



TEACHERS RECRUITMENT BOARD

Limited Tender for Certificate Verification and Communal Reservation (Rotation /Turn) Software along with AMC

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Date of Tender Notice	25.06.2024 Errata issued on 27.06.2024
Clarification on the Tender Notice	@ 3.00 PM on 05.07.2024
Last Date for submission of Tender	@ 3.00 PM on 12.07.2024
Date of opening of Commercial Bids	@ 3.00 PM on 15.07.2024
Declaration of Qualified Bidder	16.07.2024

Notice Inviting Tender

Sealed Tenders in the prescribed format containing Technical Bid and Financial Bid are invited from reputed Firms for development of customized Certificate Verification and communal reservation (Rotation/Turn) software for Teachers Recruitment Board and AMC of the developed software as detailed in the Scope of the tender.

1. SCOPE OF WORK

The Certificate Verification and communal reservation (Turn) cutting software must be designed according to the requirement of TRB on project by project basis. The requirements may vary based on the notification published for various recruitments conducted by TRB from time to time.

The Requirement document for certificate verification based on notification for every single recruitment will be shared by TRB to the agency along with timeline within which it should be delivered. The Agency shall submit a Time Schedule and Action plan for Developing and Hosting the portal as per the requirements of TRB on project-to-project basis.

After completion of the online / offline examinations, TRB publishing the final answer keys and marks of the candidates. After publishing the marks, General merit list have to be prepared according to the eligibilities of the candidates duly following the eligibility norms stipulated in the corresponding notification, amendments if any, Government orders and other recruitment rules and regulations.

Certificate Verification lists have to be prepared from the general merit list duly following communal reservation norms and certificate verification norms notified in the notification, amendments if any, Government orders and other recruitment rules and regulations.

The Certificate Verification portal should have the capability to conduct two levels of Certificate Verification. One is On-Screen C.V. with the uploaded documents and the another one is physical Certificate Verification by the TRB staff.

After completion of the Certificate Verification process, each candidate's eligibility has to be evaluated individually according to their community, qualifications and priority conditions stipulated in the notification, amendments if any, Government orders and other recruitment rules and regulations. After finalizing the eligibility of the candidates, after certificate verification merit list for eligible candidates and Ineligible list for ineligible candidates have to be prepared. Finally provisional selection lists have to be prepared from the after-certificate verification merit list duly following communal reservation norms notified in the notification, amendments if any, Government orders and other recruitment rules and regulations from the eligible candidates.

1. Roles and Responsibilities of TRB

- Instructions to be given by the TRB to the agency for preparing the customized application software for the preparation various list / applications

- General Merit List
- Certificate Verification List
- Level I -On-screen certificate verification software
- Level II - Physical Certificate Verification software
- Based on the logics given by TRB for each recruitment after evaluation of candidate's C.V. data and Segregating Eligible with remarks and Ineligible candidates with remarks.
- After C.V. merit list for eligible candidates
- Provisional selection lists

➤ Features and functionalities to be implemented in the targeted software will be finalized by TRB.

➤ Software system performs desired functions under specific condition is to be explained by TRB

➤ Teachers Recruitment Board will be the owner of the software.

2. Roles and Responsibilities of Software developing Agency:

Based on the minimum eligible qualifications and other conditions stipulated in the Notification, the agency should customize the application able to handle the following recruitment functionalities of this Office.

- Preparing General merit list (qualified candidates) from the mark list (all candidates).
- Short listing candidates for Certificate Verification from the General Merit list.
- Level I-Certificate Verification - On-Screen
- Level II - Certificate Verification - Physical Certificate Verification
- Based on the logics given by TRB for each recruitment after evaluation of candidate's C.V. data with regard to their community, qualifications and priority conditions stipulated in the notification.
- Preparation After Certificate Verification merit list for eligible candidates
- Preparation Ineligible list for ineligible candidates.
- Finally provisional selection lists
- Any other reports which are specifically requested by the TRB.
- The Certificate Verification portal has to be designed accordingly, the software requirements and features and functionalities to be implemented in the targeted software will be shared with agency by TRB.
- The Agency should submit a Time Schedule and Action plan for Developing and Hosting the portal.
- The cost of the Certificate Verification portals should be on the Software basis.

The bidder should provide all the source code to the TRB and training to the staff of TRB within 6 months for handling the Certificate verification software. All material/product and related codes would be property of TRB, and bidder should not reuse/replicate/transfer the same to anyone else. The bidder should provide all admin/ user manuals. The bidder should also provide support for all future upgrades/initiatives of TRB related to these modules.

Once the cost is finalized the work order will be given to the agency after the agreement is signed. The work order is valid only for One year, after that the extension of time shall be decided as per service.

2. Process to be Delivered:

The certificate verification portal shall be designed, developed and hosted within a maximum of 30 days after getting the requirement given from TRB. The demo shall be given on or before the 16th day. After the demo any modification and alteration shall be done within three working days. All conditional checking shall be incorporated in the Certificate verification portal, as per the specified requirements of TRB.

The certificate verification portal should be accessed through intranet/TNSDC server by configuration of IP if needed. Security features must be provided by the software developer as per the requirements of TRB to maintain absolute confidentiality. The server for accessing the Certificate verification portal will be placed on TRB premises only.

3.Certificate verification portal Design:

The portal should support two levels of certificate verification, one is online, and the other one is physical verification.

In the first level, the candidate data must be mapped with the certificate verification portal, in the second level along with the candidate data the remarks of level 1 verification must also be mapped.

The certificate verification portal must be designed with four panels such as verification, live report dashboard, admin panel, and super admin panel.

In the Admin panel access to change the functionality as per the specific recruitment must be provided. Activities of the other three panels will be mentioned in the requirement document in both level four panels has to be created.

4.Terms and Conditions

1. The Agency shall be required to maintain the content management tool to make the On-Screen/Physical Certificate Verification Application dynamic and interactive.
2. The agency must rectify all the errors regarding the On-Screen/Physical Certificate Verification Application.
3. If necessary, the agency shall also be required to redesign the On-Screen/Physical Certificate Verification Application in accordance with the mandatory requirements based on Government guidelines or the needs of TRB.
4. Any other work not specified above, but required for On-Screen/The Physical Certificate Verification Application shall be done by the agency.
5. A copy of CD/DVD/ Hard disk containing the backend software/source code shall be made available to TRB on installation and after every stage affecting the source code.
6. The agency shall undertake Security audit for the On-Screen/Physical Certificate Verification Application from **TNeGA empaneled** agencies/auditors (inclusion of any fresh module or as and when necessary).
7. The agency shall have to provide security from virus/ vulnerable attacks and hacking of the On-Screen/Physical Certificate Verification App. In case of Virus or Hacking or vulnerable attack, the agency shall have to re-create/restore the On-Screen/Physical Certificate Verification Application as per the requirements of TRB.
8. The agency shall take instantaneous steps to resolve the issues / vulnerabilities / alerts, if any, noticed at any point of time or pointed out by any Government agency during the tenure of this contract.
9. The agency shall be required to undertake full responsibility for the safe custody and security of data supplied by TRB. It shall be ensured that there is no transmission of content in any form to any individual or institution outside the purview of On-Screen/Physical Certificate Verification Application maintenance.
10. The agency shall have to provide training to the TRB Board's staff regarding On-Screen/Physical Certificate Verification Application.

11. Sufficient manpower shall be deployed in this project and at least one developer shall be deputed and made available in the TRB office premises.
12. The agency should engage experienced Professional personnel for the development.

6. Eligibility:

1. The Service Provider should be an Indian Registered Firm from IT and ITES business.
2. The Service Provider should have at least 5 years of experience in providing trained manpower and Executed IT enabled Services to Government Departments, Public Sector Companies, Government Autonomous organizations or reputed private companies.
3. The Service Provider should have executed a minimum of 3 such contracts during the last 3 years.
4. The bidder should have registered office / operating branch at Chennai, Tamil Nadu.
5. The bidder should have minimum Annual Turnover of Rs.50 Lakh for preceding three accounting years between, 2020-2021, 2021-2022 and 2022-2023.
6. The bidder should have rendered service for at least 5 years in the Government Sector or similar work in reputable Firms.
7. All terms & conditions of tender are acceptable to agency/Firm.

7. General Conditions

1. Incomplete Tenders are liable to be rejected. Conditional bids will not be considered and rejected.
2. Successful vendors shall accept the work order within a week of receipt of the work order. Otherwise, EMD will be forfeited.
3. The software development shall be completed within a period of one month from the date of issue of the work order.
4. Only those Firms which, in their individual capacity, satisfy the eligibility criteria, need to quote for this tender and the bids submitted by the bidders who do not fulfill the eligibility criteria will be summarily rejected.

5. The bidder should have the resources having knowledge in various software platforms (Software languages and database handling)
6. The bidder should establish the required infrastructure and provide necessary manpower.
7. The software shall be in Content Management System (CMS) to be user friendly and the Staff of the TRB shall change the content as per the requirement from time to time.
8. The bidder should use the licensed, latest and legal software for the development of software modules. TRB prefers Open-source software for this project. All statutory obligations vest with the bidder. The Employee Provident Fund (EPF) and Employee State Insurance (ESI) contribution in respect of all employees shall be borne by the Service Provider.
9. The service provider should have valid license from the competent authority under the provisos of Contract Labor Act, 1970 and Contract Labor (Regulations & Abolition) Central Rules, 1971.
10. Working Hours: The normal working hours of TRB will be from 10.00 AM to 5.45 PM and five days a week (i.e. Monday to Friday). However, in case of emergencies / exigencies or during examinations, the working hours and working days are likely to be extended i.e. even on Saturdays and Sundays / (24x7). TRB will award the contract to the Tenderer whose Tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Tenderer is determined to be competent to execute the job satisfactorily. TRB shall however not bind itself to accept the lowest or any tender, wholly or in part.
11. TRB, reserves the right to accept or reject any Tender, and to annul the Tender process and to reject all bids at any time prior to award of the contract, without thereby incurring any liability to the affected Tenderer or Tenderers on the grounds of its action. The decision of TRB in this regard would be final and binding.
12. Entire activities shall be done by the successful bidder themselves and it should not be outsourced.

13. Corrupt or Fraudulent Practices: Bidders should observe the highest standard of ethics during the execution of such contracts.
14. TRB will reject a proposal if it is found that the Bidder recommended for award has engaged in corrupt or fraudulent practice(s) while competing for the contract in question.
15. The company should not have been blacklisted by any State Govt. / Central Govt. Department / PSU for any reason.
16. Income Tax, GST and other taxes as applicable shall be deducted at source.
17. The bidder should enclose copies of documents substantiating their claims in this tender, failing which the tender will be rejected without any further information.
18. Page reference for the enclosed documents shall be made in the respective places of the eligibility conditions and other conditions, wherever necessary.
19. AMC is initially for a period of one year and based on the performance of the vendor, the contract period may be extended for one year subject to the orders of the TRB.
20. Further, the Company should continue the work for three months till the engagement of the next vendor after completion of the contract period.
21. No amount should be claimed other than that mentioned in the Price bid for the work.
22. The company is responsible for the smooth functioning of the software without any interruption and essential server support to be given and no separate amount should be claimed for that.

Evaluation of Bids

- 1. Technical Evaluation** shall be done based on the following items: -
 - a. Experience in this field
 - b. No. of similar Projects done
 - c. Infrastructure
 - d. Technical Manpower

- e. Technical Proposal
- f. Presentation
- g. Annual Turnover
- h. Execution of 3 such contracts etc.

2. Financial Evaluation

- a) The Financial Bid of those Bidders who have been found to be technically eligible will alone be opened. The Financial bids of ineligible bidders will not be opened.
- b) The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present.

8. Validity of Bids

EARNEST MONEY DEPOSIT (EMD):

- 1) The bidder should enclose the bid security (EMD) of Rs.25000/ (Rupees Twenty-Five Thousand only) in the form of a Demand Draft obtained in favor of The Secretary, TRB.
- 2) EMD of all unsuccessful bidders would be released by TRB within one (1) month of the bidder being notified as being unsuccessful.
- 3) EMD of the successful bidder will be adjusted in the Security Deposit.
- 4) The EMD amount is interest-free and will be refundable to the unsuccessful bidders without any accrual of interest over it.
- 5) The Earnest Money will be forfeited on account of one or more of the following reasons: -
 - i) Bidder withdraws its Bid during the validity period specified in Tender Document.
 - ii) In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee.
 - iii) In case of the bidder could not execute and complete the project in time.

9. Right to Terminate the Process:

TRB reserves the right to annul the Tender Document process, or to accept or reject any or all the Bids in whole or part at any time without

assigning any reason and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) on the grounds for such decision. Responsible for any postal delay or non- receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

The Agreement shall be subject to jurisdiction of the High Court of Madras at Chennai. << to be consulted with Legal Assts. >>

10. Payment:

50% Payment will be made to the bidder after successful completion of the projects within a period of 3 months. Balance 50 % shall be made after completion of full-fledged training to the Staff of the Board successful execution of the software modules.

11. Penalty:

1) If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the Selected Bidder and not in any way attributable to the delay on the part of TRB, a penalty @ 1.0% of the bid value of the delayed stage of the item, per day

(Subject to a maximum of 10%) may be imposed and accordingly the time for the next stage be reduced by the TRB, to account for the delay.

2) If the delay adversely affects the conduct of examination processes the Security Deposit and Performance Security will be forfeited and other legal action will be initiated as per the terms and conditions of the contract. The TRB may rescind this part of the contract and shall be free to get it done by any other agency at the risk and cost of the Selected Bidder.

Secretary

Teachers Recruitment Board
Chennai-600 006.

Annexure-I

Technical Bid/Eligibility Criteria (Check List)			
Sl. No.	Eligibility Condition	Yes / No (If No, Specify Reason)	Remarks/ Page Reference
1	Is the firm/Company registered in India		
2	Whether the Bidder has completed at least 5 years of operation in the field of Website/software development?		
3	Whether the Service Provider have registeredOffice / Operating Branch at Chennai		
4	Annual Turn Over of the company for the past3 years; 2020-2021 2021-2022 2022-2023		
5	Whether the Service Provider has renderedservice for at least 5 years in Govt. Sector or similar work in reputed firms?		
6	No. of Similar Projects done (Details of projects must be furnished)		
7	Do you have valid GST Registration No.?		
8	Do you have valid PAN / IT Number?		
9	Have you enrolled the employees in ESI/EPF?		
10	Do you have infrastructure in Chennai of Tamil Nadu		
11	Have you ever been black listed by any Government Organization / Department / PSU any other agency on the day of bidding		
12	Has a FIR been registered against your firm or the employee of the Firm for having involved in any malpractice?		

13	Is a court case pending against your firm / employee of the firm for having involved in any malpractice?		
14	Have you ever been imposed with any penalty for non-adherence of the tender conditions or fault / delay in execution of work?		
15	Have you enclosed all supporting document for your claims and eligibilities?		
16	Have you enclosed DD for EMD(DD.No. & Dated for the Amount of Rs.25,000/-)		
17	Have you submitted the financial bid in a separate cover (Cover-II)		
18	Are all pages of the tender documents signed by the authorized signatory?		
19	Any other Information/Details		

Note:

- i. Copies of documentary evidence must be enclosed substantiating the claims in respect of every item mentioned in this Annexure.
- ii. If the answer to any of the questions in the above table (except Sl.Nos.13 to 16) is No, specific reasons must be furnished by the bidder.

Signature of the Bidder with seal:

Annexure – II

Financial Bid

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

Reference No. :
FILE No. :

Date:

To
The Secretary,
Teachers Recruitment Board,
Chennai – 600 006.

Sir,

I / We hereby submit our price bid for the Certificate Verification software as indicated in the Tender No.--/---, Dated --.----. The amount quoted is as follows:

Item of Work	Rate in INR (Exclusive of the taxes applicable)	Rate in Words
<p>Scope of Work</p> <p>1) The Certificate verification portal must be designed according to the requirement of TRB. The Requirement document will be shared with the agency. The Agency should submit a Time Schedule and Action plan for Developing and Hosting the portal. The cost of the Certificate verification portals should be Software basis.</p> <p>2) The bidder should provide all the source code to the TRB and training to the staff of TRB within 6 months. All material/product and related codes would be property of TRB, and bidder should not reuse/replicate/transfer the same to anyone else. The bidder should provide all admin/ user manuals. The bidder should also provide support for all future upgrades/initiatives of TRB related to these modules.</p> <p>3) Once the cost is finalized the work order will be given to the agency after the agreement is signed. The work order is valid only for One year, after that the extension of time shall be decided as per service.</p> <p>4) AMC cost for the software after successful development.</p>		

Note: -

The rate in this financial bid shall be quoted in respect of all the activities taken as a whole.

The rate shall be exclusive of the Taxes applicable. The Taxes Applicable areas follows: -

S. No	Name of the TAX	% Applicable
1.	CGST	
2.	SGST	
3.Specify	