



उत्तर प्रदेश सरकार
उत्तर प्रदेश पुलिस भर्ती एवं प्रोन्नति बोर्ड

19 सी, तुलसी गंगा कॉम्प्लेक्स, विधानसभा मार्ग,
लखनऊ, उत्तर प्रदेश-226001

दूरभाष/फैक्स: 0522-2235752 फैक्स- 0522-2235806

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पत्रांक: पीआरपीबी-एक-3(39)/2022

दिनांक: सितम्बर ,2022

उ0प्र0 पुलिस रेडियो संवर्ग में कर्मशाला कर्मचारी के 120 पदों, सहायक परिचालक के 1374 पदों एवं प्रधान परिचालकों के 936 पदों पर सीधी भर्ती-2022 से भरे जाने हेतु ओपन टेण्डर के माध्यम से निविदायें आमंत्रित किये जाने के सम्बन्ध में।

- 1- उ0प्र0 पुलिस रेडियो संवर्ग में कर्मशाला कर्मचारी के 120 पदों, सहायक परिचालक के 1374 पदों एवं प्रधान परिचालकों के 936 पदों पर सीधी भर्ती-2022 से भरे जाने के लिये ओपन टेण्डर के माध्यम से कार्यदायी संस्थाओं को निविदायें प्रस्तुत करने हेतु आमन्त्रित किया जाता है।
- 2- उक्त तीनों पदों की भर्ती प्रक्रिया के अन्तर्गत लिखित परीक्षा ऑफलाइन माध्यम (OMR Based) से सम्पन्न करायी जायेगी। उक्त भर्ती प्रक्रिया को सम्पादित कराने के लिये ओपन टेण्डर के माध्यम से सक्षम कार्यदायी संस्थाओं द्वारा निविदायें प्रस्तुत करने हेतु आर0एफ0क्यू0 संख्या-PRPB-ONE-3(39)/2022 बोर्ड की वेबसाइट <http://uppbpb.gov.in> पर समस्त शर्तों के साथ प्रदर्शित किया जा रहा है। आर0एफ0क्यू0 के सम्बन्ध में किसी प्रकार की पृच्छा (Query) दिनांक 26.09.2022 तक ही स्वीकार की जायेगी।
- 3- प्रश्नगत भर्ती से सम्बन्धित बोर्ड की वेबसाइट <http://uppbpb.gov.in> पर प्रदर्शित किये जा रहे आर0एफ0क्यू0 में निहित शर्तों के अनुसार सक्षम संस्थायें अपनी-अपनी निविदायें नियत तिथि दिनांक 06-10-2022 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।

लखनऊ



**UTTAR PRADESH POLICE RECRUITMENT AND
PROMOTION BOARD**

**REQUEST FOR QUOTATION
FOR
RECRUITMENT RELATED ACTIVITIES FOR THE
POSTS OF
Workshop Hand, Assistant Operator & Head Operator
(Male/Female)-2020-21**

RFQ No. PRPB-One-3(39)/ 2022

Dated:

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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 recruiting three different posts in Police Radio Department in Uttar Pradesh. Details are as follows-

Sr. No.	Post Name	Number of Post	Number of Applications received
(a)	Work Shop Hand	120	73614
(b)	Assistant Operator	1374	389711
(c)	Head Operator	936	76516
Total Number of Post= 2430			Total Number of Applications = 539841

The Bids are being invited specifically for the conduct of written objective type examination- (OMR based Mode-in triplicates) and document verification / Physical Standard Test at various centres in UP for recruitment of Workshop Hand, Assistant Operator & Head Operator posts.

3. **The various stages in current recruitment process of said posts, broadly, are as follows:**
- Online Application Data of the candidates will be provided by the Board.
 - OMR Based Written Examination (All candidates Biometric will be done during examination)
 - Document Verification & Physical Standards Test (All candidates Biometric verification will be done during examination.
 - All candidates Biometric verification during Physical Efficiency Test.
 - Preparation of final select list.

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	06/10/2022 - from 10.00 AM to 02.00 PM
Date of opening technical bids	06/10/2022 - At 03.00 PM



Cost of Tender Documents	Rs.10000/- (Rs.Ten Thousand Only- Non refundable)
Earnest Money Deposit	Rs1000000/- (Rs.TenLacsOnly)
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. Direct Recruitment of Workshop Hand, Assistant Operator & Head Operator Posts (total vacancies-2430) separately.
2. The total number of posts to which recruitment is to be done may change and will be notified as and when applicable.
3. This tender is being issued for carrying out following activities in relation to the recruitment process.

S.No.	Description	Details At
1	Online Application Data of the candidates will be provided by the Board.	Annexure-1
2	Creation and uploading of Online admit card for the candidates – Includes 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, Design of OMR and printing- Preparation of Question Paper of required number of questions separately for all three posts Workshop Hand, Assistant Operator & Head Operator, with backup plan i.e. Plan A and Plan B. Both plans should have 4 sets as per the syllabus and guidelines provided by the board. Design and Printing of OMR-in triplicates and delivery and collection of OMR answer sheets at and from examination centres.	Annexure 3
4	Conducting OMR based written Examination - Includes Providing well equipped examination centers across Uttar Pradesh, preferably at Zonal level distts, Supply of examination centre management kits, 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 centres and provision for CCTV coverage). Inviting of objection from the candidates and their	Annexure4

	resolution by the bidder.	
5	<p>Processing of OMR Answer Sheets- Scanning, 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 DV/PST on the basis of OMR based examination</p>	Annexure-5
6	<p>Document Verification / Physical Standard Test of eligible candidates- Issue of admit cards for DV/PST. Conduct of document verification (DV) and physical standard test (PST) involving height, weight and chest measurement with the use of digital calibrated machines with a display monitor and automated input into the software. Equipment / Digital Calibrated Machines for DV/PST will be provided by the Board. Biometric capturing and verification of the candidates during DV and PST on both occasions. Generation of the list of successful candidates in DV and PST</p>	Annexure-6
7	<p>Final Result Generation- Final Result generation as per service rules, prevalent government orders and parameters specified by the Board.</p>	Annexure-7
8	<p>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.</p>	Annexure-8
9	<p>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 online uploading of admit card till the end of recruitment Process. This Help Line established at Board's office Lucknow should have recordings facilities for training, monitoring quality purpose.</p>	Annexure-9

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 recruitment/examination related business for each of the last three financial years (2018-2019, 2019-2020, 2020-2021) must be at least Rs. 10 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 on offline OMR based examination in last three financial years (2018-2019, 2019-2020, 2020-2021) must be atleast Rs. 05 Crores.
5. The bidder must have executed (Successfully completed) atleast **one** projects involving offline examinations of atleast **01** Lac candidates in a single shift for 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 from 01.01.2019. Completion certificate of each work must be furnished for verification.
6. The bidder must have in-house capability for OMR scanning and database generation, handling and management.
7. The bidder must have ISO 9001 and ISO 27001. Organizations having ISO 20000, CMMi level-3 or CMMi level-5 certification would be given preference.
8. The source code of the proposed software must be owned by the service provider and they must have the copyright of the source code and all its components.
9. 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.*
10. 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. *Whether bidder has changed its name/firm's name in the past? If yes, explain the reasons/purpose for name change providing its earlier name.*
- d. *There must not be any FIR registered against the bidder across the India either with its current name or past name (if any) against the firm, its Director or Managers. If any FIR is registered against the bidder it will be the single basis for Summary Rejection.*
- e. *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.*
11. Bidder must have atleast 150 technically qualified/trained and experienced manpower for conducting OMR based written examination and DV/PST. Bidder must submit HR head declaration on manpower and team details along with EPF Certificates.
12. 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(2018-2019, 2019-2020, 2020-2021)	10 to 20 crores	5	CA Certificate and annual audited report as a document proof for the criteria
			21 to 30 crores	7	
			above 30 crores	10	
2	Turn over (Proforma-2)	Average turn over from conduct of recruitment based on offline examination in last 03 years (2018-2019, 2019-2020, 2020-2021)	05 to 07 crores	2	CA Certificate and annual audited report as a document proof for the criteria
			08 to 10 crores	3	
			above 10 crores	5	
3	Experience in execution of big projects. (Proforma-3)	Experience in execution of recruitment project involving offline examination of atleast 01 lac candidates in single shift in last 03 calendar years.	01 to 02 projects	2	Clients Completion Certificates/ Work Order
			03 to 05 projects	3	
			Above 05 projects	5	
4	Experience in conducting large offline recruitment process (Proforma-4)	Experience in successfully executing high volume offline recruitment process in any one project in last 03 calendar years.	05 to 08 Lakh candidates	2	Clients Completion Certificates/ Work Order
			More than 08 lakh upto 10 lakh candidates	3	
			above 10 Lakh candidates	5	
5	Experience in scanning and database generation (Proforma-5)	Prior experience of scanning (number of OMR applications forms in a single process) and database generation in a single process in last 03 calendar years.	2 to 7 lakhs	2	Self Declaration/ work order
			8 to 15 lakhs	3	
			above 15 lakhs	5	
6	Scanning capability (Proforma-6)	In house scanning capability of the bidder (in terms of OMR 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	Experience in Biometric capturing (Proforma-7)	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	
8	Document Verification Experience (Proforma-8)	Experience of having executed document Verification process per day for clients as enumerated at SI no.-2.	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	
9	Manpower (Proforma-9)	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	
10	Certification (Proforma-10)	Quality certifications for recruitment/examination division of the bidder	ISO 9001-2008 & ISO 27001	2	Quality Certificate
			ISO9001-2008, ISO 27001 & ISO 20000	3	
			ISO 9001-2008, ISO 27001, ISO 20000 & CMMi level 3/5	5	
11	Data Centre (Proforma-11)	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-	5	
12	Presentation (Proforma-12)	Presentation based on methodology to conduct OMR based 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 12) 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 there stbeing awarded on apro-ratabasis. 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:

$F_n = F_{min} / F_b * 100$ (rounded off to 2 decimal places) Where,
 F_n = Normalized Financial score for the bidder under consideration,
 F_b = Absolute financial quote for the bidder under consideration.
 F_{min} = Minimum absolute financial quote Composite
 Score (S) = $T_s * 0.60 + F_n * 0.40$

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.

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	2	3	4	5



1	<p>Creation and uploading of Online admit card for the candidates – Includes 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</p>	5,39,841		
2	<p>Content Creation, Design of OMR and printing- Preparation of Question Paper of required number of questions separately for all three posts Workshop Hand, Assistant Operator & Head Operator, with backup plan i.e. Plan A and Plan B. Both plans should have 4 sets as per the syllabus and guidelines provided by the board. Design and Printing of OMR- in triplicates and delivery and collection of OMR answer sheets at and from examination centres.</p>			
3	<p>Conducting OMR based written Examination - Includes Providing well equipped examination centers across Uttar Pradesh, preferably at Zonal level distts, Supply of examination centre management kits, 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 centres and provision for CCTV coverage). Inviting of objection from the candidates and their resolution by the bidder.</p>	5,39,841		
4	<p>Processing of OMR Answer Sheets- Scanning, 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 DV/PST on the basis of OMR based examination</p>	5,39,841		
5	<p>Document Verification / Physical Standard Test of eligible candidates- Issue of admit cards for DV/PST. Conduct of document verification (DV) and physical standard test (PST) involving height, weight and chest measurement with the use of digital calibrated machines with a display monitor and automated input into the software. Equipment / Digital Calibrated Machines for DV/PST will be provided by the Board. Biometric capturing and verification of the candidates during DV and PST on both</p>	10,000		

	occasions. Generation of the list of successful candidates in DV and PST			
6	Final Result Generation- Final Result generation as per service rules, prevalent government orders and parameters specified by the Board.			
7	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.			
8	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 online uploading of admit card 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)				

- Payment for activities 1, 3, 4 and 5 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 2, 6,7 and 8 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.
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PART-VI

Stages of Payment-

1. Payment will be done at two stages.

Stage-1

Activity 1- Creation and uploading of Online admit card for the candidates

- Activity 2 -** Content Creation, Design of OMR and printing
Activity 3 - Conducting OMR based written Examination
Activity 4- Processing of OMR Answer Sheets and generation of list of eligible candidates for DV/PST

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

Stage-2

- Activity 5 -** Document Verification / Physical Standard Test of eligible candidates
Activity 6- Final Result Generation.
Activity 7- Web servers
Activity 8- Help Line

(Payment will be done after completion of above mentioned activity 5 to 8 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.
 - 1.1.1 The bidder shall provide a bank guarantee equivalent to 10% of the estimated cost of the project within the 30 days of award of tender.
- 1.2 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.
- 1.3 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.
 - 1.4 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 (minimum), 3- 2 GB Graphic card(minimum), 4-Processor I-5 (minimum) with 8th generation or above, 5- OS Window 10, 6- 1Kilowat UPS(minimum), 7- All in One Printer and 8- Inbuilt DVD Writer**, 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.
 - 1.5 The web application developed by the bidder shall be property of the Board and shall be handed over to the Board.
 - 1.6 The selected bidder would have to comply with the e-governance standards of Government of India (<http://egovstandards.gov.in>).
 - 1.7 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.
 - 1.8 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.
 - 1.9 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.
 - 1.10 UPPRPB has right to reject the tender without any reason mentioning to the bidder.
 - 1.11 No queries shall be entertained by other means except via email. The Email address is as follows sampark@upprpb.gov.in .
 - 1.12 Rates shall be applicable till the end of the recruitment process irrespective of the delay in any activity due to whatsoever reason.
 - 1.13 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.
 - 1.14 All disputes related to this bid will be subject to Lucknow Jurisdiction only.
 - 1.15 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. Errors in conducting Offline examination (OMR Based) shall be imposed on the Bidder 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 Offline examination (OMR Based) shall be imposed on Bidder in following cases:-
 - I. Any failure to provide well equipped examination centres,
 - II. Error in the supply of examination centre management kit,
 - III. Supply of defective OMR Sheets.
 - IV. Co-ordination and conduct of offline examination of,
 - V. Delivery of wrong question paper packets or shortage of question papers as compare to candidates allotted.
 - 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 and PST 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/PST.
- 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, notwithstanding 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.

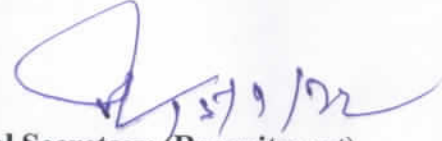
3. Limitation of Liabilities:

- 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 allegedly liable was advised, had other reason to know, or in fact knew of the possibility thereof.
- 3.2 Moreover, 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 **06/10/2022 - from 10.00 AM to 02.00 PM**



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	Online Application Data of the candidates will be provided by the Board.	Annexure-1
2	Creation and uploading of Online admit card for the candidates – Includes 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, Design of OMR and printing- Preparation of Question Paper of required number of questions separately for all three posts Workshop Hand, Assistant Operator & Head Operator, with backup plan i.e. Plan A and Plan B. Both plans should have 4 sets as per the syllabus and guidelines provided by the board. Design and Printing of OMR-in triplicates and delivery and collection of OMR answer sheets at and from examination centres.	Annexure 3
4	Conducting OMR based written Examination - Includes Providing well equipped examination centers across Uttar Pradesh, preferably at Zonal level distts, Supply of examination centre management kits, 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 centres and provision for CCTV coverage). Inviting of objection from the candidates and their resolution by the bidder.	Annexure4
5	Processing of OMR Answer Sheets- Scanning, 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 DV/PST on the basis of OMR based examination	Annexure-5
6	Document Verification / Physical Standard Test of eligible candidates- Issue of admit cards for DV/PST. Conduct of document verification (DV) and physical standard test (PST) involving height, weight and chest measurement with the use of digital calibrated machines with a display monitor and automated input into the software. Equipment / Digital Calibrated Machines for DV/PST will be provided by the Board. Biometric capturing and verification of the candidates during DV and PST on both occasions. Generation of the list of successful candidates in DV and PST	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	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-8
9	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 online uploading of admit card 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-9



Annexure-1

Online Application

Online application received for the post of Workshop Hand, Assistant Operator & Head Operator is 5,39,841. Online Application Data of the candidates will be provided by the Board.



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 trail 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 Paper of required number of questions separately for all three posts Workshop Hand, Assistant Operator & Head Operator, with backup plan i.e. Plan A and Plan B. Both plans should have 4 sets as per the syllabus and guidelines provided by the board. Design and Printing of OMR-in triplicates.

- (1) Bidder is expected to prepare multiple choice objective type question papers for all candidates. e.g. one primary and one backup.
- (2) The standard of difficulty in each series of question paper 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) Each question paper would have 4 sets of question papers (A,B,C,D) with same question but with changed sequence.
- (5) Randomization of questions across all the four set should be ensured that no commonality in position of any question is found across any series. This process should be 100% accurate.
- (6) The sets will be bilingual (Hindi & English). Hindi translation of the question papers will also be carried out by the Bidder.
- (7) Bidder should ensure that all the content items must be error free.
- (8) The Storage locations for confidential material and its security would be provided by UPPRPB at each district level.
- (9) Supply of question paper to all the test centers as per count of candidates.
- (10) Instruction on the first page will be decided in consultation with UPPRPB.
- (11) Question paper as designed above should be printed on quality white/off-white paper (thickness-60 GSM or more).
- (12) Each question paper should be stapled on left hand side twice and sealed from the other three sides.
- (13) The bidder will deliver center wise / district wise test material in sealed boxes as per direction of UPPRPB at a central location in each district. The question paper and OMR sheets will be packed in separate envelopes with their serial no (from - to) printed on them. The UPPRPB and Bidder will facilitate the safekeeping of test material at each district head quarter under its custody till the exam day and will facilitate the distribution of the same with its officials to each district venue.
- (14) Designing and printing of OMR answer sheets as per format approved by the 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 answer sheets shall be packed in quantities as directed by the UPPRPB in tamper-proof envelopes with appropriate labelling.
- Supply of answer sheets shall be done at locations specified by the UPPRPB.
- Security arrangements would be facilitated by UPPRPB for distribution of confidential material from central location to exam center and also at exam center level.
- The detailing for the handling and sealing of confidential materials shall be elaborated in M.O.U.



Annexure-4**Conduct of Written OMR Based Examination**

- A. Providing well equipped examination centre, Supply of examination centre management kits , Coordination and Conduct of Offline (OMR based) Examinations, Biometric capturing of candidates, evaluation, publication of answer key, invitation of objections from candidates and resolution of the objections raised by candidates with the help of subject matter experts and publication of final answer key on website.

Bidder shall select well equipped secure and non-controversial examination centres. That one well connected and possess a clean track record for conducting offline (OMR based) examination. The list of centres shall be submitted and get approved well before commencement of examination preferably one month before.

B. Supply of Examination Centre Management Kits

- a. Hardware, software and other logistics for offline(OMR based) examination at each centre.
- b. Availability of spare hardware for any emergency.
- c. List of candidates with roll number appearing at each examination centre.
- d. Seating plan.
- e. 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.
- f. Room wise desk slips.
- g. Supply of various Report Forms which are to be filled by the centre in-charge.
- h. Supply of packing material for the packing of OMR sheets Attendance sheets and other materials comprising labelled envelopes for easy handling and administration.

C. Coordination and Conduct of offline (OMR based) 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 offline (OMR based) 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 districtwise 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 one 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 report impartially on the conduct of examination for each session, which will include necessary details as specified by the Board.
7. 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.
8. Setup necessary hardware required for the same at the designated centres/scanning centre.
9. All logistics expenses for handling confidential material would be borne by the bidder, though the security provision would be provided by UPPRPB.

D. 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. Document Verification/Physical Standard Test and PET.
2. Bidder shall download candidates' data, including photograph from centralised 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) Uploading the scanned combined image of the candidates' answer sheets on the website for display to individual candidates with in 24 Hrs. or the timelines communicated by UPPRPB. 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.
- (16) 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.



- (17) 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.
- (18) 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.
- (19) 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.
- (20) A verifiable audit trail of all activities undertaken shall be maintained by the bidder which may be inspected by the UPPRPB anytime.
- (21) All the manpower details engaged right from unskilled to Supervisors must be submitted to Board prior to the work.



Annexure-6**Document Verification and Physical Standard Test**

1. Allotment of candidates to Document Verification & physical Standard Test centres 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 and PST as parameters specified by the board.
4. The software/App for DV and PST 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 PST etc.)
7. The Bidder shall carry out updating of record online and physical dossiers as per results of Document Verification and PST.
8. The Bidder shall maintain and update the entire database on the website as instructed by the Board.
9. The DV&PST centres will be managed by the Bidder with trained operators.
10. DV&PST 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/PST centre to facilitate the DV/PST committee. Sufficient number of devices/computer/peripherals and trained personals shall be deployed at each DV/PST centre for listed activities.
12. Bidder shall ensure CCTV (Recording) facility at each DV/PST centre.

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



Annexure-7**Final Result Generation**

1. Bidder shall generate a final result as per service rules, prevalent Govt. order or and parameters specified by the Board.
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-8**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-9**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 online uploading of admit cards 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 be available at 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	2021-20	2020-19	2019-18	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 <ul style="list-style-type: none"> • Solvency Ratio-cash, assets and low debt. • Quick Ratio liabilities/ Current • Current Ratio: Current Assets/ Current liabilities • Debt/Equity Ratio 				

Note-Please mention details of each project separately .

Proforma- (2)

**Turn over from conduct of recruitment based on offline examination
(In Crores)**

Description	2021-20	2020-19	2019-18	Average
Average turnover from the conduct of recruitment based on offline examination in last 3 years.				

Note-Please mention details of each project separately

Proforma- (3)**Experience in execution of recruitment projects**

Description	01 to 02 projects	03 to 05 projects	above 05 projects
Experience in execution of recruitment projects involving offline examination of atleast 01 lakh candidates in single shift in last 3 years from 1.1.2022			
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 offline recruitment process)**

Description	05 to 08 lac	More than 08 lac upto 10 lac	Above 10 lac
Experience in successfully executing high volume offline recruitment process in any one project in last 03 years (from 1.1.2022).			
I- Name of work/ Project and Location			
II- No. of candidates in each project			

Note-Please mention details of each project separately



Proforma- (4a)**Recruitment Process Experience in Govt Dept./PSU etc.**

S.R.no.	Description	2019	2020	2021
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 07 lac	07 to 15 lac	above15 lac
Prior experience of scanning (number of OMR answer sheets) and database generation in a single process in last 03 years from 1.1.2022			

Note-Please mention details of each project separately



Proforma- (6)**Scanning capability**

S.R.no.	Details	2020-21	2019-20	2018-19
	No. of UPSC,PSCs,Government Department, CPO's /State Police/ PSUclients 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)**Biometric Experience**

S.R.no.	Description	Comment
1	Whether the bidder has experience in using Biometric identification process in exams?	Yes/No
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- (8)**Document Verification**

S.R.no.	Details	2020-21	2019-20	2018-19
	No. of UPSC,PSCs,Government Department, CPO's /State Police/ PSUsclients 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- (9)**Manpower**

S.R.no.	Description	Comment
1	Total No. of Technical personnel in the Bidder	
2	Total No. of Administrative personnel in the Bidder	
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 alongwith EPF certificates.

Proforma- (10)**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

Proforma- (11)**Data centre information**

S.R.no.	Details	Comment
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

