To

THE SECRETARY,
HARYANA STAFF SELECTION COMMISSION
PANCHKULA, HARYANA

Sir,

In response to the Bid dated_____2026, I/we hereby declare that presently our Company/Organization _____does not stand blacklisted by any Govt. Organization/ Board/ Council/ University/ HSSC and any other Government/ PSU / Government undertaking organization as on day of tender bidding.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD/PBG may be forfeited in full and the bid if any, to the extent accepted may be cancelled.

Yours faithfully,

Name of the Bidder:
Authorized Signatory:
Seal of the Organization:
Date:

ANNEXURE-IV

BID ACCEPTANCE LETTER

Date: _____
To,

THE SECRETARY,

HARYANA STAFF SELECTION COMMISSION,

PANCHKULA, HARYANA

Sir / Madam,

Subject: Acceptance of Terms & Conditions of Bid. Bid Reference No: _____

Name of Bid / Work: _____

We have downloaded / obtained the bid document(s) for the above mentioned „Bid/Work‟ from the web site(s) namely as per your advertisement, given in the above-mentioned website(s).

We hereby certify that we have read the entire terms and conditions of the bid documents from Page No. _____to _____(including all documents like annexure(s), schedule(s), etc.,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

The corrigendum(s) issued from time to time by HSSC has also been taken into consideration, while submitting this acceptance letter. We hereby unconditionally accept the bid conditions of above-mentioned bid document(s)/ corrigendum(s) in its totality / entirety.

We do hereby declare that our organization doesn‟t stand blacklisted by any Govt. HSSC/Public sector undertaking as on day of tender bidding.

We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your HSSC/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

Name of the Bidder:
Authorized Signatory:
Seal of the
Organization:
Date:

_____

ANNEXURE-V

DECLARATION / UNDERTAKING
(On Company Letter Head)

I/We/M/s _____having its Registered Office at_ represented by its Authorized Signatory do declare that I/ We have carefully read all the conditions of RFP Ref. No. _____for provide for examination to be conducted by the HSSC, and accept all conditions of RFP.

1. I/we declare that I/we shall not have a Conflict of Interest that affects the Bidding Process.
2. I/we declare that I am/we are not a member of another bidding entity.
3. I/We declare that when HSSC ask me/us for additional information, I/we will arrange discussions with mine/our professional, technical faculties to verify claims made in bid documentation. If I/we fail to submit the additional supporting documents, the bid shall be rejected.
4. I/We declare that the information, certified copies of the documents supplied with the Bid and undertakings given / certificates attached are true and correct to the best of his/their knowledge and belief.
5. I/We declare that the bidder is not ineligible in accordance with Section-I (D) of the Tender Document/RFP.
6. I/We declare that resolution of Board/ authorized signatory is attached for bid submission.
7. I/We agree that the HSSC has rights of forfeiting the Bid Security and/or taking any suitable administrative action if any information furnished by us proved to be false at the time of inspection and not complying with the tender conditions.

Name of the Bidder:
Authorized Signatory:
Seal of the
Organization:
Date:

ANNEXURE-VI

Financial Bid

{To be filled up as per requirements of tender}

(To be uploaded in Financial Bid only)

Sr. No.	SERVICE DESCRIPTION	UOM	Unit Price in INR Exclusive of GST
1.	CCTV Recording of Examination Centres with live Streaming with Integrated Command & Control Centre (ICCC) Management and Supply of Recordings.	Per Camera Per Shift	
2.	AI-based/enabled Live Webcasting and Recording of Examination Centres with Integrated Command & Control Centre (ICCC) Management and Supply of Recordings.	Per Camera Per Shift	
3.	Aadhaar-based Finger print Authentication with Facial Recognition and QR Code Scanning.	Per Candidate Per Shift	
4.	Aadhaar-based Iris Authentication with Facial Recognition and QR Code Scanning.	Per Candidate Per Shift	
5.	Fingerprint Capture (non-Aadhaar) with Facial Recognition and QR Code Scanning.	Per Candidate Per Shift	
6.	Iris Capture with Facial Recognition and QR Code Scanning.	Per Candidate Per Shift	
7	Frisking with HHMD device as per Scope of Work.	Per Candidate Per Shift	

NOTE:

- Price should be quoted as of above and all quoted prices should be Exclusive of GST only. GST will be applicable as per Govt. norms.
- **Lowest Financial quote (L1) for each respective category shall be determined individually**
- This Rate would remain valid for the entire duration of contract.
- HSSC, at its discretion, may choose to avail any or combination of services mentioned in category in various exams.
- HSSC is not bound to take all the services mentioned in each or any examination conducted.
- Rate quoted by the Service Provider shall be inclusive of all incidental cost including transportation, handling, and installation etc.