

# UP POLICE RECRUITMENT & PROMOTION BOARD

Tulsi Ganga Complex, 19 C, Vidhan Sabha Marg, Lucknow(UP)- 226001

Phone: 0522-2237140 [www.upbpb.gov.in](http://www.upbpb.gov.in)

REF.NO. PRPB: Two-(2)/2019

Dated: July, 20, 2020

Dear Sir,

The UPPRPB is a Board constituted by Govt. of UP for carrying out all recruitment and promotion processes for subordinate police officers of different ranks. The Board envisages recruitment of Sub Inspector (Civil Police) Male and Female-2019 for about 5623 posts, Platoon commander PAC/Sub-Inspectors Armed Police 484 posts and 23 posts of FSSO in U.P. Fire Service.

The Board invites bids from selected reputed companies or agencies that have successfully completed any of the 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, Police organizations or Central or State government departments, etc.:

1. Receiving of Application Forms in online mode for online written examination.
2. Centre allotment to the candidates and Generation and online uploading of admit cards.
3. Conduct of Online written objective type Examination (CBT Mode) at various centre's in UP.
4. Creation of Question bank of 10000 (Ten thousand) questions as per syllabus or more as per requirement for approximately 30 Shifts of exams.
5. Invitation of objection on proposed answer key & finalization of answer key after due consideration of objections.
6. Preparation of merit list on the basis of written examination marks.
7. Uploading of Call Letters for DV and PST on website and SMS to candidates.
8. Preparing of final result as per logic given by the board.
9. Creating and maintaining an online database for PST and DV candidates and ensuring their correct uploading and transmission of relevant data by trained staff at the venue.
10. Setting up on web servers for communication with candidates.
11. Establishing a Helpline for candidates based on website and phone support.
12. SMS to candidates regarding examinations/process.

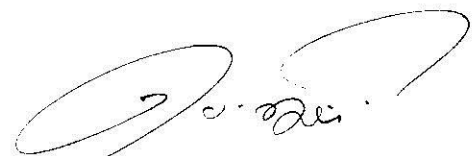
The scale of operations required may be assessed that about 10 lac candidates may apply for Sub Inspectors & equivalent posts. Request for Quotation (RFQ) is being enclosed.

Your Bids in pursuance of the RFQ may please be sent at the below address in a sealed cover containing the technical bid and the financial bids in separately sealed envelopes. The bid must reach at the office by **Dt-17/08/2020** 1400 hr. If you have any query, you may communicate at [asecr@policeboard.in](mailto:asecr@policeboard.in)

**UP POLICE RECRUITMENT &  
PROMOTION BOARD**

Tulsi Ganga Complex,  
19 C, Vidhan Sabha Marg,  
Lucknow(UP)- 226001

Enclosure RFQ



**Addl Secretary, Recruitment  
UP PR&PB**



**UTTAR PRADESH POLICE  
RECRUITMENT AND PROMOTION BOARD**

**REQUEST FOR QUOTATION  
FOR  
RECRUITMENT RELATED ACTIVITIES OF  
SUB-INSPECTOR CIVIL POLICE (MALE/FEMALE) &  
EQUIVALENT POSTS**

**No. PRPB-Two-2(1)/2019**

**Dated: July 20 , 2020**

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## **Introduction**

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 redressed system.

The Board are going to conduct ONLINE EXAMINATION AND RELATED ACTIVITIES FOR THE SELECTION OF SUB INSPECTOR CIVIL POLICE(MALE/FEMALE) AND EQUIVALENT POSTS-2019(VACANCIES-6130 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.:

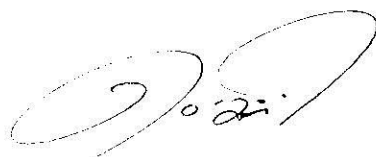
## **PART-I**

### **ACTIVITIES AND ELIGIBILITY CRITERIA**

#### **(1) RECEIVING ONLINE APPLICATION FROMS THE CANDIDATES-**

##### **(A) DESIGNING/PREPARING, RECIEVING OF ONLINE APPLICATION FORMS**

1. Designing/Preparing of Online Application Form.
2. Receiving of Online Application Forms for online written examination.
3. Providing a helpline to the candidates for filling up the online application form.
4. Use of e-recruitment software encompassing and integrating all stages of recruitment from receipt of online applications to merit generation.
5. Generation of final select list of successful candidates.





**(2) PAPER SETTING RELATED ACTIVITIES**

Creation of Question bank containing 10,000 objective type questions or more as per syllabus and guidance of the Board for General Knowledge, General Hindi, Numerical and Mental Ability, Mental Aptitude/IQ and Reasoning Ability.

**(3) WRITTEN EXAM RELEATED ACTIVITIES-**

**(A) Conduct of examination-**About 10 Lac candidates likely 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 online written examination.
3. Centre allotment to the candidates, generation and online uploading of admit cards on the basis of instructions issued by the Board and information to candidates through SMS.
4. Online written(CBT Mode) objective type Examination at various centres, invitation and resolution of objections.
5. Printing and dispatch of examination centre wise Examination Kit/ Stationery
6. Biometric capturing of the candidates during online written examination and other stages of recruitment process
7. Conduct of online written(CBT Mode) 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 online written examination according to normalization process.**

1. Generation of the list of successful candidates in online written examination according to 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 centers.
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 capturing of the candidates during DV and PST on both occasions.



- 3- Generation of the list of successful candidates in DV and PST.

**5- Physical Efficiency Test**

1. Biometric capturing of the candidates participating in Physical Efficiency Test.
2. Physical Efficiency Test involving a run for a specified distance using RFID with display of lap timings and videography.
3. Generation of the list of successful candidates in PET.

**6- Eligibility criteria for Participation**

- 1- The agency must be a company registered under the Companies Act, 1956 in financial year 2016-2017 or before it. No consortium will be permitted for this participation.
- 2- Average turnover of the agency for the last three financial years (2016-2017, 2017-2018, 2018-2019) must be atleast **Rs 50 Crore**.
- 3- Average turnover generated from services related to online/ Computer based examination/online recruitment examination in the last three financial years (2016-2017, 2017-2018, 2018-2019) must be atleast **Rs 20 Crore**.

*Annual accounts duly audited by Chartered Accountant and audited annual report for last three financial years ie.2016-2017, 2017-2018, 2018-2019 must be furnished for corresponding period as mentioned in para(3) above.*

- 4- The company must have successfully completed atleast 3 projects of online examination (CBT Mode) including online applications, online admit cards, confidential item creation, conduct of CBT and result of CBT having candidature of minimum **4 lac candidates** within last 3 financial years ( i.e. 2016-2017, 2017-2018, 2018-2019).
- 5- The company must have successfully completed atleast one project of online written examination CBT Mode with the value of atleast Rs.7 crore within last 3 financial years( i.e. 2016-2017, 2017-2018, 2018-2019).
- 6- The agency must have access to atleast 20,000 nodes in Uttar Pradesh i.e. the bidder should have the capacity for conducting online examination of 20,000 candidates in a single shift in Uttar Pradesh.
- 7- The agency must have in-house capability for database generation, storage, handling and management.
- 8- The agency must be ISO 9001, ISO 20000 and ISO 27001 certified.
- 9- The source code of the software must be owned by the service provider.



- 10- 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 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 it's 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 it's 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.*

- 11- The agency must have atleast 500 technically qualified/trained and experienced manpower on their roll for conducting online recruitment examination. Atleast Two 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 details like Employee's ID, name, Employee's corporate Email, Contact no. etc.

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.

- 12- 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.

In relation to the recruitment of the post of the Sub Inspector Civil Police and equivalent posts, to the process of performing all the steps related to online exams, document verification and physical efficiency test, or the steps mentioned to any one or two phases in which they have special experience, Interested agencies in relation to proceedings, having excellent infrastructure facilities may send details of their infrastructure,



processes, human resources and relevant work experience by - - -  
2020 to **asecr@policeboard.in**.

The information must also be sent in hard copy to the undersigned.  
If you have any query, you may communicate in Email **address:**  
**asecr@policeboard.in**.

A handwritten signature in black ink, appearing to be 'J. S. S.' or similar, with a large loop at the end.

**PART-II**

1. The Board is currently carrying out recruitment processes for male/females Sub Inspector and equivalent post in UP Police are as follows:-

<b>(a) Sub-Inspectors Civil Police (male-4498/female-1125)</b>	<b>5623 Posts</b>
<b>(b) Platoon Commander/Sub-Inspectors Armed Police (male)</b>	<b>484 Posts</b>
<b>(c) Fire Service Second Officer (male)</b>	<b>23 Posts</b>
<b>Total</b>	<b>6130 Posts</b>

The Bids are being invited for the complete selection process for the post of Sub Inspector (Civil Police) and equivalent posts in UP Police.

2. The various stages in current recruitment process of **Sub-Inspector** broadly are as follows:

- Receiving of Application Forms in online mode (Agency) for online written examination.
- Generation and online uploading of admit cards
- Question bank creation of 10,000 questions or more as per syllabus.
- Online written (CBT Mode) objective type Examination at various centres, invitation and resolution of objections.
- Document Verification and Physical Standards Test
- Physical Efficiency Test (Running)
- Generation of final select list of results.

a. The scale of operations may be assessed by the fact that during the last recruitment process of Sub-Inspectors more than 6.31 lac applications were received. Now, for this recruitment, the scale of operations may be of processing about 10 lac applications for Sub Inspector (Male/Female) and equivalent posts.

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>17/ 08/2020, 14:00 hrs</b>
Date of opening technical bids	<b>20/ 08/2020, 16:00 hrs</b>
Cost of Tender Documents	Rs. 10,000/- +GST ( Rs. Ten Thousand Only+GST) Non refundable
Earnest Money Deposit	Rs 10.00.000/- (Rs. Ten Lac Only)
Validity of the bid	06 Months from last date of bid



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 Sub Inspectors for (Female), Sub Inspectors(Male) and equivalent posts (**appropriate vacancies-6130**)

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

#### **(1) S.I.Civil Police (Male) and equivalent posts**

- |                                  |                     |
|----------------------------------|---------------------|
| (1) Online applications-         | approx. 8 Lac       |
| (2) Online Examination-          | approx. 8 Lac       |
| (3) Document Verification & PST- | approx. 10 Thousand |
| (4) Physical Efficiency Test-    | approx. 10 Thousand |

The schedule of receipt of applications is as follows:

Opening of online registration : ....., 2020

Last date of submission of fee & submission of application : ....., 2020

#### **(2) S.I.Civil Police (Female)**

- |                                  |                      |
|----------------------------------|----------------------|
| (1) Online applications-         | approx. 2 Lac        |
| (2) Online Examination-          | approx. 2 Lac        |
| (3) Document Verification & PST- | approx. 2.5 Thousand |
| (4) Physical Efficiency Test-    | approx. 2.5 Thousand |

The schedule of receipt of applications is as follows:

Opening of online registration : ....., 2020

Last date of submission of fee & submission of applications: ....., 2020

- 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 Form for online written examination</b>	Annexure 1
2	<b>Uploading admit card-</b> (Includes generation and online uploading admit card and centre allotment to the candidates confirmation by SMS and e-mail to candidates at different stages.(CBT Mode)	Annexure- 2
3	<b>Conducting online Examination (CBT Mode)</b> (includes Providing well equipped examination centre, Supply of examination centre management kits, Coordination and Conduct of Online Examinations, Biometric capturing of candidates, evaluation). Inviting of objection from the candidates and their resolution by the agency through a software.	Annexure-3
4	<b>Question Bank</b> Preparation of Question bank of 10000 (Ten 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	Annexure-4
5	<b>Preparation of merit</b> Preparation of merit on the basis of online written examination and uploading on website for DV&PST.	Annexure-5
6	<b>Document verification and physical standard test</b> Includes conduct of biometric verification, document verification and PST at different venues.	Annexure-6
7	<b>Result Preparation</b> Result generation and analysis as per requirement of the board and uploading on website	Annexure-7
8	<b>web servers</b> Setting up on 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 online uploading of admit card 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.





**4-Evaluation Criteria (Scoring Matrix)**

- 4.1 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.
- 4.2 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.
- 4.3 **Evaluation Criteria (Scoring Matrix)**

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

SR NO.	Head	Details	Criteria	Marks allotted	Max. marks	Proofs required
1	Turn over	Average turnover per year in last 3 Financial years(2016-2017, 2017-2018, 2018-2019) from recruitment/ examination business in India.	50 to 60 crore	3	10	C.A. Certificate & audited annual report of the last 03 Fin years
			Above 60 Cr to 70 crore	7		
			Above 70 crore	10		
2	Experience	Online Recruitment/Examination process CBT carried out in last 3 years(2016-2017, 2017-2018, 2018-2019) in UPSC,PSCS,Government Department, CPO's /State Police/JEE For Engineering, Medical or Management/ Universities Entrance Examination.	4 to 7 Processes	3	10	Clients Completion Certificates/ Work Order
			7 to 10 Processes	7		
			more than 10 Processes	10		
3	Experience in Conducting large exams	Experience in successfully executing high volume examinations in last 3 years(2016-2017, 2017-2018, 2018-2019) in any one project	4 to 7 Lac candidates	3	8	Clients Completion Certificates/ Work Order
			Above 7 Lac to 10 Lac candidates	5		
			Above 10 Lac candidates	8		
4	Online recruitment/ Exam experience	Experience of having executed online recruitment / Exam processing work for Government/PSU clients. (From application, online admit card, conducting online exam, evaluation and result preparation)	1 to 3 clients	2	5	Clients Completion Certificates/ Work Order
			4 to 5 clients	4		
			More than 5 clients	5		
5	Online question bank	Experience in preparation of online question bank of more than 10,000 questions.	If yes	5	5	Self Declaration
6	Nodes	Total computer terminals owned or contracted in Uttar Pradesh.	Above 20,000 to 25,000	3	8	Self Declaration
			Above 25,000 to 30,000	5		
			More than 30,000	8		





**RFQ FOR THE POSTS OF SUB INSPECTOR (MALE/FEMALE) & EQUIVALENT POST-2019**

7	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	3	8	Self Declaration and physical visit by the UP POLICE Committee for verification.
			Own primary Data centre, but outsourced secondary data centre, both Tier-3	5		
			Own Primary & Secondary Data centres , both are Tier-3	8		
8	ISO Certification	Quality certifications for online recruitment/ examination division of the agency	ISO 9001+ISO 27001	3	8	Quality Certificate
			ISO 9001+ISO 27001+ISO 20000	6		
			ISO 9001+ISO 27001+ISO 20000+STQC+Cert-in	8		
9	CMMi Certification	CMMi Quality certifications for online recruitment/ examination division of the agency	CMMi Level-5 Development	4	8	CMMi Level Certificate
			CMMi Level-5 Development+ CMMi Level-5 Services	8		
10	Man power	Dedicated manpower on rolls deployed in recruitment/ examination process.	500 to 750	2	05	HR Head declaration + EPF Certificate. Submit
			751 to 1000	3		
			Above 1000	5		
11	Presentation & Resources	I- Technical Deployment capability as demonstrated in presentation.		10	25	
		II- Quality of manpower deployed.		10		
		III- Methodology/process adopted as given in presentation.		5		
Maximum Marks					100	



- Proof of each criteria mentioned above (1 to 11) 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.
- Keeping security parameters in mind, the assessment test engine and the software must be STQC Certified (Standard Testing Quality Certifications).

### **Bid Evaluation Criteria:**

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.

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.

S.No.	Name of activity	Unit Rate per candidate for each stage (except for Sl. no. 4) in INR.	Remarks if any
1	Preparing the Online Databases and receiving online application forms for online written examination.		
2	Data integration and Setting up, Hosting and Maintaining a Website		
3	Generation and Uploading of Admit Cards for online written examination		
4	Preparation of Question bank of 10000 questions or more as per syllabus .		
5	Coordination and Conduct of Online Examinations. Inviting of objection from the candidates and their resolution by the agency through a software.		



6	preparation of merit as basis of written examination and uploading on website for DV&PST		
7	Upload of admit cards for DV and PST		
8	Conduct of DV and PST		
9	Result Generation and Analysis as per requirement of the board and uploading on website		
10	Providing a helpline no (10 a.m. to 7 p.m and 2 technical person at a time )withSMS 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.		
	<b>Total Cost of the Project (in Rupees) = (1+2+3+4+5+6+7+8+9+10)</b>		

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

#### **4.4 FORMAT FOR QUOTING RATES**

S.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	<b>Receiving of Online Application Forms for online written examination</b>			
2	<b>Uploading admit card-</b> Centre allotment to the candidates for online written exam, generation and online uploading admit card and confirmation by SMS and e-mail to candidates.	10,00,000		
3	<b>Question Bank</b> Preparation of Question bank of 10.000 questions or more as per the syllabus and guidelines provided by	10,000		



	the board The standard of difficulty in each question paper would be of the same nature.			
4	Conducting online Examination (includes Providing well equipped examination centre, Supply of examination centre management kits , Coordination and Conduct of Online Examinations (CBT mode) Biometric capturing of candidates, evaluation of answers)	10,00,000		
5	Preparation of merit list on the basis of marks obtained in online written examination and uploading on website for DV and PST-uploading of call letter for DV and PST (conduct of document verification, biometric verification and PST)	12000		
6	<b>Final Result Generation</b> Generation of select list as per requirement of the board and uploading on website.			
7	<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 application Registration till the end of recruitment Process			
<b>Total Cost of the Project (in Rupees) = (1+2+3+4+5+6)</b>				

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

#### 4.5 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.



- 4.6 The rates quoted shall be valid for the entire duration of the process irrespective of the delay due to whatsoever reason.
- 4.7 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.
- 4.8 The documents must be self-certified.
- 4.9 The agency must provide quotes for all activities mentioned in Para 3.4. The agency must quote for each activity separately within the provided format.
- 4.10 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.

**4.11 Stages of Payment-**

**Stage 1.** A. Uploading of admit card for CBT.

B. Preparation of Question bank.

C. Conduct of CBT exam.

Payment of 75% of the above stages will be done after successful completion of above three stages.

(Payment will be based on number of final registrations.)

**Stage 2.** A. Preparation of merit list for DV and PST, conduct of DV and PST, Biometric verification.

B. Preparation and generation of final result.

C. Managing the helpline and Web servers.

(Payment will be done after completion of above three processes and remaining 25% payment of the stage 1 processes shall also be done along with the final payment.)

- 4.12 All payments will be made through e-payment and will be released on receipt of bills as per invoice approved rates on successful completion of specific task to the satisfaction of Govt. of UP.

**(a) Performance Bank Guarantee:-** Rs..... Performance Bank guarantee of ten percent of total value of contract in favour of Additional Secretary Promotion, UPPRPB, Lucknow has been submitted by Service Provider the details of which are mentioned as below. Performance Bank Guarantee will be retained by the UPPRPB. till completion of work as per the agreed specification. The Performance Bank guarantee shall remain valid till 180 days of completion of all contractual obligations including warranty period, if any. The stamp duty on Performance Bank Guarantee shall be payable by the Service Provider as per Stamp Act. No interest will be paid on the amount of the Performance Bank Guarantee.

**(b) Income Tax :-** Income Tax, legally applicable shall be deducted from the Service Provider's bills.



## **5- Terms and Conditions**

- 5.1 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.
- 5.2 The agency shall provide a bank guarantee equivalent to 10% of the estimated cost of the project.
- 5.3 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.
- 5.4 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.
- 5.5 The Agency shall provide minimum 25 Computer Systems alongwith sufficient man power at Board's Office for Helpdesk management 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 (minimum), 3- 2 GB Graphic card(minimum), 4-Processor I-5 (minimum) with 8th generation, 5- OS Window 10, 6- 1Kilowat UPS(minimum), 7- All in One Printer and 8- Inbuilt DVD Writer(10 a.m. to 7p.m.) 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.
- 5.6 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.
- 5.7 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.
- 5.8 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.



- 5.9 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.
- 5.10 The selected agency would have to comply with the e-governance standards of Government of India (<http://egorstandards.gov.in> ).
- 5.11 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.
- 5.12 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.
- 5.13 UPPRPB has right to reject the tender without any reason.
- 5.14 Rates shall be applicable till the end of the recruitment process irrespective of the delay in any activity due to whatsoever reason.
- 5.15 The Agency must possess valid licenses of the software used for the board.
- 5.16 All disputes related to this bid will be subject to Lucknow Jurisdiction.
- 5.17 Limitation of Liability towards the firm shall not exceed the contract value.
- 5.18 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 expences will be borne by the Board.

## **6-Submission of Bids**

- 1.1 The technical and financial bids should be submitted in two separate sealed envelopes clearly indicating the contents of each envelope.
- 1.2 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 for Rs.10,00,000/- payable to **Additional Secretary. (Promotion), UP Police Recruitment and Promotion Board** at **Lucknow** towards earnest money deposit (EMD).
- 1.3 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.
- 1.4 Last Date of submission **17/08/2020, 14:00 hrs**



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



**Annexures**

<b>S.No.</b>	<b>Description</b>	<b>Details At</b>
1	<b>Receiving of Online Application Form for online written examination</b>	Annexure 1
2	<b>Uploading admit card-</b> Includes generation and online uploading admit card and centre allotment to the candidates for written exam. confirmation by SMS to candidates.	Annexure- 2
3	<b>Conducting online Examination</b> (includes Providing well equipped examination centre, Supply of examination centre management kits , Coordination and Conduct of Online Examinations, Biometric capturing of candidates, evaluation)Inviting of objection from the candidates and their resolution by the agency through a software.	Annexure-3
4	<b>Question Bank</b> Preparation of Question bank of 10000 questions as per the syllabus and guidelines provided by the board. The standard of difficulty in each question paper would be of the same nature	Annexure-4
5	<b>preparation of merit</b> preparation of merit on the basis of marks in written examination and uploading on website for DV&PST	Annexure-5
6	<b>Document verification and physical standard test</b> Includes conduct of biometric verification document verification and PST at different venues	Annexure-6
7	<b>Result Preparation</b> Result generation and analysis as per requirement of the board and uploading on website	Annexure-7
8	<b>Web servers</b> Setting up on 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 online uploading of admit card till the end of recruitment Process.	Annexure-9

**Annexure -1**

**Receiving of Online Application Forms for online written examination.**

## **Annexure -2**

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

(Includes preparing database, uploading admit cards)

#### **A. Uploading of Admit Cards**

- (i) Identification of eligible /ineligible candidates on various parameters.
- (ii) Notification to ineligible candidates by SMS/Email.
- (iii) Generation of Roll Numbers ensuring randomisation.
- (iv) Data entry of examination centre data.
- (v) Allotment of eligible candidates to Written Examination centres as per instructions of the Board.
- (vi) Uploading of admit cards for eligible candidates in different stages as per instructions of the Board and confirmation by SMS/Email. Each admit card should have a unique security number.
- (vii) Providing a Helpline with SMS and E-Mail facility for answering the queries of the candidates.
- (viii) Uploading of additional Call Letters wherever needed.
- (ix) A verifiable audit trail of all activities undertaken shall be maintained by the agency which may be inspected by the Board anytime.

**Annexure-3****Conducting of online Examination (CBT Mode)**

- A. Providing well equipped examination centre, Supply of examination centre management kits, Co-ordination and Conduct of Online Examinations. Biometric capturing of candidates, evaluation, publication of answer key, invitation of objections from candidates and resolution of the objections raised by candidates through software.

**Providing well equipped and secured examination centre for online examination.**

- 1) Assessment of required number of computer systems and Servers (as per specifications given below) including accessories in relation to application received.
- 2) Availability of 100 percent error free software for smooth conduct of examination with secured Login and Password system.
- 3) High quality of LAN connectivity.
- 4) High speed and reliable Internet connectivity.
- 5) Tested Power Backup supply system.
- 6) State of art of the state monitoring system comprising 2-tier i.e. at centre level and central level.

**Minimum Candidate system Pre-requisites**

Screen Resolution	1024x768
Operating system	Windows 7
Browser	Internet Explorer 7.0 or above as supported by above Operating systems
Browser settings	Java Script enabled, Pop-up blocker disabled, Under 'Settings' of 'Temporary internet files', set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled  (Direct internet)USB disabled, Keyboard disabled during exam after login

**Minimum Exam Centre Server Pre-requisites**

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

### **Important Instructions**

- Adequate servers must be provided and maintained by the agency to ensure efficient and flawless performance related to execution of recruitment work. Additional equivalent and suitable server for backup and mirror services will need to be provided by the Service Provider.
- The Service Provider shall have to carry/demonstrate complete System Test Run (STR) with test data . Before implementation the Service Provider should also be able to demonstrate click by click audit trail for any type of enquiry.
- The Service Provider should own the copyright of the source code of the software being used for conducting the exam. The Agency should be able to make changes as required in any of the components of the software.
- The Service Provider has to ensure that examination software should not have any data based layer on the local exam server. It means there should not be any other software on the server except the examination software.
- The software should be capable of hard closing the running applications and disabling all the USB ports along with the keyboard on the candidate's machine.
- The candidate should be able to view instruction Sheet and Profile Information at any given point during the course of examination.
- The examination software should provide real time audit report of candidates while taking the examination. This is mandatory to tackle candidate's complaint, if any during the course of examination.
- The candidate's photo should appear on the examination console throughout the examination for invigilators to verify.
- The examination server should restrict candidate login before the specified time.
- The software should create various reports without manual intervention. The module should have report formats link to Score report, Section-wise score report, Data Report, Response Report, Absentees Report, Feedback Report, Attendance Report, question paper Report, RTI Report, Drive Summary Report, Incident Register, LAN Manager Audit Report, Drive Manager Audit Report, Candidate question paper PDF, Group-wise score report, LAN Manager and Observer Feedback Report,, Result Validation Report.

- The software should have the capability of setting one level of password by Controller of Examination which should be shared only 60 minute before the start of exam. The examination software should make the encrypted question paper reside on RAM of the examination server.
- The examination software should allow for question paper decryption only when the candidate logs in.
- The examination software should be capable of capturing and authenticating the biometric data of candidates. This is mandatory to avoid candidate impersonation.
- Objections will be invited from the candidates and resolution and objection shall be done by the agency through a software which will be approved by the Board.
- The Service Provider should provide detailed audit trail support to tackle any RTI query.

#### **B. Supply of Examination Centre Management Kits**

- a. Hardware, software and other logistics for online 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.
- 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 Attendance sheets and other materials comprising labelled envelopes for easy handling and administration.

#### **C. Coordination and Conduct of online Examinations**

The agency shall depute a "Centre Co-ordinator" at each Examination Centre for each session of examination. Below are details for coordination for conduct of online examination :-

1. Agency shall facilitate for venues across various districts in U.P. according to the directions of UPPRPB. Agency must provide one test coordinator, one

technical expert, one invigilator on every 25 candidates and supporting staff as required. 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 will be required to prepare standard test procedure in consultation with UPPRPB officials, with a view to conduct the online examination uniformly in a fair manner at all venues. The procedure should be exhaustive indicating clearly all the possible activities, keeping in mind the conduct of all UP district wise 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.
3. Agency would deploy minimum two technically trained and experienced manpower from among its employees at each venue, which will include training, briefing, putting up signage's and other administrative arrangements.
4. Agency would coordinate pre-examination preparation at each venue, which will include training, briefing, putting up signage's and other administrative arrangements.
5. Agency would report impartially on the conduct of examination for each session, which will include necessary details as specified by the Board.
6. 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.
7. Setup necessary hardware required for the same at the designated centres/scanning centre.
8. All logistics expenses for handling confidential material would be borne by the agency, though the security provision would be provided by UPPRPB.

#### **D. Mock Test**

1. Agency shall upload a mock test of 10 questions on the website for the benefit/practice of the candidates.
2. Questions in the mock test should be different from actual questions , which will be asked in actual test.
3. Mock test shall be true replica of actual process which will be followed in the test.

### **E. Biometrics**

1. Agency shall capture the biometrics of all candidates appearing in online 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 Physical Efficiency Test.
2. Agency shall download candidates' data, including photograph from centralised database to biometric devices.
3. Sufficient number of devices shall be deployed at each examination centre. 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.
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 10,000 multiple choice objective type questions for online written 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. Instructions for online exam will be decided in consultation with UPPRPB, Lucknow.
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 encryption.

**Annexure-5**

**Preparation of merit list**

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

**Annexure-6**

**Document Verification & physical Standard Test**

**Includes conduct of Document Verification, biometric and PST at different centres.**

1. The software for DV and PST will be prepared by the agency as per the requirement and direction of the Board.
2. All the necessary hardware will be arranged by the agency and ensure the proper internet connectivity with necessary hardware and power backup.
3. The agency will 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.)
4. The agency will maintain and update all the database on the website.
5. The DV&PST centres will be manned by the agency with trained operators.
6. DV&PST will be done by Govt. Officers nominated by the District Magistrate and Superintendent of Police. Agency's role will be to open & update the data.
7. Agency shall provide at least 2 trained computer operators at each DV/PST centre.( Likely number of DV/PST centre's will be 8)

## **Annexure-7**

### **Final Result Generation**

1. Agency shall generate a final result as per rules and parameters specified by the Board, merging of data of DV/PST and PET.
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.

**Annexure-8**

**Setting up on web servers**

**Setting up on 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

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.

**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 at time office of agency at Lucknow from 10 am to 7 pm.
4. At least two technically qualified personnel will work at time office of agency at UPPRPB office Lucknow to facilitate smooth functioning for registration of the candidates.

**Performa For Technical Bid****Proforma- (1)****Turn Over**

S.R.no.	Details	2018-19	2017-18	2016-17
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 (Online examination Process)**

S.R.no.	Details	2018-19	2017-18	2016-17
1	No. of Process/Project carried out in which total candidates were more than 4 lac and minimum 30,000 candidates were assessed in one shift,			
2	Name of work/Project and Location			
3	Date of Commencement as per contract			
4	Actual date of Completion			
5	No. of Candidates in each project			

**Proforma- (3)****Experience (Recruitment/ examination Process)**

S.R.no.	Details	2018-19	2017-18	2016-17
1	No. of Recruitment/ examination projects successfully completed in last three years, in which no. of candidates were 4 Lac or more. (mention the number of candidates)			
2	Name of work/ Project and Location			
3	No. of candidates in each project			

**Proforma- (4)****Online Recruitment/CBT Exam Experience**

S.R.no.	Details	2018-19	2017-18	2016-17
1	No. of Government/PSU client for whom agency has executed end to end online 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			

**Proforma- (5)****Online Question Bank**

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

**Proforma- (6)**

**Nodes**

S.R.no.	Details	Comment
1	Total No. of Computer Terminals in Uttar Pradesh with whom agency has contract.	
2	Maximum No. of candidates who can appear at each centre in a single shift.	

Note: Give district wise/location wise details.

**Proforma- (7)****Data Centre**

<b>S.R.no.</b>	<b>Details</b>	<b>Comment</b>
1	Whether Data Centre with DR Support is available or not ?	Yes/No
2	Certificates for Data Centre as per GOI Guidelines.	
3	Location of Data Center and DR center	
4	CERT-in security certificate available or not ?	Yes/No
5	Is Primary Data Center Tier-3 or more than Tier-3 ?	

**Proforma- (8)****ISO Certification**

<b>S.R.no.</b>	<b>Details</b>	<b>Comment</b>
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)+CERT-in certificate available or not ?	Yes/No

**Proforma- (9)**

**CMMi Certification**

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



**Proforma- (10)**

**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 details like Employee ID. name, Employee corporate Email. Contact no etc.

**Proforma- (11)****Experience in U.P.**

S.R.no.	Details	2018-19	2017-18	2016-17
1	No. of Projects in Conducting recruitment/ examination of more than 4 Lac candidates in Uttar Pradesh in last three years.			
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			

**Proforma- (12)****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	
3	Total No. of candidates identified through Biometric in each project.	
4	Maximum No. of candidates identified in one shift.	