

अति आवश्यक



उत्तर प्रदेश सरकार

उत्तर प्रदेश पुलिस भर्ती एवं प्रोन्नति बोर्ड

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संख्या:पीआरपीबी-एक-1(150)/2021

दिनांक:जनवरी 07, 2022

### विज्ञापित

आरक्षी नागरिक पुलिस के 26210 एवं फायरमैन के 172 पदों को सीधी भर्ती से भरे जाने हेतु ओपन टेण्डर के माध्यम से निविदायें आमंत्रित किये जाने के सम्बन्ध में।

1- आरक्षी नागरिक पुलिस के 26210 एवं फायरमैन के 172 पदों को सीधी भर्ती-2021 को भरे जाने के लिए ओपन टेण्डर के माध्यम से कार्यदायी संस्थाओं को निविदायें प्रस्तुत करने हेतु आमंत्रित किया जाता है।

2- आरक्षी नागरिक पुलिस के 26210 एवं फायरमैन के 172 पदों को सीधी भर्ती-2021 को भरे जाने के लिए ओपन टेण्डर के माध्यम से सक्षम कार्यदायी संस्थाओं से दिनांक 27.01.2022 को समय 12:30 बजे अपरान्ह तक अपनी निविदायें बोर्ड में प्रस्तुत करने की अपेक्षा की जाती है। उक्त भर्ती की आफलाइन लिखित परीक्षा (OMR Based) सम्पन्न करायी जायेगी।

3- आरक्षी नागरिक पुलिस के 26210 एवं फायरमैन के 172 पदों को सीधी भर्ती-2021 को भरे जाने के लिए ओपन टेण्डर के माध्यम से सक्षम कार्यदायी संस्थाओं को निविदायें प्रस्तुत करने हेतु आर0एफ0क्यू0 बोर्ड की वेबसाइट <http://upbpb.gov.in> पर समस्त शर्तों के साथ प्रदर्शित की जा रही है। प्रश्नगत भर्ती से सम्बन्धित बोर्ड की वेबसाइट <http://upbpb.gov.in> पर प्रदर्शित किये जा रहे आर0एफ0क्यू0 में निहित शर्तों के अनुसार अपनी-अपनी निविदायें उक्त निर्धारित तिथि एवं समय पर बोर्ड में प्रस्तुत करना सुनिश्चित करें।

अपर सचिव (भर्ती),

उ0प्र0 पुलिस भर्ती एवं प्रोन्नति बोर्ड,

लखनऊ।



**UTTAR PRADESH POLICE  
RECRUITMENT AND PROMOTION BOARD**

**REQUEST FOR PROPOSAL  
RECRUITMENT RELATED ACTIVITIES  
FOR THE POST OF CONSTABLE CIVIL POLICE AND  
FIREMAN- 2021**

No. PRPB-One-1(150)/2021

Dated: January 07, 2022

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## **1. Introduction**

1.1 The Uttar Pradesh Police Recruitment and Promotion Board (UPPRPB) has been constituted by Govt. of UP for carrying out all recruitment and promotion processes for subordinate police officers of 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 redressal system.

The Board is going to conduct OFFLINE EXAMINATION (OMR Based) AND RELATED ACTIVITIES FOR THE SELECTION OF CONSTABLES CIVIL POLICE (Male/Female) AND FIREMAN (Male) POSTS-2021 (VACANCIES-26382 POSTS)

The Board invites Quotations from reputed companies and agencies those have successfully completed following activities for Union Public Service Commission, State Public Service Commissions, joint entrance examinations for engineering, medical or management courses, recruitment boards of public sector enterprises, Central/State Police organizations or other government departments, etc.:

### **PART-I** **ACTIVITIES**

#### **(1) DESIGNING/PREPARING, RECEIVING OF ONLINE APPLICATION FORMS. PREPARING DATABASE, OMR Based Written Examination, Document Verification and Physical Standard Test, Biometric Verification During DV and PST, Preparation of Final selection list AND HELPLINE.**

1. Designing/Preparing Online Application Form.
2. Receiving of Online Application Forms for offline examination (OMR based).
3. Providing a helpline to the candidates for filling up the online application form. This helpline will work till the end of this recruitment process.
4. Use of e-recruitment software encompassing and integrating all stages of recruitment from receipt of online applications to merit generation.

#### **(2) PAPER SETTING RELATED ACTIVITIES**

Creation of Question bank containing 5,000 objective type questions or more as per syllabus and guidance of the Board for General Knowledge, General Hindi, Science, Numerical and Mental Ability, Mental Aptitude/IQ and Reasoning Ability.

#### **(3) WRITTEN EXAM RELATED ACTIVITIES-**

**(A) Conduct of examination-** About 20Lac candidates are expected to participate in this Exam.

1. Setting up, hosting and maintaining a website (which includes communicating with the candidates through sms, e-mail etc.)
2. Selection/ verification of centre for offline (OMR based) examination.



3. Centre allotment of the candidates, generation and online uploading of admit cards on the basis of instructions issued by the Board. Publication of information for candidates on upprpb website. It can be additionally sent through SMS/Email.
4. Offline(OMR Based) objective type Examination at various centres. Invitation, resolution of objections and publication of final answer key.
5. Printing and dispatch of examination centre wise Examination Kit/ Stationery
6. Biometric capturing of the candidates during offline (OMR based) examination and other stages of recruitment process
7. Conduct of offline (OMR based) objective type Examination.
8. CCTV /Video coverage during written examination.

**(B) Generation of the list of eligible candidates for DV/PST on the basis of offline (OMR based) examination (after normalization).**

1. Generation of the list of successful candidates in offline (OMR based) examination after normalization process.
2. Maintaining an online database for DV and PST of the candidates and ensuring their correct uploading and transmission of relevant data as per requirement by trained staff at the centre.
3. Data archiving and digitization.

**4- DV/PST of eligible candidates-**

- 1- 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. Equipments/Digital Calibrated Machines for DV/PST will be provided by the Board.
- 2- Biometric Verification of the candidates during DV and PST.
- 3- Generation of the list of successful candidates in DV and PST.

**5- Result Preparation**

Result generation as per service rule and prevalent government orders. Analysis as per recruitment of the Board and uploading it on website.

**PART-II**

**Eligibility criteria for Participation**

- 1- The agency must be a company registered under the Companies Act,1956 in financial year 2018-2019 or before it. No consortium will be permitted for this participation.
- 2- Average turnover of the agency for the financial years (2018-2019, 2019-2020, 2020-2021) must be atleast **Rs200 Crore**.
- 3- Average turnover generated from services related to offline (OMR based) recruitment examination in the financial years (2018-2019, 2019-2020, 2020-2021) must be atleast **Rs50Crore**.



*Annual accounts duly audited by Chartered Accountant and audited annual report for financial years must be furnished for corresponding period as mentioned in para(3) above.*

- 4- The company must have successfully completed atleast 3 projects of offline (OMR based) examination including receiving of online applications, uploading online admit cards, confidential item creation, conduct of Offline (OMR based) Examination and result of Offline (OMR based) Examination having candidature of minimum **15 lac candidates** each during the financial years(2018-2019, 2019-2020, 2020-2021).
- 5- The company must have successfully completed atleast one project of offline (OMR Based) examination with the value of atleast Rs.5crore within the financial years(2018-2019,2019-2020,2020-2021).
- 6- The biometric of candidates have to be captured at the time of examination (OMR based) and subsequently data has to be matched at the time of DV/PST and PET. Company must have capability of biometric capturing of five lakhs candidates in a single shift.
- 7- Company must have capability of DV/PST related data collection and matching of atleast 20,000 candidates per day.
- 8- In OMR based examination OMR sheets has to be scanned immediately after examination. Company must have in-house scanning capability and company must be able to scan atleast 50,000 OMR sheets daily.
- 9- The agency must have in-house capability for database generation, storage, handling and management.
- 10-The agency must be ISO 9001, ISO 20000 and ISO 27001 certified.
- 11- The source code of the software must be owned by the service provider.
- 12- Agency and its subsidiaries must not be blacklisted or on work holiday by the Central Government/State Government. The firm or any of its director should neither be convicted by any Court of Law or blacklisted by any Government nor any criminal case related to examination related frauds, should be pending against such Firm in any Court of Law.

The agency will provide a self declaration certificate as following:-

*(i) Certified that this company/Firm and its subsidiaries has never been blacklisted in last five years by any Govt./Public sector agency/Undertaking in India.*

*(ii) The services of the company/firm and its subsidiaries have not been discontinued by the client for unsatisfactory performance in connection with recruitment process of any Govt./Public sector agency/undertaking in last five years.*

- 13- The agency must have atleast 250 technically qualified/trained and experienced manpower on their roll for conducting offline (OMR Based) recruitment



examination. At least one technical employee has to be deployed at every test centre. The agency must have capability to deploy more skilled manpower if required. Agency must submit HR Head declaration on manpower and Team details along with EPF Certificate.

If the agency does not provide EPF no. of employees then their offer will not be considered and for any false information regarding employees which is detected at later stage criminal proceedings may be drawn against the agency.

The agency should commit to set-up an office in Lucknow with full time employees and infrastructure if in case the contract is awarded to the company. Affidavit should be submitted in this behalf.

- 14- The agency must have the primary data centre with secondary data centre for data security. Both the data centres should be located in India in different seismic zones. The data centre must be minimum Tier-III.

Or

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

### **PART-III**

1. The Board is currently carrying out recruitment processes for CONSTABLE CIVIL POLICE(Male/Female) AND FIREMAN (Male) POSTS-2021 UP Police as follows:-

(a) CONSTABLE CIVIL POLICE(Male/Female)	26210Posts
(b) FIREMAN(Male)	172Posts

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<b>Total</b>	<b>26382 Posts</b>
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The Bids are being invited for the complete selection process for the post of CONSTABLE CIVIL POLICE(Male/Female) AND FIREMAN (Male) – 2021POSTS in UP Police.

2. The various stages in current recruitment process of CONSTABLE CIVIL POLICE AND FIREMAN broadly are as follows:

- Receiving of Application Forms in online mode for offline written examination.
- Generation and Online uploading of admit cards
- Question bank creation of 5,000 questions or more as per syllabus.
- Offline (OMR Based)objective type Examination at various centres, invitation and resolution of objections by subject matter experts evaluation of OMRs and publication of final answer key.



- e) Document Verification and Physical Standards Test
- f) Physical Efficiency Test(Running).
- g) Generation of final select list of results.

a. For this recruitment, the scale of operations may be of processing about 20 Lac applications for the posts of CONSTABLE CIVIL POLICE (Male/Female) AND FIREMAN(Male).

b. 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	<b>27.01.2022 -12:30 PM</b>
Date of opening technical bids	<b>27.01.2022 -03:30 PM</b>
Cost of Tender Documents	Rs. 10,000/- (Rs. Ten Thousand Only) Non refundable
Earnest Money Deposit	Rs 10,00,000/- (Rs. Ten Lac Only)
Validity of the bid	06 Months 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: 0522-2235750/2235752 e-mail id- asecr@policeboard.in
Place of opening the tender	Office of Additional Secretary(Recruitment), UP Police Recruitment & Promotion Board, Tulsi Ganga Complex, 19 C, Vidhan Sabha Marg, Lucknow (UP) -226001

## **3-Scope of work for recruitment**

3.1 Direct Recruitment of CONSTABLE CIVIL POLICE (Male/female) AND FIREMAN(Male) POSTS (approximate vacancies-26382)

Different process/stages of this recruitment and expected number of candidates to participate at each stage is as under:-

### **CONSTABLE CIVIL POLICE AND FIREMAN POSTS**

(1) Online applications-	approx. 20 Lac
(2) Offline (OMR based) Examination-	approx. 20 Lac
(3) Document Verification & PST-	approx. 85 Thousand
(4) Physical Efficiency Test-	approx. 85 Thousand

The tentative schedule of receipt and submission of online applications would be decided later on.





- 3.2 The number of posts to which recruitment is to be done may change and will be notified as and when applicable.
- 3.3 This tender is being issued for carrying out following activities in relation to the recruitment process.

S.No	Description	Details At
1	<b>Receiving Online Application Forms. Preparing online Database and Data Integration.</b>	Annexure 1
2	<b>Generation and Uploading of admit cards-</b> Includes generation and online uploading of admit cards and centre allotment to the candidates and publication on website. Additionally may be sent SMS and e-mail to candidates at different stages.	Annexure- 2
3	<b>Conducting offline(OMR Based) Examination</b> Includes Providing well equipped examination centre, Supply of question papers and examination centre management kits, Coordination and Conduct of Offline (OMR based) Examinations, Biometric capturing of candidates. Invitation of objection from the candidates and their resolution by subject matter experts and publication of final answer key on website of board. Scanning and Evaluation of OMR sheets.	Annexure-3
4	<b>Question Bank</b> Preparation of Question bank of 5000 (Five Thousand) questions with authentic sources/books as per the syllabus and guidelines provided by the board. The standard of difficulty in each question paper would be of the same nature. Question Paper has to be transported by the agency at designated places in safe and secure manner.	Annexure-4
5	<b>Preparation of merit</b> Preparation of merit on the basis of offline (OMR based) examination (after normalization if required).as per service rules and prevalent government order Preparation of list of candidates eligible for DV/PST.	Annexure-5
6	<b>Document verification and physical standard test</b> Includes Uploading of Admit Cards of eligible candidates and conduct of biometric verification, document verification and PST at different venues.	Annexure-6
7	<b>Final Result Generation</b> Result generation as per service rule and prevalent government orders. Analysis as per requirement of the board and uploading on website.	Annexure-7
8	<b>Web servers</b> Setting up web servers for communication with candidates. The agency shall set up, host and maintain a website for generation and uploading of admit cards till declaration of final results	Annexure-8
9	<b>Help Line</b> Providing a Helpline no.( 10 a.m. to 7 p.m. and two 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.	Annexure-9

- 3.4 The agency shall also create an online query interface for the assistance of applicants of recruitment process (refer to paras 3.1) and Board.
- 3.5 The agency is required to submit its approach and methodology to execute the project clearly explaining how it intends to achieve the objectives and scope of the work.
- 3.6 Objections raised by the candidates shall be resolved by agency with the given time frame. The agency will develop a software for this and get it approved from the Board after giving a presentation.

## PART-IV

### 1-Evaluation Criteria (Scoring Matrix)

- 1.1 Agencies 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 agencies 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% weight age.

#### Scoring Matrix For Technical Bids

SR NO.	Head	Details	Criteria	Marks allotted	Maximum marks	Proofs required
1	Turn over	Average turnover per year in the Financial years (2018-2019, 2019-2020, 2020-2021) from recruitment/ examination business in India.	50 to 75 crore	3	8	C.A. Certificate & audited annual report of the last 03 Fin. years
			Above 75 crore to 100 crore	5		
			above 100 crore	8		
2	Experience	Offline Recruitment End to End or offline (OMR based) examination process carried out in (2018-2019 ,2019-2020 , 2020-2021)in UPSC,PSCs,Government Department, CPO's /State Police/ PSUs/ Examination.	2 to 5 Processes	3	8	Clients Completion Certificates/ Work Order
			5 to 8 Processes	5		
			more than 8 Processes	8		
3	Experience in Conducting large exams	Experience in successfully executing high volume examinations in last 03 years (2018-2019 ,2019-2020 ,2020-2021)in any one project work for clients as enumerated atState Police/CPO	10 to 15 Lac candidates	3	7	Clients Completion Certificates/ Work Order
			Above 15 Lac to 20 Lac candidates	5		
			Above 20 Lac candidates	7		



4	End to End offline (OMR based) recruitment / Exam experience	Experience of having executed end-to-end offline (OMR based) recruitment / Exam processing work for clients as enumerated at SI no.-2 (Receiving online application, uploading online admit cards, conducting offline(OMR based) exam, evaluation and result preparation)	1 to 3 clients	2	5	Clients Completion Certificates/ Work Order
			4 & 6 clients	4		
			More than 6 clients	5		
5	Experience in biometric capturing.	Number of biometric capturing during written examination per shift.	5 lac to 6 lac	3	5	Self Declaration/ work order
			Above 6 lac to 7 lac	4		
			Above 7 lac	5		
6	Question bank	Experience in preparation of offline question bank of more than 5000 questions.	If yes	5	5	Self Declaration/ work order
7	Scanning capability	Inhouse scanning capability of the agency(in terms of OMR sheets scanned per day). In no case scanning process may be outsourced.	Above 50,000 to 1,00,000	2	5	Self Declaration
			Above 1,00,000 to 1,50,000	3		
			More than 1,50,000	5		
8	Document Verification Experience	Experience of having executed document Verification process per day for clients as enumerated at SI no.-2.	20,000 to 30,000 per day	2	4	Clients Completion Certificates/ Work Order
			Above 30,000 to 40,000 per day	3		
			Above 40,000 per day	4		
9	Data Centre	Availability of secured data centre in India with DR (Data Recovery) support in different seismic zone.	Both Primary & Secondary Data centres are outsourced & Tier-3	2	5	Self Declaration and physical visit by the UPPRPB Committee for verification.
			Own primary Data centre, but outsourced secondary data centre, both Tier-3	3		
			Own Primary & Secondary Data centres, both are Tier-3	5		

10	Quality Certifications	Quality certifications for offline recruitment/ examination division of the agency	ISO 9001+ISO 27001	1	3	Quality Certificate
			ISO 9001+ISO 27001+ISO 20000	2		
			ISO 9001+ISO 27001+ISO 20000+STQC/ Cert-in	3		
11	CMMi Certifications	CMMi certifications for offline recruitment/ examination division of the agency	CMMi Level-5 Service	3	5	CMMi Level Certificate
			CMMi Level-5 Development+ CMMi Level-5 Services	5		
12	Man power	Dedicated manpower on rolls deployed in recruitment/ examination process.	250 to 300	2	5	HR Head declaration + EPF Certificate.
			301 to 350	3		
			above 350	5		
13	Experience for conducting Police Recruitment Examination	Experience in conducting recruitment for State Police/CPO, having candidates 15 lac or above	1. process	2	5	
			2. process	4		
			3. more than 2 process	5		
14	Project plan implementation	Understanding of the Scope of the project, project approach and methodology, Project plan and challenges faced.	-		10	Presentation to be done.
15	Solution deployment	Completeness and comprehensiveness of the Solution and functional demonstration of solution and design.	-		10	Presentation to be done.
16	Quality of manpower deployment	Availability of adequately trained manpower to be deployed and quality of these personnel.	-		10	Presentation to be done.
<b>Maximum Marks</b>					<b>100</b>	



The criteria for the evaluation of the technical offer shall be as follows:

- 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 end to end project execution in a single process.

**Bid Evaluation Criteria:**

- 1- Minimum 50% score will be mandatory out of 30 marks i.e. total of serial no. 14, 15 and 16, for evaluation of technical bid. If technical evaluation committee awards less than 50% marks(15 marks) to a bidder in serial no. 14, 15 and 16 committee will record the reason for above.
- 2- The Financial bid of those bidders, who qualify in the technical evaluation with technical score of 60 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.
- 3-The Financial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

**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)= $T_s * 0.6 + F_n * 0.4$**

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

**1.4 Bill of Quantity(BOQ)**

S.N o.	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	Receiving of Online Application Forms. Preparing online Database, Data Integration and setting up, Hosting and maintain a website	20,00,000		

2	<b>Uploading admit card-</b> Centre allotment to the candidates for offline (OMR based) exam, generation and online uploading of admit card and confirmation by SMS and e-mail to candidates.	20,00,000		
3	Conducting offline Examination (includes Providing well equipped examination centre, Supply of examination centre management kits , Coordination and Conduct of Offline Examinations (OMR Based) Biometric capturing of candidates, evaluation of answers)	5,000 Questions		
4	<b>Question Bank</b> Preparation of Question bank of 5000 questions or more as per the syllabus and guidelines provided by the board The standard of difficulty in each question paper would be of the same nature.	20,00,000		
5	Preparation of merit list on the basis of marks obtained in offline written examination (after normalization if required) as per service rules and prevalent government order.	85,000		
6	Uploading the admit cards of eligible candidates for DV/PST, conduct of document verification and biometric verification and PST at different venues			
7	<b>Final Result Generation</b> Generation of select list as per requirement of the board and uploading on website.			
8	<b>Help Line-</b> Providing a Helpline no. from 10 a.m. to 7 p.m. with support of 15 computer systems and adequate number of technical persons 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. The configuration of computer systems will be as enumerated in para2.5 of terms and conditions. These computer systems shall be the property of the Board and will be handed over to board after completion of the project.			
<b>Total Cost of the Project (in Rupees) = (1+2+3+4+5+6+7+8)</b>				

**Note:- Rate for preparation of Question Bank(Rs.....per question)**

*Ans*

- Number of candidates in column 3 are *given only for the purpose of calculating financial Quote*. Payment for activities 1,2,4 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 3, 6 and 7 will be done as per quoted amount for that activity.

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

- 1- The Firm shall be responsible for any fluctuation/changes of taxes in future.
- 2- If taxes increase in future, it will be borne by the Agency. If taxes reduces, benefit of reduced taxes shall be passed to Govt.
- 3- In case of calculation error given by the agency, any interpretation shall be in favour of the Govt.

**1.6 Stages of Payment-Payment will be done at two stages.**

**Stage-1**

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

**Activity 2 -Generation and Uploading of admit cards-** Includes generation and online uploading of admit cards and centre allotment to the candidates and publication on website. Additionally may be sent SMS and e-mail to candidates at different stages.

**Activity 3 -Conducting offline Examination (OMR Based)**

Includes Providing well equipped examination centre, Supply of question papers and examination centre management kits, Coordination and Conduct of Offline (OMR based) Examinations, Biometric capturing of candidates. Invitation of objection from the candidates and their resolution by subject matter experts and publication of final answer key on website of board. Scanning and Evaluation of OMR sheets.

**Activity 4 -Question Bank**

Preparation of Question bank of 5000 (Five Thousand) questions with authentic sources/books as per the syllabus and guidelines provided by the board. The standard of difficulty in each question paper would be of the same nature. Question Paper has to be transported by the agency at designated places in safe and secure manner.

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

**Stage-2**


**Activity 5 -Preparation of merit list for DV/PST**

Preparation of merit on the basis of offline (OMR based) examination (after normalization if required).as per service rules and prevalent government order  
Preparation of list of candidates eligible for DV/PST.

**Activity 6-Document verification and physical standard test**

Includes uploading of admit cards of eligible candidates and conduct of biometric verification, document verification and PST at different venues.

**Activity 7-Final Result Generation**



Result generation as per service rule and prevalent government orders. Analysis as per requirement of the board and uploading on website.

**Activity 8-Web servers**

Setting up web servers for communication with candidates. The agency shall set up, host and maintain a website for generation and uploading of admit cards till declaration of final results.

**Activity 9- Help Line**

Providing a Helpline no. (10 a.m. to 7 p.m. and two 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.

**(Payment will be done after completion of above mentioned activity 4 to 8 and remaining 25% of the stage 1 process shall also be done along with the final payment.)**

- 1.7 The rates quoted shall be valid for the entire duration of the process irrespective of the delay due to whatsoever reason.
- 1.8 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.
- 1.9 The documents must be self-certified.
- 1.10 The agency must provide quotes for all activities mentioned in Para 3.3. The agency must quote for each activity separately within the provided format.
- 1.11 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.

**2- Terms and Conditions**

- 2.1 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 agency 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 agency to conduct that exam/process or the whole recruitment process again and for this no extra payment shall be made to the agency. If due to errors committed by the agency Board cancels the recruitment process and it is decided by the Board not to proceed with the same agency for conducting the recruitment process again, the Board may terminate the contract with selected agency and the Board shall not be liable to make any payment what so ever to the agency.
- 2.2 The agency shall provide a bank guarantee equivalent to 10% of the estimated cost of the project.






- 2.3 The agency shall enter into a Memorandum of Understanding with the Board detailing scope of work, service level agreements, penalties, financials and other terms and conditions.
- 2.4 The Agency shall deploy a dedicated project manager and requisite skilled team (minimum 05members) for the project at Lucknow during the process. Qualifications, experience of key team members need to be specified.
- 2.5 The Agency shall provide minimum 15 Computer Systems(Laptops) along with sufficient man power at Board's Office for Helpdesk management from 10 a.m. to 7p.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.
- 2.6 The application data received from the web application developed by the agency shall be property of the Board and shall be handed over to the Board.
- 2.7 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.
- 2.8 Confidentiality of the process shall be paramount and any lapse shall invite huge penalties and legal actions. The selected agency shall not disclose the fact that it is working for the Board to third parties.
- 2.9 Penalties shall be imposed in case of failure by the agency to deliver the services according to the agreed terms and conditions and time lines.
- 2.10 The selected agency would have to comply with the e-governance standards of Government of India (<http://egorstandards.gov.in>).
- 2.11 In case of any manipulation by the vendor, UP Police Recruitment and Promotion Board will have the right to proceed against the vendor under the relevant provisions of Law.
- 2.12 The successful agency 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 thereof.
- 2.13 UPPRPB has right to reject the tender without assigning any reason.
- 2.14 Rates shall be applicable till the end of the recruitment process irrespective of the delay in any activity due to whatsoever reason.



- 2.15 The Agency must possess valid licences of the software used for the board.
- 2.16 All disputes related to this bid will be subject to Lucknow Jurisdiction.
- 2.17 Limitation of Liability towards the firm shall not exceed the contract value.
- 2.18 In case of any litigation, agency shall provide the relevant information /reply to the Board. whenever required agency will designate their officials to appear before the 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.

### **3-Submission of Bids**

- 3.1 The technical and financial bids should be submitted in two separate sealed envelopes clearly indicating the contents of each envelope.
- 3.2 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).
- 3.3 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.
- 3.4 Last Date of submission **27.01.2022-12:30 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	<b>Receiving Online Application Forms. Preparing online Database and Data Integration.</b>	Annexure 1
2	<b>Generation and Uploading of admit cards-</b> Includes generation and online uploading of admit cards and centre allotment to the candidates and publication on website. Additionally may be sent SMS and e-mail to candidates at different stages.	Annexure- 2
3	<b>Conducting offline(OMR Based) Examination</b> Includes Providing well equipped examination centre, Supply of question papers and examination centre management kits, Coordination and Conduct of Offline (OMR based) Examinations, Biometric capturing of candidates. Invitation of objection from the candidates and their resolution by subject matter experts and publication of final answer key on website of board. Scanning and Evaluation of OMR sheets.	Annexure-3
4	<b>Question Bank</b> Preparation of Question bank of 5000 (Five Thousand) questions with authentic sources/books as per the syllabus and guidelines provided by the board. The standard of difficulty in each question paper would be of the same nature. Question Paper has to be transported by the agency at designated places in safe and secure manner.	Annexure-4
5	<b>Preparation of merit</b> Preparation of merit on the basis of offline (OMR based) examination (after normalization if required).as per service rules and prevalent government order Preparation of list of candidates eligible for DV/PST.	Annexure-5
6	<b>Document verification and physical standard test</b> Includes Uploading of Admit Cards of eligible candidates and conduct of biometric verification, document verification and PST at different venues.	Annexure-6
7	<b>Final Result Generation</b> Result generation as per service rule and prevalent government orders. Analysis as per requirement of the board and uploading on website.	Annexure-7
8	<b>Web servers</b> Setting up web servers for communication with candidates. The agency shall set up, host and maintain a website for generation and uploading of admit cards till declaration of final results.	Annexure-8
9	<b>Help Line</b> Providing a Helpline no.(10 a.m. to 7 p.m. and two 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.	Annexure-9



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

(Includes 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 agency 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 agency.
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 authorised 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**

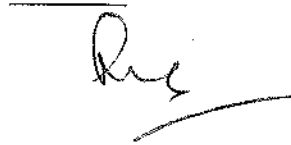
1. The application form shall be bilingual in Hindi and English. The information to be captured and fields to be included shall be finalized in consultation with the Board.
2. The application form shall have all necessary directives for assistance to candidates.
3. Each Application Form shall have a 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 agency 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 agency 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 agency shall ensure purification of the database as per parameters laid down by the Board.
7. The agency 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 agency 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 trail of all activities undertaken shall be maintained by the agency which may be inspected by the Board anytime.

A handwritten signature in black ink, appearing to be 'Raj', is written over a horizontal line. The signature is stylized and cursive.

## **Annexure -2**

### **Generation and online uploading of admit cards**

(Includes preparing database generation and uploading of admit cards)

1. Identification of eligible /ineligible candidates on various parameters.
2. Generation of Roll Numbers ensuring randomisation.
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 SMS and 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 agency which may be inspected by the Board anytime.

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## Annexure-3

### Conducting offline Examination (OMR Based)

- 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.

Agency 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 agency 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. Agency shall facilitate for venues across various districts in U.P. according to the directions of UPPRPB. Agency 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 Agency would conduct venue preparedness exercise one day before the test, with all the venues 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. Agency shall depute adequate staff for frisking and checking of the candidates to avoid impersonation . Separate enclosure has to be created for female candidates.
3. Agency 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 Agency 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. Agency would deploy minimum one technically trained and experienced manpower at each venue.
5. Agency would coordinate pre-examination preparation at each venue, which will include training, briefing, putting up signage's and other administrative arrangements.
6. Agency would report impartially on the conduct of examination for each session, which will include necessary details as specified by the Board.
7. Agency 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 agency, though the security provision would be provided by UPPRPB.

#### **D. Biometrics**

1. Agency 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. Agency 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 agency.
7. The agency shall follow the prescribed standards and best practices to ensure interoperability of devices and algorithms.





## Annexure-4

### Question Bank

1. Agency is expected to prepare a question bank of around 5,000 multiple choice objective type questions for offline (OMR based) examination.
2. Agency shall prepare question sets/question bank as per the guideline/ Syllabus provided by UPPRPB.
3. The standard of difficulty in each question paper would be of the same level.
4. Agency would ensure that all the content items must be error free.
5. The agency shall be responsible to send question papers to designated places in safe and secure manner for the safe custody. Agency shall ensure timely delivery of the questions papers at examination centres in safe and secure manner well before the time as per standard procedures.
6. 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.
7. The Service Provider will provide a question paper authoring tool which will ensure end-to-end security of the question paper .

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## **Annexure-5**

### **Preparation of merit list**

1. Agency shall evaluate the answers given by candidates during offline (OMR based) test and give the total score to each candidate.
2. Agency shall prepare a merit list on the basis of normalized marks obtained by the candidates in offline (OMR based) exam as per rules and guidelines of the Boards.
3. 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 normalised marks.
4. The database shall be handed over to the Board in two copies in external drives of appropriate capacity. The database shall be in open 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.
5. A verifiable audit trail of all activities undertaken shall be maintained by the agency which may be inspected by the Board anytime.
6. The agency shall generate a list of candidates as per parameters specified by the board .who may be called for DV/PST(Document Verification and Physical Standard Test).

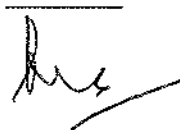
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## **Annexure-6**

### **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 instructions of the Board. Each admits card should have a unique security number.
2. Uploading of additional Admit Cards wherever needed.
3. The agency shall generate a list of candidates to be called for DV and PST as parameters specified by the board.
4. The software for DV and PST shall be prepared by the agency as per the requirement and direction of the Board.
5. All the necessary hardware shall be arranged by the agency and ensure the proper internet connectivity with necessary hardware and power backup.
6. Agency 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 agency shall carry out updating of record online and physical dossiers as per results of Document Verification and PST.
8. The agency shall maintain and update the entire database on the website.
9. The DV&PST centres will be manned by the agency with trained on roll employees .
10. DV&PST will be done by govt.officers nominated by the Board.
11. Agency shall provide at least 2 trained on roll employees at each DV/PST centre to help the DV/PST committee in updating the data.Sufficient number of devices and trained personals shall be deployed at each DV/PST centre for biometrics verifications.
12. Agency shall ensure CCTV (Recording) facility at each DV/PST centre.
13. A verifiable audit trail of all activities undertaken shall be maintained by the agency which may be inspected by the Board anytime.



## **Annexure-7**

### **Final Result Generation**

1. Agency shall generate final result as per service rules and prevalent government orders.
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 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.
3. A verifiable audit trail of all activities undertaken shall be maintained by the agency 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.

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## **Annexure-8**

### **Setting up on web servers**


The agency shall set up, host and maintain a website for generation and uploading of admit cards and communication with candidate till declaration of final results

1. The agency shall create a dedicated website / portal. The agency 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 agency 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 agency 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 agency shall be responsible for export/import of Examination-Centre wise/ Date-wise/ Session-wise/ Room-wise data to/from an agency 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 authorised 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 agency 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.

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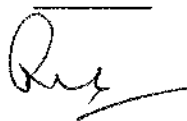
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## **Annexure-9**

### **Help Line**

Providing a Helpline no. (10 a.m. to 7 p.m. and two 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 application Registration till the end of recruitment Process.

1. A Helpline no. will be provided by the agency with SMS and E-Mail facility for answering the queries of the candidates.
2. Help line will start working with the registration of application forms and will work till the end of recruitment process.
3. Help line will work from 10 am to 7 pm.
4. Atleast two technically qualified personnel will man the helpline being stablished at Board's office Lucknow for answering the queries of candidates.



## Performa For Submission of Technical Bid

### Proforma- (I)

#### Turn Over

S.R.no.	Details	2020-21	2019-20	2018-19
1	Overall turnover of agency (in Crore).			
2	Gross annual turnover from recruitment/ examination works completed.			
3	Profit/Loss			
4	Financial Health of agency <ul style="list-style-type: none"><li>• Solvency Ratio-cash, assets and low debt</li><li>• Quick Ratio liabilities/ Current</li><li>• Current Ratio: Current Assets/ Current liabilities</li><li>• Debt/Equity Ratio</li></ul>			





## Proforma- (2)

### Experience (Offline examination Process)

S.R.no.	Details	2020-21	2019-20	2018-19
1	No. of Process/ Project carried out for UPSC, PSCs, Government Department, CPO's/State Police/PSUs in which total candidates were more than 15 Lac and minimum 5,00,000 candidates were assessed in one shift.			
2	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- (3)

### Experience (Recruitment/ examination Process)

S.R.no.	Details	2020-21	2019-20	2018-19
1	No. of Recruitment/ examination projects successfully completed for UPSC, PSCs, Government Department, CPO's /State Police/ PSU in last three years, in which no. of candidates were 15 Lac or more.(mention the number of candidates)			
2	I- Name of work/ Project and Location			
	II- No. of candidates in each project			

Note-Please mention details of each project separately.



## Proforma- (4)

### End to End offline Recruitment Exam Experience

S.R.no.	Details	2020-21	2019-20	2018-19
	No. of UPSC,PSCs,Government Department, CPO's /State Police/ PSUclients for whom agency has executed end to end offline recruitment/ exam process.			
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- (5)

### Biometric Experience

S.R.no.	Details	Comment
1	Whether the agency has experience in using Biometric identification process in exams?	Yes/No
2	Name of work/ Project Completed having total candidates 5,00,000 in one shift.	
2(i)	Total No. of candidates identified through Biometric in each project.	
2(ii)	Maximum No. of candidates identified in one shift.	

Note-Please mention details of each project separately.



## Proforma- (6)

### Offline Question Bank

S.R.no.	Details	Comment
1	Does agency has experience of preparing offline question bank?	Yes/No
2	Internal capacity of experts available for preparation of Question Bank.	
3	No. of such projects done in last three financial years.	
3.1	No. of questions prepared for each project.	
3.2	Maximum sets prepared with no. of questions in it.	

Note-Please mention details of each project separately.



## Proforma- (7)

### Scanning capability

S.R.no.	Details	2020-21	2019-20	2018-19
	No. of UPSC,PSCs,Government Department, CPO's /State Police/ PSUsclients for whom agency 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- (8)**

**Document Verification**

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

### 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





## Proforma- (10)

### Quality Certification

S.R.no.	Details	Comment
1	ISO 9001-2008 certificate available or not ?	Yes/No
2	ISO 20,000 certificate available or not ?	Yes/No
3	ISO 27001 certificate available or not ?	Yes/No
4	STQC (Standard Testing Quality Certification) certificate available or not ?	Yes/No
5	CERT-in certificate available or not ?	Yes/No



## Proforma- (11)

### CMMi Certification

S.R.no.	Details	Comment
1	CMMi Level-5 service certificate available or not ?	Yes/No
2	CMMi Level-5 Development+CMMi Level-5 Services certificate available or not ?	Yes/No



## Proforma- (12)

### Man Power (Present)

S.R.no.	Details	Comment
1	Total No. of Technical personals in the Agency	
2	Total No. of Administrative personals in the Agency	
3	No. of Technical personals to be deployed for the work	
4	No. of Administrative personals to be deployed for the work	
5	Available Manpower in Lucknow	

Please submit HR declaration, Team details along with EPF Certificate.



## Proforma- (13)

### Experience in U.P.

S.R.No.	Details	2020-21	2019-20	2018-19
1	No. of Projects in Conducting recruitment/ examination of more than 15 Lac candidates in State Police/CPO.			
2	Name of work/ Project Completed			
3	Total No. of Candidates appeared			
4	Date of starting the project			
5	Date of Actual Completion of the project			

