



Uttarakhand Public Service Commission

Haridwar (Uttarakhand) -249404

Website: psc.uk.gov.in

BID NOTICE

No. 40/ई-टेण्डर/टंकण परीक्षा/आई0टी0सेल0/2024-25

Dated: 12 September, 2024

Description of Work

Typing Software Services for Hindi, English Typing, and Typing of English and Hindi Shorthand Transcription with Operational Support During the Exam.

Scope of Work:

The scope of work for “Typing Software Services for Hindi, English Typing, and Typing of English and Hindi Shorthand Transcription with Operational Support During the Exam” is as follows.

1. Firm will design and develop the typing software for Hindi, English Typing, and Typing of English and Hindi Shorthand Transcription.
2. Each exam will have separate customized software.
3. Each exam may have separate requirement i.e one exam may have only English Typing other exam may have both Hindi & English Typing etc. Typing Software will be customized as per exam requirement.
4. Fonts for the Hindi Typing will be Kruti Dev 010 and Times New Roman for English.
5. Software should be LAN based application that will have the facility to upload the exercise from the server.
6. Software should have the timer facility and once time is over software should get closed automatically. Two minutes demo for typing before the start of the typing exam should also be there.
7. Software should have the facility to store the candidate details in a database server and will be accessible in all the systems of the LAB through LAN.
8. Software should have the facility to upload the instruction for that particular exam, which will be displayed to candidates before the exam.
9. Software should have the facility to log in with the help of a roll number. After login candidate should be able to see his/her details.
10. Software should have the facility to calculate the typing speed based on the formula/criteria. The different exams may have different formula/criteria for calculating typing speed.
11. Software should have the facility to save the typed content in the database and also generate the typed content in a non-editable secured pdf file, which should be saved in the local machine as well as on the server.
12. Software should have the resume facility, in case of a system failure or any other system error.
13. Software should be robust and error-free.
14. Firm will have to provide the software to UKPSC at least 30 days before each scheduled exam to check the functionality of the software.

15. Firm will have to provide 1 technical person for every 60 candidates during the exam to provide operational support during the exam.
16. Any other work as per the requirement of UKPSC.

Earnest Money Deposit(EMD)

EMD Rs.80,000/- shall be deposited in the form of FDR pledged in the favour of Secretary, UKPSC, Haridwar. EMD should be valid for 45 days beyond the bid validity.

Performance Security:

The successful bidder will have to deposit performance security of Rs. 2,00,000/- in the form of FDR pledged to Secretary UKPSC, Haridwar or Bank Guarantee issued by the Bank. It should be valid beyond 60 days of contract period.

Instructions to the Bidders:

Period of Contract:

- (a) The contract shall be initially for a period of 01 years or till the date of existence of the new contract.
- (b) In case the performance is not found to be satisfactory or not in conformity with the terms and conditions of the bid document, the contract shall be terminated even before the scheduled time as per sole discretion of UKPSC.
- (c) In the event of premature closure of contract for reasons mentioned herein above, the Security Deposit shall be absolutely forfeited along with penalty as decided by the UKPSC

Eligibility Criteria:

- (a) Firm/Agency should be registered under Company act 1956/2013 or Partnership firm or proprietorship firm and should also be registered with appropriate tax authorities such as Income Tax, and GST and should submit valid certificates of registration with these authorities. Also, fill out **Annexure 1**.
- (b) The agency/firm should have a minimum of 3 years prior experience in providing Hindi & English Typing and English & Hindi Shorthand Transcription Typing Software Services to Government/Commission/PSU clients for more than 10 thousand candidates. Work Order/Completion Certificate in the name of bidder should be submitted along with the Bid.
- (c) The bidder should not have been blacklisted by Central/State Government Departments/Undertakings. An affidavit in this regard must be submitted along with Technical Bid.
- (d) Bidder cannot outsource the work to any other agency.

Payment Terms:

- (a) For Typing Software/Steno Transcription Typing Software, firm will be paid on the basis of generated admit cards against the shift.
- (b) One technical person will be deployed by the firm. Payment for Technical Person will be made on day basis, one day before the exam and also during the exam days.
- (c) No advance payment shall be made to the firm.

General Terms & Conditions:

1. In view of the nature of the work, UKPSC expects 100% error-free work.
2. No interest on the Earnest Money or Security deposit shall be paid by the UKPSC to the bidder.
3. The UKPSC does not pledge itself to accept the lowest or any other bidders and reserves to itself the right of accepting the bidders wholly or in part keeping in view valid reasons. Conditional bidders will not be accepted.
4. Only those firms who will qualify in the technical bid will be considered for financial bid(s).
5. No advance payment shall be made to the firm. The firm will generate the invoice after the completion of the exam.
6. The penalty of the minimum amount of 10% of the bill will (excluding GST Amount) will be charged for technical/manual discrepancy.
7. Bidder will be responsible for the security of the typing software.
8. The contract has been entered into the State of Uttarakhand and its validity, construction, interpretation, and the legal matter shall be subject to the exclusive jurisdiction of the Courts of Uttarakhand.

FINANCIAL BID

For Typing Software rates to be quoted on per candidate per shift basis in the excel sheet uploaded with the bid documents. Technical manpower rates to be quoted on per technical person per day basis in the same excel sheet.



Annexure – I
FIRM/AGENCY DETAILS

i)	Name and Address of the Agency	
ii)	Contact Person with Phone No. Mobile No. Email Id.	
iii)	Month & Year of establishment	
iv)	Type of firm/organization (Proprietary / Private / Public / Govt.)	
v)	Copy of Firm/Agency Registration	
vi)	Income Tax No. (PAN No. / TIN No.)	
	GST Registration No.	
	(attach photocopies of PAN, TIN, GST Number)	
vii)	Activities of the organization:	
viii)	Since when engaged in providing services as per bid requirement.	
ix)	Experience Details	
x)	Details of Earnest Money Deposit (EMD) enclosed: (FDR/TDR No., Date, Bank, Amount etc.)	

Date:

Signature:.....

Name of Bidder:.....



Annexure-II

SELF-DECLARATION - NON-BLACKLISTING

(On Non-Judicial Stamp Paper of Rs. 100/- duly attested by the Notary Public)

To,

**Secretary
Uttarakhand Public Service Commission,
Haridwar (Uttarakhand) -249404**

Sir,

In response to the Bid _____ dated _____ 2024
Software Services for Hindi, English Typing, and Typing of English and Hindi Shorthand
Transcription with Technical Manpower During the Exam., I/We hereby declare that presently our
Company/Service provider _____ is having
unblemished record and is not declared ineligible or black listed for corrupt & fraudulent practices
either indefinitely or for a particular period of time by any Central Govt/State Govt Department/
Semi-Govt/ PSU/ Universities/ Educational Institutions/ Organization/ or initiated by any of these
Department or Court of Law or by CVC on the date of bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/
our EMD may be forfeited in full and the bid if any, to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,
Name of the Bidder: -
Authorized Signatory: -
Seal of the Organization: -

Date:
Place:



FINANCIAL BID

Sl. No	Item Description	Item Quantity	Unit of Measure	Quoted Rate
1.	Hindi Typing Software	1	Per Candidate Per Shift	
2.	English Typing Software	1	Per Candidate Per Shift	
3.	Hindi Steno Transcription Software	1	Per Candidate Per Shift	
4.	English Steno Transcription Software	1	Per Candidate Per Shift	
5.	Technical Support during exam	1	Per Day Per Person	

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