



# **RAJASTHAN PUBLIC SERVICE COMMISSION**

**EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF INTERESTED AGENCIES FOR COMPUTER  
BASED RECRUITMENT TEST (CBRT)**

**Version 1.0**

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# Chapter 1: Introduction

Rajasthan Public Service Commission has been entrusted with work of making recruitment for various vacancies requisitioned to it by various departments of Government of Rajasthan. In the past, Commission has a history of conducting 150+ Examinations through Computer Based Recruitment Test (CBRT). The Commission, now intends for empanelment of agencies with proven record & experience for the work related to Conduction of End-to-End CBRT and other related activities in single slot on a single day for Rajasthan Public Service Commission during the next three years.

It has been envisaged that the CBRT should be implemented in such a way that the Agency should bring in, a complete solution which including examination conduction software, Test Centre infrastructure, facility management during various examinations and related activities handling and successful execution. However, while doing so, the Agencies will perform within applicable laws, policies and interest of the Commission, not compromising any of the primary objectives of a faster, secure, trust-worthy and efficient recruitment system in the State.

## Definitions:

1. **Rajasthan Public Service Commission** (herein after refers to as “The Commission”): The Organization responsible for Empanelment through EOI.
2. **Computer Based Recruitment Examination/Test**: Candidates are recruited through Computer Based Recruitment Test (CBRT) as per Standard Operating Procedure (SOP) laid down by the Commission.
3. **Agency**: The name of the Service provider / Firm / Company / Applicant.
4. **Examination**: These are structured regular Examinations of Commission (pre-defined) viz. ARO, AAO, ASO, etc.
5. **Test Centres**: These are the Venues of CBRTs where the actual Tests are to be conducted by the agency.
6. **Preceding 3 years**: Refers to FY 2023-24, 2022-23 and 2021-22.
7. **CCE**: The Chief Controller of Examination which is the main Authority for conduction of CBRTs.

## Period of Empanelment:

The contract shall be valid for **03 (Three) Years** from the date of award. The rate approved by the Commission, terms and conditions would remain same during the contract period. The contract may be extended for a period of 01 (one) year on the same rate & conditions, if required.



## Chapter 2: Scope of Work

The Rajasthan Public Service Commission desires to conduct CBRT as decided by the Commission on case-to-case basis in the various cities of Rajasthan. The Agencies for the above-mentioned test would be perfect computer literate. The test will be conducted under Intranet / LAN environment in such cities as finalized by the Commission. The Whole End-to-End Scope is divided into following 3 stages:

1. **Pre-Examination Work:** Arrange sufficient number of Test Centres across the State of Rajasthan to ensure conduct of examination in a Single Session covering all the candidates as per requirement of Commission. The Test Centres list given by the Agency would be finalized by the Commission for each exam so this must be shared with the Commission atleast 15-20 days in prior to the date of examination. **The Agency shall be responsible to key-in the written/digital scripts as per requirement of CCE or provide template/authoring tool to CCE for key-in the same and shall maintain the responsibility of security & Integrity of the confidential content. Under no circumstances will the Agency share or disclose key-in details or authoring tool/template information with anyone other than CCE.** Also, the Agency would provide Mock Test link for the sake of practice to candidates.
2. **Examination Conduction Work:** To manage the Smooth conduction of Tests through intranet-based solution at each Test Centre in a Secured Environment with Backup facilities.
3. **Post-Examination Work:**
  - a. Immediately after test is concluded, the Agency would make arrangements to transfer the complete data along with proper 'LOG FILES' (in the readable format) to the Commission in the encrypted form under totally secured environment.
  - b. To carry out other works related to post processing of responses & other confidential data and providing data as required by the Commission including backups.
  - c. The Agency must ensure that any data obtained during the examination process is not shared/leaked to any 3<sup>rd</sup> party /unauthorized person / agency at any stage of the examination process or thereafter.
  - d. To provide Post Examination Analytics Report in the following manner:
    - i. Analysis of MCQ responses of the candidates (difficulty index, performance Analysis etc.).
    - ii. Candidate feedbacks captured during Examination.
    - iii. Documented inputs to handle R.T.I., Court Matters, etc. to Commission after each test conducted by the Agency. Resolve discrepancy while processing of the data at any stage.
    - iv. A PDF document of Question paper keyed-in in desired format.
  - e. The candidate's response Data alongwith LOG files must be handed over to the Commission in a secured manner on the **same day** of examination. The remaining data (CCTV footages, reports, etc.) is to be handed over in HDD/SSD only in next 07 days.
  - f. Provide mechanism for candidates to view the responses given by them.

## Chapter 3: Requirements

### Test Centre's Requirements:

1. The location of Test Centres should be easily accessible to the candidates and well connected to public transport. As far as possible they should be centrally located within the City limits. Centres must be accessible by differently abled candidates and must approved by the Commission before finalization of Test Centre.
2. Test Centre must be planned accordingly for Person with Benchmark Disabilities (PwBD) (Orthopedically handicapped, visually impaired or Hearing impaired) candidates as per the requirements of the Commission wherever required. However, the Agency has to indicate at least one such friendly Test Centre with following facilities:
  - i. Providing venues for such candidates at each Centre with disabled friendly environment preferable on ground floor.
  - ii. Well-connected and easily accessible from all parts of city.
  - iii. Accessible facilities such as hand rails, ramps with low floor stairs.
  - iv. Appropriate signages
  - v. Accessible clean washrooms
  - vi. Wheel chair facility
3. Test Centres must be equipped with facilities of internet bandwidth and network / LAN connectivity, tables/ chairs, clean drinking water, fans/ tube lights, separate toilets for male/ female, first aid and power backup, Wooden / Cardboard Canopies between each candidate machine, etc.
4. Ensuring complete and comprehensive mock drill to be carried out one/two day(s) before the scheduled date of exam in the presence of The Commission's representative(s) and providing successful test certificate regarding complete software (OS, Application Software, Vulnerability scan, etc.) and hardware (including PCs, LAN connectivity, High Bandwidth, Server AC, Power Backups, etc.) is working successfully and all are in place. All computers including buffer computers to be used on examination day shall logged in through dummy roll numbers and report shall be submitted to the Commission if required by the Commission.
5. The test Centres to be engaged for examinations shall not have mobile towers on their roof/in their vicinity.
6. To provide requisite display card for providing required instructions/ information to the candidates appearing for exam at Centres. Ensure availability of the roll sheet and room/lab wise chart/Candidate Verification sheet in all the Test Centres.
7. Preparation of Test Centre allocation sheet, Test Centre / Lab evaluation checklist and fill out the details of each Test Lab / Test Centre (seating capacity, available test labs, number of nodes and other required facility) and submit the same to the Commission atleast 15-20 days prior to the scheduled date of examination.
8. Selection, finalization, registration and mapping of test Centres in system along with the contact details / address of the Test Centre.

9. Main entrance of the Test Centre will be closed atleast 1 hour prior (or as per guidelines of Commission) to the commencement of Examination. Candidate's identification, admission card authenticity check and verification (such as Photo capture, bio-metric finger print capture, etc. if any directed by the Commission) must be scheduled accordingly. The Bio-metric Information captured will have to be shared with the Commission and may also verified by the Agency at the time of Interview/Counseling at scheduled places.
10. Any other work decided by the Commission on the basis of requirement of the individual examination.
11. It would be desirable for keeping belongings of candidates at Test Centre.
12. The Agency would be fully responsible for the Supervision, Invigilation and technical operation of the conduct of the CBRT / exam at each location as per guidelines of the Commission. However, the Commission may depute their representatives at each location to oversee and to monitor the smooth and fair conduct of the TEST. The Agency will Provide Invigilators, Technical staff, Supervisors and other staff as per the following requirement of the Commission:

Sr. No	Technical/Non-Technical Staff	Required Staff
1	Invigilators	02 (Two) for 24 candidates
2	Site Supervisor	01 (One) at Test Centre
3	Assistant Supervisor	02 (Two) at Test Centre

13. All personnel associated with CBRT will have to certify that none of their near relation is appearing in the CBRT at the appropriate time in the format prescribed by the Commission.
14. Deployment of sufficient number of Technical Experts at the designated confidential Examination Control Unit (ECU) to be allocated by the Commission to facilitate in question uploading, configuration in system, test server set-up, Monitoring, Administration and Control of all activities at all stages during Online Exam.
15. Collection of attendance sheet and Candidate Verification Sheet in all the Test Centres capturing signature of all the Candidates on the above sheets during conduction of examination.
16. Once the candidates' signatures are captured, the selected Agency shall submit the signed attendance sheet to the Commission's representative, who will counter-sign on the attendance sheets.
17. To arrange frisking of candidates at Test Centre, thereby disallowing objectionable materials as per the guidelines of the Commission.
18. To provide blank paper sheet(s) to the candidates for rough work as per requirement.
19. To print any particular candidate's response(s) sheet at the end of the test as per requirement of the Commission.
20. For the purpose of sealing reports/CD/DVD/records, Agency is to provide proper material like Envelops, Tap Roll, Marker Pen, Twine etc.
21. **The agency will have to make arrangement for continuous monitoring and recording of candidates' activities at each Test Centre by installing adequate number of CCTVs so as to cover all the candidates in the lab for recording full duration of the exam. CCTV footage shall be able to identify the name of the examination, Unique Test Centre Code, lab numbers, seat**

numbers utilized for conduct of examination. The CCTV surveillance of entry & exit points, lobbies, server room and stairways must be covered. The CCTV recordings should be reasonably of good quality and view(s) that peeping and other unfair activities by any candidate or site staff inside the exam hall should be clearly visible. Cameras should be installed such that face of each candidate is clearly visible in the footage recorded. The Agency will have to provide all recordings to the Commission along-with the certificate under Section 63 of Indian Evidence Act 2023 after the conclusion of exam.

22. The Agency should avoid any Test Centre involved in malpractices in any CBRT in the past.
23. Ensure minimum 144 desktops nodes per Test Centre. The Number of nodes is less than 144 at any Centre may also be accepted provided that consent has been taken from Commission in such cases if any urgency or requirements is existing. Ensure availability of 10% buffer nodes per Test Centre. Ensure availability of atleast 02 Internet Service Providers and LAN switch backups at each Test Centre.
24. Ensure readiness of the Server available both at Test Centre and Examination control Unit (ECU) along with availability of the required internet bandwidth / connectivity and necessary power backup at Test Centre to ensure smooth conduct of the entire examination process.
25. Checking environment based on Test Centre readiness check-list and ensure readiness of individual test Centre / test lab.
26. Certification of the nodes eligible for conducting the online examination and sealing of the Test Lab after conducting final mock test.
27. Final inspection / testing of the Servers installed at all Test Centres and Connectivity atleast 01 hour prior to the commencement of examination
28. Providing air conditioning facility in the server room and adequate cooling facility preferably AC in all the labs.
29. Allocation of seats and allotment of terminals to eligible candidate atleast 30 minutes prior to the commencement of Examination.
30. Provision to allot new Desktop / Terminal to candidate in case of failure of any Node and assist them to undertake the examination with minimum delay.
31. The application must have provision to record Exception for any technical/administrative issue that arise at Test Centre and for candidates.
32. Acknowledgement of Exam progress to ECU from Test Centre Superintendent / Technical team.
33. Collect feedback / grievances from candidates if any during or after exam.
34. Provision to download / save the Candidates' list at all the Test Centres, Biometric details, candidates responses, system audit trail in CD/DVD (single session disc / non-re-writable media) at the Test Centre as well at the ECU after completion of the examination.
35. To provide specifications for Hardware and Software required at all stages of the Commission online exams at online Test Centres and for Devices and systems to be used for authentication and audit trail mechanisms required for Commission online exams.
36. To deploy Authoring tool at Commission, Test Centre or at additional places as directed by the Commission.



37. To identify required secure Test Centres in various cities as per requirement of Commission after receiving intimation regarding city locations and approximate number of candidates and provide details of the facilities offered at each of Test Centre.
38. To host the exam and manage the test delivery process through intranet-based solution at Test Centres, the computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
39. To securely transmit, download, install and implement confidential data received from Commission. The Question Paper installation and implementation shall be as per requirement and instruction of the Commission in real time situation.
40. To provide the data in encrypted format (256 bit) including raw responses from local server to Central server and vice versa as per the instruction of the Commission.
41. Contingency plan for Student management / Shifting in case of any emergency.
42. To prepare and provide documentary manuals of all processes for safe and secure Conduct of examination, to be followed along with rules for contingency and exception handling/emergency procedures.
43. The Agency will have the sole responsibility for all activities related to the entire examination, formatting, encrypting, securing, uploading and downloading, carrying out online examination across Rajasthan at their own network of Test Centres using hired or own hardware and software and provide the response sheets of candidates in soft copy format as per Commission requirement. The agency will assist the Commission in handling post examination R.T.I./legal and litigation related issues also for a period of up to 03 years from the date of examination.

#### **Application Software Requirements:**

1. The agency should be having full rights on the Source Code of the software of Test Engine. They should be capable of changing the software as per the requirement of the Commission. If there is any change in the version of software the same will be intimated to the Commission by the Agency or in case of any change required by the Commission the same should be upgraded/implemented only after approval from the Commission. After approval only, the upgraded version is to be used from next Exam.
2. Ensure accurate Registration of each candidate reported for the test well before start of the Exam as decided by the Commission. At the time of Registration, candidate's photograph taken on the web-cam to be checked with the photograph provided by the Commission. The facial recognition should be performed in a completely stateless transaction of both the above two images.
3. Ensuring that all the terminals and the Servers including backups would be Virus/malware free and properly secured certificate to this effect to be provided before start of the Test. All the Wi-Fi points and Mobile Hotspots shall be disabled during exam. Mode of Communication at any Test Centre shall be as per directions of the Commission.
4. Candidate's Photo/signature image will be displayed on screen at the terminal during the exam period.



5. Application shall provide secured access to the candidates based on the provided login ID / Password to allow the candidates to login to the application and undertake the online exam and view candidate response after the exam via web site/link (as per decision of Commission).
6. The Agency shall provide a mock test link atleast two days before the scheduled test date to facilitate candidates with hands-on practice & also just before the commencement of Test.
7. Application shall have the provision to display same question in jumbling manner to various candidates with various options configured for the questions even answer options jumbling must also be exists.
8. Application shall display one question at a time on screen with various options.
9. Application shall have the facility for navigation between various Questions and ability to navigate to other sections before completing a section.
10. Application shall have secured storage for responses given by candidate.
11. Application shall have the facility for instant display of attempted questions anytime during the examination and provision for different color coding for attempted, not attempted, mark for review and mark for review with option selection, remove option etc.
12. The software must clearly highlight candidates as how to save responses in the system.
13. The online exam shall stop automatically after expiry of the scheduled examination duration. **However, for those who are opting/eligible for compensatory time, an extra duration which would be pre-decided by the Commission, is to be given to them.** The list of such candidates will be provided by the Commission before Examination.
14. The empaneled Agency shall capture the bio-metrics of each candidate. Bio-metric capturing will be done as per latest e-Governance Standards for Fingerprint Image and Minutiae Data Standard. The solution should not be Laptop/PC based. It should be Hand-held device integrated with STQC approved Hand-held touchless scanner only and the weight must be less than 1 kg. Also, the Agency would facilitate the Commission to use the captured bio-metrics at the time of Interview.
15. Installing failsafe and secured LAN which should be isolated from any other computer in the vicinity at each venue with adequate backup of LAN equipment and resources.
16. To securely install and implement question paper received from Commission under secure environment.
17. Ensuring storing the transfer of sensitive data through encrypted mode under adequate password protection.
18. In case of Machine, Power or Network Failure, software shall be able to retrieve candidate's attempted questions and its responses entered by the candidate fully along with creation of incident report and system audit trail (downtime details, additional time taken by the candidate and issue recorded etc.).
19. Instructions should be available to the candidates during the exam at the click of mouse.

20. Application shall have the facility to generate monitoring log / system audit trail on the server for every candidate with his/her IP and Complete traceability of any single candidate's node
21. Uploading of responses along with audit trail to ECU from the test server after completion of the examination.
22. Ensure download / push question papers to Test Centres from ECU through Encrypted data (256 bit) transfer to various Nodes.
23. Transfer of sensitive data to be carried out strictly as per the time schedule to be decided by the Commission.
24. Ensuring that the keyboard and other hardware available to the candidate during the test such as Ports, CD/DVD, etc. have been disabled except for the hardware required for marking the responses.
25. Providing Backup Server in cluster mode/ hot swappable mode at each location with all software loaded and kept ready for use in case of such requirement.
26. Scheduling Backup Server to take continuous backup from Main Server at each Test Centre and availability of continuous Back-Up and restoration facility for Business Continuity Planning / Disaster Recovery purpose.
27. **The Application Software must be robust such that it should not be Intrudable or Remotely Accessible. The Agency should also ensure timely deployment of all latest update / upgrades of patches / versions / releases for all software / system software released by the developers. The Agency should ensure various levels of securities against the vulnerabilities, both at its datacenter and engaged test Centres, such as Physical Level (Authorization, Authentication, CCTV, Biometric access, etc.), Logical Level (Firewalls, Intrusion Detection, Anti-virus, etc.) and Data Level (Encryption, Recovery etc.). It is also to ensure that the software used should have Comprehensive security solution to avoid hacking, phishing, and any other data/application threats.**
28. Agency will be responsible for collating complete Response Data and the Attendance Data in a secured and encrypted manner in their Data Centre which will be shared with the Commission immediately after conclusion of the Exam as per the requirement/Format of the Commission and handled only by the authorized personnel only. **Agency will store this data for a time period decided by the Commission after which the agency has to submit a certificate that stating the data has been erased permanently after the prescribed duration.**
29. The Agency should have their own/hired Tier-3 or higher Data Centre for Database management as per the requirement of the Commission in a secured environment. Documentary evidence to be attached which covers the following requirements:
  - i. Having multiple redundant capacity component serving the IT equipment.
  - ii. Concurrently maintainable site infrastructure with expected availability of 99.98%.
30. Ensure foolproof data and physical security at test centers; Site Supervisor should have no access to update or manage the database server.

## Documents Required for Evaluation of Proposal

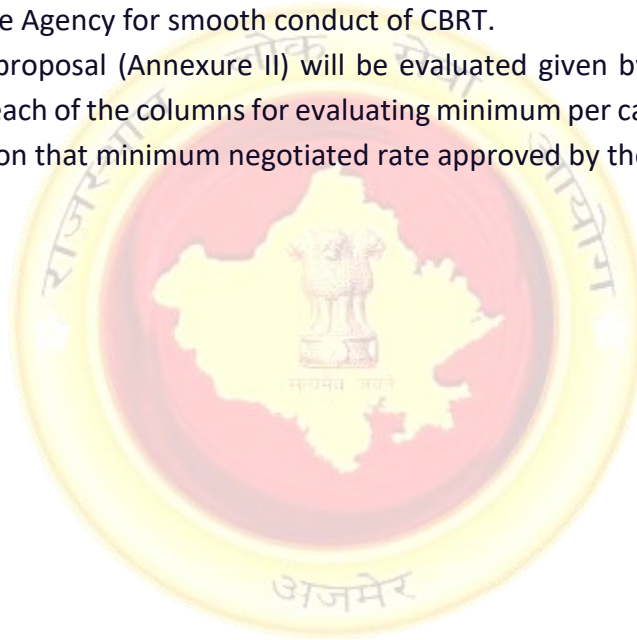
### 1. Technical Evaluation Criteria:

- I. The company should have ISO 9001 or ISO 27001 and minimum SEI CMMi Level of 3 for the Software and Services (Information Security Management System Standard)/ Standardization Testing and Quality Certification (STQC). Documentary proof to be submitted regarding same.
- II. The Agency should be a Company Registered under Indian Laws, operating in the field of CBRTs and providing such services to Govt. Departments/ PSU/ Autonomous Bodies /Public Service Commissions for past 05 years. Certificate of incorporation has to be attached with the technical proposal.
- III. Agency/parent Agency must not be making loss in each of the last three FYs.
- IV. The Agency shall have annual turnover of at least **Rs. 03 Crore** during each of the preceding three financial years. This turnover shall be generated solely from services related to online/computer-based/online recruitment exam.
- V. In support of the turnover, the Agency shall submit the following documents:
  - a. Audited Profit & Loss Account of the Agency for the preceding three FYs.
  - b. IT Returns of the Agency for the preceding three years.
  - c. Audited Balance Sheets of the Agency for the preceding three years. "In case the Agency is not able to file audited balance sheet for the current FY, the Agency shall submit a copy of the balance sheet for the current FY duly certified by their Chartered Accountant".
- VI. Signed scanned copy of certificate from Chartered Accountant (CA) stating that "The annual turnover of the Agency for each of the last three financial years is related only to online/computer-based/online recruitment exam and income from any other source is not included in it."
- VII. The agency should have proven expertise and Experience of conducting CBRT for at least 10,000 candidates in a single slot (session) in Govt. Departments /PSU /Autonomous Bodies/ Public Service Commission, etc, spread across any cities in Rajasthan using Intranet based model by deploying agency owned Local servers along with backup server at each Test Centre.
- VIII. The agency should possess experience of having successfully conducted at least 05 (Five) CBRTs in Rajasthan in the last 05 (five) years for minimum 10,000 candidates in a single slot for a Govt. Departments/PSU/Autonomous Bodies/Public Service Commissions. Purchase Order and/or Completion Certificate from the competent authority will have to be submitted as proof of having conducted the above CBRT. In addition to the above, the Agency must have the capability and willingness to conduct CBRT for a minimum 10,000 candidates in a single slot. In this regard, the Agency shall submit an undertaking as per proforma (Annexure-I) that they have the capability and shall conduct CBRT for such minimum candidates in a single slot in Rajasthan.

- IX. Based on the compliance report, w.r.t. Scope of Work (Annexure VI) and other Terms and conditions of the EOI.
- X. Infrastructure availability at Exam centers as per requirements of the Commission including facilities for PH candidates, 3-tier electric supply, power backups - Generators & UPS, ACs, type of backup servers, etc.
- XI. Keeping in view that the work involved is confidential and sensitive in nature, the Agencies have to enclose all the certificates (as per annexures) along with the technical proposal.

## **2. Financial Evaluation criteria:**

- I. The "Financial" proposal of only those Agencies would be opened whose technical proposal have been qualified by the Competent Authority of Commission after detailed examination of technical proposal strictly as per the scope of work, technical capability of the Agencies, submission of documents as prescribed in the EOI and inspection of the facilities to be provided by the Agency for smooth conduct of CBRT.
- II. The Financial proposal (Annexure II) will be evaluated given by the Agencies and will be compared on each of the columns for evaluating minimum per candidate rate. The Agencies have to agree on that minimum negotiated rate approved by the Commission.





## Chapter 4: General Terms and Conditions

### EOI Key Dates and Details:

S. No.	Particulars	Date
1	Date of uploading on Commission Portal	23.04.2025
2	Document Download Start Date	23.04.2025
3	EOI Submission Start Date	24.04.2025
4	EOI Submission End Date and Time	08.05.2025, 6.00 PM
5	Date for Opening of Proposal	12.05.2025
6	Fee for EOI	Rs. 2,000/-
7	Security/EMD fee	Rs. 2,00,000/-
8	Empanelment Period	Three (03) years, extendable further for up to 01 year on existing approved rates and Terms & conditions, if required

### Terms and Conditions:

1. All software for question paper authoring, computer-based examination, bio-metric candidate handling, etc. must be owned by the agency or should have licensed copy which should be in use at least for the last 3 years with third party security compliance. The agency should be able to make changes in any of the modules of all the software to meet the requirement of Commission w.r.t Scope of Work. Also, the empaneled Agencies will be required to give demo of their solution by creating a Test environment in Commission's campus as per the date & time communicated by the Commission later on.
2. The agency will have to conduct Examination as per the dates finalized by the Commission. The agency will have to ensure that venue hired for the conduct of Examination should be for two days i.e., for the day of arrangement and for the day of conduct of Examination. However, on the arrangement day the agency will have to make arrangement for conducting Mock drill as per the requirement of the Commission. A one-month lead time will be given to the agency for conduct of exam after Commission decides to conduct the Exam. The Agency should furnish the following certificates/documents along with the technical proposal:
  - a) A list of Govt. Departments/PSU/Autonomous Bodies/Public Service Commission where the Agency has done or is doing the similar work. Copies of Work orders of such Govt. Departments/PSU/Autonomous Bodies/Public Service Commissions shall also be submitted.
  - b) Details regarding the deliverables as understood by the Agency w.r.t. the scope of work along with details of infrastructure at each tentative venue as envisaged by the Agency for CBRT.
  - c) Certificate by the authorized signatory regarding non-penalization for concealment of income/wealth (Annexure-IV).
  - d) A copy of the PAN card & Goods and Services Tax Registration certificate.
  - e) Non-Blacklisted undertaking of the Agency (Annexure-III).

- f) Agency should furnish mechanism/features in the System being offered (within their quoted rates) for preventing malpractices/cheating during the examination. This may be elaborated in their technical proposal.
  - g) Summary report after conclusion of each exam has to be provided to candidates when directed by the Commission in the approved format.
  - h) The Agency shall submit a certificate stating that all the terms and conditions of the EOI are acceptable to them (Annexure-IV). The Agency shall also furnish a clause-by-clause Compliance Report with respect to the Scope of Work (Annexure-VI). In case of deviations, a statement of the deviations and exception to the provision of the technical specifications and commercial conditions shall be given by the Agency. Commission, however, reserves the right to accept or reject them and will not be bound to give reasons for its refusal to consider the proposal with such deviations.
  - i) Hypothetical and conditional proposal will not be entertained.
3. The Agency will be responsible for arranging the equipment in perfect working condition and will have to post adequate number of trained personnel for the day of Test/Examination as mutually agreed upon.
  4. Any dispute or difference whatsoever arising between Commission & the Agency out of or relating to the conclusion, meaning and operation or effect of this EOI or the breach thereof shall be settled by the CCE of the Commission. All legal disputes, if any, shall be subject to the jurisdiction of the High Court of Rajasthan, Jaipur only.
  5. **The quoted rates would be exclusive of GST applicable.**
  6. **The Income Tax would be recoverable at source from tendered bills as applicable or as per rules.**
  7. No proposal may be withdrawn in the interval between the deadline for submission of proposal and the expiration of the period of proposal validity. Withdrawal of a proposal during the interval may result in forfeiture of EMD of such Agency.
  8. In the event of the Agency or the concerned division of the Agency being taken over/bought by another Agency, all the obligations and execution responsibilities under the agreement shall pass on to the new Agency.
  9. The Agency shall execute the work strictly in accordance with the terms and conditions of EOI including Scope of Work. Any officer appointed by the Commission would be Nodal Officer on behalf of Commission for coordination and necessary assistance, if any, required by the Agencies.
  10. Proposal should strictly conform as per the scope of work. All Agencies are required to fill the compliance statement (Annexure-VI) without which the EOI is liable to be rejected.
  11. **Validity of Contract:** The contract would be valid for Three Years from the date of award. The contract period may be extended for a period of 01 year.
  12. **Risk Purchase Clause:** If the Agency after submission of proposal and due acceptance of the same i.e., after the placement of order fails to abide by the terms and conditions of the EOI document and/or execute the work as per prescribed schedule given or at any time repudiates

the contract, the Commission will have the right to forfeit the EMD, invoke the performance security, deposited by the Agency and get the work done from other Agency at the risk and expense of the Agency. The cost difference between the alternative arrangement and Agency's proposal value will be recovered from the Agency along with other incidental charges. In case Commission is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the Agency.

13. The above are broad conditions of the contract. After finalization and acceptance of the rates, The Agency will have to enter into a contract agreement with the Commission for execution of the aforementioned work.
14. The Commission reserves the right to accept or reject all or any of the proposal without assigning any reasons. The decision of the CCE of the Commission would be final and binding.
15. The Agency would not divulge any details, whatsoever, pertaining to the CBRT to anybody without the prior permission of Commission. The Agency would take necessary preventive measures to ensure that nobody shall come to know that the CBRT is being conducted by them on behalf of Commission.
16. The Agency should identify amongst its well-trained regular employees a **Single Point of Contact (SPoC)** who shall be coordinating for all operations related to the examinations. The Agency will not sub-contract the operational aspects and will be solely responsible for the safe and smooth conduct of examination. However, if so required, the Agency may have tie-ups with other agencies for arranging necessary infrastructure like obtaining Computer Hardware and other accessories duly informing Commission at least 04 weeks before the Exam. Also, the Test Centre Administrator shall be a regular employee of the Agency.

### **Payment Terms and conditions:**

1. **No advance payment would be made.**
2. Payment will be made on the basis of Lowest Rate / rate as approved by the Commission + GST as applicable per candidate for a particular Exam.
3. The payment will be made on the basis of total number of admit cards issued for each session of any Test.
4. 40% payment would be released on successful conduct of Examination by the Agency and handing over of the complete data to the concerned section of Commission.
5. 40% payment would be released after analysis of data, rectification of discrepancies, if any, by the Agency and release of first result by the Commission.
6. 20% payment would be released after 03 months of the first recommendation sent by the Commission.
7. **No extra payment would be made in case of re-examination due to failure (technical or infrastructural) on the part of Agency.**
8. Force Majeure: The Agency shall not be responsible for any failure to perform due to causes beyond its reasonable control including, but not limited to, acts of God, war, riots, embargoes, strikes, lockouts, act of any Government authority, accidents or disruption or operations arising

from causes not attributable to any mala fide or careless acts of Agency, fire or floods. The agency for which it becomes impossible to meet obligations under this contract value to force majeure conditions is to notify in written to the Commission of the beginning & cessation of the above circumstances immediately but in any case, not later than 05 (five) days from the moment of beginning.

9. It would be binding on the awarded Agency to deposit GST and other applicable taxes as per rules on its own behalf.
10. The TDS on GST will be deducted by the Commission as per rules.
11. The Income Tax would be recoverable at source from tendered bills as applicable or as per rules.

### **Liquidated Damages/Penalty Clause:**

1. In case the Agency fails to fulfill the obligations as per the terms and conditions of the contract, Commission may impose penalty to the extent of 100% of the total payment due for that Exam besides forfeiting Performance Security.
2. In case the Agency is not able to adhere to deadlines or fails to conduct the full examination, the performance security shall be forfeited and the Agency shall be under obligation for re-conduct of that Examination. The maximum penalty will be limited to 20% of the total payment due for that particular Examination. Accordingly, the time for next stage shall be reduced by the Commission. If the delay on account of agency adversely affects conduct of exam, the above Clause (1) will be invoked.
3. Not having the adequate infrastructure/capacity to perform the work as per work order.
4. If the work order of the agency is terminated for not performing the work satisfactorily, the CCE, Rajasthan Public Service Commission shall reserve the right to forfeit partly or fully the Bank Guarantee / FDR of the agency/firm and no payment will be made for the work done.
5. Any loss, damage, financial liability etc. accruing to the Commission by way of court orders, litigation or under Right to Information Act or otherwise on account of any irregularities, negligence, omission, commission or mishandling etc. the agency shall be accountable and the entire damage or loss of financial liability shall be borne entirely by the agency.
6. In case, the Agency practices any unfair-means (leakage of secrecy, confidentiality, breach of empanelment, manipulation found, etc.) as mentioned in Rajasthan Public Examination (Measures for Prevention of Unfair Means in Recruitment) Act, 2022, termination of empanelment with forfeiture of security deposit along-with necessary legal actions against the agency/vendor and blacklisting of the Agency will be done by the Commission.



**Termination Clause:** The Commission reserves the right to discontinue the agreement/ contract with the agency at any point of time during the contract period without assigning any reason after giving one month's notice to the agency. The decision of the CCE of the Commission would be final and binding.

**Fall Clause:** The following Fall clause will form part of the contract placed on successful Agency

- i. The price charged for the services supplied under the contract by the Agency shall in no event exceed the lowest rate quoted by the Agency during the period till performance or all Work Orders placed during the currency of the rate contract is completed. The Agency shall furnish the following certificate to the Commission along with each bill for payment for services made against the Rate contract- "We certify that there has been no reduction in sale price of the services of description identical to the services supplied to the Government under the contract herein and such services have not been offered/sold by me/us to any person/organization including the purchaser or any department of Central Government or any Department of a state Government or any Statutory Undertaking of the Central or state Government as the case may be up to the date of bill / the date of completion of supplies against all supply orders placed during the currency of the Rate Contract at price lower than the price charged to the Commission under the contract."

The EOI notice is available on Commission's website: <https://rpsc.rajasthan.gov.in/tenders>

## Chapter 5: EOI Submission Process

The EOI document shall be submitted in two separate sealed envelopes (Technical and Financial separately). The heading title on envelope shall be "EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF INTERESTED AGENCIES FOR COMPUTER BASED RECRUITMENT TEST (CBRT)" to Chief Controller of Examination (CCE), Rajasthan Public Service Commission, Ajmer - 305001. The envelope shall be properly sealed and be sent through Speed Post/Registered Post/Courier/Personally. The Agencies are required to furnish information as below:

- a. Name, Address, Official E-Mail ID, Telephone No. of Agency
- b. Official Name, Mobile and Official Email ID which is authorized by the Agency with letter of authorization.
- c. Ownership and Organizational structure of Agency
- d. Proof indicating headquarter/office of the Agency
- e. Details of the employees indicating their qualification and experiences.

Financial EOI proposal will be opened only of those agencies which qualify Technically.

The EOI proposal will be rejected in the event of information being found false or detected incorrect or incomplete at any stage of Empanelment. The proposal should be valid for a period of 180 days from the date of opening of proposals. The late EOI i.e., the EOIs received after the specified date & time shall not be considered.

### Technical Proposal:

1. EOI Fee of Rs 2,000/- (non-refundable) in the form of Demand Draft (DD) and Earnest Money Deposit (EMD) amounting to Rs. 2,00,000 /- in the form of Bank Guarantee / FDR (refundable to unsuccessful Agencies after final decision of Empanelment)
2. Self-Attested copies of PAN card & Goods and Services Tax Registration certificate
3. Self-Attested copies of I.T. returns of the Agency for the preceding three years.
4. Self-Attested copies of Audited Profit & Loss Account of the Agency for the preceding three years.
5. Self-Attested copies of Audited Balance Sheets of the Agency for the preceding three years.
6. Self-Attested copy of certificate from Chartered Accountant (CA) stating that "The annual turnover of the Agency for each of the last three financial years is related only to computer-based /online recruitment exam and income from any other source is not included in it".
7. Self-Attested copy of Certificate of Incorporation of the company.
8. Self-Attested copies of Purchase Order and/or Completion Certificate of CBRT/Exam conducted by the Agency during the last five years.
9. Self-Attested copies of documentary proof (as required by Clause 8 of Application Software Requirements).
10. Self-Attested copies of ISO 9001 or ISO 27001 (Information Security Management System Standard)/STQC certificate.
11. Duly signed copy of Financial Proposal of EOI for End-to-End CBRT (as at Annexure-II).
12. Self-Attested copy of list of Test Centres wherein the Agency has conducted CBRT in a single slot duly signed by the authorized signatory

13. Certificate (as at Annexure-III) duly signed by the authorized signatory.
14. Agreement (as at Annexure-IV) duly signed by the authorized signatory.
15. Self-Attested copies of all supporting documents as per checklist (Annexure-VI).

### **Earnest Money Deposit for Empanelment:**

1. The EOI proposal must be accompanied by EOI fee of Rs 2,000/- in the form of Demand Draft in the favour of Secretary, Rajasthan Public Service Commission, Ajmer.
2. An Earnest Money Deposit (EMD) amounting to Rs. 2,00,000 /- shall be deposited in the form of a Bank Guarantee / FDR payable to the Secretary, Rajasthan Public Service Commission Ajmer. Proposals without Earnest Money Deposit and in any form other than prescribed above will be summarily rejected.
3. The EMD should remain valid for a period of 03 years.
4. The EMD of the unsuccessful Agencies would be returned to them after the finalization of the EOI. No interest on EMD would be payable by the Commission under any circumstances.

### **Forfeiture of security/EM deposit:**

1. If at any stage, any of the information/declaration given by the Agency is found false/incorrect
2. If an Agency withdraws its EOI proposal during the period of EOI validity specified in the terms and conditions.
3. In case, any of lapse/default in honoring of the terms and conditions at any stage after submitting the EOI proposal.
4. In case of the final selection of Agencies, if it fails to enter into the contract or fails to furnish performance security.

### **Performance Security:**

1. The successful Agency will be required to furnish Performance Security @5% of the work order placed for each of the examination. The Performance Security shall be submitted at least 07 days before the examination. The Performance Security shall be in the form of Bank Guarantee / FDR in favour of Secretary, RPSC, payable at Ajmer. The Performance Security would be retained by the Commission till 03 months of the first recommendation sent by the Commission.
2. It should be clearly understood that in the event of the work not being completed as per the Scope of Work and time schedule laid down by the Commission, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalty, if any, which may be imposed as specified in the terms and conditions hereto. No interest on Performance Security would be payable by the Commission under any circumstances.

### **Financial Proposal:**

Schedule of financial Proposal must be submitted in the prescribed format only. The Agency will strictly submit the rate in the proforma prescribed for Price Schedule (Annexure-II). Rates should be quoted exclusive of GST.

## Chapter 6: Annexures for EOI Submission

### ANNEXURE-I: Minimum Capability of CBRT Undertaking

We \_\_\_\_\_ (Name of the Agency) hereby affirm that we have the capability and shall conduct CBRT for minimum 10,000 candidates in a single slot in various cities of Rajasthan.

(Authorized Signatory)

Name of the Signatory \_\_\_\_\_

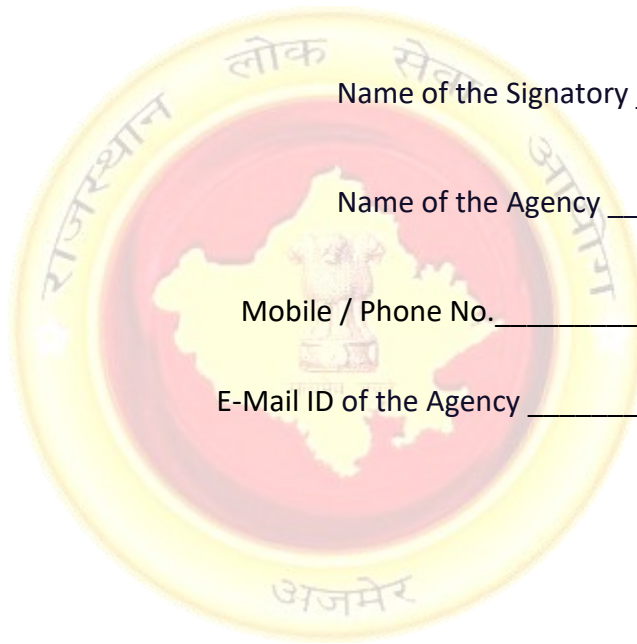
Place:

Name of the Agency \_\_\_\_\_

Date:

Mobile / Phone No. \_\_\_\_\_

E-Mail ID of the Agency \_\_\_\_\_





## ANNEXURE II: Financial Proposal of EOI for End-to-End CBRT

The rates are to be quoted based on range of End-to-End CBRT conducted as mentioned below:

Description of the job	Rates to be quoted in Rupees (in figures and words exclusive of GST and including all expenses per Candidate) for all the points i.e., (a) to (e)			
	Till 1000 Cand.	From 1001 till 5000	From 5001 till 10000	Greater than 10000 cand.
Conduct of Online Examination Single Session Candidate involving following: (a) Online Examination with Question Paper key-in (b) Bio-metric capture of Candidates attending (c) Additional Photo capture with face matching. (d) CCTV set-up in Each Room (02 Camera per room) (e) HHMD (Two or more per Test Centre) Note: All Manpower is to be supplied by the Agency for above work and hardware cost related to data to be handed over to RPSC post examination will also be borne by Agency				

Price shall remain fixed for a period of Three (03) years from the date of notification of award. This EOI is being invited for empanelment of interested Agency. **Any Agency that will be empaneled for CBRT work will have to provide their services at minimum rate / rate approved by the Commission.** The rates quoted should be exclusive of GST but inclusive of all miscellaneous expenses such as Hardware, man power, duties, levies, freight, insurance, cost of transportation, etc. During the period of empanelment, the rates will not be revised except on revision of any taxes by the Government of Rajasthan or by the Government of India. The Income Tax would be recoverable at source from tendered bills as applicable or as per rules.

It is hereby confirmed that I/We are entitled to act on behalf of our Agency and empowered to sign this document as well as such other documents, which may be required in this connection.

(Authorized signatory)

Contact person (with full name & designation) \_\_\_\_\_

Tel. No./ Mobile \_\_\_\_\_

**ANNEXURE III: Not Blacklisted Undertaking**

It is certified that my Agency \_\_\_\_\_ has never been black listed by any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings/Public Service Commission of the Government of India or any other State Government or Public Sector Banks or Local Bodies/Municipalities and no criminal case is pending against the said Agency as on \_\_\_\_\_

(Authorized Signatory)

Place:

Date:



Name of the Signatory \_\_\_\_\_

Name of the Agency \_\_\_\_\_

Seal of the Agency \_\_\_\_\_

## ANNEXURE IV: Agreement to Terms and Conditions

I/We \_\_\_\_\_ (Name & Address of the Agency) have in response to your EOI Dated \_\_\_\_\_ submitted a Technical & financial proposal for conduct of an online recruitment tests to be conducted by RPSC. As required under EOI, we hereby certify as under:

1. That all the terms and conditions of the EOI are acceptable to us
2. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
3. That we fully understand the Scope of Work specified in the EOI and on proposal is strictly in accordance with the Scope of Work.



(Authorized Signatory)

Name & Address of the Signatory \_\_\_\_\_

Place:

Name of the Agency \_\_\_\_\_

Date:

Seal of the Agency \_\_\_\_\_

## ANNEXURE V: Technical and Financial Checklist

S. No.	Particulars	Whether enclosed/not	Page No.
1	Whether Earnest Money Deposit (EMD) as amounted above is enclosed.	Yes/No	
2	Whether copies of PAN card & Goods and Services Tax Registration certificate enclosed.	Yes/No	
3	Whether copies of I.T. returns for the preceding 3 years enclosed.	Yes/No	
4	Whether copies of Audited Profit & Loss Account for the preceding 3 years enclosed.	Yes/No	
5	Whether copies of Audited Balance Sheets for the preceding 03 years enclosed.	Yes/No	
6	Whether certificate from Chartered Accountant (CA) stating that "The annual turnover of the Agency for each of the last three financial years is related only to online/computer-based/online recruitment exam and income from any other source is not included in it." enclosed.	Yes/No	
7	Whether Certificate of Incorporation of the company enclosed	Yes/No	
8	Whether copies of Purchase Order and/or Completion Certificate of CBRT/Exam conducted by the Agency during the last five years enclosed	Yes/No	
9	Whether ISO 9001 or ISO 27001 (Information Security Management System Standard)/STQC certificate enclosed	Yes/No	
10	Whether Minimum capabilities of CBRT undertaking (Annexure-I) is enclosed	Yes/No	
11	Whether Financial proposal of EOI form End-to-End CBRT is enclosed (as per Annexure-II)	Yes/No	
12	Whether Not Blacklisted Certificate (as at Annexure-III) of agreement terms and conditions enclosed	Yes/No	
13	Whether Technical and Financial Checklist is enclosed with page no.	Yes/No	
14	Whether compliance report checklist (as at Annexure-VI) as per scope of work enclosed	Yes/No	

(Authorized Signatory)

Name & Address of the Agency \_\_\_\_\_

Tel. No./Mobile \_\_\_\_\_



## ANNEXURE VI: IT related Compliance Report Checklist as per Scope of Work

I/We (Agency Name) \_\_\_\_\_ hereby furnish the compliance report as per EOI.

S. No.	Particulars	Report (Yes/ No)	Page No.
1	We confirm the acceptance & understanding of deliverables by the Agency with respect to Scope of Work and other terms & conditions of EOI.		
2*	The number of candidates for which CBRT was conducted in a single slot, is indicated (Annexure I).		
3	We confirm that the Agency can conduct CBRT as per Scope of Work.		
4	The agency undertakes the responsibility for complete security of processes, infrastructure, VPN connections, etc. as per the plan drawn in consultation with the Commission.		
5*	Details of secured LAN system with LAN back-up equipment & VPN connection to be provided at all venues, are furnished.		
6*	CCTV to be installed at each lab for continuous monitoring of candidates' activities.		
7*	Details of Registration counters including facilities for photo and Bio-Metric information to be captured of each candidate. Also indicate number of candidates per counter.		
8*	Detailed methodology for Data storage and transfer of data through VPN under secured environment are indicated.		
9*	Detailed activities to be provided w.r.t. Pre-Examination activities as defined in Scope of Work, are indicated.		
10*	Detailed methodology for preparation and dispatch of question papers through VPN connectivity w.r.t., Scope of Work		
11	The Agency will provide all data of the candidates including audit trail of all activities to the Commission after conclusion of exam.		
12	The Agency will make arrangement at RPSC control room for monitoring & supervising exam activities of all the venues on centralize monitoring console.		
13	We confirm that the venues will be booked for two days i.e., for day of arrangement and day of conduct of Exam and no exam / test (Online / Offline) or other activity of any third party will be scheduled on both the days of Exam/Test (Attach undertaking for it).		
14	We confirm that the Application software is capable for inputting bilingual questions.		

\* The Agency must provide all the requisite details along with reference page number in separate sheet.

(Authorized Signatory)

Name & Address of the Agency \_\_\_\_\_

Tel. No./Mobile \_\_\_\_\_