पत्रांकः पीआरपीबी–एक–1(प्रोग्रामर ग्रेड–2 / कम्प्यूटर आपरेटर ग्रेड–ए) / 2021–22   दिनॉकः मई १ ?, ,2023

## सूचना / विज्ञप्ति

### उ0प्र0 पुलिस में प्रोग्रामर ग्रेड–2 एवं कम्प्यूटर आपरेटर ग्रेड–ए के पदों पर सीधी भर्ती–2021–22 के अन्तर्गत सीधी भर्ती द्वारा भरे जाने हेतु ओपन टेण्डर के माध्यम से निविदायें आमंत्रित किये जाने के सम्बन्ध में।

1–   उ0प्र0 पुलिस में प्रोग्रामर ग्रेड–2 के 55 पद एवं कम्प्यूटर आपरेटर ग्रेड–ए के 872 पदों पर सीधी भर्ती–2021–22 की भर्ती प्रक्रिया आयोजित करने के लिये ओपन टेण्डर के माध्यम से कार्यदायी संस्थाओं को निविदायें प्रस्तुत करने हेतु आमन्त्रित किया जाता है।

2–   उक्त पदों की भर्ती प्रक्रिया के अन्तर्गत लिखित परीक्षा Hybrid Mode से सम्पन्न करायी जायेगी, जिसकी प्रक्रिया RFQ में वर्णित की गयी है। उक्त भर्ती प्रक्रिया को सम्पादित कराने के लिये ओपेन टेण्डर के माध्यम से सक्षम कार्यदायी संस्थाओं द्वारा निविदायें प्रस्तुत करने हेतु आर0एफ0क्यू0 संख्या–PRPB-ONE-1(Programmer Grade-2/Co.Op. Grade-A)/2021-22 बोर्ड की वेबसाइट://uppbpb.gov.in पर समस्त शर्तो के साथ प्रदर्शित किया जा रहा है। आर0एफ0क्यू0 के सम्बन्ध में किसी प्रकार की पृच्छा (Query) दिनांक 01.06.2023 तक ही स्वीकार की जायेगीं।

3–   प्रश्नगत भर्ती से सम्बन्धित, बोर्ड की वेबसाइट http://uppbpb.gov.in पर प्रदर्शित किये जा रहे आर0एफ0क्यू0 में निहित शर्तो के अनुसार सक्षम कार्यदायी संस्थायें अपनी–अपनी निविदायें नियत तिथि **दिनांक 13–06–2023 को प्रातः 10:00 बजे से 14:00 बजे के मध्य** तक बोर्ड में उपस्थित होकर प्रस्तुत करना सुनिश्चित करें।

अपर सचिव, भर्ती
उ0प्र0 पुलिस भर्ती एवं प्रोन्नति बोर्ड,
लखनऊ।

# UTTAR PRADESH POLICE RECRUITMENT AND PROMOTION BOARD

# REQUEST FOR QUOTATION

# FOR

# RECRUITMENT RELATED ACTIVITIES FOR THE POSTS OF

## Programmer Grade-2 and Computer Operator Grade-A (Male/Female)-2021-22

RFQ No. PRPB- ONE-1(Programmer Grade-2/Co.Op. Grade-A)/ 2021-22

Dated:

# Table of Contents

# PART-I

## Introduction

1.    The Uttar Pradesh Police Recruitment and Promotion Board (UPPRPB) here in after called "The Board" has been constituted by Govt. of UP for carrying out all recruitment and promotion processes for subordinate police officers in UP Police. The Board is committed to use of effective procedures with integrity and reliability for ensuring maximum transparency with innovative use of technology, timely dissemination of information and a prompt grievance redressed system.

2.    The Board is in the process of recruitment for two different posts in Uttar Pradesh Police Computer Cadre. Details are as follows-

| Sr. No. | Post Name | Number of Post |
|---------|-----------|----------------|
| (a) | Programmer grade-2 | 55 |
| (b) | Computer Operator Grade- A | 872 |
| Total Number of Post= | | 927 |

The Bids are being invited specifically for the conduct of examination in **Hybrid Mode (Question paper will be displayed on the screen of computer system and candidate has to mark his/her answer in OMR Sheet), Computer Typing Test** for the post of Computer Operator Grade-A only and **Document Verification** at zonal level in UP for Recruitment of Programmer grade-2 and Computer Operator Grade-A.

3.    **The various stages in current recruitment process of said posts, broadly, are as follows:**

### 3.1  The various stages in current recruitment process of Programmer Grade -2 broadly are as follows:

a)   Receiving of Application Forms in online mode for hybrid mode written examination.

b)   Generation and Online uploading of admit cards.

c)   Question bank creation of around 5000 objective type questions as per the syllabus.

d)   Hybrid Mode Examination (Biometric verification is compulsory in all the stages of examination), invitation and resolution of objections by subject matter experts evaluation of OMRs and publication of final answer key.

e)   Document Verification.

f)   Generation of final merit list according to the applicable reservation rules.

### 3.2   The various stages in recruitment process of Computer Operator Grade -A broadly are as follows:

a)   Receiving of Application Forms in online mode for hybrid mode written examination.

b)   Generation and Online uploading of admit cards

c)   Question bank creation of around 5000 objective type questions as per the syllabus.

d)   Hybrid Mode Examination (Biometric verification is compulsory in all the stages of examination), invitation and resolution of objections by subject matter experts evaluation of OMRs and publication of final answer key.

e)  Computer Typing Test (Hindi & English) for the post of Computer Operator grade-A
f)  Document Verification
g)  Generation of final merit list according to the applicable reservation rules.

**4.** The Board intends to seek assistance of agencies having proven competence and rich experience in carrying out similar activities and having excellent infrastructure facilities for carrying out different tasks relating to various recruitment processes. The Board invites bids as per details given in the following sections.

## 2- Schedule of Activities

The schedule of activities shall be as follows: -

| | |
|---|---|
| Last date of receipt of offers | |
| Date of opening technical bids | |
| Cost of Tender Documents | Rs.10000/-(Rs.Ten Thousand Only- Non refundable) |
| Earnest Money Deposit | Rs1000000/-(Rs.Ten Lacs Only) |
| Validity of the bid | One year from last date of bid |
| Address for Communication | Additional Secretary (Recruitment), UP Police Recruitment & Promotion Board, Tulsi Ganga Complex, 19 C, Vidhan Sabha Marg, Lucknow (UP) -226001, Phones: 0522-2237140 |
| Place of opening the tender | UP Police Recruitment & Promotion Board, Tulsi Ganga Complex, 19 C, Vidhan Sabha Marg, Lucknow (UP) - 226001 |

# PART –II
# Scope of work for recruitment

1.  To carry out the process of Direct Recruitment of Programmer grade-2 (Total vacancies - 55) and Computer operator grade-A (total vacancies- 872) separately.
2.  The total number of posts to which recruitment is to be done may change, if so, will be notified.
3.  This tender is being issued for carrying out following activities in relation to the recruitment process.

a)  **Description of activities for the post of Programmer Grade-2-**

| S. No. | Programmer Grade-2 | Details At |
|---|---|---|
| 1 | Receiving Online Application Forms. Preparing online Database and Data Integration, migration and data cleaning. | Annexure-1 |

| | | |
|---|---|---|
| 2 | **Creation and uploading of Online admit card for the candidates –** Generation and uploading of online admit card and center allotment to the candidates. The admit card must be issued on random basis to deal with the malpractices at initial level. The admit card download status must be communicated to UPPRPB on each day | Annexure-2 |
| 3 | **Content Creation based on CBT, Design of OMR and printing-** Preparation of Question Paper of around 5000 Questions/Question Paper of required number of questions for the post of Programmer Grade-2 with backup plan. Design and Printing of OMR-in triplicates and delivery and collection of OMR answer sheets at and from examination centers. | Annexure 3 |
| 4 | **Conducting Hybrid mode (Question paper will be displayed on screen of computer system and candidate has to mark his/her answer in OMR Sheet) -** Inclues providing well equipped examination centers specifically educational institute having the facilities for CBT Test, across Uttar Pradesh, preferably at Zonal Headquaters Distts, Supply of examination centre management kits, Provisioning of Internet/Broadband, Registration of present candidates appearing for the examinations at exam centers with capture of biometric and photograph, Coordination and Conduct of Examinations, deployment of centre superintendent, invigilators and other staff at each centre, providing instruction to the examination centers and provision for CCTV coverage), publication of answer key, invitation of objection from the candidates and their resolution by the subject matter expert (SME). Publication of final answer key. | Annexure-4 |
| 5 | **Processing of OMR Answer Sheets-** Scanning of OMR sheets, normalization if required and evaluation of OMR answer sheets. Result Generation and analysis as per requirement of the board and uploading on website, Generation of the list of eligible candidates for the DV on the basis of OMR based answer sheets. | Annexure-5 |
| 6 | **Document Verification of eligible candidates–** Issue of admit cards for DV. Biometric capturing and verification for DV. Generation of the list of successful candidates. | Annexure- 6 |
| 7 | **Final Result Generation-** Final Result generation as per service rules, prevalent government orders and parameters specified by the Board. | Annexure-7 |
| 8 | **Biometric capturing and matching of selected candidates with the data of the candidates available with agency at the time of joining the service.** | Annexure-8 |

| | | |
|---|---|---|
| | | Annexure-9 |
| 9 | **Web servers-** Setting up web servers and appropriate storage on the data center with appropriate security measures for communication with the candidates –the bidder shall have data center for cloud computing to maintain the website for generation and uploading of admit cards with software used in the recruitment process till declaration of final results ie for all the processes the data will be available in the primary data base in Data Centre. | |
| 10 | **Help Line-** Providing a Helpline no. (10 a.m. to 6 p.m. and five technical persons at a time) with SMS and E-Mail facility for answering the queries of the candidates at every stage of the process. This help line will work from the start of receiving of online application forms till the end of recruitment Process. This Help Line established at Board's office Lucknow should have recordings facilities for training, monitoring & quality purpose. | Annexure-10 |

b)   <u>Description of activities for the post of Computer Operator Grade-A</u>

| S. No. | Computer Operator Grade -A | Details At |
|---|---|---|
| 1 | Receiving Online Application Forms. Preparing online Database and Data Integration, migration and data cleaning. | Annexure-1 |
| 2 | Creation and uploading of Online admit card for the candidates – Generation and uploading of online admit card and center allotment to the candidates. The admit card must be issued on random basis to deal with the malpractices at initial level. The admit card download status must be communicated to UPPRPB on each day | Annexure-2 |
| 3 | Content Creation based on CBT, Design of OMR and printing- Preparation of Question Paper of around 5000 Questions/Question Paper of required number of questions for the post of Computer Operator Grade-A with backup plan. Design and Printing of OMR-in triplicates and delivery and collection of OMR answer sheets at and from examination centres. | Annexure 3 |
| 4 | Conducting Hybrid mode (Question paper will be displayed on screen of computer system and candidate has to mark his/her answer in OMR Sheet) - Inclues providing well equipped examination centers specifically educational institute having the facilities for CBT Test, across Uttar Pradesh, preferably at Zonal Headquaters Distts, Supply of examination centre management kits, Provisioning of Internet/Broadband, Registration of present candidates appearing for the examinations at exam centers with capture of biometric and photograph, Coordination and Conduct of Examinations, deployment of centre superintendent, invigilators and other staff at each centre, providing instruction to the examination centers and provision for | Annexure-4 |

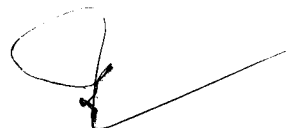| | | |
|---|---|---|
| | CCTV coverage), publication of answer key, invitation of objection from the candidates and their resolution by the subject matter expert (SME). Publication of final answer key. | |
| 5 | **Processing of OMR Answer Sheets-**<br>Scanning of OMR sheets, normalization if required and evaluation of OMR answer sheets. Result Generation and analysis as per requirement of the board and uploading on website, Generation of the list of eligible candidates for the typing test on the basis of OMR based answer sheets. | Annexure-5 |
| 6 | **Conducting Computer Typing Test(for the post of Computer Operator Grade-A only)**<br>Uploading of admit card of eligible candidates, Biometric capturing and Verification, conduct of Computer Typing Test (Hindi and English) based on Unicode Inscript Keyboard and its evaluation through software Issue of admit cards for Computer Typing Test, conduct of Computer Typing Test (Hindi & English) for the post of Computer Operator grade-A, | Annexure- 6 |
| 7 | **Document Verification of eligible candidates–**<br>Issue of admit cards for DV. Biometric capturing and verification for DV. Generation of the list of successful candidates. | Annexure- 7 |
| 8 | **Final Result Generation-**<br>Final Result generation as per service rules, prevalent government orders and parameters specified by the Board. | Annexure-8 |
| 9 | **Biometric capturing and matching of selected candidates with the data of the candidates available with agency at the time of joining the service.** | Annexure-9 |
| 10 | **Web servers-**<br>Setting up web servers and appropriate storage on the data center with appropriate security measures for communication with the candidates –the bidder shall have data center for cloud computing to maintain the website for generation and uploading of admit cards with software used in the recruitment process till declaration of final results ie for all the processes the data will be available in the primary data base in Data Centre. | Annexure-10 |
| 11 | **Help Line-**<br>Providing a Helpline no. (10 a.m. to 6 p.m. and five technical persons at a time) with SMS and E-Mail facility for answering the queries of the candidates at every stage of the process. This help line will work from the start of receiving of online application forms till the end of recruitment Process. This Help Line established at Board's office Lucknow should have recordings facilities for training, monitoring & quality purpose. | Annexure-11 |

4. The bidder is required to submit its approach and methodology with its technical bid to execute the project clearly explaining how it intends to achieve the objectives and scope of the work.

5. Objections raised by the candidates shall be resolved by bidder within the given timeframe.

# PART -III

## Eligibility for Participation

1. The bidder must be a company registered under the Companies Act, 1956 for at least three years as on 01/04/2022. It's GST registration certificate and a copy of PAN as applicable must be furnished.

2. Average turnover of the bidder for the last three financial years (2019-2020, 2020-2021, 2021-2022) must be at least Rs. 50 Crores.

3. Annual accounts duly audited by Chartered Accountant and audited annual report for the last three years must be furnished.

4. Average turnover generated from services related to recruitment based CBT and OMR based examination in last three financial years (2019-2020, 2020-2021, 2021-2022) must be atleast Rs. 10 Crores.

5. The bidder must have executed (Successfully completed) atleast **one** projects involving OMR based and one project5 involving CBT **OR** one project combination of OMR/CBT mode examination i.e. hybrid mode of atleast **01** Lac candidates in any State/Union Public Service Commission/ Government departments/ PSU/ Central Police Organizations or State Police organizations or Joint Entrance Examination for engineering, medicine or management in the last three years (2019-2020, 2020-2021, 2021-2022). Completion certificate of each work must be furnished for verification.

6. Bidder must have Owned or hired Institution based examination centers specifically Educational Institute affiliated with UGC/AICTE/AKTU as examination centers and they must have proper LAN, Computers of Latest configuration (Windows 10) suitable for running CBT software as per board requirements.

7. Bidder must have capability for Aadhaar Authentication of candidates and verification of documents from digilocker. Bidder have to submit self declaration.

8. The bidder must have in-house capability for OMR printing, scanning and database generation, handling and management.

9. The bidder must have ISO 9001 and ISO 27001. Organizations having ISO 20000, CMMi level-3 certification and Higher CRISIL rating would be given preference.

10. The source code of the proposed software must be owned by the bidder and they must have the copyright of the source code and all its components. Undertaking of Sole ownership of Source Code can be asked.

11. The bidder must not be blacklisted for any corrupt and fraudulent practices by central/ state government departments / public sector undertakings / autonomous bodies/Central Vigilance Commission (CVC) with regard to the works executed by it as on date of bid submission. The bidder will provide a self certification along with technical bid as following:

   a. *Certified that this company/Firm was never blacklisted in last five years by any Govt./Public sector bidder/Undertaking in India.*

   b. *The services of the company/firm have not been discontinued by the client for unsatisfactory performance in connection with recruitment process of any Govt./Public sector bidder/undertaking in last five years.*

12. The bidder must submit an undertaking declaring that

   a. *There has not been incident of question paper leakage in the examination conducted by the bidder.*

   b. *There has not be any contract termination of the examination related activities at the time of bid submission.*

   c. *Bidder must not have its directors and its officials prosecuted or convicted by any court of law. Any criminal case related to examination related frauds, for leakage of question papers and for the similar services mentioned in the scope of examination must not be pending against the bidder in any court of law as on date of bid submission.*

13. Bidder must have atleast 150 technically qualified/trained and experienced manpower for conducting Hybrid Mode Examination and Computer Typing Test (Only for the post of Computer Operator Grade-A) and DV. Bidder must submit HR head declaration on manpower and team details along with EPF Certificates.

14. The bidder must have the primary data centre with secondary data centre for data security. Both the data centre should be located in India in different seismic zones. The data centre must have Tier-III, CERT-in or ISO certification as per GOI guidelines.

**Or**

The bidder must deploy Tier-III data centre with D R (Data Recovery) support both based in India.

# PART-IV

## Technical Evaluation Criteria:

## 1 – Technical Evaluation Criteria are as below:

1.1   Bidder are required to submit a technical bid and a financial bid in separate envelopes duly marked. The financial bid shall be opened if the technical bid meets the required criteria of the board.

1.2   The evaluation of the bidder shall be done on the basis of the Quality and Cost Based Selection (QCBS) process. The Technical offer shall be given 60% weightage and the financial offer shall be given 40% weightage.

1.3   Detailed technical evaluation shall be carried out by a Technical Evaluation Committee constituted for this purpose by the Board along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation.

1.4   The Technical Evaluation Committee will call the bidders for presentation to assess the understanding of the bidder regarding the scope and magnitude of the work.

1.5   Technical Bid will be assigned a Technical Score (TS) out of a maximum of 100 marks, as per the Scoring Matrix provided in following sections-

## 2.   Scoring Matrix for Technical Bids

| S.No. | Head | Details | Criteria | Marks allotted | Proofs required |
|---|---|---|---|---|---|
| 1 | Turnover (Proforma-1) | Average turnover per year in last 03 years from recruitment/ examination business in India(2019-2020, 2020-2021, 2021-2022) | 50 to 75 crores | 2 | CA Certificate and annual audited report as a document proof for the criteria |
| | | | Above 75 to 100 crores | 3 | |
| | | | Above 100 crores | 5 | |
| 2 | Turn over (Proforma-2) | Average turn over from conduct of recruitment(online, online and offline, hybrid mode) based services in last 03 financial years (2019-2020, 2020-2021, 2021-2022) | 10 to 12 crores | 2 | CA Certificate and annual audited report as a document proof for the criteria |
| | | | Above 12 to 14 crores | 3 | |
| | | | Above 14 crores | 5 | |
| 3 | Experience in execution of big projects. (Proforma-3) | Experience in execution of recruitment project involving online, online and offline and hybrid mode examination of atleast 01 lac candidates in last 03 financial years (2019-2020, 2020-2021, 2021-2022) for any State/Union Public Service Commission/ Government departments/ PSU/ Central Police Organizations or | 01 to 02 projects | 2 | Clients Completion Certificates/ Work Order of relevant projects |
| | | | 03 to 05 projects | 3 | |
| | | | Above 05 projects | 5 | |

| | | | | | |
|---|---|---|---|---|---|
| | | State Police organizations or Joint Entrance Examination for engineering, medicine or management | | | |
| 4 | Experience in conducting large recruitment process [Proforma-4 and 4(a)] | Experience in successfully executing high volume recruitment process in any one project in last 03 financial years (2019-2020, 2020-2021, 2021-2022) | 02 to 04 Lakh candidates | 2 | Clients Completion Certificates/ Work Order of relevant projects |
| | | | More than 04 lakh upto 06 lakh candidates | 3 | |
| | | | More than 06 lakh candidates | 5 | |
| 5 | Experience in scanning and database generation (Proforma-5) | Prior experience of scanning (number of OMR answer sheets in a single process) and database generation in a single process in last 03 financial years (2019-2020, 2020-2021, 2021-2022) | 2 to 3 lakh | 2 | Self Declaration/ work order |
| | | | Above 03 lakh upto 04 lakh | 3 | |
| | | | Above 04 lakhs | 5 | |
| 6 | Scanning capability (Proforma-6) | In house scanning capability of the bidder (in terms of OMR answer sheets scanned per day). In no case scanning process may be outsourced. | 50,000 to 1,00,000 | 2 | Self Declaration/ work order |
| | | | 1,00,001-1,50,000 | 3 | |
| | | | above 1,50,000 | 5 | |
| 7 | Computer Typing Test Experience(for the post of Computer Operator Grade-A only) (Proforma-7) | Experience of having executed computer typing test (Hindi and English) based on Unicode Inscript Keyboard . | 1 to 3 clients | 2 | Clients Completion Certificates/ Work Order/ Self Declaration |
| | | | 4 to 5 clients | 3 | |
| | | | more than 5 clients | 5 | |
| 8 | Experience in Biometric capturing (Proforma-8) | Number of biometric capturing in written exam per shift. | 1,00,000 to 2,00,000 | 2 | Self Declaration / work order |
| | | | 2,00,001 to 4,00,000 | 3 | |
| | | | above 4,00,000 | 5 | |
| 9 | Document Verification Experience (Proforma-9) | Experience of having executed document Verification process per day for clients as enumerated at Sl no.-3. | 5,000 to 7,000 per day | 2 | Self Declaration/ work order |
| | | | Above 7,000 to 9,000 per day | 3 | |
| | | | Above 9,000 per day | 5 | |
| 10 | Manpower (Proforma-10) | Dedicated manpower on rolls deployed in recruitment/ examination process (Please submits details like employee ID, Name/employee corporate email, contact No. etc.) | 150 to 200 | 2 | HR Head declaration + EPF Certificate. |
| | | | 201 to 250 | 3 | |
| | | | above 250 | 5 | |
| 11 | Certification (Proforma-11) | Quality certifications for recruitment/examination division of the bidder | ISO 9001-2008 & ISO 27001 | 2 | Quality Certificate |
| | | | ISO9001-2008, ISO 27001 & ISO 20000 , CMMi level 3 & AA CRISIL rating | 3 | |

| | | | | | |
|---|---|---|---|---|---|
| | | | ISO 9001-2008, ISO 27001, ISO 20000 & CMMi level 5 & AAA CRISIL rating | 5 | |
| 12 | Data Centre (Proforma-12) | Availability of secured data centre in India with DR (Data Recovery) support in different cesmic zone. | Both Primary & Secondary Data centres are outsourced & Tier-3 | 2 | Self Declaration |
| | | | Own primary Data centre, but outsourced secondary data centre, both Tier-3 | 3 | |
| | | | Own Primary & Secondary Data centres , both are Tier-III | 5 | |
| 13 | Presentation | **Presentation based on methodology to conduct Hybrid mode examination and document verification process.** | Presentation to be done | 40 | |
| | | **Project plan implementation-** Understanding of the Scope of the project, project approach and methodology, Project plan and challenges faced. | | 10 | |
| | | **Solution deployment-** Completeness and comprehensiveness of the Solution and functional demonstration of solution and design. | | 10 | |
| | | **Quality of manpower-** Availability of adequately trained manpower to be deployed and quality of these personnel. | | 10 | |
| | | **Risk Mitigation plan-** Readiness to deal with all possible risks during the project | | 10 | |
| | | | **Maximum Marks** | **100** | |

> Proof of each criteria mentioned above (1 to 13) has to be submitted along with bid.

> Experience should not include subletting work. Work experience should be counted on basis of project execution in a single process.

> Documents in support of each eligibility criterion. All supporting documents should be annexed along with an index of such documents in the same order as tabled. All documents must be self certified.

**2.1   Minimum 70% score will be mandatory out of 100 marks in technical bid.**

2.2   The Financial bid of those bidders, who qualify in the technical evaluation with technical score of **70** or more as per evaluation criteria, will only be opened, All other Financial

bids will not be opened. The Financial bids of the technically qualified bidders will only be evaluated.

2.3    The Financial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and rest to be awarded on pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in Part -V below.

# PART-V

# Quality and Cost based selection (QCBS):

The individual bidder's commercial scores (CS) are normalized as per the formula below:

$Fn = Fmin/ Fb * 100$ (rounded off to 2 decimal places) Where,

$Fn$ = Normalized Financial score for the bidder under consideration,

$Fb$ = Absolute financial quote for the bidder under consideration.

$Fmin$ = Minimum absolute financial quote.

Composite Score $(S) = Ts * 0.60 + Fn * 0.40$

The Bidder with the highest Composite Score(S) would be awarded the contract.

## Format For Quoting Rates

The Rates would be quoted in the Boq format given below only in Financial bid In the separate envelope.

## Format For Quoting Rates for Programmer Grade-2

| Sl No. | Name of activity | Number of candidates for the purpose of calculating financial Quote | Unit Rate per candidate in INR. | Total Cost for the activity = (3 X 4) |
|---|---|---|---|---|
| | | | | |
| 1 | Receiving Online Application Forms. Preparing online Database and Data Integration. | 50,000 | | |
| 2 | Creation and uploading of Online admit card for the candidates – Generation and uploading of online admit card and center allotment to the candidates. The admit card must be issued on random basis to deal with the malpractices at initial level. The admit card download status must be communicated to UPPRPB on each day. | | | |
| 3 | Content Creation based on CBT, Design of OMR and printing- Preparation of Question Paper of around 5000 | | | |

| | | | | | |
|---|---|---|---|---|---|
| | Questions/Question Paper of required number of questions for the post of Programmer Grade-2 with backup plan. Design and Printing of OMR-in triplicates and delivery and collection of OMR answer sheets at and from examination centres. | 50,000 | | | |
| 4 | **Conducting Hybrid mode examination(where answer will be marked on OMR Sheets only) -** Inclues providing well equipped examination centers specifically educational institute having the facilities for CBT Test, across Uttar Pradesh, preferably at Zonal Headquaters Distts, Supply of examination centre management kits, Provisioning of Internet/Broadband, Registration of present candidates appearing for the examinations at exam centers with capture of biometric and photograph, Coordination and Conduct of Examinations, deployment of centre superintendent, invigilators and other staff at each centre, providing instruction to the examination centers and provision for CCTV coverage), publication of answer key, invitation of objection from the candidates and their resolution by subject matter expert (SME), publication of final answer key. Question paper would appear for each candidate in computer and candidate would mark his/her response on OMR Answer sheet. **Features of software to conduct Hybrid mode exam: (Not limited to-)** 1. Login credentials are required to log in to the CBT application. 2. The CBT application needs to run on a structured server in a structured environment. 3. after logging into the CBT application, instructions for "Do's" and "Don'ts" throughout the exam should be visible. 4. The mouse pointer should be disable in the question section. 5. The questions must be displayed bilingually in Hindi and English. 6. The candidates should not be able to see Previous question once he move to next question on the computer screen. 7. There should be a way to display the questions by section so that applications can move directly to that section and begin answering the questions on the OMR (hard copy response sheet). 8. The candidate should see their name, photo and roll number on the screen after logging into the CBT application. | 50,000 | | | |

| | | | | |
|---|---|---|---|---|
| | 9. There should be a timer visible on the screen.<br>10. When 10 minutes remain till the exam is over, a warning is shown on the screen.<br>11. After the test is finished, the CBt application should be shut down automatically.<br>12. When a candidate is trying to open a new window or tab, it should alert the candidate.<br>13. The entire communication between server and examination client must be encrypted with a secure mode of communication.<br>14. Application should have 256-bit Encryption for Question and Question's image.<br>15. The LAN of the system must be disable during the examination post login, it should only be enabled after the completion of exam. | | | |
| 5 | **Processing of OMR Answer Sheets-**<br>    Scanning of OMR sheets, normalization if required and evaluation of OMR answer sheets. Result Generation and analysis as per requirement of the board and uploading on website, Generation of the list of eligible candidates for the DV on the basis of OMR based answer sheets. | 50,000 | | |
| 6 | **Document Verification of eligible candidates–**<br>Issue of admit cards for DV. Biometric capturing and verification for DV. Generation of the list of successful candidates. | 10,000 | | |
| 7 | **Final Result Generation-**<br>Final Result generation as per service rules, prevalent government orders and parameters specified by the Board. | | | |
| 8 | **Biometric capturing and matching of selected candidates with the data of the candidates available with agency at the time of joining the service.** | | | |
| 9 | **Web servers-**<br>    Setting up web servers and appropriate storage on the data center with appropriate security measures for communication with the candidates –the bidder shall have data center for cloud computing to maintain the website for generation and uploading of admit cards with software used in the recruitment process till declaration of final results ie for all the processes the data will be available in the primary data base in Data Centre. | | | |

| 10 | **Help Line-** Providing a Helpline no. (10 a.m. to 6 p.m. and five technical persons at a time) with SMS and E-Mail facility for answering the queries of the candidates at every stage of the process. This help line will work from the start of receiving of online application forms till the end of recruitment Process. This Help Line established at Board's office Lucknow should have recordings facilities for training, monitoring quality purpose. | | | |
|---|---|---|---|---|
| | **Total cost of the Project (in Rupees)= (1+2+3+4+5+6+7+8+9+10)** | | | |

> Payment for activities 2, 4, 5 and 6 will be done on the basis of actual numbers of admit cards issued in each stage at the rate given in column 4. Payment of activities 1, 3, 7, 8, 9 and 10 will be done as per quoted amount for that activity.

> **The rates quoted should be inclusive of all applicable taxes.**

> The Firm shall be responsible for any fluctuation/changes of taxes in future.

> If taxes increase in future, it will be borne by the Bidder. If taxes reduces, benefit of reduced taxes shall be passed to Govt.

> In case of calculation error given by the bidder, any interpretation shall be in favour of the Govt.

## Format For Quoting Rates for Computer Operator Grade-A

| Sl No. | Name of activity | Number of candidates for the purpose of calculating financial Quote | Unit Rate per candidate in INR. | Total Cost for the activity = (3 X 4) |
|---|---|---|---|---|
| | | | | |
| 1 | **Receiving Online Application Forms. Preparing online Database and Data Integration.** | 2,00,000 | | |
| 2 | **Creation and uploading of Online admit card for the candidates –** Generation and uploading of online admit card and center allotment to the candidates. The admit card must be issued on random basis to deal with the malpractices at initial level. The admit card download status must be communicated to UPPRPB on each day. | | | |
| 3 | **Content Creation based on CBT, Design of OMR and printing-** Preparation of Question Paper of around 5000 | | | |

| | | | | | |
|---|---|---|---|---|---|
| | Questions/Question Paper of required number of questions for the post of Computer Operator Grade-A with backup plan. Design and Printing of OMR-in triplicates and delivery and collection of OMR answer sheets at and from examination centres. | 2,00,000 | | | |
| 4 | **Conducting Hybrid examination(where answer will be marked on OMR Sheets only) –** Inclues providing well equipped examination centers specifically educational institute having the facilities for CBT Test, across Uttar Pradesh, preferably at Zonal Headquaters Distts, Supply of examination centre management kits, Provisioning of Internet/Broadband, Registration of present candidates appearing for the examinations at exam centers with capture of biometric and photograph, Coordination and Conduct of Examinations, deployment of centre superintendent, invigilators and other staff at each centre, providing instruction to the examination centers and provision for CCTV coverage), publication of answer key, invitation of objection from the candidates and their resolution by subject matter expert (SME), publication of final answer key. Question paper would appear for each candidate in computer and candidate would mark his/her response on OMR Answer sheet. **Features of software to conduct Hybrid mode exam: (Not limited to-)** 1. Login credentials are required to log in to the CBT application. 2. The CBT application needs to run on a structured server in a structured environment. 3. after logging into the CBT application, instructions for "Do's" and "Don'ts" throughout the exam should be visible. 4. The mouse pointer should be disable in the question section. 5. The questions must be displayed bilingually in Hindi and English. 6. The candidates should not be able to see Previous question once he move to next question on the computer screen. 7. There should be a way to display the questions by section so that applications can move directly to that section and begin answering the questions on the OMR (hard copy response sheet). 8. The candidate should see their name, photo and roll number on the screen after logging into the | 2,00,000 | | | |

| | | | | |
|---|---|---|---|---|
| | CBT application.<br>9. There should be a timer visible on the screen.<br>10. When 10 minutes remain till the exam is over, a warning is shown on the screen.<br>11. After the test is finished, the CBt application should be shut down automatically.<br>12. When a candidate is trying to open a new window or tab, it should alert the candidate.<br>13. The entire communication between server and examination client must be encrypted with a secure mode of communication.<br>14. Application should have 256-bit Encryption for Question and Question's image.<br>15. The LAN of the system must be disable during the examination post login, it should only be enabled after the completion of exam. | | | | |
| 5 | **Processing of OMR Answer Sheets-**<br>    Scanning of OMR sheets, normalization if required and evaluation of OMR answer sheets. Result Generation and analysis as per requirement of the board and uploading on website, Generation of the list of eligible candidates for the typing test on the basis of OMR based answer sheets. | 2,00,000 | | | |
| 6 | **Conducting Computer Typing Test(for the post of Computer Operator Grade-A only)**<br>Uploading of admit card of eligible candidates, Biometric capturing and Verification, conduct of Computer Typing Test (Hindi and English) based on Unicode Inscript Keyboard and its evaluation through software Issue of admit cards for Computer Typing Test, conduct of Computer Typing Test (Hindi & English) for the post of Computer Operator grade-A. | 1,00,000 | | | |
| 7 | **Document Verification of eligible candidates–**<br>Issue of admit cards for DV. Biometric capturing and verification for DV. Generation of the list of successful candidates. | | | | |
| 8 | **Final Result Generation-**<br>Final Result generation as per service rules, prevalent government orders and parameters specified by the Board. | | | | |
| 9 | **Biometric capturing and matching of selected candidates with the data of the candidates available with agency at the time of joining the service.** | | | | |

| | | | | |
|---|---|---|---|---|
| 10 | **Web servers-** Setting up web servers and appropriate storage on the data center with appropriate security measures for communication with the candidates –the bidder shall have data center for cloud computing to maintain the website for generation and uploading of admit cards with software used in the recruitment process till declaration of final results, ie for all the processes the data will be available in the primary data base in Data Centre. | | | |
| 11 | **Help Line-** Providing a Helpline no. (10 a.m. to 6 p.m. and five technical persons at a time) with SMS and E-Mail facility for answering the queries of the candidates at every stage of the process. This help line will work from the start of receiving of online application forms till the end of recruitment Process. This Help Line established at Board's office Lucknow should have recordings facilities for training, monitoring quality purpose. | | | |
| **Total cost of the Project (in Rupees)= (1+2+3+4+5+6+7+8+9+10+11)** | | | | |

> Payment for activities 2, 4, 5, 6 and 7 will be done on the basis of actual numbers of admit cards issued in each stage at the rate given in column 4. Payment of activities 1, 3, 8, 9, 10 and 11 will be done as per quoted amount for that activity.

> **The rates quoted should be inclusive of all applicable taxes.**

> The Firm shall be responsible for any fluctuation/changes of taxes in future.

> If taxes increase in future, it will be borne by the Bidder. If taxes reduces, benefit of reduced taxes shall be passed to Govt.

> In case of calculation error given by the bidder, any interpretation shall be in favour of the Govt.

# PART-VI

## Stages of Payment-

1. Payment will be done at two stages for both recruitments.

### Stage-1

**Activity 1-**   Receiving Online Application Forms . Preparing online Database and Data Integration

**Activity 2-**   Creation and uploading of Online admit card for the candidates.

**Activity 3 -**   Content Creation, Design of OMR and printing.

**Activity 4 -**   Conducting Hybrid Mode  Examination

**Activity 5-**   Processing of OMR Answer Sheets and generation of list of eligible candidates for Computer Typing Test for Computer Operator Grade-A and DV for Programmer Grade-2 and Computer Operator Grade-A.

*(Payment of 75% of the above mentioned activity 1,2,3,4, 5, 6 & 7 will be done after successful completion of the above stage.)*

### Stage-2

**Activity 6-**   Result Preparation

**Activity 7-**   Web servers

**Activity 8-**   Help Line

*(Payment will be done after completion of above mentioned activity 6 to 10 and remaining 25% of the stage 1 process shall also be done along with the final payment.)*

2. The rates quoted shall be valid for the entire duration of the process irrespective of the delay due to whatsoever reason.
3. All supporting documents should be annexed along with an index of such documents in the same order as tabled. Incomplete bids will not be considered.
4. The documents must be self-certified.
5. The bidder must provide quotes for all activities mentioned in Point 3 of part II. The bidder must quote for each activity separately within the provided format.
6. The Board may accept a single vendor for the complete process to maintain the quality and integrity of the process. The Board reserves the right to withdraw activities listed under any of the annexure and treat them independently.

# PART-VII

## 1  Terms and Conditions

1.1   In view of the nature of the work, the Board expects 100% error free processing of the recruitment process at all stages. If the selected bidder commits error and fails to conduct various recruitment processes/exams to the satisfaction of Board, the Board reserves the right to cancel that particular process or whole recruitment process and can direct the

bidder to conduct that exam/process or the whole recruitment process again and for this no extra payment shall be made to the bidder. If due to errors committed by the bidder Board cancels the recruitment process and it is decided by the Board not to proceed with the same bidder for conducting the recruitment process again, the Board may terminate the contract with selected bidder and the Board shall not be liable to make any payment what so ever to the bidder.

1.2     The bidder shall provide a bank guarantee equivalent to 10% of the contract value of the project within the 30 days of award of tender.

1.3     The bidder shall enter into a Memorandum of Understanding with the Board detailing scope of work, service level agreements, penalties, financials and other terms and conditions.

1.4     The bidder shall deploy **a dedicated project manager and requisite skilled team (minimum 5 members)** for the project at Lucknow. Names, qualifications, experience of key team members need to be specified. Also, all the details of persons involved in the examination process must be submitted to UPPRPB.

1.5     The Bidder shall provide minimum 15 Computer Systems(Laptops) alongwith sufficient man power at Board's Office for Helpdesk management from 10 a.m. to 6 p.m. during the execution of the project. The Computer Systems being provided would be with the specifications of **1-** 8GB RAM (minimum), **2-** 1 TB Hard Disk/SSD (128 minimum), **3-** 2 GB Graphic card(minimum), **4-**Prossesor I-5 (minimum) with 8th generation or above, **5-** OS Window 10, **6-**All in One Printer (05 quantity) and at Board's office with SMS and E-Mail facility for answering the queries of the candidates. This help line/Helpdesk will work from the start of online uploading of admit card till the end of recruitment Process. The computer systems shall be property of the Board and shall be handed over to the Board.

1.6     The web application developed by the bidder shall be property of the Board and shall be handed over along with complete <u>source code to the Board. Bidder should provide module/App for Board's Observers for incidents management verification and validation and reports on examination and results analysis.</u>

1.7     The selected bidder would have to comply with the e-governance standards of Government of India ( http://egovstandards.gov.in ).

1.8     All information, data, reports of any nature produced by, for, or as a result of, any of the services, and all copies of the foregoing, shall be the sole and exclusive property of the Board.

1.9     In case of any manipulation found to be done by the vendor, UP Police Recruitment and Promotion Board will have the right to proceed against the vendor under the relevant provisions of Law.

1.10     The successful bidder is required to comply with the requirements of all the Acts, Rules and Regulations framed by the State Government/Central Government relating to contract work and the UPPRPB will not be responsible for any breach there of.

1.11     UPPRPB has right to reject the tender without any reason mentioning to the bidder.

1.12     No queries shall be entertained by other means except via email. The Email address is as follows sampark@upprpb.gov.in .

1.13     Rates shall be applicable till the end of the recruitment process irrespective of the delay in

any activity due to whatsoever reason.

1.14    In case of any litigation between the candidates and the Board, Bidder shall provide the relevant information /reply to the Board. Whenever required Bidder will designate their officials to appear before the Hon'ble Court to apprise and explain the procedures adopted for examination and preparation of the result, along with any other queries made by the Hon'ble Court. No extra reimbursement for any expenses will be borne by the Board.

1.15    All disputes related to this bid will be subject to Lucknow Jurisdiction only.

1.16    The Bidder must possess valid licences of the software used for the board.

## 2 Penalties

2.1.    In case of operational error identified at Bidder, during uploading of admit card, penalty of Rs. 1000/- (Rs. one thousand) only may be charged per admit card, which shall be limited to 25% of the total order value .

2.2.    In case of erroneous Questions/Wrong Answers/ Wrong Options, No correct option, Penalty of Rs. 25000/- (Rs. Twenty five thousand) only per question will be imposed, which shall be limited to 25% of the total order value for preparing appropriate number of questions.

2.3.    In case of non detection of duplicates, wrong rejection of candidates or acceptance of ineligible candidates, non reporting of missing data fields, printing of erroneous report penalty of Rs. 25,000/ (Rs Twenty five thousand ) per record will be charged.

2.4.    In following cases. Rs. 10000/- (Rs. Ten Thousand) only per error per Examination Venue subject to maximum of 1% of the total order value for conducting CBT plus OMR based Hybrid Mode Online Examination shall be imposed on Bidder:-

     I. Any failure to provide well equipped examination centers,

     II. Error in the supply of examination centre management kit,

     III. Supply of defective OMR Sheets.

     IV. Lack of co-ordination in the conduction of CBT plus OMR based Hybrid Mode Online Examination.

     V. Faults in the software and hardware.

     VI. Wrong scanning or wrong data entry of candidates, scanned image not being clear.

     VII. Error in Biometric capture of candidates

     VIII. Error in resolution of objections by the bidder.

2.5.    In case of any collusion/connivance of the Bidder staff (Regular or Contractual) penalty of Rs. 100000/- (Rs One Lac) only per such incident will be imposed in addition to the legal action as per applicable law, Provided that penalty shall be imposed after providing an opportunity of hearing to the Bidder.

2.6.    In case of any error in the preparation of merit list on the basis of written examination for DV will entail a penalty of Rs.50000/- (Rs. Fifty Thousand) to the Bidder.

2.7.    A penalty of Rs. 50,000 (Rs, Fifty thousand) per candidate will be imposed relating to a matter where any candidate has been allowed for PET without passing through the process of DV.

2.8.   A penalty of Rs. 25000/- (Rs. Twenty five Thousand) only per candidate error will be imposed in feeding data of document verification and physical standard test, if it leads to an error in the result generation.

2.9.   A penalty of Rs.10000/- (Rs.Ten Thousand) will be imposed relating to non-functionality in the help line/E-mail delivery system supported by logs and also in case of any flaw in the Web servers setup by the Bidder.

2.10.  In case of the Bidder not providing MIS reports as specified in the relevant Appendix or as otherwise specified by the UPPRPB or there being undue delay in such reporting, the UPPRPB may impose a penalty of Rs. 1000/-(Rs. one thousand ) only per day of delay. Similarly, in case of the Bidder not maintaining an audit trail of activities as specified, the UPPRPB may impose a penalty of Rs. 1000/- (Rs One Thousand) only for each such lapse. Helpdesk will work on mutually agreed SLA for any query Turn Around Time (TAT), in case it is violated by the Bidder, then penalty of Rs. 1000/- (Rs One Thousand) only will be applicable.

2.11.  In case of only administrative queries, the queries will be responded within 24 hours. In case of data related queries, the queries will be communicated in 3 working days (subject to further mutual agreement on timelines at the time of request submission for data) (excludes Saturday, Sunday & Bank Holidays). Any delay shall attract a penalty of Rs.1000/- (Rs One thousand) only per query on the Bidder.

2.12.  The penalties other than enumerated at sl. no. 14 and 15, the total penalty shall be subject to the maximum of 15% of the contract value.

2.13.  However, not withstanding anything laid down, if the GoUP suffers any financial loss due to delay in processing or declaration of result or occurrence of error due to not fulfilling the terms and conditions of RFQ by the Bidder, the loss shall be fully recovered from the Bidder, subject to maximum of contract value.

2.14.  Confidentiality of the process shall be paramount and any lapse including leakage of the question paper shall invite penalty subject to maximum of contract value in addition criminal proceedings shall be drawn as per existing legal provisions. Bidder shall not disclose the fact that it is working for UPPRPB to Third Parties.

2.15.  In case of any dispute or deficiency not covered under the aforesaid clauses, the decision of the chairman of the UPPRPB shall be final and binding on the Bidder.


## 3. Limitation of Liabilities:

3.1   Notwithstanding anything contrary contained in the agreement or any other document, neither Party shall be liable to the other Party (not at any person claiming rights derived from the other Party's rights) for any indirect and incidental, consequential, special, punitive or exemplary damages of any kind– including lost revenues or profits or loss of business arising out of performance of this RFQ scope of work ( including without limitation as a result of any breach of any warranty, or any other term of this RFQ), regardless of whether the Party liable or alledgely liable was advised, had other reason to know, or in fact knew of the possibility thereof.
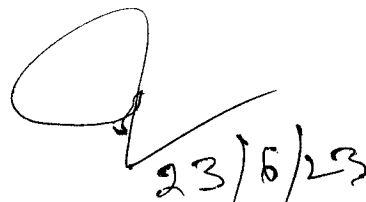
3.2   Morever, Bidder's maximum liability arising out of or relating to the transaction, which is the subject matter of this RFQ Scope of work, regardless of the cause of action

(whether in contract, tort, breach of warranty or otherwise), will not exceed the value of the contract.

## 4. Submission of Bids

4.1    The technical and financial bids should be submitted in two separate sealed envelopes clearly indicating the contents of each envelope.

4.2    The technical bid must be accompanied by:

(i)    A demand draft for Rs. 10,000/- payable to **Additional Secretary, (Promotion), UP Police Recruitment and Promotion Board** at **Lucknow** towards cost of tender documents. This amount shall be non-refundable.

(ii)    A demand draft/ Bank Guarantee of Rs.10,00,000/- payable to **Additional Secretary, (Promotion), UP Police Recruitment and Promotion Board** at **Lucknow** towards earnest money deposit (EMD).

4.3    The bids must be submitted as per schedule indicated in the Schedule of Activities to the undersigned in hard copies. No soft copies shall be entertained.

4.4    Last Date of submission __13/ 6/ 2023__

23/6/23

**Additional Secretary (Recruitment)**

UP Police Recruitment & Promotion Board,
Tulsi Ganga Complex, 19-C
Vidhan Sabha Marg,
Lucknow (UP)-226001 Phone:0522-
2237140

# Annexures

| S.No. | Description | Details At |
|---|---|---|
| 1 | Receiving Online Application Forms. Preparing online Database and Data Integration. | Annexure-1 |
| 2 | Creation and uploading of Online admit card for the candidates – Generation and uploading of online admit card and center allotment to the candidates. The admit card must be issued on random basis to deal with the malpractices at initial level. The admit card download status must be communicated to UPPRPB on each day. | Annexure-2 |
| 3 | Content Creation based on CBT, Design of OMR and printing- Preparation of Question Paper of around 5000 Questions/Question Paper of required number of questions for the post of Computer Operator Grade-A with backup plan. Design and Printing of OMR-in triplicates and delivery and collection of OMR answer sheets at and from examination centres. | Annexure 3 |
| 4 | Conducting Hybrid mode Online Examine (where answers will be marked on OMR Sheets only) - Inclues providing well equipped examination centers specifically educational institute having the facilities for CBT Test, across Uttar Pradesh, preferably at Zonal Headquaters Distts, Supply of examination centre management kits, Provisioning of Internet/Broadband, Registration of present candidates appearing for the examinations at exam centers with capture of biometric and photograph, Coordination and Conduct of Examinations, deployment of centre superintendent, invigilators and other staff at each centre, providing instruction to the examination centers and provision for CCTV coverage), publication of answer key, invitation of objection from the candidates and their resolution by the subject matter expert (SME), publication of final answer key. | Annexure4 |
| 5 | Processing of OMR Answer Sheets- Scanning of OMR sheets, normalization if required and evaluation of OMR answer sheets. Result Generation and analysis as per requirement of the board and uploading on website, Generation of the list of eligible candidates for the typing test on the basis of OMR based answer sheets. | Annexure-5 |
| 6 | Conducting Computer Typing Test-(for the post of Computer Operator grade-A only) Uploading of admit card of eligible candidates, Biometric capturing and Verification, conduct of Computer Typing Test (Hindi and English) based on Unicode Inscript Keyboard and its evaluation through software Issue of admit cards for Computer Typing Test, conduct of Computer Typing Test (Hindi & English) for the post of Computer Operator grade-A, | Annexure- 6 |

| | | |
|---|---|---|
| 7 | **Document Verification of eligible candidates–** Issue of admit cards for DV. Biometric capturing and verification for DV. Generation of the list of successful candidates. | Annexure-7 |
| 8 | **Final Result Generation-** Final Result generation as per service rules, prevalent government orders and parameters specified by the Board. | Annexure-8 |
| 9 | **Biometric capturing and matching of selected candidates with the data of the candidates available with agency at the time of joining the service.** | Annexure-9 |
| 10 | **Web servers-** Setting up web servers and appropriate storage on the data center with appropriate security measures for communication with the candidates – the bidder shall have data center for cloud computing to maintain the website for generation and uploading of admit cards with software used in the recruitment process till declaration of final results ie for all the processes the data will be available in the primary data base in Data Centre. | Annexure-10 |
| 11 | **Help Line-** Providing a Helpline no. (10 a.m. to 6 p.m. and five technical persons at a time) with SMS and E-Mail facility for answering the queries of the candidates at every stage of the process. This help line will work from the start of receiving of online application forms till the end of recruitment Process. This Help Line established at Board's office Lucknow should have recordings facilities for training, monitoring quality purpose. | Annexure-11 |

## Annexure-1

### Receiving Online Application Forms. Preparing online Database and Data Integration.

(Creation and management of an online portal for receiving online applications, designing application form and integration with banks for online payment, receiving online applications, preparing database)

### a) Design of online Portal

1. The bidder shall design and create a dedicated website/portal and application form with necessary directives from UPPRPB.
2. The website should be designed keeping in view the recruitment, reservation and other relevant rules of Government of U.P.
3. Necessary security measures/certifications shall be provided by the bidder.
4. The website shall have a payment gateway including payment through designated banks as specified by the Board.
5. The website shall have an administrative module for the authorized functionaries of the Board.
6. The website shall be equipped to generate email and SMS responses to the candidates at the required stages of the process as instructed by the Board.
7. Regular MIS reports shall be submitted to the Board at every stage.

### b) Design of online Application Forms

1. The application form shall be bilingual in Hindi and English. However, the candidates will be expected to enter the details each of the field in English only. The information to be captured and fields to be included shall be finalized in consultation with the Board.
2. The application form shall have all necessary directives for assistance to candidates.
3. Each Application Form shall have a unique Registration Number along with tracking of date and time.

### c) Preparing the Online Database

1. Application Processing and database preparation shall be done within one week of the last date of receiving online applications.
2. The bidder shall arrange all manpower, equipment, hardware, software, generators and any other material required for these purposes.
3. After closure of the application forms, application data shall be handed over in duplicate hard drives to the Board along with Candidate wise unique Registration Number for storage and retrieval in printable format.
4. An interface will be provided for enabling search on application form numbers and display of forms in printable format.
5. The generated database must include all details entered in the application forms completely with 100% accuracy. Manual data entry shall be done wherever required to ensure that all fields are entered correctly. Photograph, signatures and address fields must be included as image/blob

field of SQL Server, and shall not be stored as individual files. The database shall be in open source server architecture and should be fully searchable. An interface for searching the database on all fields shall be provided which will display information in a format required by the Board.

6. The bidder shall provide information about duplicate forms and forms having deficiency in photograph, signatures or address fields for further action as directed by the Board. The bidder shall ensure purification of the database as per parameters laid down by the Board.

7. The bidder shall provide a complete list of all applications received with applicant details on a format approved by the Board.

8. The database shall be handed over to the Board into two copies in external drives of appropriate capacity.

9. The bidder shall provide daily MIS reports to the Board detailing the progress of work and other details as may be required by the Board.

10. A Verifiable audit trial of all activities undertaken shall be maintained by the bidder which may be inspected by the Board anytime.

## Annexure-2

## Creation and uploading of Online admit card for the candidates

1. Identification of eligible /ineligible candidates on various parameters.

2. Generation of Roll Numbers ensuring randomization.

3. Data entry of examination centre data.

4. Allotment of eligible candidates to offline (OMR based) Examination centres as per instructions of the Board.

5. Generation and Uploading of admit cards of eligible candidates as per instructions of the Board. Each admit card should have a unique security number.

6. Providing a Helpline with E-Mail facility for answering the queries of the candidates.

7. Uploading of additional admit cards wherever needed.

8. A verifiable audit trial of all activities undertaken shall be maintained by the bidder which may be inspected by the Board anytime.
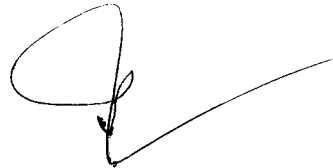
## Annexure-3

## Content Creation, Design of OMR and Printing

**Preparation of Question Bank of around 5000 Questions/Question Paper of required number of questions separately for the two posts of Programmer Grade-2 and Computer Operator Grade-A with backup plan. Design and Printing of OMR-in triplicates, delivery and collection of OMR answer sheets at and from examination centres.**

(1)   The Bidder is expected to prepare question bank of around 5000 multiple choice objective type question separately for all two posts.

(2)   The standard of difficulty in question paper of different shifts would be of the same level.

(3)   The question paper will have such numbers of questions as per the guideline/ syllabus and scoring matrix provided by UPPRPB.

(4)   Randomization of questions across all the sets should be ensured i.e. each question in each series should be distributed in a unique manner so that no commonality in position of any question is found across any series. This process should be 100% accurate. The board may suggest some other methods of randomization of options also.

(5)   The question paper will be bilingual (Hindi & English). Hindi translation of the question papers will also be carried out by the Bidder.

(6)   Bidder should ensure that all the content items must be error free.

(7)   All questions will remain on the Secured server. Bidder will make sure properly security and limited access to it decided by UPPRPB. Any security pilferage, hacking or virus attacks should be properly taken care. Any instance where data or Questions secrecy has been compromised might result in.

(8)   All Simulations and Testing of Hybrid Examinations should be done on Sample Questions duly approved by UPPRPB.

(9)   Instruction before the commencement of the Hybrid Examination will be decided in consultation with UPPRPB. These Instructions will be available to the Examinations at least 15 minutes before the actual commencement of examination.

(10)   Designing and printing of OMR answer sheets as per format approved by UPPRPB with the following features:

- The original OMR answer sheet shall be in 2 parts Part-A & Part-B having the barcode and unique serial number of the answer sheet.
- Thickness of the original sheet shall be minimum 110gsm.
- Appropriate security features shall be incorporated as required.
- The OMR sheets shall be pre-scanned.
- Printed OMR answer sheets shall be packed in quantities as directed by the UPPRPB in tamper-proof envelopes with appropriate labelling.
- Supply of OMR answer sheets shall be done at locations specified by the UPPRPB.

- Security arrangements would be facilitated by UPPRPB for the conduct of exam at exam certre level.
- The detailing for the handling and sealing of OMR sheet and other confidential materials shall be elaborated in M.O.U.

## Annexure-4

## Conduct of Hybrid mode Examine

Inclues providing well equipped examination centers specifically educational institute having the facilities for CBT Test, across Uttar Pradesh, preferably at Zonal level Distts, Supply of examination centre management kits, Provisioning of Internet/Broadband, Registration of present candidates appearing for the examinations at exam centers with capture of biometric and photograph, Coordination and Conduct of Examinations, deployment of centre superintendent, invigilators and other staff at each centre, providing instruction to the examination centers and provision for CCTV coverage), invitating of objection from the candidates and their resolution by the bidder.

### A. Introcduction to Hybrid Based Examination:

1. Examination Centre will have One Main Computer operated by Examination Incharge and other Computers provided to Examinees will be connected with Main Computeer through Star Topology.
2. Main Computer will have redundant computer of exactly similar configuration. Use of Redundant computer will come into play only when main Computer develop some fault.
3. All questions are fully secured at the Server in Data Center or on the Secured Cloud.
4. One High End Main Computer and One Redundant computer will be securely connected with the Question Server in Data Center or on Cloud.
5. Redundant Server will only connect to Question Server when Main Computer at the examination center will have some issue.
6. All Question Sets will be pushed to main computer only before 10 minutes from the actual Examination Time.
7. Questions Once get upon on the examinee screen, with the timer only forward only event should occur. In other words Examinee can transverse forward only. Once question is submitted even after leaving it blank, examinee cannot revisit question.
8. All answer will have to be recorded in OMR sheet provided during examination.

### B. Providing well equipped and secure examination centers for online examination:

1. Selection of well equipped and secure non-controversial examination centers specifically educational institute having the facilities for CBT Test, across Uttar Pradesh, preferably at Zonal level distts, that are well connected and possess a clean track record for conducting online examination. The location of examination centers/venues should be easily accessible to the candidates and well connected to public transport. As far as possible it should be in a centrally located within the City limits. Centers must be accessible by candidates.
2. The list of centers shall be submitted and get approved well before commencement of examination preferable one month before.
3. Assessment of required number of Computer Systems and Servers (as per specifications given below) including accessories in relation to application received.
4. Availability of 100 percent error free software for smooth conduct of examination with secured Login and Password system.
5. High quality of LAN connectivity.

6. High speed and reliable Internet connectivity.
7. Tested Power Backup supply system.
8. State of art of the state monitoring system comprising 2-tier i.e. at center level and central level.

## Minimum Candidate system Pre-requisites

| Screen Resolution | 1024x768 |
|---|---|
| Operating system | Windows 10 |
| Browser | Internet Explorer 9.0 or above as supported by above Operating systems |
| Browser settings | Java Script enabled, Pop-up blocker disabled, Under 'Settings' of 'Temporary internet files', set 'Check for newer versions of stored pages' to 'Every visit to the page 'Proxy disabled (Direct internet) USB disabled, Keyboard disabled during exam after login. |

## Minimum Exam Centre Server Pre-requisites

| Processor | CPU Speed: 1.5 GHz or above |
|---|---|
| RAM | 4GB of higher |
| Screen Resolution | 1024x768 |
| Operating system | Compatible for candidates systems as clients, must meet the performance criteria |
| Performance Criteria | Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second. All responses to be acted upon in real time. |

## Important Instructions

➢ Adequate servers must be provided and maintained by the bidder to ensure efficient and flawless performance related to execution of recruitment work. Additional equivalent and suitable server for backup and mirror services will need to be provided by the Service Provider.

➢ The Bidder shall have to carry/demonstrate complete System Test Run (STR) with test data. Before implementation the Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.

➢ The Bidder should own the copyright of the source code of the software being used for conducting the exam. The Bidder should be able to make changes as required in any of the components of the software.

➢ The Bidder has to ensure that examination software should not have any data based layer on the local exam server. It means there should not be any other software on the server except the examination software.

➢ The software should be capable of hard closing the running applications and disabling all the USB ports along with the keyboard on the candidate's machine.

> The candidate should be able to view instruction Sheet and Profile Information at any given point during the course of examination.
> The examination software should provide real time audit report of candidates while taking the examination. This is mandatory to tackle candidate's complaint, if any during the course of examination.
> The candidate's photo should appear on the examination console throughout the examination for invigilators to verify.
> The examination server should restrict candidate login before the specified time.
> The software should create various reports without manual intervention. The module should have report formats link to Score report, Section-wise score report, Data Report, Response Report, Absentees Report, Feedback Report, Attendance Report, question paper Report, RTI Report, Drive Summary Report, Incident Register, LAN Manager Audit Report, Drive Manager Audit Report, Candidate question paper PDF, Group-wise score report, LAN Manager and Observer Feedback Report, Result Validation Report.
> The software should have the capability of setting one level of password by Controller of Examination which should be shared only 60 minute before the start of exam. The examination software should make the encrypted question paper reside on RAM of the examination server.
> The examination software should allow for question paper decryption only when the candidate logs in.
> The examination software should be capable of capturing and authenticating the biometric data of candidates. This is mandatory to avoid candidate impersonation.
> Objections will be invited from the candidates and resolution of the objections shall be done by the bidder through a software which will be approved by the Board.
> The bidder should provide detailed audit trail support to tackle any RTI query.

## C. Supply of Examination Centre Management Kits

a. Hardware, software and other logistics for Hybrid mode examination at each centre.

b. Specifications for Hardware and Software required at all stages of the online exams at online Examination Centers and for Devices and systems to be used for authentication and audit trail mechanisms required for online exams.

c. Availability of spare hardware for any emergency.

d. List of candidates with roll number appearing at each examination centre.

e. Seating plan.

f. Redundant High Speed Internet/Broadband connectivity.

g. Secured and Encrypted VPN Connectivity of every Examination Center with the Questions Server Location or Data Center.

h. Provide and setup secured software for Authoring and Complete Examination Management Process.

i.   To ensure biometric capture of candidate before starting of the examination, after each bio-break taken during examination and after the examination.

j.   To ensure Automated Facial validation of candidate with the photograph uploaded during application.

k.   Any other work decided by the Department on the basis of requirement of the individual examination.

l.   Examination Center must have facilities for installing security and across control systems including signal silencers/jammers, Video surveillance etc.

m.   The Bidder should have a software for automated facial validation process during candidate registration before start of exam in Center.

n.   Room wise Attendance Sheets with roll number, colour photograph and signatures of candidate, with provision for pasting of a fresh colour photograph on the attendance sheet, and capturing candidates signature and thumb impression on it.

o.   Room wise desk slips.

p.   Supply of various Report Forms which are to be filled by the centre in-charge.

q.   Supply of packing material for the packing of OMR sheets Attendance sheets and other materials comprising labelled envelopes for easy handling and administration.

## D.   Coordination and Conduct of Hybrid Mode Examinations

The bidder shall depute a "Centre Coordinator" at each Examination Centre for each session of examination. Below are details for coordination for conduct of Hybrid Mode Examination:-

1.   Bidder shall facilitate for venues across various districts in U.P. according to the directions of UPPRPB. Bidder must provide atleast one test coordinator for each centre and one assistant coordinator for every hundred candidates. Atleast one invigilator on every 25 candidates and supporting staff as required has to be deputed . The Bidder would conduct venue preparedness exercise one day before the test, with all the venue incharges and official deputed by UPPRPB including the test coordinator and Invigilators briefing them about their role and duties. Venue Desk Roll no stickering as per sitting plan, Room Readiness, Invigilator Duty allocation and Duty chart preparation can also be done one day prior to exam.

2.   Bidder shall depute adequate staff for frisking and checking of the candidates to avoid impersonation. Separate enclosure has to be created for female candidates.

3.   Bidder will be required to prepare standard test procedure in consultation with UPPRPB officials, with a view to conduct the offline examination uniformly in a fair manner at all venues. The procedure should be exhaustive and clearly indicate all the possible activities

keeping in mind conduct of all UP district-wise test by different people and venues. For this purpose the Bidder is required to prepare a Test Manual, Standard Formats for capturing information etc. Allotments of examination centre to candidates should be as per the direction of UPPRPB.

4. Bidder would deploy minimum two technically trained and experienced manpower at each venue.

5. Bidder would coordinate pre-examination preparation at each venue, which will include training, briefing, putting up signage's and other administrative arrangements.

6. Bidder would dry run with test Samples for Hybrid Examination.

7. Bidder would report impartially on the conduct of examination for each session, which will include necessary details as specified by the Board.

8. Bidder would coordinate transfer of candidates' data, which may include biometrics, scores and reports of candidates, back to the UPPRPB for integration with the master database.

9. Setup necessary hardware required for the same at the designated centers/scanning centre.

10. All logistics expenses for handling confidential material would be borne by the bidder, though the security provision would be provided by UPPRPB.
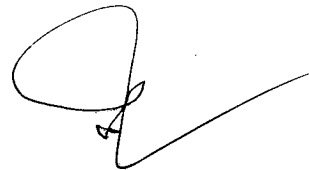
## E. Mock Test

11. Agency shall upload a mock test of 10 questions on the website for the benefit/practice of the candidates.

12. Questions in the mock test should be different from actual questions, which will be asked in actual test.

13. Mock test shall be true replica of actual process which will be followed in the test.

## F. Biometrics

1. Bidder shall capture the biometrics of all candidates appearing in offline (OMR based) examination which will be used to cross check the identity of the candidate at the next stages of examination i.e. Computer Typing Test and Document Verification.

2. Bidder shall download candidates' data, including photograph from centralized database to biometric devices.

3. Sufficient number of devices and trained personals shall be deployed at each examination centre for biometrics capturing. For each candidate, they will enter candidate details into device and verify the candidate physically with photograph displayed on the device. If the photo matches with candidates photo, fingerprint shall be captured on the biometric device. Manual Thumb impression of candidates shall be captured with inkless pad.

4. If the photo does not match, the case shall be brought to the notice of centre in-charge for a decision.

5. All the captured data in devices shall be uploaded to the Boards software.

6. Reports as required by the Board shall be generated by the bidder.

7. The bidder shall follow the prescribed standards and best practices to ensure interoperability of devices and algorithms.
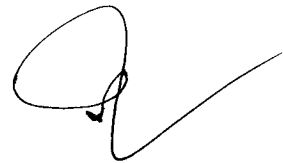
## Annexur-5

## Processing of OMR Answer Sheets, Scanning, Evaluation and Result Generation

(1)     Systematic arrangements shall be made for receipt and storage of OMR answer sheets by the bidder.

(2)     The bar-coded OMR answer sheets shall be received in sealed packets.

(3)     Ensuring the confidentiality of the OMR answer sheets is the sole responsibility of bidder.

(4)     It is the sole discretion of the bidder that where they do opening, sorting, scanning and processing of OMR answer sheets. The OMR answer sheets shall be double scanned to check mismatches. The secrecy and accuracy of the responses must be verified before submission the results to the Board.

(5)     The bidder shall arrange all manpower, equipment, hardware, software, generators and any other material required for these purposes.

(6)     Bidder would install the video surveillance and biometrics for secured access to the scanning center. The same data would be handed over to the UPPRPB if asked.

(7)     After scanning, the answer sheets shall be handed over to the UPPRPB. The procedures shall be elaborated in M.O.U.

(8)     A summary of total candidates issued call letters, appeared, abstained and evaluated shall be provided to the UPPRPB center-wise, room-wise in hard copy duly signed on each page.

(9)     Pre-scanning and testing of sample OMR sheets made available by the UPPRPB shall be done to ensure 100%accuracy.

(10)    Processing of data captured on scanning of both parts, matching of data of OMR answer sheet of the candidate, after applying all checks to ensure flawless capture of information. The generated database must include details entered in the answer sheets completely with 100%accuracy.

(11)    All OMR answer sheets shall be evaluated. Any exceptions must be notified in writing to the UPPRPB.

(12)    If it will multi shift examination then normalization process shall be adopted and in that case merit list shall be prepared on the basis of normalized marks.

(13)    Processing accurate results of the candidates on the basis of the final answer keys.

(14)    Ensuring purity and total data security during and after the process is sole responsibility of the bidder. The bidder must ask for the support from UPPRPB in this regard through written communication as and when required.

(15)    The UPPRPB shall invite objections from the candidates on the evaluation of answer sheets. The bidder shall assist the UPPRPB in inviting the objections, receiving, processing, informing the candidate about the result of their objection, and purifying evaluation as required. This process must be completed within 7 days period.

(16)    Generation of merit list as per mandatory rules and parameters as specified by the UPPRPB. The roll no. of the candidate will be matched to the correct name and category details of the candidate so as to process the final merit list. The merit list so prepared shall be submitted to the UPPRPB, Lucknow in soft copies as well as hard copies which may be duly certified by

the responsible authorities of the bidder.

(17)    The database shall be handed over to the UPPRPB in two copies in external drives/DVDs of appropriate capacity. The database shall be in open server architecture and should be fully searchable.

(18)    The bidder shall provide daily MIS reports to the UPPRPB detailing the progress of work and other details as may be required by the UPPRPB.

(19)    A verifiable audit trail of all activities undertaken shall be maintained by the bidder which may be inspected by the UPPRPB anytime.

(20)    All the manpower details engaged right from unskilled to Supervisors must be submitted to Board prior to the work.

## Annexure-6

## Conduct of Computer Typing Test (For the post of Computer Operator Grade-A only)

1. Selection of well equipped and secure non-controversial examination centers that are well connected and possess a clean track record for conducting computer typing test.

2. Allotment of candidates to Computer Typing test centers as per instructions of the Board and Uploading of admit cards for eligible candidates in as per instructions of the Board. Each admits card should have a unique security number. Uploading of additional Admit cards wherever needed.

3. The bidder shall generate a list of candidates to be called for Computer typing test as per the parameters specified by the board.

4. The bidder shall conduct Computer Typing Test of eligible candidates in both Hindi and English languages using Inscript key-board in Unicode.

5. The duration of each typing test (Hindi & English) shall be 15 minutes each. The interval between English test and Hindi Test shall be 10 minutes. For passing, for the Computer Operator Grade-A, the candidate shall have to type 30 words per minute in English and 25 words per minute in Hindi.

6. Bidder shall check the identity of the candidate by biometric verification and photo verification.

7. The computer, the Key-board, required 100% error free software shall be provided by the bidder.

8. The evaluation as per criteria laid down by the Board shall be software based. The application software for the test shall be provided by the bidder.

9. The Board would prefer the Typing Test to be held at Lucknow. However Board may decide to conduct typing test at other centers also in UP.

10. Centre for typing test will be provided by bidder.

11. A verifiable audit trail of all activities undertaken shall be maintained by the bidder which may be inspected by the Board anytime.
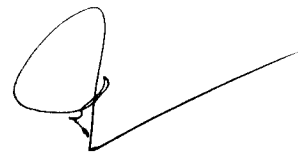
## Annexure-7

## Document Verification

1. Allotment of candidates to Document Verification centers as per instructions of the Board and Uploading of admit cards for eligible candidates as per the instructions of the Board. Each admit cards should have a unique security number.

2. Uploading of additional Admit Cards whenever needed.

3. The Bidder shall generate a list of candidates to be called for DV as parameters specified by the board.

4. The software/App for DV shall be prepared by the Bidder as per the requirement and direction of the Board.

5. All the necessary hardware shall be arranged by the Bidder and ensure the proper internet connectivity with necessary hardware and power backup.

6. Bidder shall print and provide stationary for each candidate (i.e. file cover, copy of application form attendance sheet, correction slip, result sheet appeal format for DV etc.)

7. The Bidder shall carry out updating of record online and physical dossiers as per results of Document Verification.

8. The Bidder shall maintain and update the entire database on the website as instructed by the Board.

9. The DV centers will be managed by the Bidder with trained operators.

10. DV will be done by Govt. officers nominated by the Board, Bidder's role will be to facilitate them and update the data.

11. Bidder shall provide at least 2 trained computer operators at each DV centre to facilitate the DV committee. Sufficient number of devices/computer/peripherals and trained personals shall be deployed at each DV centre for listed activities.

12. Bidder shall ensure CCTV (Recording) facility at each DV centre.

A verifiable audit trail of all activities undertaken shall be maintained by the Bidder which may be inspected by the Board anytime.

# Annexure-8

# Final Result Generation

1. Bidder shall generate final results as per service rules, prevalent Govt. order or and parameters specified by the Board for the post of Programmer Grade-2 and Computer Operator Grade-A.

2. The database of all candidates (selected and not selected separately) shall be handed over to the Board in two copies in external drives of appropriate capacity. The database shall be in open source architecture and should be fully searchable. An interface for searching the database on all fields shall be provided which will display information in a format required by the Board.

3. A verifiable audit trail of all activities undertaken shall be maintained by the Bidder which may be inspected by the Board anytime.

4. The Final result of selected candidates shall be made available in two sets of booklets (post wise overall list and category wise list) duly certified as per requirement of the board.

## Annexure-9

1.  Biometric capturing of the candidates at the time of written examination, Typing Test (for the post of Computer Operator Grade-A only), DV/PST.

2.  Biometric matching at the time of typing test and DV/PST with the data available with agency taken at the time of written exam.

3.  Biometric matching of selected candidates at time of the joining of the service with the data available with agency at the time of written exam and subsequent occasions.

## Annexure-10

## Webservers

Setting up web servers and appropriate storage on the data center with appropriate security measures for communication with the candidates –the bidder shall have data center for cloud computing to maintain the website/Apps for generation and uploading of admit cards along with the supporting Apps with software used in the recruitment process till declaration of final results ie for all the processes the data will be available in the primary data base in Data Centre.

1. The Bidder shall create a dedicated website / portal. The bidder shall arrange all manpower, equipment, hardware, software, generators and any other material required for these purposes.
2. The generated database must include all details entered in the application forms completely with 100% accuracy.
3. The Bidder shall set up, host and maintain a website for comprehensive management of recruitment process from the stage of receiving generation and online uploading of admit card till declaration of final results.
4. The web server owned/ hired should be located in India in a reliable data centre and be robust, available and reliable.
5. The web server, hosted applications and database shall comply with CERT-IN security guidelines and should be security audited by CERT-IN approved vendors. The website should be accessible through all standard/popular browsers.
6. The website should support the recruitment process of Written.
7. The Bidder shall be responsible for uploading of Admit cards for the primary stage as well as the subsequent stages on the website in a downloadable form. An interface will be provided to the candidates so that they can download their own call letter on proper authentication.
8. The Bidder shall be responsible for export/import of Examination-Centre wise/ Date-wise/ Session-wise/ Room-wise data to/from an bidder specified by the Board before the conduct of a Written Examination and verification of biometric data of candidates as per instructions of the Board.
9. An interface shall be provided for the candidates to assist them during the entire process. No candidate should be able to view data of another candidate at any stage.
10. An interface shall be provided to the Board so that all activities relating to management of a particular recruitment processes may be done by the authorized personnel of the Board.
11. Appropriate training to Board's personnel shall be provided as required.
12. At the end of each recruitment process, the entire data relating to that process and web pages shall be archived and handed over to the Board in External Drives/ DVDs.
13. The Bidder will have to deploy sufficient resources for the website to ensure availability and quick response time to the candidates to the satisfaction of the board even at peak loads.

## Annexure-11

## Help Line

Providing a Helpline no. (10 a.m. to 6 p.m. and five technical persons at a time) with SMS and E-Mail facility for answering the queries of the candidates at every stage of the process.

1. A Helpline no. will be provided by the Bidder with SMS and E-Mail facility for answering the queries of the candidates.

2. Help line will start working with the start of receiving of online application forms and will work till the end of recruitment process.

3. Help line will work from 10 am to 6 pm.

4. Atleast five technically qualified personnel will man the helpline being established at Board's office Lucknow for answering the queries of candidates.

5. The Help Line should have recordings facilities for training, monitoring quality purpose.

# Performa For Submission of Technical Bid

## Proformas For Technical Bid

### Performa- (1)

### Turn Over

| S.R.no. | Description | 2019-20 | 2020-21 | 2021-22 | Average |
|---|---|---|---|---|---|
| 1 | Overall turnover of bidder (in Crores). | | | | |
| 2 | Gross annual turnover from recruitment/ examination works completed. | | | | |
| 3 | Profit/Loss | | | | |
| 4 | Financial Health of bidder<br>• Solvency Ratio-cash, assets and low debt.<br>• Quick Ratio liabilities/ Current<br>• Current Ratio: Current Assets/ Current liabilities<br>• Debt/Equity Ratio | | | | |

Note-Please mention details of each project separately .

### Proforma- (2)

### Turn over from conduct of recruitment based examination
### (In Crores)

| Description | 2019-20 | 2020-21 | 2021-22 | Average |
|---|---|---|---|---|
| Average turnover from the conduct of recruitment examination in last 3 financial years. | | | | |

Note-Please mention details of each project separately

## Proforma- (3)

### Experience in execution of online, online and offline, hybrid mode recruitment projects

| Description | 01 to 02 projects | 03 to 05 projects | above 05 projects |
|---|---|---|---|
| Experience in execution of recruitment projects involving of online, online and offline, hybrid mode examination of atleast 01 lakh candidates in single shift in last 3 financial years (2019-20,2020-21,2021-22). | | | |
| Name of work/Project and Location | | | |
| I- Date of Commencement as per contract | | | |
| II- Actual date of Completion | | | |
| III- No. of Candidates in each project | | | |

Note-Please mention details of each project separately

## Proforma - (4)

### Experience (Large scale online, online and offline, hybrid mode recruitment process)

| Description | 02 to 04 lakh | More than 04 lakh upto 06 lakh | Above 06 lakh |
|---|---|---|---|
| Experience in successfully executing high volume recruitment process in any one project in last 3 financial years (2019-20,2020-21,2021-22). | | | |
| I- Name of work/ Project and Location | | | |
| II- No. of candidates in each project | | | |

Note-Please mention details of each project separately

## Proforma- 4(a)

## Recruitment Process (online, online and offline, hybrid mode recruitment) Experience in Govt Dept./PSU etc.

| S.R.no. | Description | 2019-20 | 2020-21 | 2021-22 |
|---|---|---|---|---|
| 1 | No. of Process/ Project carried out for UPSC, PSCs, Government Department, CPO's/State Police/PSUs client for whom bidder has executed recruitment/ exam process. | | | |
| 2 | Name. of Work/Projects | | | |
| 3 | Name of Client | | | |
| 4 | No. of total candidates | | | |
| 5 | Date of starting the project | | | |
| 6 | Date of Actual Completion of the project | | | |

Note-Please mention details of each project separately

## Proforma- (5)

## Experience in Scanning and Data Base Generation

| Description | 02 to 03 lakh | Above 03 to 04 lakh | Above 04 lakh |
|---|---|---|---|
| Prior experience of scanning (number of OMR answer sheets) and database generation in a single process in last last 3 financial years (2019-20,2020-21,2021-22). | | | |

Note-Please mention details of each project separately

## Proforma- (6)

## Scanning capability

| S.R.no. | Details | 2019-20 | 2020-21 | 2021-22 |
|---|---|---|---|---|
|  | No. of UPSC,PSCs,Government Department, CPO's /State Police/ PSUs clients for whom bidder has executed scanning of OMR sheets with in-house capability. |  |  |  |
| i | Name. of Work/Projects |  |  |  |
| ii | Name of Client |  |  |  |
| iii | No. of total candidates |  |  |  |
| iv | Maximum number of OMR sheets scanned per day. |  |  |  |

Note-Please mention details of each project separately

## Proforma- (7)

## Computer Typing Test

| S.R.no. | Details | 2019-20 | 2020-21 | 2021-22 |
|---|---|---|---|---|
| 1 | Number of UPSC,PSCs,Government Department, CPO's /State Police/ PSUs clients for whom bidder has executed Computer Typing Test (Hindi & English) based on Unicode inscript Keyboard. |  |  |  |
| 2 | Name. of Work/Projects |  |  |  |
| 3 | Name of Client |  |  |  |
| 4 | Number of total candidates |  |  |  |
| 5 | Date of starting the project |  |  |  |
| 6 | Date of Actual Completion of the project |  |  |  |

## Proforma- (8)

### Biometric Experience

| S.R.no. | Description | Comment |
|---|---|---|
| | | Yes/No |
| 1 | Whether the bidder has experience in using Biometric identification process in exams? | |
| 2 | Name of work/ Project Completed | |
| 3 | Total No. of candidates identified through Biometric in each project. | |
| 4 | Maximum No. of candidates identified in one shift. | |

Note-Please mention details of each project separately

## Proforma- (9)

### Document Verification

| S.R.no. | Details | 2019-20 | 2020-21 | 2021-22 |
|---|---|---|---|---|
| | No. of UPSC,PSCs,Government Department, CPO's /State Police/ PSUs clients for whom bidder has executed Document Verificationprocess. | | | |
| i | Name. of Work/Projects | | | |
| ii | Name of Client | | | |
| iii | No. of total candidates | | | |
| iv | Date of starting the project | | | |
| v | Date of Actual Completion of the project | | | |

Note-Please mention details of each project separately.

## Proforma- (10)

### Manpower

| S.R.no. | Description | Comment |
|---|---|---|
| 1 | Total No. of Technical personnel | |
| 2 | Total No. of Administrative personnel | |
| 3 | No. of Technical personnel to be deployed for the work | |
| 4 | No. of Administrative personnel to be deployed for the work | |
| 5 | Available Manpower in Lucknow | |

Please submit HR head declaration, team detailed along with EPF certificates.

## Proforma- (11)

### Certification

| S.R.no. | Description | Comment |
|---|---|---|
| 1 | ISO 9001-2008 & ISO 27001 | Yes |
| 2 | ISO 9001-2008, ISO 27001 & ISO 20000 | Yes/No |
| 3 | CMMi Level-3/5 certificate available or not? | Yes/No |
| 4 | CRISIL Rating (indicate the rank- AAA,AA,A,BBB,BB,B,C,D,......etc) | Yes/No If yes mention the rank |

## Proforma- (12)

## Data centre information

| S.R.no. | Details | Comment Yes/No |
|---------|---------|---------|
| 1 | Both primary and secondary data centres outsourced and tier-3. | Yes/No |
| 2 | Own primary data centre but outsourced secondary data centres both tier-3. | Yes/No |
| 3 | Own primary and secondary data centre both tier-3. | Yes/No |