

HARYANA STAFF SELECTION COMMISSION

BAYS NO. 67-70, SECTOR-2, PANCHKULA- -134115

(Website www.hssc.gov.in)



E-TENDER NOTICE

FOR

**Providing Services for Online Applications
Management, Representation Management, Admit
Card Management etc. for recruitments by HSSC**

Email:- secretary.hssc-hry@gov.in

Dated : 17th April, 2023

Sd/-
Secretary,
Haryana Staff Selection Commission
Bays No. 67-70 Sector-2, Panchkula

E-TENDER FORM

Services for Online Applications Management, Representation Management, Admit Card Management etc. for recruitments by HSSC.

**HARYANA STAFF SELECTION COMMISSION, BAYS NO. 67-70,
SECTOR-2, PANCHKULA, PANCHKULA, HARYANA**

[http:// www.hssc.gov.in/](http://www.hssc.gov.in/)

Sr. no.	Particulars	Remarks
1.	Tender Notice No.	HSSC/e-tender/OAM/06
2.	Online Bid Preparation & Submission (Bidder Stage) Start Date	18.04.2023 at 05.00 PM.
3.	Date of pre-bid meeting	09.05.2023 at 02.00 PM
4.	Online Bid Preparation & Submission (Bidder Stage) Expiry Date	17.05.2023 at 11.00 AM
5.	Date of Opening of Technical Bid/s	17.05.2023 at 3.00 PM
6.	Date & Time of opening of Financial Bid/s	Same day after approval of Technical Bid or as the Commission decides.
7.	Tender Document Fee	Rs. 2000/-
8.	E-service Fee	Rs. 1000 /-
9.	Earnest money deposit	Rs. 2,00,000 /-
10.	Rates to be kept valid for acceptance upto:	180 days from the expiry date fixed for Online Bid submission.
11.	Total Annual Financial Turn Over (average three years).	Financial requirements Rs. 10,00,00,000 (Rs. Ten crore only)

Place: Panchkula
Dated: 17th April, 2023

Sd/-
Secretary
Haryana Staff Selection Commission
Panchkula

**HARYANA STAFF SELECTION COMMISSION,
BAYS NO. 67-70, SECTOR-2, PANCHKULA, PANCHKULA**

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E-TENDER NOTICE

Haryana Staff Selection Commission (HSSC) makes recruitment for various posts of Group 'C' and Group 'D' services, for different Departments of the State Government. The number of candidates applying for these posts range from thousands in some cases to over a lakh in others. With a view to make the application process simpler and more convenient for the candidates & for the effective management of the recruitment process, the Commission intends to engage/ empanel Agencies for obtaining the Services of Online Applications Management, Representations Management, Admit Card Management etc.

The Haryana Staff Selection Commission (HSSC), Panchkula, hereby, invites E-tender from companies/firms/societies of repute, having relevant work experience in Central Government/State Governments/Semi-Government Organizations/ Boards/ Corporations/Universities/Public Sector/ Undertakings/ Recruitment Agencies for empanelment on non-exclusive basis for providing the **Services of Online Applications Management, Representations Management, Admit Card Management etc. for recruitments carried out by HSSC**. The tender shall include a Technical Bid and a Financial Bid.

1. Eligibility conditions

- i. The Bidder should be a company/firm/society of repute registered in India and should have been operating in India for a minimum period of 3 years with an objective of offering the relevant Online Services that are the subject matter of this tender. (Enclose copy of the Registration Certificate).
- ii. The Bidder should participate as a single entity; no consortium or group companies will be allowed.

- iii. The average annual turnover of the Bidder during the 3 previous consecutive financial years, i.e. 2019-20, 2020-21 and 2021-22, should be a minimum of Rs. 10.00 crore. The turnover should be of the Bidder and not of the group of companies or consortium. The turnover refers to that of the bidding company/firm/society and not to the composite turnover of its subsidiaries/sister concerns etc. (Enclose audited Balance Sheet/ CA's Certificate).
- iv. The Bidder must have successfully executed at least 2 similar online projects in India. Any experience as a consortium partner will not be considered. (Enclose documentary evidence in the form of work order/contract and performance report on the client's letterhead).
- v. The Bidder must have got a security audit done from CERT-IN for at least one similar online project. (Enclose the Security Audit Certificate).
- vi. The Bidder should be registered with appropriate tax authorities, i.e. Income Tax, GST. (Enclose Certificates of Registration).
- vii. The Bidder should not have been blacklisted by Central Government/State Government's Departments/Undertakings/Recruitment Agencies.

2. Detailed scope of work

- i) Designing, development, implementation, execution, maintenance and hosting of a candidate friendly Online Applications Portal integrated with payment gateway/e-grass, provisions for candidate registration and enrolment of basic details such as name, parents detail, educational qualification etc., uploading of documents by candidates, provision for application link to HSSC to enable HSSC to post the same on its own website, provisions for candidates to upload photograph, signature and other required documents with the online application form, generation of unique login credentials for candidates after successful application/registration on his/her email as well as his/her registered

mobile for future reference, provision for candidate to view, edit, download and print filled-in/ submitted application forms, provision for access to application forms for candidates in non-editable mode, email notification to candidates for successful submission of application, provisions for HSSC to download application data, provision for candidates to view application status etc.

- ii) Notification to candidates by email and mobile SMS.
- iii) The successful bidder should make provisions for admit card download with QR code, Hosting of data, Management and back up of online registration data to avoid data loss through viruses, application problems, human errors, operating system failure etc. during the recruitment process.
- iv) The portal should be mobile compatible, enabling submission of online application form from anywhere through mobile or computer system.
- v) Updation/customization of online application portal for each recruitment advertisement published by HSSC.
- vi) Fee Reconciliation of each recruitment advertisement on regular basis.
- vii) Real time online MIS of each recruitment advertisement for office as directed by the Secretary, HSSC.
- viii) Providing the Soft Copy of all registered candidates in different formats/parameters wise as desired by the Commission.
- ix) Real time admit card upload/download portal with SMS and email intimation to the candidates to download and print Admit Cards.
- x) Portal for management of online representations received from candidates in respect of alleged mistakes in question papers.
- xi) Online correction/updation of data on online application portal as per requirement of HSSC.
- xii) Providing services of Data entry, scanning and processing of offline applications, if any, received by Commission in the office of the Commission.

- xiii) SMS service for all candidates through online portal during online application forms filling, downloading of admit cards, examination information and any other important information required to be communicated by HSSC.
- xiv) Providing two dedicated technical manpower in the office of HSSC as and when required by the Commission, with requisite hardware including computer, printer and internet for delivery of all types of immediate services required by the Commission.
- xv) Providing help desk operation to candidates for online applications portal and for downloading admit card with two mobile numbers.
- xvi) Providing additional manpower as per the requirement on examination day for smooth operation of the examination process.
- xvii) Printing of the all types of data reports in the formats desired by HSSC.
- xviii) Center wise printing of Attendance Sheet with photo and signature.
- xix) Other printing services as per the requirement of HSSC.
- xx) Online uploading of answer sheets for viewing by candidates using their unique ID.

3. Technical Bid

The Technical Bid should be submitted online in the format given in Annexure-I alongwith all the relevant documents.

4. Financial Bid

The payment for the following items/activities/services shall be fixed as under:-

Uploading of online Admit Cards	Rs. 2.00 per candidate
Printing of Attendance Sheet with Photo and signature including paper	Rs. 0.30 per candidate
List of candidates in any format as desired by Commission with paper	Rs. 0.10 per candidate

The Bidder shall quote bid for rest of the items mentioned in the scope of work. The Financial Bid should be submitted online in the format given in Annexure-II.

5. Service Level

The Bidder will provide the solution within 7 days from the date of issue of work order and the solution should be complete in all respects. The customizations, as and when required, will be made within 2 days as per the requirement of the Commission.

6. Duration of Contract

The duration of the contract shall be for three years and shall be extended with mutual consent of the Commission and the successful Bidder subject to satisfactory performance. Moreover, Commission holds the rights to cancel the contract anytime during the contract period also.

7. Force Majeure- It shall mean any event beyond the reasonable control of the Vendor or the HSSC, as the case may be, and which is unavoidable: notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:

- a) War, hostilities, or warlike operations (Whether a state of war be declared or not), invasion, act of foreign enemy, and civil war:
- b) Rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorists acts:
- c) Confiscation, nationalization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
- d) Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague.
- e) Earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other

inclement weather conditions, nuclear and pressure waves, or natural or physical disaster;

8. Other terms & conditions:

- i. The Bidder should submit their bids along with Earnest Money Deposit (EMD) of Rs. 2,00,000/- (Rupees two lakh only) in favour of Secretary, Haryana Staff Selection Commission, Panchkula.
- ii. Earnest money deposit will not carry any interest. The EMD deposited by unsuccessful bidder/tender will be refunded as soon as possible. EMD of successful tenderer will be refunded after successful tenderer finishes the agreement successfully. The offers without EMD will not be considered and there will be no relaxation in any case for any reason.
- iii. Payment shall be made after tax deduction at source.
- iv. Bill shall be submitted by the agency immediately after the process of applications is over but not later than seven days in any case.
- v. In case of any litigation the jurisdiction will be at Panchkula. In case of any dispute arising under the contract/agreement, the same shall be referred to the sole arbitrator appointed by Chairman, Haryana Staff Selection Commission. He/she may be the employee of Haryana Staff Selection Commission and the award of the Arbitrator shall be final and binding on the parties to the contract/agreement. The venue of Arbitration will be Panchkula and the proceeding of Arbitrator may be in English or Hindi.
- vi. The service provider, who shall succeed will not disclose the confidentiality of activity (examination process) and anything related thereof to anyone except only after the proper approval of the Commission and a non-disclosure undertaking shall have to be submitted to the Commission on the stamp papers.
- vii. The Bidder shall submit E- tender duly typed (in English) in the prescribed format.
- viii. Conditional offers will not be considered and will be rejected straight away.
- ix. The negotiation with the -1 bidder can be considered, if required.
- x. The Commission reserves the sole right to accept whole or any part of the

E-tender for the above mentioned activities. No claim for compensation or otherwise whatsoever will be entertained by the Commission.

- xi. The Bidder whose bid will be accepted shall also be required to deposit a security amount of Rs. 10,00,000/- (Rupees Ten lakh only) in favour of Secretary, Haryana Staff Selection Commission, Panchkula in the form of bank guarantee which may be forfeited by the Commission in the event of non-compliance/execution of the work as per the terms & conditions of the contract. Any request to adjust EMD against the Bidder's running bills or payments pending with the Commission will not be considered.
- xii. The Bidder should have its own requisite infrastructure/efficient staff/machinery etc. for handling the services included in the abovementioned scope of work.
- xiii. The Bidder shall have to depute at least one technical hand who shall be a permanent employee of the Bidder, for coordinating with the Commission.
- xiv. The staff of the Bidder shall be engaged by the Commission after verifying their antecedents and credentials. Agency shall provide details of the persons employed/engaged including their Aadhar No., Mobile No., Permanent Address etc. to the Commission as and when demanded by the Commission to establish the identity of the persons. The Commission can also ask the agency to change the staff in case of any exigency.
- xv. The Agency will have to follow the labour laws as applicable and the Commission is not responsible for any violation thereof. In case of any Court case arising due to violation of any labour law, the Commission will not be responsible and agency shall be solely responsible to handle the dispute at its own level. In case of any litigation between the Commission and the Agency or any of its employees/staff, the jurisdiction of the case will be at Panchkula, Haryana. In case of any dispute arising under the contract/agreement, the same shall be referred to the sole arbitrator appointed by Chairman, Haryana Staff

Selection Commission. He/she may be the employee of Haryana Staff Selection Commission to which the Bidder shall not have any objection. The award of the Arbitrator shall be final and binding on the parties to the contract/agreement. The venue of Arbitration will be Panchkula. The proceedings of Arbitrator may be in English or Hindi.

- xvi. The successful Bidder shall execute the contract within a week after allotment of Tender/ Work.
- xvii. The Bidder shall have to establish a local branch office in Chandigarh or Panchkula for execution of the work.
- xviii. The successful Bidder shall maintain absolute confidentiality and shall not disclose any information with respect to the work being done by it for the Commission as well as any information pertaining to the Commission which it becomes aware of while working with the Commission to anyone under any circumstances at any time, including after the expiry of the contract period, except only after the proper prior approval of the Commission. A Non-Disclosure Undertaking shall be submitted to the Commission on duly notarized stamp paper.
- xix. Tender will be opened in two stages i.e. first, the Technical Bid and then, the Financial Bid. After scrutiny of the Technical Bids, the Financial Bids of the successful Bidders of the first stage shall be opened.
- xx. The Commission does not assure any minimum quantum of work during the tenure of contract/agreement to the successful bidder.
- xxi. The Commission reserves the right to reject/cancel/withdraw the tender without any reason or explanation at any time.
- xxii. All tenders will be kept valid for acceptance for 180 days from the tender closing date.
- xxiii. Successful bidder will not withdraw from agreement except by giving a prior notice of one month period.
- xxiv. Vendor will not involve/file litigation against the Commission without giving a notice and without availing remedy of arbitration.
- xxv. Delivery of proper service will be the essence of contract/agreement. In case of any delay and non-delivery of the service as per the

contract/agreement, the Commission reserves the right to penalize or cancel the contract/agreement wholly or partially and make alternative arrangements at the risk and cost of the service provider with a notice of three days to the Agency. The Commission in certain eventualities may order blacklisting in case of default by the successful bidder.

- xxvi. The Bidder shall be the single point of contact with HSSC and shall be solely responsible for the execution and delivery of the contract work.
- xxvii. The contract shall be on “End to End Outsource Basis” and the Bidder should have all relevant facilities and logistics available to execute the contract work.
- xxviii. The agreement will be governed by the applicable law in India being in force for the time being.
- xxix. E-tender for the above activities should be addressed in favour of the Secretary, Haryana Staff Selection Commission, Panchkula.
- xxx. Detail terms and conditions will be executed later on at the time of engaging into contract/agreement.

Place: Panchkula
Dated: 17th April, 2023

Sd/-
Secretary
Haryana Staff Selection Commission
Panchkula

ANNEXURE-I

TECHNICAL BID

Name of the Service: Providing Services of Online Applications Management, Representations Management, Admit Card Management etc. for recruitment by Haryana Staff Selection Commission.

i.	Name and address of the Bidder	
ii.	Whether Company/Firm/Society?	
iii.	Registration Certificate No. & date (Enclose self -attested copy)	
iv.	Total Annual Financial Turnover (Rs. in Lakhs) 2019-20 2020-21 2021-22 (Enclose self-attested copy of Audited Balance Sheet/CA's Certificate)	
v.	Details of Security audit done from CERT-IN for at least one similar online project. (Enclose Certificate).	
vi.	Details of two successfully executed similar online projects in India. (Enclose documentary evidence in form of work order/contract and performance report on the client's letterhead).	Given in Annexure - A
vii.	Activities of the Organization.	
viii.	Income Tax No. (PAN No./TIN No.) GST Registration No. (attach photocopies of three years IRT, GST Return and income Tax clearance certificate).	
ix.	Details of Earnest Money : Amount: Account Number: Date of payment: Drawn on Bank:	
x.	Have you ever been debarred/blacklisted by Central Government/State Governments/Semi-Government Organizations/Boards/Corporations/Universities/Public Sector Undertakings/Recruitment Agencies? If yes, please provide the details:	
xi.	Whether any court cases/ legal proceeding is pending against the Tenderer ? If yes, please provide the details.	
xii.	Contact Person with Designation & Phone No. Mobile No. Email ID.	

I/we solemnly declare and affirm that the information given by me/us in the Technical Bid is true to the best of my/our knowledge and belief, and that if any wrong information is contained in Technical Bid or if the Commission finds out that any vital information has been deliberately concealed by me/us, my/our Technical bid may be cancelled at any stage. It is certified that all the terms and conditions of the Tender are accepted by us. I/We also undertake to complete the job exactly as laid down in the terms and conditions of the tender.

Signature of the Bidder

(Name in block letters)
With seal

2. **Past experience for providing services in concerned activities:-**

Sr. No.	Name & address of organization where services have been rendered.	Contact details (Name & Tel. No.) of authorities where services have been rendered.	Description of Activities undertaken /services provided.	Cost of the work done (Rs. In lac)	Duration for which services provided	No. of advertisements for which management services were provided.

Note:-

- i. Attach Experience/performance certificates from the organization to whom you have rendered services. Please indicate telephone number and name of contact person for whom you have handled the above jobs.
- ii. Use separate sheet if space not adequate for writing. Please provide information in the sequence only.

3. Professional support available:

- A) Manpower: - Number of person available at different level on regular roll, their experience in relevant field.

Sr. No.	Name of Employee	Designation	Experience

B) Hardware Details:-

Sr. No.	Name of Equipment	Model Number	Make	Quantity

4. i) Have you ever been debarred/blacklisted by Central Government, State Government/Semi Government/Board Corporation and Public Undertaking and agencies.

If yes, please provide the details.

If no, a self declaration/undertaking in this regard may be enclosed

ii) Whether any court cases/Legal Proceeding is pending against the Tenderer:

if yes, please provide the details.

If no, a self-declaration/undertaking in this regard may be enclosed.

5. Details of EMD (please attach details of on-line payment with this annexure of Rs.2,00,000/- for the said activity.

Amount:

Account Number:

Date of payment made :

Drawn on Bank:

6. List of documents to be submitted along with the Technical Proposal.
(i) As mentioned in tender and Annexure-I

Certified that all the terms and conditions of the Tender are accepted by us.

Contact Person:

Telephone No.:

Email ID:

Mobile No.:

Authorized Signatory
(with full name, Designation and stamp)

ANNEXURE-II

Financial Bid for Providing Services of Online Applications Management, Representations Management, Admit Card Management etc. for recruitment by Haryana Staff Selection Commission.

RATES FOR THE WORK INDICATED IN THE TENDER FORM.

Rate per application form (in words)	Rs.
Rate per application form (in figures)	Rupees

1. The rates are inclusive of all taxes/duties/surcharges/local charges etc. except GST which, if any, shall be paid in addition by the Haryana Staff Selection Commission.
2. Income tax will be deducted by the Haryana Staff Selection Commission as per the provisions of Income Tax Act/Rules in force.
3. In case of any discrepancy between the rates mentioned in figures and words, the rates mentioned in words shall be considered as final.

Authorized Signatory
(with full name, designation and stamp)

Contact Person:-

Telephone No:-

Mobile No:-

Email ID:-