

Medical Services Recruitment Board

Short Tender for Provision of Online Application and Registration System (OARS) in the website of the Medical Services Recruitment Board, Chennai, Tamil Nadu (Tender 01/2013)

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i. Introduction

Medical Services Recruitment Board (MRB) is mandated with the task of making Recruitment to various medical personnel. MRB aims to consistently upgrade and improvise systems and procedures of selection in order that the best talent is attracted to Public Service, strictly in accordance with the policies of Government of Tamil Nadu and rules & regulations.

By leveraging the available Information Technology solutions MRB has decided to introduce Online Application and Registration System, to facilitate the candidates to register online for various examinations held by the Board, and also create a permanent database of candidates' profiles. Hence, it has been decided to invite **commercial proposal** from eligible firms for providing online application registration facility. The successful Service Provider shall provide necessary Infrastructure, software and support for the Online Application and Registration System.

2. Objectives:

The overall objective of the **Online Application and Registration System (OARS)** is to automate the Registration Process and provide user friendly access to the candidates for registration. The broad objectives of the Project are as follows:-

- a) **Increase Operational Efficiency:** By leveraging the available Information Technology solutions, MRB aims to completely automate its recruitment process in an integrated platform and reduce the repetitive paper work /records through computerization of the entire back-office functions.
- b) **User-Friendly and Secured Data Submission:** **Online Application and Registration System** aims to provide not only user friendly but also secured data submission through electronic mode.
- c) **Provide better Monitoring tools for Recruitment and Policy Making:** **OARS** aims to provide better Monitoring Tools with Real Time Data on the recruitment process and also enable the Board to conduct the examinations at a reduced cycle and cost.

- d) **Improve Service Delivery to Public:** OARS_ is expected to bring significant improvement in service delivery to Public through all possible modes in conformity with the provisions of Right to Information Act.

- e) **Easy up gradation to new technology:** OARS_ not only will contain the_best available IT solutions but will also enable MRB to easily migrate to advanced technological platform in future.

3. Current IT Status in MRB

The MRB is a newly established organization. Many important processes in each stage of the recruitment process are still done manually. MRB wants to automate these processes and set high standards in the critical measures of performance like Accuracy, Zero Defect / Downtime, Speed and Cost. Currently the MRB is in the process of putting up its own website.

4. Definitions:

In this Contract, the following terms shall be interpreted as indicated below:-

- a) "Contract" means the agreement entered into between the Tendering Authority and the Service Provider, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;

- b) "Data Processing" includes Data Extraction from database, Data Verification and Data Validation and generation of Reports as specified in **Annexure - I**

- c) "Bidder" means any firm(s) having proper legal Agreement between the parties with the lead firm taking the full responsibility of managing the project as required in the tender. The word "Bidder" when used in the pre award period shall be synonymous with "Service Provider" which shall be used after award of the contract.

- d) "The Contract Rate" means the rate offered by the Service provider and accepted by the Tendering Authority under the Contract for the full and proper performance of its contractual obligations;
- e) "**OARS**" as per this tender document means user friendly **Online Application and Registration System** with payment gateway with reputed Banks having wider reach across the State.
- f) "Services" means services ancillary to the Scope of Work herein-above, transportation, any other incidental services and other obligations of the Service provider covered under the Contract;
- g) "Service Provider" means the firm / company which provides the IT/ITES as per the conditions of this contract.
- h) "Day" means a working day of MRB.
- i) "Tendering Authority" means The Member Secretary, Medical Services Recruitment Board or any Officer of the Medical Services Recruitment Board who has been authorized to issue a work order under this contract.
- j) "Board" means Medical Services Recruitment Board
- k) "MRB" means Medical Services Recruitment Board

5. **Scope of work**

Broadly speaking the scope of work shall be Design, Development and hosting of web-based user friendly Online Application and Registration System with the enabling provision for Payment Gateway services along with generation of various reports that may be required by MRB from time to time.

The Service provider has to design and upload the web based application forms in the portal of the Service Provider. The activities relating to online application shall be in three categories viz.

I. **On-Line Application for specific recruitment:**

This is to facilitate the candidates to register their profile as given in **Annexure-II** for post-specific notification and upload their photograph and signature in the portal so that they can apply for a particular examination / recruitment if they are otherwise qualified. Candidate shall be provided with an unique user ID and password to access the database with permission to edit and update their profile.

II. **Payment Gateway**

The proposed OARS would have facilities for all modes of Payment ie., Net Banking, Electronic Clearance System, Credit/Debit card payment and payment by automatically generated Bank challan at the branches of major Bank(s) with wider presence across the State , Post office and others.

- III. **Database Updation** Database of applications submitted through offline mode and document uploaded shall be collected from MRB from time to time and Unique ID, Hall ticket and consolidated lists of both Online and Offline candidates(if any) have to be generated by the Service Provider.

6. **Deliverables by the Service Provider:**

- i. The Service Provider has to design the webpage based on the requirements listed above and to the satisfaction of the Board. The SRS document (Software Requirement Specification) has to be submitted to the Board for approval as per the delivery schedule in **clause - 27** of this document.
- ii. The particulars of the candidates who have applied for the examination notified by the Board shall be extracted from the database and processed further.
- iii. Generation of periodical and mandatory reports required by the Board from time to time.
- iv. Shall have provision for tip-tags or instruction display panel, while filling up the relevant inputs by the candidates.

- v. Call Centers / Help desks to be set up to offer clarifications for the queries raised by the candidates while registering viz., fee dispute or any other problems.
- vi. The system shall have provision for automatic updating of particulars of the candidates applied / participated in the recruitment process as well as particulars of selected candidates in the database.
- vii. The Service Provider has to upload the Online and Offline Application(if any) related Data provided by MRB and generate downloadable Hall tickets in their portal for each examination with alert notification through SMS and e-mail.
- viii. The system shall have provision to embrace the Data received through offline in the Board (if any) also apart from the Online Registration and uploaded in the server of the service provider
- ix. The system shall have provision to report and communicate the Unique ID through SMS and e-mail to the candidates on request, in case of necessity.
- x. The Service Provider shall provide the hardware infrastructure with 1+1 redundancy in Load Sharing Mode so as to cater to the load of 30,000 applications per day and 5,000 simultaneous accesses with sufficient Data Storage on the crucial dates of closing of the specific notification.
- xi. The required hardware infrastructure shall be housed within Service Providers data centre with adequate arrangements of security like firewalls, Intrusion Prevention Systems etc and with required internet Bandwidth.
- xii. Periodical Backup and mirror database shall be sent to the server maintained by the Board (whenever in place and operational).
- xiii. The data uploaded by the candidates shall be encrypted and transferred in DBF / CSV / MS SQL / MS Access format or as per the requirement of the Board from time to time.

- xiv. Service Provider shall provide the complete backup of all the data related to a specific exam in two sets in CD/ DVD / External Hard Disk to the Board, depending on the size of the data, within two days from the closure of online applications for each exam.
- xv. The SRS document shall contain the model screen layout for submission of applications online for a typical examination to be given by the Board before finalization of tender.
- xvi. After approval of SRS document, the application shall be designed and installed on the infrastructure as above. Interface required with the payment gateway Service Provider and Specific Banks will also be developed conforming to specifications of the bank. The system will then be subjected to trial testing by designated officials of the Board.
- xvii. After successful trial testing, the setup will also be required to undergo the requisite security audits specified by bank as well as load testing by a third party audit firm to be identified by the Board. The cost towards such audits has to be borne by the bidder.
- xviii. The Service Provider shall submit audit certificate in lieu of security audit performed by 3rd party at pre-installation stage as well as periodically as prescribed by the MRB pertaining to database application software, network connectivity and website such as website security, application security, network security, Database security and physical security.
- xix. Time schedule for Designing, Test and hosting of specific Notification:

Supply of information by the Board for designing and finalization fields for the current recruitment	On the date of issue of work order (along with the work order)
Supply of information by the Board for designing and finalisation of fields for a specific recruitment to be notified. (subsequent to the current one)	7days before the publication of Notification.
Test URL for new notifications	4 days prior to publication of Notification
Opening / hosting of Online application for recruitment	05.00 AM of the day of examination notification
Closing of application	11:59 PM on the Closing date

- xx. The system shall provide real time monitoring tools with **Dashboard** facility for higher level supervision at the Board.
- xxi. The system shall have provision for generating reports of any kind from the Database by the designated officials of the Board.
- xxii. The system shall have provision for reconciliation of the payment data provided by bank with the received applications and reports regarding discrepancy, if any, found during such reconciliation.
- xxiii. The fee payable by the candidates through banking/net banking/Credit/Debit cards or any other mode shall be credited into the MRB's account in Canara Bank, Chennai on periodical basis to be prescribed by MRB from time to time and report for such transaction shall be generated by the authority of the Board.
- xxiv. Before award of work, the Service provider has to enter into a Non Disclosure Agreement with the Board. The data collected in respect of the online applications shall be kept confidential and shall not be used by the service provider and shall not be shared with any third party or used for any analysis/ research purpose by the Service Provider, unless the Board warrants.
- xxv. Maintenance and minor modifications of the software from the date of deployment of the system will be a part of the contract.
- xxvi. At least one representative of the Service Provider, who shall be accessible on 24 x 7 basis, be designated to liaise with the Board for trouble shooting, etc.
- xxvii. The system shall have suitable interface with the portal of the Payment Gateway Service Provider / Bank providing payment of fee through Net Banking / challan / Credit and Debit cards and should satisfy necessary security specifications of the Reserve Bank of India/ concerned bank /credit/debit card provider.
- xxviii. The system shall provide for submission of the application in the following manner which is only indicative and may undergo changes/ improvements based on experience and user feedback -
 - a. The system should prompt the applicant to fill up all required information as specified in **Annexure - II**. Drop down lists should invariably be provided except

for fields which need to be filled by the Candidates. After completion of all the fields, the applicant shall be allowed to view the completed form and edit and after confirmation of the correctness of information, shall be allowed to upload his photograph and scanned signature. Once photograph and signatures are uploaded, candidates shall be allowed to submit the same. Provision shall be made for printing the application and covert and store the application as PDF for the reference of the applicant.

- b. The photograph shall be of Passport size (4.5 x 3.5cms) between 200 to 230 pixels, with the facility to resize the photo to 20 to 50 kbs and to crop the signature from the scanned image (size 10 to 20 kbs)
- c. **Fee Submission** – After submitting the basic information, applicant shall be asked to submit the fee through online payment through
 - (i) Net-banking
 - (ii) Credit or Debit Cards
 - (iii) Post office/ Bank Challan has to be generated in triplicate with the details such as Name of the candidate, Name of the Recruitment with Advt. No., Date of Registration, Fee to be paid, Challan Number etc. as may be decided by the Board / Bank from time to time. The candidate shall take a printout of the Challan and remit the fee in the Post office/ Bank. Once the fee is paid and acknowledged by the Bank, the data furnished by the candidate shall be considered as a valid application. (Tie up with post office/bank will be done by MRB while net banking payment gateway-including credit and debit cards shall be the responsibility of the service provider)
- xxix. Option of printout will be provided to the applicant after each stage as above for record purpose.
- xxx. The system should be user friendly and English/ bi-lingual in format (depending on the post).
- xxxi. The application used should be compatible with major popular web browsers.
- xxxii. The Service provider shall establish 24 x 7 Help desk with necessary manpower to assist the candidates in case of any doubt.

7. Eligibility Conditions

- i. The bidder should be an Indian Registered Firm with an average minimum annual turnover of Rs. 5 crore from IT and ITES business for any two of the last three

accounting years between 2009-2012.

- ii. Firms should have valid VAT, Service Tax and PF registration Certificate and Valid TIN Number eligible to apply
- iii. The bidder should have a well established data centre where the hardware infrastructure for the proposed online application system will be housed.
- iv. The bidder should have experience of providing a similar registration/applications portal for Reputed Recruiting Organizations or Academic Institutes/ Government organization.
- v. All the above eligibility conditions are mandatory.

8. Other Conditions:

- i. **Period of Contract:** The contract shall be initially valid for a period of 1 year from the date of execution of the agreement with the Tendering Authority and can be valid for a maximum period of 3 years (to be renewed every year after the first year based on the basis of a performance review - subject to mutual consent on terms and conditions as specified in the contract). If the contract is extended for the second year, an increase of 5% over the approved rate of the first year will be given. In case the contract is extended for the third year, a 10% increase of the original (first year approved rate) will be given.
- ii. **Cost of Tender Document:** Free
- iii. **Non-transferable:** The tender document is not transferable.
- iv. **Rejection of Bid:** The Member Secretary, Medical Services Recruitment Board reserves the right to accept / reject / release or relax any or all or part of the bids received on the due date without assigning any reason whatsoever.
- v. **Language of bid:** The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and The Tendering Authority shall be in English language.

- vi. **Bid Currency:** Prices shall be quoted in Indian Rupees only. The bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices.
- vii. **Earnest Money Deposit (EMD):** Bidders are required to enclose a Demand Draft / Pay Order Drawn from any of the Nationalised Banks in India in the name of The Member Secretary, Medical Services Recruitment Board payable at Chennai for Rs.4,000/- (Rupees Four Thousand Only) towards Earnest Money Deposit. Payment of EMD by cash will not be accepted.
- viii. In the case of Service Providers the EMD will be retained as interest free performance security deposit and will be refunded only after the satisfactory completion of the contract. Depending on the value of the contract the service providers may be asked to remit upto 3% of the contract value as security deposit in the form of demand draft or irrevocable bank guarantee during the period of validity of the contract.
- ix. Unsuccessful bidders' Earnest Money Deposit shall be discharged / returned within 30 days after the finalization of the Tender Offer validity prescribed in this tender.
- x. The Earnest Money Deposit shall be forfeited and Bid shall be rejected:
- a) If a Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid form or
 - b) In case of a Service Provider, if the Bidder fails:
 - To sign the contract form in accordance with the terms and conditions within seven days from the date of awarding the contract
 - To perform the contract as per the tender terms & conditions

9. System Requirements

The Online Application and Registration System shall have the following minimum features:-

- a) It should be implemented using a hardware infrastructure with redundancy and with disaster recovery provisions.
- b) It shall be available for applicants starting from the 05.00 AM of the day of examination notification till 11:59 PM on the closing day or any other time defined by the Board without any service break.

- c) The Hardware and software shall be designed to handle a maximum load of at least 30,000 applications in a day with simultaneous user access of 5,000 users.
- d) It shall be able to cater to applications of multiple (up to two) examinations simultaneously.

10. Presentation of the solution

- a) As a part of the bid, before the award of contract the likely successful bidder may be asked to give a presentation on the proposed technology and solutions to the MRB, before the work order is issued.
- b) Failure to make such a presentation shall lead to the rejection of the bid without assigning any further reason.

12. Security Features

- a) The bidder should provide a write up on the security approach adopted in their proposed solutions like incorporation of stringent security procedures and measures including encryption and various levels of passwords during the execution of the project to eliminate the possibility of errors, frauds and misuse.
- b) The bidder should provide the details of encryption technique used to protect unauthorised access to the system and methods used for authentication and validation of the data.
- c) The bidder shall also clearly state the Do's and Don'ts along with the list of potential threats and the bidders proposed ways and means of preventing them.
- d) The system will be subjected to Hardness test and other security tests by a third party to be appointed by the MRB at the cost of the Service provider.

12. **Service Level Agreement(SLA)**

(To be filled by the bidder)

A. SLA for Activity 1 as defined in Clause 5 and 8.		
1.	Infrastructure i. IT infrastructure to be dedicated for this project ii. Connectivity and Bandwidth	
2.	i. Data Storage ii. Disaster recovery and iii. Data Integrity	
3.	Down time for i. Server ii. Website and Application	
4.	Capacity to handle large volume and simultaneous access.	
5.	Quality certification	
6.	Help Desk	

The bidders should specify clearly in their Proposed Technical Solution, the extent to which these SLA parameters can be assured by them in objective terms.

13. **I. Access Rights Management:**

- a. System shall provide with login screen to specific users of the system. Only authenticated users should be provided access to the application.
- b. As an enhanced security measure, **Online Application and Registration System** should provide role based access
- c. User types will be-
 - (i) Administrator to handle the application having all the Read/ Write access
 - (ii) User to generate reports from the data

II. Administration

- a) **Role Master:** This feature is used to add the roles to the internal users for the purpose of system authorization. It is also used to search / modify / delete existing roles.
- b) **Permission Master:** This feature is used to add the permission types for the roles in Role Master for system authorization purpose. It is also used to search/modify/delete existing permission types.
- c) **Role Permission Mapping:** This feature is used to add the mapping of what permission is associated with which role. It is also used to search/modify/delete existing permission role map.

14. Standards of Performance

The Service Provider shall complete the **Online Application and Registration System** project in accordance with the specification given by MRB from time to time and in conformity with the international standards on Information Security and Audit and as per various relevant laws such as Information Technology Act 2000 and other related Laws, Rules and Regulations.

15. Responsibilities

A. Responsibilities of the Service Provider:

- i. Resource and Project Management as per Scope of the work
- ii. Completion of the work as mentioned in the Scope of the work
- iii. Shall arrange in all the required Hardware and Software including all kinds of consumables and manpower required for executing the contract awarded at their cost.
- iv. Shall be responsible for any other thing that is required for executing the contract awarded to the Service Provider except that that shall be provided by MRB as stated in this tender document
- v. Shall provide necessary training to the staff of MRB

B. Responsibilities of MRB:

- a. Provide all necessary information for application designing and hosting for Online Registration
- b. Provide information regarding publication of Notification with all features and conditions put-forth for designing the input screen accordingly for specific examinations.
- c. Provide data for hosting of Online hall tickets
- d. Settlement of bills within 30 days of completion of registration.
- e. Provide Master data for the following items
 - i. List of Districts
 - ii. List of Taluks
 - iii. List of State / Union Territories
 - iv. List of Religions
 - v. List of Communities
 - vi. List of Competent Authorities issuing Community Certificate
 - vii. List of recognized Institutions
 - viii. List of recognized Universities
 - ix. List of Degree
 - x. List of Subjects
 - xi. List of Degrees already Equivalence by the Government
 - xii. List of Medical Councils
 - xiii. List of Recruitments
 - xiv. Forms (DW / DAP / Ex-Service man / NOC etc.,) (in applicable cases)
 - xv. Instructions to Candidates and
 - xvi. Any other basic and relevant examination related information.

16. Software Requirement Specification (SRS)

- a. The Service Provider has to design a Software Application based on the requirements mentioned in the document above to the satisfaction of the MRB. The SRS document (Software Requirement Specification) should be submitted to the Board for approval as per the delivery schedule.
- b. The SRS document shall clearly define the inputs to the program, configurable parameters, result formats, reports etc. It shall have the flow charts describing the logic of data processing.
- c. Once the SRS is approved, Service Provider has to develop the software as per the delivery schedule.

- d. Service Provider has to provide training to required number of officials of MRB in operations and maintenance of the OARS at anytime during the contract.
- e. Maintenance and modifications of the software during the period of the contract
- f. The Service Provider shall study the existing manual examination process and design and develop appropriate Software that is in line with the requirements of MRB.

17. Open Source Platform:

Though it shall be the prerogative of the Service Provider to choose any of the front-end and back-end platforms as per the expertise and resources available with the Service Provider, MRB would prefer open source platforms.

18. Testing

- i. The Service Provider shall thoroughly test the software at his site before its deployment on Production site for proper functioning (data entry, processing, and printing). MRB shall provide necessary test data and sample reports for the same.
- ii. Technical Evaluation committee shall scrutinize the software to certify the security, technicality and suitability of the developed software to meet the requirements of MRB. MRB shall give the Final approval/ User Acceptance of the software and system only after getting satisfactory clearance certificate from the Technical Evaluation Committee.

19. Database Management

- i. The Service Provider shall be responsible for end-to-end management of database on an ongoing basis to ensure smooth functioning of the same.
- ii. The Service Provider shall undertake management of changes to webpage design, Database Schema, Disk space, Storage, user roles.
- iii. Undertake performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required.
- iv. The Service Provider shall provide management of database upgrade or patch upgrade as and when required with minimum Downtime.

- v. The Service Provider shall take regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions.
- vi. The Service Provider shall provide and use of DBA tools including Data Warehousing and Data Mining Tools related to performing database creation, maintenance, and database monitoring tasks.
- vii. After rectifying the mistakes, if any, and after all the processing is over, all the data be handed over to the Board in the required database structure like latest version of MS Excel, MS Access, .dbf & MS SQL etc.
- viii. All the data relating to a specific recruitment shall be given to the MRB within two days after the last date for receipt of registration.
- ix. The Service Provider should ensure that the Data Processing is absolutely error free.
- x. If any problem in understanding the requirement of processing arises, the matter be discussed with the concerned Officers before proceeding further.

20. **Disaster Recovery**

The regular backup of all the data shall be maintained as well as the Data Bases exported in different Database format shall be stored in a secured place in a different seismic zone as per the directive of MRB and back up shall also be given to MRB.

In case of any Disaster, such as Fire, Flood, Terrorist threat, Mis-handling or other disruptive event, the Service Provider shall restore / recover the data for the System to function from backup and continue to operate in a reasonable period of time of 24 hrs. Proper documentation of the database backup is required to easily locate the physical data / data in the server/network.

21. Technical and Commercial Bids

i) Contents of Envelopes:

Bids shall have to be submitted in two separate Envelopes comprising of Technical Bid in Envelope I & Commercial Bid in Envelope II. All two inside envelopes should be separately securely sealed and / or stamped. The sealed envelopes must be super-scribed with the following information:

- a) Type of Offer (Technical or Commercial)
- b) Tender Reference Number
- c) Name of Bidder

ii) Technical Bid (Envelope- I)

a. Technical Bid Envelope shall contain the following documents:

- This tender document should be duly signed by the authorized signatory of the firm in all the pages
- Demand Draft / Pay Order for EMD
- Tender offer form duly filled in.
- Bidders Authorization Certificate.
- VAT Registration Certificate from concerned Government Department
- Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)
- Copy of Service Tax Registration Certificate.
- Copy of the TIN certificate
- Copy of PF registration Certificate
- Proof of execution of any activities defined in this tender document in at least three Government/ PSUs/ Academic institutions during the last three years
- Certificate from a certified Chartered accountant that the bidder had a min. annual turnover of Rs. 5 crore from IT/ ITES related activities during any two years between 2009-10 and 2011-12
- Proof in support of Quality Certification received if any
- Infrastructural details
- Client feedback about the track record of the bidder
- Technical Proposal with detailed objective SLA as assured by the bidder

b. The Technical BID (T.B.) shall be complete in all respects and contain all information asked for, except prices. It shall not contain any price information. The T.B. shall indicate whether all services asked are quoted for and that all requirements therefore are also quoted for. The **Technical Bid** must be submitted in an organized and neat manner. No documents, brochures, etc. shall be submitted in loose form. All the pages shall be serially numbered.

c. Tenders shall be forwarded on the letter Head of the firm, which should contain Phone Number/Fax Number. /URL, email, and other details of the firm.

iii) Commercial Bid [only one copy]

- a) Second envelope shall be marked as envelope No.II “Commercial Envelope” which contains only price schedule in the prescribed Proforma
- b) The Commercial bid shall be on fixed price basis, exclusive of all types of applicable taxes. If the prices quoted are accompanied by vague and conditional expressions such as “Subject to any condition or assumptions”, the same will be treated as invalid bid and shall be summarily rejected without assigning any further reason.

iv) Submission of bids

- a) The Technical Bid and the Commercial Bid shall be placed in a separate envelope super scribed: “Technical bid” or “Commercial Bid”, as the case may be, followed by the words “**Invitation of Bids for Online Application and Registration System**” Name of the bidder and contact address should also be written on the envelope.
- b) The Bidders shall seal the envelope No.I as Technical envelope and Envelope No.II as Commercial envelope in separate inner envelopes, duly marking the envelopes as “Envelope No.1, Technical Envelope” and “Envelope No.2 Commercial Envelope”. The two envelopes shall be placed in an outer envelope. The inner and outer Envelopes shall also be addressed to **The Member Secretary, Medical Services Recruitment Board, Chennai.**

The name and address of the Bidder shall be written on outer envelope also to facilitate return unopened in case it is declared “late”.

v) Deadline for Submission of Bids

- a) Bids must be received by the Tendering Authority at the address, not later than the time and date specified in the Invitation for Bids. In the event of the specified date for the submission of Bids being declared as a holiday for the Tendering Authority, the bids shall be received up to the appointed time on the next working day.

- b) The Tendering Authority may, at its discretion, extend this deadline for submission of bids, in which case all rights and obligations of the Tendering Authority and Bidders subject to the deadline shall thereafter be extended.

vi) Late Bids

Any bid received by the Tendering Authority after the deadline for submission of bids prescribed, due to any reason whatsoever it may be shall be rejected and/or returned unopened to the Bidder

vii) Withdrawal of Bids

Bids cannot be withdrawn after the opening of the bids and in case the bidder withdraws after the opening of the bid, the EMD paid by them shall stand forfeited and agency will be black listed.

viii) Period of Validity of Bids

- a) Bids shall be valid for acceptance for a period of 50 days from the date of opening of Commercial Bid. A Bid valid for a shorter period shall be rejected by The Tendering Authority as non-responsive.

- b) In exceptional circumstances, the Tendering Authority may solicit the Bidder's consent to an extension of the period of validity (not exceeding 180 days in total).

22. Evaluation Committees

The Tender Committee of the Medical Services Recruitment Board, shall evaluate the Tenders.

23. Opening of Technical Bids:

Technical Bids shall be opened either in the presence of bidders or their duly authorised representatives. The Bidder's representatives who are present shall sign a register evidencing their attendance. Only one representative per applicant shall be permitted to be present at the time of opening the tender. The Bidder or Bidder's representatives should bring authorization letter from the Firm.

24. EVALUATION METHODOLOGY

i) Evaluation of Technical Bid

- a) The Technical evaluation shall be done by a Committee appointed by MRB.
- b) The inputs for the technical evaluation shall be the information furnished by the Bidders in the Technical Bid.
- c) The technical bid is only for the qualification of the bidders for opening of the financial bid. If the bidder is technically found to fulfill the conditions, their commercial bids will be opened.

ii) Evaluation of Technology

The Technical Evaluation Committee shall look into the following major criteria for Technical bid evaluation.

- a) Company's profile and its prominent presence in Chennai
- b) Proposed Technical Solution
- c) Experience in the relevant field
- d) Exposure to working with Government Departments / PSUs /Academic Institutions
- e) Capacity to handle volume
- f) Quality Certification in the relevant field
- g) Client Feedback about the track record
- h) Service Level Agreement
- i) Additional Features as offered by the bidder

iii) Opening of Commercial Bids

Commercial Bids of eligible Bidders as mentioned above will be opened immediately after the evaluation of all the technical bids as above.

The Tendering Authority reserves the right to open Commercial Bid even if one Bidder qualifies the Technical Bid or only one Bid is received in response to the Tender Notice.

All the unopened commercial bids will be destroyed after three months from the date of opening of commercial bids.

iv) Evaluation of Commercial Bids

- a) The commercial bids so opened as per this tender document, will be evaluated by a Committee appointed by MRB.
- b) The commercial bids will be evaluated purely based on the rates offered by the bidders in respect of each of the scope of work as defined in this tender document. (For this purpose, the rates offered in Commercial bid A-1 and A-2 will be combined and the lowest will be given 100% marks. For the comparison, the evaluation will be done excluding the applicable taxes)
- c) There will not be any minimum qualifying marks and therefore all the commercial bids will be awarded marks, with the highest mark of 100% for the lowest bidders and others getting marks on pro rata basis.
- d) Only the marks scored by the bidders in the commercial bid shall be considered for evaluation and award of the work.

vi) Acceptance of Bids

The bids of only those bidders who get the highest commercial score as calculated above in respect of all the items of work defined in the scope of the work in this tender document shall be considered for the award of the contract subject to the condition that the Tendering Authority

- a) reserves its right to enter into negotiation with such bidders with a view to get the best possible, efficient and cost effective solution and
- b) reserves the rights or reject any Tender without assigning any reason whatsoever

vii) Notification of Award

Prior to expiration of the period of bid validity, the Tendering Authority shall notify the Service Provider in writing that its bid has been accepted.

viii) Binding Clause

All decisions taken by the Tendering Authority regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tendering Authority, reserves the right:-

To vary, modify, revise, amend or change any of the terms and conditions in this Bid/ document;

To reject any or all the tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

ix) Conditional Tenders

Hypothetical, ambiguous or Conditional tenders shall be summarily rejected.

x) Interpretation of the Clauses

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tendering Authority's interpretation of the clauses shall be final and binding on all parties.

24. Commercial Terms

i) Payment Schedule

- a) No advance payment will be made.
- b) Payment shall be made for the successful Registration of the applications only. No payment shall be made towards the unsuccessful registration of the applicants.
- c) No payment shall be made in respect of any other work / generation of reports which may be specified by MRB from time to time.
- d) No payment shall be made in the case of work relating to Offline data and the Service Provider has to collect the Database of such exam specific offline applications from MRB and generate Unique and Permanent ID for such candidates and generate a consolidated list of both offline and online registered candidates.

- e) In the case of scope of the work as defined in this tender document, payment shall be made within 30 days from the date of issue of the Payment Clearance Certificate by the Tendering Authority in respect of the completion of the said work in good and satisfactory condition and after verification of the services/reports/tasks conforming to the quality, specifications and other terms and conditions specified in this tender document.
- f) The office of MRB will deduct Service/Income Tax and other statutory taxes at Source as applicable from time to time.
- g) The payment shall be made by "Electronic Fund Transfer (EFT) or e-payment or by cheque. The Service Providers are therefore requested to indicate EFT No. and other relevant details in their offer / bill (s).The Bidder must submit their Banker's name, address, Type of Account & Account. No. and IFSC no. etc. Service Providers are required to submit an authorization form duly signed for e-payment to them.
- h) For claiming payment the Service Provider has to submit Invoice duly pre-receipted.

ii) Contract Rate

- a) Rates charged by the Service Provider for the services performed under the contract shall not be higher than the negotiated final rate agreed to in writing by the bidder
- b) Rates should be all inclusive of everything except only the taxes payable to the the State/Central Government and the bidders should specifically state the presently applicable percentage of VAT,or CST and Service tax.
- c) The rate quoted must be FIRM throughout the first year contract period.

iii) Penalty

- a) Any delay in the time schedule prescribed by Tendering Authority shall attract a penalty upto 2.0 % of the contract value for the deviations in the SLA. However, if the delay is caused due to unavoidable circumstances, then Tendering Authority reserves the right to waive off the penalties so levied.
- b) For any other irregularities, mistakes, etc. penalty at the discretion of Tendering Authority will be imposed.

- c) That for unsatisfactory performance owing to absence of Service Provider's staff, deficiencies in services or for some other reason the tendering authority shall be within its rights to make necessary deductions from the running bills of the Service Provider for such deficiency in services. Alternatively, the tendering authority may, after giving an opportunity of being heard to the Service Provider, get such deficiencies fulfilled at the cost and responsibility of the Service Provider.

- d) Where any claim for the payment of a sum of money arises, out of or under this contract against the Service Provider, the tendering authority shall be entitled to recover such a sum by appropriating in part or whole, from the performance security deposit of the Service Provider. In the event of the performance security being insufficient, the balance of the total sub recoverable, as the case may be , shall be deducted from any sum then due or which at any time thereafter may become due to the Service Provider under this and any other persons contracting through the Member Secretary, MRB.

25. Legal Issues

i) Suspension of Work

- a) The Service Provider shall, if ordered in writing by the tendering authority for non-performance, legal issues,etc. temporarily suspend the works or any part thereof for such a period and such a time as ordered.

- b) The Service Provider shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Service Provider, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Bidder.

- c) In case the suspension of works, is not due to any default or failure on the part of the Service Provider, and lasts for a period of more than 2 months, the Service Provider shall have the option to request the tendering authority to terminate the Contract with mutual consent.

ii) Termination for Insolvency

The Tendering Authority may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination shall be without compensation to the Service Provider, provided that such termination shall not prejudice or affect any right of action or remedy, which has accrued or shall accrue thereafter to the Tendering Authority.

iii) Termination

- a) The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider, terminate the Contract in whole or part,
- b) If the Service Provider fails to deliver any or all of the Goods or Services within the period(s) specified in the Contract,
- c) If the Service Provider fails to perform as per the Quality standards and as per the Scope of the Work,
- d) The Tendering Authority may, without prejudice to any other remedy for breach of contract, by written notice sent to the Service Provider, without assigning any reason, may terminate the Contract in whole or part, if the tendering authority satisfies that the services of the Service Provider are no more required or Service Provider is not executing its services properly.
- e) If the Service Provider after the issue of the award of the contract fails to abide by the terms and conditions of the tender document or fails to execute the work as per the prescribed schedule given or at any time repudiates the contract, the tendering authority will have the right to forfeit the EMD, invoke performance security deposited by the firm and get the work done from other Service Provider at the risk and consequences of the first Service Provider. The cost difference between the alternative arrangements and Service Provider's bid value will be recovered from the firm along with other incidental charges including transportation, taxes, etc. in case tendering authority is forced to work done through alternative sources and if the cost is lower, no benefit on this account would be passed on the Service Provider.

- f) In case of failure by the bidder to carry out the job in accordance with provisions of the contract and as per the Scope of the Work, the tendering authority will have right to cancel the contract and award it to any other Service Provider and any loss sustained thereby will be recoverable from the first Service Provider.
- g) Tendering Authority reserves the right to blacklist a bidder for a suitable period in case he fails to honour his bid without sufficient grounds.
- h) At the end of contract period or on termination of contract for any reason, the Service Provider should handover / transfer the database in full (without retaining any copy) to the Board.

iv) Force Majeure

- a) The Service Provider shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- b) For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable.
- c) Such events may include, but are not limited to, acts of the Tendering Authority in its sovereign or contractual capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- d) If a force Majeure situation arises, the Service Provider shall promptly notify the Tendering Authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Tendering Authority in writing, the Service Provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

v) Resolution of Disputes

- a) The Tendering Authority and the Service Provider shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute

arising between them in connection with the contract.

- b) If, after thirty (30) days from the commencement of such informal negotiations, the Tendering Authority and the Service Provider have been unable to resolve amicably a contract dispute, all such disputes, differences, claims and demands arising under the contract shall be referred to arbitration of a sole Arbitrator to be appointed by the mutual consent. All arbitrations shall be held in Chennai.

vi) Indemnity Clause

The Bidder shall indemnify Tendering Authority from and against any costs, loss, damages, expenses and claims including those from third parties or liabilities of any kind howsoever suffered arising or incurred interalia during and after the contract period out of:-

- a) Any negligence or wrongful act or omission by the Bidder or any subcontract or third party in connection with or
- b) incidental to this contract or
- c) Any breach of any of the terms of this contract by all Service Providers or any subcontract or third party.

26. Data Exporting and Importing:

- i. Importing data from MS excel / .csv / .DBF format (example Venue Lists)
- ii. Exporting the data to integrate with the offline data.
- iii. Importing the Off-line data to generate necessary reports including hosting of hall tickets in the web-site.

The List of reports specified in this tender document is not an exhaustive list and therefore the Service Provider has to ensure the generation of any other report that may be required by the Tendering Authority during the period of contract.

27. Delivery Schedule

The Service Provider shall strictly adhere to the following delivery schedule:

SI.No	Activity	Time Schedule
1	SRS Finalization	4 Days from the date of Work Order
2	Customization of Application Software to carry out the Activity as given in the Scope of Work	7 Days from the date of Work Order.

28. Tender Act/ Rules

The provisions of Tamil Nadu Transparency in Tenders Act, 1998 and Tamil Nadu Transparency in Tenders Rules will be applicable.

SCHEDULE-I
TECHNICAL BID

A. Profile of the Company

1.	Name of the Organisation	:	
2.	Structure of the Organisation	:	
3.	Address of the Organisation	:	
4.	Phone Number	:	
5.	Fax Number	:	
6.	E-mail address	:	

7. We have enclosed the following documents:

(Bidder has to mention against each item whether it is enclosed or not. If enclosed please mention the page number for ready reference)

Sl. No	Name of the Document	Enclosed / Not Enclosed	Page No
1.	Tender document duly signed by the authorized signatory of the firm in all the pages		
2.	Demand Draft/Pay Order for EMD		
3.	Tender offer form duly filled in and signed.		
4.	Bidders Authorization Certificate.		
5.	VAT Registration Certificate from concerned Government Department		
6.	Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)		
7.	Copy of Service Tax Registration Certificate.		
8.	Copy of the TIN certificate		
9.	Copy of PF registration Certificate		
10.	Proof of having executed any of the activities defined in this tender document in atleast three Government / PSUs /Academic Institutions during the last three years		
11.	Certificate from its Certified Chartered Accountant stating that the Bidder had a minimum annual turnover of Rupees 5 Crores from IT and ITES business during any two years during the period of 2009 – 2010 to 2011 – 2012.		

13.	Proof in support of Quality Certification received if any		
14.	Infrastructural details		
15.	Client feedback about the track record of the bidder		
16.	Technical Proposal with detailed objective SLA as assured by the bidder		
17.	Other documents (Specify) i. ii. iii. iv. v.		

Certificate

I / We have read the tender documents completely and understood the requirements and conditions laid down in it. We certify that our firm is eligible to participate in this tender as per the eligibility criteria specified in this tender document. I/We will abide by the tender Terms and conditions given in the documents. Further, I/We certify that the no changes have been done to the tender document issued by MRB.

Signature of the Bidder with seal and date

SCHEDULE – II

COMMERCIAL-BID A-1

SI No	Item	Rate(INR) (in number and writing)
A)	<p>Design, Development and hosting web-based online Application and Registration System as per the scope of work and other conditions in this tender document including periodical updates to candidates through email and 3 SMS (Rate per single successfully completed Registration*) (rate without applicable taxes)</p> <p>(Shall have provision for incorporation of Payment Gateway Services, On-line and Off-line payment through designated Bank branches and Post Offices in the system as decided by the Board from time to time)</p>	

* Successful completed registration includes receiving data, photograph and signature from the client side, receipt of fee, assigning unique ID and reconciliation of fee for registration. The rate excludes applicable charges towards the net banking. The net banking charges be given in commercial bid form A-2.

The above rates are all inclusive of everything except the taxes payable to the State/Central Government and the present applicable taxes are as follows:

Sales tax (VAT) :%

CST if any :%

Service Tax :%

Other Taxes (Specify) :%

Signature of the Bidder with date and seal

SCHEDULE – II
COMMERCIAL-BID A-2

SI No	Item	Rate(INR) (in number and writing)
A)		
	i. Charge for net banking (for fees up to Rs.500 in a transaction)* ii. Charge for net banking(for payment of Fees up to Rs.1000 in a transaction)* *[Rate per successful net banking without Applicable taxes]	

The above rates are all inclusive of everything except the taxes payable to the State/Central Government and the present applicable taxes are as follows:

Sales tax (VAT) :%

CST if any :%

Service Tax :%

Other Taxes (Specify) :%

Signature of the Bidder with date and seal

ANNEXURE - I

Tentative list of Reports to be generated:

1. Number of candidates registered in a day
2. Regional/District Wise
3. Qualification wise
4. Professional candidates
5. Already Employed in Government sector
6. Gender wise graduates
7. First Generation Graduates
8. Religion wise candidates / Community wise candidates
9. Registered in the Employment Exchanges
10. Socio Economic status of the candidates
11. Candidates applied for a particular recruitments
12. Number of successful Registration /unsuccessful Registration
13. Number of candidates applying for the better posts
14. Data without sign / Photo
15. Fee reconciliation
16. Grievances and Suggestions by candidates
17. Generation and uploading of Hall Tickets online.
18. And any other reports required by the Board from time to time.

Annexure-II

(Tentative list of information to be obtained from candidates)

- 1. Name of the candidate: (Text Box)**

- 2. Have you changed your name ever? Yes/no**
 - a. If yes bulletin No. date etc

- 3. Sex: Male/Female/Trans gender (Check box)**

- 4. Date of Birth: DD/MM/YYYY (Drop down list)**
 - a. If age is below 18 or above 58: you are not eligible to apply:

- 5. Religion: Hindu/Muslim/Christian/others**
 - a. If Others specify the religion (text Box)

- 6. Community: SC/SCA/ST/MBC/DC/BC/BCM/others (Drop Down List)**
 - a. if other than ‘others’
 - i. Select District (drop down list)
 - ii. Name of the Community / Sl. No. (Drop down list)
 - iii. Permanent Community Certificate Number (Text Box)
 - iv. Date of Issue (text or drop down list)
 - v. Issuing Authority (Drop Down List)

- 7. Marital status: Married / Single (Check Box)**
 - a. Father’s Name (Text box)
 - b. If Female and Married : Husband’s Name (Text Box)
 - c. Religion of Husband (Drop down list)

- 8. Present status on employment:**
 - a. Student
 - b. Employed If
employed

1. State / Central

- a. Name of the Department
- b. Temporary or permanent
- c. Post held
- d. Pay scale
- e. Date of Appointment
- f. Years of Service
- g. Mode of selection

Through Employment

MRB

Other Recruitment Specify

ii. Private

- 1. Name of the Firm
- 2. Pay

c. Unemployed

9. Have you registered in Employment Exchange?

- a. If yes – Professional or District Employment Exchange
- b. Register Number Date of Registration

10. Nationality : Indian / Other

- a. If other, specify the country
- b. Do you have eligibility certificate? Yes / No
- c. If Yes certificate Number, date and issuing authority.

11. Place of Birth: Tamil Nadu / Other than Tamil Nadu

- a. If Tamil Nadu District (Drop Down List)
- b. Taluk (Text Box)
- c. Village/town (Text Box)
- d. Other than TN (Country/State/Place) (Text Box)

12. Father's Place of Birth: Tamil Nadu / Other than Tamil Nadu

- a. If Tamil Nadu District (Drop Down List)
- b. Other than TN (Country/State/Place) (text Box)

13. Mother Tongue: Tamil / Others

If others : specify (Text box)

14. Permanent Address (Text Box)

- a. Door Number, Building Name
- b. Street Name
- c. Town / Village / Area
- d. Taluk
- e. District
- f. State
- g. Pin code

15. Address for Communication : Text Box

- a. Fields As above (if differs from above)

16. Your Educational Qualification from 10th std:

- a. 10 th Std
 - i. Old SSLC
 - ii. SSLC
 - iii. Matriculation
 - iv. CBSE
 - v. Anglo Indian
 - vi. Other (Specify)

1. Medium of Instruction Tamil / English

Certificate No.

Month & Year of Passing.

b. HSC

i. PUC

ii. Plus Two

iii. CBSE

iv. Foundation Course

v. Others (Specify)

1. Medium of Instruction Tamil / English

vi. Certificate No.

vii. Month & Year of Passing.

c. Certificate/Diploma

i. Subject / Discipline

ii. Certificate No. Date

iii. Month and Year of Passing

iv. Board / Institution/ University

1. Medium of Instruction Tamil / English

v. Certificate No.

vi. Month & Year of Passing.

d. Degree/Professional (Dropdown list)

i. Are you the first Graduate in Your Family Y/N

ii. Open University or Regular

iii. Name of the Degree

iv. Subject (Drop down list)

v. Name of the Institution / University Dropdown list

- vi. Month & year of Completion
- vii. Provisional & Convocation Number and date
- viii. Percentage of Marks
- ix. Medium of Instruction
- x. Certificate No.
- xi. Month & Year of Passing.

e. PG Degree

- i. Open University or Regular
- ii. Name of the Degree
- iii. Subject (Drop down list)
- iv. Name of the Institution / University Dropdown list
- v. Month & year of Completion
- vi. Provisional & Convocation Number and date
- vii. Percentage of Marks
- viii. Medium of Instruction
- ix. Certificate No.
- x. Month & Year of Passing.

f. Post Graduation: Diploma/ PG Diploma

- i. Subject / Discipline
- ii. Certificate No. Date
- iii. Month and Year of Passing
- iv. Board / Institution/ University
 - 1. Medium of Instruction Tamil / English
- v. Certificate No.
- vi. Month & Year of Passing.

f. Super Specialisation

- i. Regular / Correspondence
- ii. Subject (Drop down list)

- iii. Name of the Institution / University Dropdown list
 - iv. Month & year of Completion
 - v. Provisional & Convocation Number and date
 - vi. Percentage of Marks
 - vii. Medium of Instruction
 - viii. Certificate No.
 - ix. Month & Year of Passing.
- g. Doctorate (Ph.d)
- i. Regular or Parttime / Correspondence
 - ii. Subject (Drop down list)
 - iii. Name of the Institution / University Dropdown list
 - iv. Month & year of Completion
 - v. Provisional & Convocation Number and date
 - vi. Percentage of Marks
 - vii. Medium of Instruction
 - viii. Certificate No.
 - ix. Month & Year of Passing.

17. Have you studied Tamil as one of the subject in the above said Studies

- a. Yes / No
 - i. If yes Specify the Std (SSLC/HSC/DEGREE/PG/DIP)

18. Computer Skills

- a. Diploma / PG Diploma / Data Entry Operator

19. For professional Courses

- a) MBBS / / BDS/ BL / BVSC / Indian Medicine / Unani / Ayurveda/ others
- b) Medical Counsel Registration / Bar Council / Others
- c) Registration No. Date

d) Certificate No. Issuing Authority

20. Specialty Courses

a. PG / Speciality / Diploma in Professional Course

21. Experience Years

a. Institute name

b. Years

22. Are you a Destitute Widow? Yes / No

a. Do you aware the meaning of DW?

Yes / No

If yes

If No

b. If yes Do you have Certificate for DW?

c. If yes Enter the certificate Number with date of issue

d. Issuing authority.

23. Do you possess Driving License

a. LMV

b. HMV

License Number

Date of Issue

Date of Expiry

Issuing Authority

27. Extra Curricular Activity?

a. Specify

28. Departmental Disciplinary action pending if any against you: Yes/No

a. Case Initiated

b. Case pending

c. Punishment Imposed

- i. Details in Text Box

29. Are you an Ex-Service man?

- a. Yes / No

30. Are you a Differently abled Person?

- a. Yes / No

- i. Blind
- ii. Deaf
- iii. Ortho
 - 1. % of Disability
 - 2. Nature of Disability
 - 3. Do you possess medical certificate for your claim?
Yes /No
 - 4. Do you need scribe to assist in the examination Yes No

31. Do you claim Age Concession Yes/No

- a. If yes specify the category
 - i. retrenched from the Census Organisation
 - ii. Ex-N.C.C Cadets
 - iii. Unqualified and part-time Hindi and other Language Pandits
 - iv. Retrenched employees of the Civil supplies Department
 - v. territorial Army personnel
 - vi. Differently Abled persons
 - vii. Ex-Serviceman
 - viii. Bonded Labours
 - ix. Discharged and serving temporary Government employees

32. Do you claim Fee Exemption? YES / No

- a. If yes
 - i. Category
 - 1. Community Basis
 - 2. Ex-Servicemen

3. Differently abled Person
4. DW
5. Women (to be included after Board's order)

33. Previous Appearance in MRB

- a. Table Form
 - i. Name of the Rect. Date of Examn Register Number
 - ii. Whether result published?
 - iii. Selected or not selected
 - iv. Mention Post for which you have been selected

34. Mobile Number

35. E.mail ID

36. Any Criminal case filed / pending against you?

- a. Yes / No
 - i. IF yes Details

37. Are you a active member of any political activity: Yes / No

- a. If yes furnish detail

38. Are you debarred by any of the recruitment agency including MRB?

- a. IF yes
 - i. Furnish the detail
 1. Name of the Examination/Date of Examn
 2. Register Number
 3. Period of Debarment
 4. Reason for debarment

39. Would you like to work on Temporary basis in Govt. Departments?

Yes/No

40. Socio-Economic Status

- a. Father's & Mother's Name
- b. Occupation

- c. Monthly Income

- d. Educational Qualification

- e. Region (village/Town/City/Metropolitan)

- f. No. of Brothers and Sisters

41. Other particulars required from time to time

42. Submit

43. Upload Photo

44. Upload Signature

45. Submit

46. Assign Unique ID

47. Generate / Print Fee Challan – Choose bank and print

48. Print Application after Fee is remitted / before fee remittance

While the candidates furnish the particulars to each item, related instructions shall be displayed in a panel

Tentative Draft Agreement to be signed by the Service Provider

(To be executed on a Rs. 20/- Stamp paper by the Successful Bidder)

This Contract entered into this _____ day of _____ 2013 at Chennai between Medical Services Recruitment Board having its Office at Chennai, on behalf of the Governor of Tamil Nadu, hereinafter referred to as MRB (Which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the First part

and

M/s. _____ hereinafter referred to as the Service Provider (Which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the Second part.

Whereas MRB invited a tender for Online **Application and Registration System with the integration of payment gateway arranged by the MRB from time to time**, the Service Provider herein has been selected in the Tender for execution of the work as detailed in the Tender Documents.

Whereas, MRB and the Service Provider, in pursuance thereof have arrived at the following terms and conditions:-

1. This Contract shall remain in force for a period of **one year** from the date of signing of this Contract subject to the satisfactory performance and annual extension same as per the tender document in respect of the tender No. 01/2013. MRB may terminate this contract at the risk and cost of the Service Provider where the Service Provider is in material breach of the terms and conditions of this contract and fails to remedy that breach on 14 days' written notice from MRB. Termination of this contract by MRB will not relieve Service Provider of its liability as agreed.
2. The Service Provider agrees to complete the execution of the contract specified in the Tender documents within the stipulated period prescribed by MRB at the negotiated final rate.

3. The Contract or any part share of interest in it shall not be transferred or assigned by the Service Provider directly or indirectly to any person or persons.
4. Neither MRB nor the Service Provider shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes, contingencies beyond their reasonable control such as:
 - a) Natural phenomena including but not limited to earthquakes, floods and epidemics.
 - b) Acts of any Government authority domestic or foreign including but not limited to war declared or undeclared.
 - c) Accidents or disruptions including, but not limited to fire and explosions.
5. The Tender Ref. 01/2013 along with the enclosures, the offer submitted by the Service Provider, the negotiated and finalized terms and conditions and the Work Order respectively will form part of this contract. Wherever the offer conditions furnished by the Service Provider are at variance with conditions of this contract or conditions stipulated in the tender document, the final negotiated offer conditions shall prevail over the tender conditions furnished by the Service Provider.
6. **Liquidated Damages**

A penalty will be levied at **up to** the rate of **1.0%** per week on the total contract value subject to a maximum of **2%** for non-fulfilment of delivery schedule. Any delay due to the Force Majeure conditions or delay caused from the customer side will be excluded from the delivery time. In the event of failure to fulfil the conditions, MRB at its discretion may initiate any of the actions such as;

Extension of time may be permitted to complete the work.

Additional resources will be requested by MRB for speeding up the work.

Contract may be terminated and new contract may be awarded to other Technically Qualified Bidders at the same tender cost or at higher cost. In case of higher cost, any difference in cost to be incurred in engaging other Bidder may be recovered from the Service Provider.

Any other action as may be decided by the MRB in the best interest of the work.

8. **Penalty for non-fulfilment of conditions**

A penalty will be levied at **up to** the rate of **1.0%** of the total contract value (per week) in the event of non-fulfilment or non-observance of any of the conditions stipulated in the Agreement, Terms and Conditions and Work Order at the discretion of MRB.

9. **Payment Clause**

Payment to the Service Provider shall be made only as per the the tender document for the tender ref No. 01/2013

9. Unless otherwise provided in the Contract, any notice, request, consent or other communication given or required to be given hereunder shall be given by mailing the same by registered mail, postage prepaid, return receipt requested in the case of the Service Provider to MRB at the address set forth above or with other addresses and to the attentions of such other person or persons as may hereafter be designated by like notice hereunder and any such notice sent by post shall be deemed to have been served on the date when in the ordinary course of post, it would have been delivered at the address to which it was sent.

10. Any notice to the Service Provider given or required to be given hereunder shall be given by either:

a) Mailing the same by registered mail, postage prepaid, return receipt requested; or

- b) Having the same delivered by courier with receipt acknowledged at the address set forth above or with other addresses and to the attentions of such other person or persons as may hereafter be designated by like notice hereunder and any such notice shall be deemed to have been served if sent by post on the date when in the ordinary course of post, it would have been delivered at the addresses to which it was sent or if delivered by courier on the date of acknowledgement of receipt.
11. In case of breach of any of the conditions of the contract by the Service Provider during the contract period, MRB reserves the right to recover costs/liabilities arising directly due to such breach from the Service Provider.
12. If any dispute and/or difference shall at any time arise between the parties to this agreement or any clause or their respective rights, claims or liabilities hereunder or otherwise, however, in relation to or arising out of or concerning this agreement, such dispute and/or differences shall be referred to arbitration by two arbitrators, one to be appointed by each party and in the event of arbitrators differing, to an umpire to be appointed by the said two arbitrators before entering upon the reference. The Arbitration and Conciliation Act, 1996 as amended from time to time shall apply. The Arbitration shall be held in Chennai only.
13. All disputes in this regard shall be subject to Chennai Jurisdiction only.

In Witness whereof the parties hereto have signed on the day, month and year above written in the presence of

For and on behalf of MRB		For and on behalf of Service Provider	
Witness 1	Signature: Name : Address:	Witness 1	Signature: Name : Address:
Witness 2	Signature: Name : Address:	Witness 2	Signature: Name : Address:

End of Document

