



**प्रगत संगणन विकास केंद्र (सी-डैक)**

**Centre for Development of Advanced Computing (C-DAC)**

(इलेक्ट्रॉनिक्स और सूचना प्रौद्योगिकी मंत्रालय (MeitY), भारत सरकार की एक वैज्ञानिक संस्था)  
(A Scientific Society of the Ministry of Electronics & Information Technology (MeitY), Government of India)

**Tidel Park, 8th Floor, 'D' Block (North & South), No.4 Rajiv Gandhi Salai, Taramani,  
Chennai- 600113, Tamilnadu (India)**

**NOTICE FOR INVITING APPLICATIONS FOR ENROLMENT OF SERVICE PROVIDERS TO PROVIDE  
SYSTEM SOFTWARE ADMINISTRATORS (SSA) FOR FACILITATING COMPUTER BASED TEST (CBT) FOR  
VARIOUS RECRUITMENT EXAMS ON FIXED RATE BASIS**

**Date: 29<sup>th</sup> Oct' 2024**

**Notice Ref No: C-DAC(C)/CBE-SSA/2024-25/01**

**Note: The Information provided by the Applicants in response to this enrolment notice will be the property of C-DAC and will not be returned. C-DAC reserves the right to amend, cancel, rescind, or reissue this enrolment notice and all amendments will be published through C-DAC's website binding all applicants.**

**NOTICE FOR INVITING APPLICATIONS FOR ENROLMENT OF SERVICE PROVIDER TO PROVIDE SYSTEM SOFTWARE ADMINISTRATORS (SSA) FOR FACILITATING COMPUTER BASED TEST (CBT) FOR VARIOUS RECRUITMENT EXAMS ON FIXED RATE BASIS**

C-DAC, a premier R&D organization under the Ministry of Electronics and Information Technology, invites prospective agencies to provide System Software Administrators for facilitating Computer Based Test (CBT) for various recruitment exams. This initiative aims to facilitate large-scale testing for various national projects and government recruitment processes.

**A. Eligibility Criteria:**

S No	Clause	Documents required
1	The Bidder should be a proprietorship firm / partnership firm / Societies registered under Government Act/ registered company under Companies Act 1956, engaged in the business of providing technical manpower services for CBT as on the date of issue of the subject Notice. The Bidder should have been operational in India for at least 05 years as on date of 31.03.2024.	a) Copy of Certification of Incorporation/ Registration. b) Copy of MoA/MSME certificate/Any other valid document in support of manpower supply services.
2	The Service Provider must have an Average Annual financial turnover during the last 3 years, ending 31 March 2024, should be at least <b>Rs.5 Crores (Rs. Five Crores Only)</b> in providing exam conduction related Services.	a) Audited and Certified Balance Sheet & Profit/Loss Account of the 3 Financial Years OR Turnover certificate duly certified by registered CA. b) Acknowledgement of Income Tax Return for last 3 Financial Years. c) GST, Certificate of registration & GST certificate.
2	The Service Provider should not be blacklisted by Central or any State government or Public Sector undertakings as on the date of subject Notice for Enrolment.	A signed copy of the undertaking with a seal. Annexure-2
3	The Service Provider should have at least 01 valid ISO certification ISO 27001 / ISO 20000 / ISO 10004.	Valid Copy of ISO Certificate(s).
5	Service Provider should have executed a cumulative work orders value of minimum <b>Rs.15 Crore (Rs. Fifteen Crores)</b> towards Exam Conduction Related services including Manpower Supply Services to any of the Government departments in the last 03 Financial Years as on 31.03.2024 directly to establish their existence in the market as follows. The current financial 2024-25 year also shall be considered for completed work orders.	Work order copies to be attached with either job completion certificate of the issuing agency or invoice and proof of payment received.

**B. Rate Fixed for the System Software Administrator Deployment Service:**

1. Based on the prevailing rate engagement for Similar type Technical Resources by C-DAC, the following standard rates were worked-out and fixed for the profile “**System Software Administrator**”;

Sl. No	Description	Rate per Day in INR excluding GST
1.	Rate for engaging one “ <b>System Software Administrator</b> ” for facilitating CBT conduction- including Boarding & Lodging.	4150/-

**Note-I:**

- a) Training expenses for minimum 5 days duly certified by C-DAC assessment process will get a Training Charges reimbursement of Rs.500/- (Excluding GST) Per System Software Administrator Per Day for each exam cycle.
- b) Travel expenses shall be compensated as per 3<sup>rd</sup> AC charges (or) economy Air fare wherever Train connectivity is not possible.

**C. Responsibilities of Enrolled Service providers:**

1. The Service Providers are required to supply a “System Software Administrator” as outlined in the qualifications detailed in Annexure-I, at the rates specified in this notice.
2. Service Providers that accept the rate for the “System Software Administrator” must organize a training session consisting of a minimum of **150 participants in a single/multiple batches**, allowing C-DAC officials/Nominated Officials to deliver the necessary training.
3. Following the training, C-DAC will conduct an assessment process and issue qualifying certificates. Only those resources who successfully complete C-DAC’s training and pass the assessment will be eligible for deployment.
4. Training fees will be reimbursed only for those resources who attend the training and successfully pass C-DAC’s assessment.
5. The Service Provider must verify the Aadhaar (preferably) or other Government IDs for each individual deployed at the examination center, and ensure that police verification is also completed.
6. The Service Provider must ensure that adequate insurance coverage, including medical and personal accident insurance, is provided for the resources deployed in the specified services.

**D. Allocation Process of Work Among Enrolled Agencies:**

1. Work will be distributed equally among Service Providers who are enrolled at the time of allocation and have successfully trained a minimum of **150 “System Software Administrator”** resources, certified by the C-DAC team.
2. Following the allocation of work, the Service Provider must submit a Security Deposit amounting to 5% of the work order value in the form of a Bank Guarantee, valid for 12 months.
3. The PBG may be invoked for entire, if the Service Provider backs- out of his obligations as per the contract, including refusal to execute the work order or excessive delay in execution of work or the Service Provider does not provide carry out the responsibilities as mentioned in the SoW of

the Work order. Before invoking the PBG, the Service Provider shall be given written intimation (email or otherwise) with a cure period of not more than 15 days from the date of intimation.

**E. Other Terms and Conditions:**

1. The subject enrolment is valid for one year and same can be extended for one more year at the discretion of C-DAC.
2. The subject enrolment doesn't guarantee any kind of business commitment to the enrolled services providers and C-DAC reserves the right to cancel the entire enrolment process without assigning any reasons thereof.
3. The disputes, legal matters, court matters, if any shall be subject to Chennai jurisdiction only.
4. All disputes or differences arising out of or in connection with the subject enrolment process/contract/work order shall be settled by bilateral discussion. Any dispute, disagreement or question arising out of or relating to contract or relating to service or performance, which cannot be settled amicably, shall be resolved by arbitration in accordance with procedure of Indian Arbitration and Conciliation Act, 1996. C-DAC, Chennai has full right to appoint an arbitrator as per prevailing Law of Arbitration.
5. No price raise will be allowed on whatsoever grounds.
6. Enrolled Service Providers shall be bound by The Official Secrets Act, 1923 and immediately after enrolment.
7. Enrolled Service Providers shall require to submit non-disclosure Agreement to C-DAC as and when required.
8. If the Service Provider fails to complete the services within the defined time schedule of the exam, a penalty of 5% of the overall price of the work order value shall be charged as penalty for each day of delay (or) part thereof by the Service Provider. Service Provider can deposit the penalty with the buyer directly else the Buyer shall have the right to recover all such penalty amount during final settlement of invoices/bills. Cumulative penalty cannot exceed more than 10% of the contract value after which the Buyer shall have the right to get the service/rectification done from alternate sources at the risk and cost of the Service Provider. Service Provider shall be liable to reimburse the cost of such service/rectification to the Buyer.
9. All the information configuring these activities such as software/ Hardware/ Candidate counts, entire information relating to the online examination shall be treated as confidential and the enrolled Institutes shall not disclose it to anyone without authorization of C-DAC.
10. Enrolled Service Providers shall be solely responsible if there is any infringement of confidentiality with respect to data/ information.
11. The Enrolled Service Providers shall obtain declaration from their personnel (employed by them for concerned examination) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse) as well as anyone on whom they may have any special interest, is appearing in the concerned examination.
12. If any case of security breach is found in the service rendered by the service provider at any of the exam centres, the contract of the Service Provider is liable to be terminated and the said Service Provider will be blacklisted for upto 02 years and will render him ineligible to bid for any of the work / assignments / exams by all the C-DAC Centres.
13. At any point of time, if the Service Provider or any of its staff is found to be involved in any malpractices / or any unethical practices, the contract will stand terminated and the said agency will be debarred forever from applying to any proposal of C-DAC in future.
14. It is expected that the Service Providers who wish to enrol under this Notice have highest standards of ethics. C-DAC will reject an application if it determines that the Service Provider recommended for enrolment/award of work order has engaged in corrupt or fraudulent practices while working for this enrolment/award of work.

15. C-DAC may declare a Service Provider ineligible, either indefinitely or for a stated duration, to be awarded a contract, if it at any time determines that the Service Provider was/is engaged in corrupt and fraudulent practices during the award / execution of contract.
16. C-DAC will reject the proposals, or debar the selected Service Provider, if any proof of corrupt or fraudulent practices emerges during emplacement / award /execution of contract / later, or at any point of time.
17. Malpractices in public examinations lead to delays and cancellation of examinations adversely impacting the prospects of millions of youths. **The Enrolled Service Providers and all their staff are bound by the Public Examinations (Prevention of Unfair Means) Bill, 2024 to check malpractices and organized cheating in government recruitment exams.**

**F. Enrolment Process:**

1. Following the publication of the subject notice on the C-DAC website, interested Service Providers may begin submitting their completed applications to the designated email address [chn-exam01@cdac.in](mailto:chn-exam01@cdac.in) as per the format attached at **Annexure-I**.
2. Once the filled application is received along with supporting documents in a complete manner, the C-DAC team will evaluate the same for enrolment.
3. After enrolment, a detailed working contract shall be executed between C-DAC and the Service Provider covering all standard legal & administrative clauses.
4. After enrolment, C-DAC will provide a **notice period of 5 days** to arrange training for a minimum of **150 "System Software Administrator"** resources, followed by an assessment process.
5. Consequently, the trained **"System Software Administrator"** resources should be made available for the exam cycles immediately upon the issuance of the **5-days' notice** by C-DAC.

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**Qualifications of the System Software Administrator**

<b>System Software Administrator</b>	
Educational Qualification & Experience	<p>* Diploma in Computer science/Electronics/Electrical/Communication engineering with at least 1 year of post qualification work experience in handling exam software for Computer Based Test (CBT). (Or) * Graduates in Computer science/Electronics/IT/Computer applications or relevant domain with at least 1 year of post qualification work experience in handling exam software for Computer Based Test (CBT).</p>
Required Knowledge and Skill Set	<ul style="list-style-type: none"> <li>• Good interpersonal skills and ability to work in a team</li> <li>• Good Communication in English and Hindi</li> <li>• Basic knowledge in Network concepts and management</li> <li>• Basic knowledge of Linux OS</li> <li>• Exposure to formal methods, formal verification of software/hardware systems</li> <li>• Good debugging, problem solving / analytical skills</li> <li>• Any Linux Certification will be an added advantage</li> </ul> <p>Skill set:</p> <ol style="list-style-type: none"> <li>1. <b>Networking, Linux OS, System Maintenance, Hardware Assembly and Software Setup, Understanding of Computer components.</b></li> <li>2. <b>System Software Administrator</b> must be technical proficient in UNIX / LINUX based system, competent enough to deploy the C-DAC's software at the exam centre.</li> <li>3. Conducting CBTs in compliance with the training, instructions and guidelines set by C-DAC</li> </ol>
<b>Maximum Age</b>	Preferably Below 30 years.

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**A. DETAILS OF SERVICE PROVIDER APPLIED FOR ENROLMENT**

<b>S. No.</b>	<b>Particular</b>	<b>Details</b>
1.	Full name of the organization / firm /company	
2.	Year of Establishment	
3.	Status of the agency i.e., Sole, Proprietorship, Partnership, Pvt. Ltd etc.	
4.	Full Address, Telephone No(s), Fax(s), E Mail etc. of the <b>Registered Office</b>	
5.	Details of existing reputed/major clients with specific name, address, and telephone numbers of contact persons.	
6.	Name & Mobile Numbers of Directors / Partners / Proprietor  Whether assessed under income tax. If so, mention the permanent account number.	
7.	Name of two referees of repute with address & telephone number (enclose their certificates)  GST Certification No.	
8.	Name/s of Banker/s and their addresses	
9.	Disputes / litigation against the Service Provider, if any.	
10.	Letter of Commendation from the Client, if any	

**ENROLMENT NOTICE ACCEPTANCE LETTER / UNDERTAKING FOR NON-BLACKLISTING FIRM**

(To be given on Company Letterhead)

To

Date:

Centre Head  
Centre for Development of Advanced Computing (C-DAC),  
Tidel Park, 8th Floor, "D" Block (North & South),  
No. 4, Rajiv Gandhi Salai, Taramani, Chennai – 600 113.  
Tel : 044 – 22542226/27

**Subject: NOTICE FOR INVITING APPLICATIONS FOR ENROLMENT OF SERVICE PROVIDER FOR PROVIDING SYSTEM SOFTWARE ADMINISTRATORS FOR FACILITATING COMPUTER BASED TEST (CBT) FOR VARIOUS RECRUITMENT EXAMS ON FIXED RATE BASIS**

Enrolment Notice Ref: **C-DAC(C)/CBE-SSA/2024-25/01**

Dear Sir,

1. I / We hereby certify that I / We have read the entire terms and conditions of the subject enrolment notice (including all documents like annexure(s), schedules(s), etc.), which form part of the contract agreement and I / We shall abide hereby by the terms / conditions/ clauses contained therein.
2. The corrigendum(s) issued from time to time by your department / organization too has also been taken into consideration, while submitting this enrolment application.
3. I / We hereby unconditionally accept the terms & conditions of above mentioned enrolment notice document(s) / corrigendum(s) in its totality / entirety.
4. I / We do hereby declare that our Firm has not been blacklisted / debarred by any Govt. Department/Public sector undertaking.
5. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract/enrolment, without prejudice to any other rights or remedy including the forfeiture of the full earnest money deposit absolutely.

Yours Faithfully,

Authorized Signatory

(Signature of the Service Provider, with Official Seal)

**Undertaking for the "Public Examinations (Prevention of Unfair Means) Act, 2024"**

(To be given on Company Letterhead)

To

Centre Head

Centre for Development of Advanced Computing (C-DAC),

Tidel Park, 8th Floor, "D" Block (North & South),

No. 4, Rajiv Gandhi Salai, Taramani, Chennai – 600 113.

Tel : 044 – 22542226/27

**Subject: Undertaking for the "Public Examinations (Prevention of Unfair Means) Act, 2024"**

Enrolment Notice Ref: **C-DAC(C)/CBE-SSA/2024-25/01**

Dear Sir,

**We hereby undertake that we are fully comprehend the "Public Examinations (Prevention of Unfair Means) Act, 2024" and commit to adhering strictly to its provisions without any deviation in connection with the subject tender transaction.**

Yours Sincerely,

Authorised Signatory

Name and Title of Signatory

Email:

(PERFORMANCE BANK GUARANTEE FORMAT)

To,  
Centre Head  
C-DAC Chennai.

**Subject: PBG for Contract Ref \_\_\_\_\_.**

Whereas C-DAC have entered into a Contract \_\_\_\_\_ No. \_\_\_\_\_ dated (hereinafter referred to as the said Contract) with M/s. \_\_\_\_\_ {hereinafter referred to as the Selected Bidder} for the **Exam Conduction of allocated exams, across India** as per Contract and whereas the Selected Bidder has undertaken to produce a bank guarantee amounting to Rs. \_\_\_\_\_ which is 05% of Total Contract Price (including taxes and duties) towards Performance of the contractual obligations under the said contract..

1. We, the \_\_\_\_\_ bank hereby expressly, irrevocably and unreservedly undertake the guarantee as principal obligors on behalf the Selected Bidder that, in the event that the BUYER declares to us that the amount claimed is due by way of non-performance and failure of SoCs by reason of breach/failure to perform by the said Selected Bidder of any of the terms and conditions in the Contract related to Performance and Warranty clauses, we will pay you, on demand and without demur, all and any sum up to {5% of Total Contract Price (including taxes and duties) } \_\_\_\_\_ Rupees only at any instance under this Guarantee. Your written demand shall be conclusive evidence to us that such repayment is due under the terms of the said Contract. We shall not be entitled to ask you to establish your claim or claims under this guarantee but will pay the same forthwith without any protest or demur. We undertake to effect payment upon receipt of such written demand.
2. We shall not be discharged or released from the undertaking and guarantee by any arrangements, variations made between you and the Selected Bidder, indulgence to the Selected Bidder by you, or by any alterations in the obligations of the Selected Bidder) or by any forbearance whether as to payment, time performance or otherwise.
3. We further agree that any such demand made by the C-DAC on the Bank shall be conclusive, binding, absolute and unequivocal notwithstanding any difference or dispute or controversy that may exist or arise between you and the Selected Bidder or any other person.
4. In no case shall the amount of this guarantee be increased.
5. This Performance-cum-Warranty guarantee shall remain valid till the duration of the agreement.

6. Subject to the terms of this Bank Guarantee, the issuing bank hereby irrevocably authorizes the beneficiary to draw the amount of up to Rs \_\_\_\_\_ {5% of Total Contract Price (including taxes and duties) for breach/failure to perform by the Selected Bidder of any of the terms and conditions of the Contract related to performance and warranty clause. Partial drawings and multiple drawings under this Bank Guarantee are allowed within the above stated cumulative amount subject to each such drawing not exceeding 5% of the Total Contract Price (including taxes and duties) (Rs \_\_\_\_\_ only) (Mention BG amount).
  
7. This guarantee shall be continuing guarantee and shall not be discharged by any change in the constitution of the Bank or in the constitution of M/s\_\_\_\_\_. We undertake not to revoke this guarantee during the currency except with previous consent of BUYER in writing.
  
8. Notwithstanding anything contained herein above:
  - a) Our liability under this Guarantee shall not exceed Rs \_\_\_\_\_ ( \_\_\_\_\_ ) only (in words).
  - b) This Bank Guarantee shall remain valid until six years from the date of its issuance, i.e., up to \_\_\_\_\_ (mention the date) and the BG shall cease to be valid after \_\_\_\_\_ irrespective whether the Original Guarantee is returned to us or not.
  
9. We are liable to pay guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written demand or a claim in writing on or before \_\_\_\_\_ (Expiry Date).

Dated the \_\_\_\_\_ day of \_\_\_\_\_ (month and year)

Place:

Signed and delivered by \_\_\_\_\_ (name of the bank)

Through its Authorized signatory

(Signature with seal)