ANNEX

to Certificate Registration No. 04 121 02391044
ISO/IEC 27001 : 2013

TATA CONSULTANCY SERVICES LIMITED

TCS House
Raveline Street, Fort,
Mumbai - 400 001,
India

Certificate Registration No.	Location	Scope
04 121 02391044-001	Tata Consultancy Services Limited TCS House Raveline Street, Fort, Mumbai - 400 001, India	Providing Consultancy and Implementation Services in Design, Development, Re-engineering and Maintenance of Software, IT-based Infrastructure Services, including System Integration and Network, IT-based Engineering Services and IT enabled Business Processes Outsourcing for Customers As per the latest Statement of Applicability
04 121 02391044-002	Tata Consultancy Services Limited TCS House Raveline Street, Fort, Mumbai - 400 001, India	Providing IT-based Infrastructure Shared Services in the areas of Infrastructure Management Services from Integrated Command Centers (ICC), Security Operation Services (ICC-SOC), and Cloud Services covering Software as a Service (SaaS), Platform as a Service (PaaS), Infrastructure as a Service (IaaS) and the Associated IT Infrastructure Management for Customers As per the latest Statement of Applicability

- End of the List -

Certification Body
at TÜV NORD CERT GmbH

Essen, 2015-07-10

DAkkS
Deutsche
Akkreditierungsstelle
D-ZM-12007-01-03

CERTIFICATE

Management system as per
ISO/IEC 27001 : 2013

In accordance with TÜV NORD CERT procedures, it is hereby certified that

TATA CONSULTANCY SERVICES LIMITED
TCS House
Raveline Street, Fort,
Mumbai - 400 001,
India

TATA CONSULTANCY SERVICES

applies a management system in line with the above standard for the following scope

Providing Consultancy and Implementation Services in Design, Development, Re-engineering and Maintenance of Software, IT-based Infrastructure Services including System Integration and Network, IT-based Engineering Services and IT enabled Business Processes Outsourcing for Customers

As per the latest Statement of Applicability

Certificate Registration No. 04 121 02391044 001
Audit Report No. 2.5-2669/2004

Valid from 2015-04-01
Valid until 2018-03-31
Initial certification 2006

Certification Body
at TÜV NORD CERT GmbH

Essen, 2015-07-10

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH Langemarckstraße 20 45141 Essen www.tuev-nord-cert.com

DAkkS
Deutsche
Akkreditierungsstelle
D-ZM-12007-01-03

TATA CONSULTANCY SERVICES LTD. MUMBAI

CERTIFICATE

Management system as per
ISO/IEC 20000-1 : 2011

In accordance with TÜV NORD CERT procedures, it is hereby certified that

TATA CONSULTANCY SERVICES LIMITED
TCS House,
Raveline Street, Fort,
Mumbai - 400 001,
India

with the locations / sites according to the annex

applies a management system in line with the above standard for the following scope

The Service Management System that supports the IT Service used for the Provision of Consultancy Services, Re-engineering and Maintenance of Software, IT-based Infrastructure Services, System Integration and Support, IT-based Engineering Services and IT enabled Business Processes Outsourcing as well as the IT-based Infrastructure Shared Services in the areas of Infrastructure Management Services from Integrated Command Centers (ICC), Security Operation Services (ICC-SOC), and Cloud Services covering Software as a Service (SaaS), Platform as a Service (PaaS), Infrastructure as a Service (IaaS) and the Associated IT Infrastructure Management for Customers

Certificate Registration No. 04 736 02391044
Audit Report No. 2.5-2669/2004

Valid from 2015-04-01
Valid until 2018-03-31
Initial certification 2006

Certification Body
at TÜV NORD CERT GmbH

Essen, 2015-07-10

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH Langemarckstraße 20 45141 Essen www.tuev-nord-cert.com

ANNEX

to Certificate Registration No. 04 736 02391044
ISO/IEC 20000-1 : 2011

TATA CONSULTANCY SERVICES LIMITED

TCS House,
Raveline Street, Fort,
Mumbai - 400 001,
India

Certificate Registration No.	Location	Scope
04 736 02391044 001	Tata Consultancy Services Limited TCS House, Raveline Street, Fort, Mumbai - 400 001, India	The Service Management System that supports the IT Service used for the Provision of Consultancy Services, Re-engineering and Maintenance of Software, IT-based Infrastructure Services, System Integration and Support, IT-based Engineering Services and IT enabled Business Processes Outsourcing for Customers.
04 736 02391044 002	Tata Consultancy Services Limited TCS House, Raveline Street, Fort, Mumbai - 400 001, India	The IT Service Management System that supports the IT-based Infrastructure Shared Services in the areas of Infrastructure Management Services from Integrated Command Centers (ICC), Security Operation Services (ICC-SOC), and Cloud Services covering Software as a Service (SaaS), Platform as a Service (PaaS), Infrastructure as a Service (SaaS), and the Associated IT Infrastructure Management for Customers

- End of the List -

Certification Body
at TÜV NORD CERT GmbH

Essen, 2015-07-10

CERTIFICATE

Management system as per
ISO/IEC 20000-1 : 2011

In accordance with TÜV NORD CERT procedures, it is hereby certified that

TATA CONSULTANCY SERVICES LIMITED
TCS House,
Raveline Street, Fort,
Mumbai - 400 001,
India

TATA CONSULTANCY SERVICES

applies a management system in line with the above standard for the following scope

The Service Management System that supports the IT Service used for the Provision of Consultancy Services, Re-engineering and Maintenance of Software, IT-based Infrastructure Services, System Integration and Support, IT- based Engineering Services and IT enabled Business Processes Outsourcing for Customers

Certificate Registration No. 04 736 02391044 001
Audit Report No. 2.5-2669/2004

Valid from 2015-04-01
Valid until 2018-03-31
Initial certification 2006

S.K.Kulkarni

Certification Body
at TÜV NORD CERT GmbH

Essen, 2015-07-10

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH Langemarckstraße 20 45141 Essen www.tuev-nord-cert.com

itSMF ISO/IEC 20000

TATA CONSULTANCY SERVICES LTD. MUMBAI

CERTIFICATE

Management system as per
ISO/IEC 20000-1 : 2011

In accordance with TÜV NORD CERT procedures, it is hereby certified that

TATA CONSULTANCY SERVICES LIMITED
TCS House,
Raveline Street, Fort,
Mumbai - 400 001,
India

TATA
TATA CONSULTANCY SERVICES

applies a management system in line with the above standard for the following scope

The IT Service Management System that supports the IT-based Infrastructure Shared Services in the areas of Infrastructure Management Services from Integrated Command Centers (ICC), Security Operation Services (ICC-SOC), and Cloud Services covering Software as a Service (SaaS), Platform as a Service (PaaS), Infrastructure as a Service (IaaS) and the Associated IT Infrastructure Management for Customers

Certificate Registration No. 04 736 02391044 002
Audit Report No. 2.5-2669/2004

Valid from 2015-04-01
Valid until 2018-03-31
Initial certification 2006

S.K.Kulta

Certification Body
at TÜV NORD CERT GmbH

Essen, 2015-07-10

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH Langemarckstraße 20 45141 Essen www.tuev-nord-cert.com

itSMF
ISO/IEC 20000

TATA CONSULTANCY SERVICES LTD. MUMBAI

भारतीय गैर न्यायिक

एक सौ रुपये Rs. 100

रु. 100 ONE HUNDRED RUPEES

सत्यमेव जयते

भारत INDIA

INDIA NON JUDICIAL

महाराष्ट्र MAHARASHTRA ◐ 2017 ◐ SU 203218

प्रधान मुद्रांक कार्यालय, मुंबई
प.मु.वि.क. ८०००००६
- 5 DEC 2017
सक्षम अधिकारी

श्री. प्र. ना. चिंचघरे

Affidavit

We, M/s. Tata Consultancy Services Limited, having its corporate office at TCS House, Raveline Street, Fort, Mumbai 400001, hereby confirm that we have not involved in any litigation with, nor our services have been blacklisted by Central Government/ any State Government/ Public Sector Units for any corrupt or fraudulent practices in India that would adversely affect our participation for bidding process or the award of the contract with regards to the work executed by us as on 20th April 2018.

The above information is true to the best of our knowledge and records.

For Tata Consultancy Services Limited

Venguswamy Ramaswamy
Global Head- TCS iON
Dated: 20th April 2018

TATA CONSULTANCY SERVICES LTD. MUMBAI

March 15, 2017

CERTIFIED TRUE COPY OF THE RESOLUTION PASSED BY THE BOARD OF DIRECTORS AT ITS MEETING HELD ON FEBRUARY 20, 2017

"**RESOLVED THAT** a General Power of Attorney, as per draft tabled at the meeting, be granted in favour of Mr. N. Ganapathy Subramaniam, who has been appointed as the Chief Operating Officer and Executive Director of the Company with effect from February 21, 2017, vesting in him powers which may be reviewed by the Board from time to time."

"**RESOLVED FURTHER THAT** the said General Power of Attorney be issued under the Common Seal of the Company which shall be affixed in the presence of any Director of the Company or the Company Secretary."

For Tata Consultancy Services Limited

Rajendra Moholkar
Authorised Signatory

TATA CONSULTANCY SERVICES
Tata Consultancy Services Limited
Maker Towers 'E' Block 11th Floor Cuffe Parade Colaba Mumbai 400 005 India
Tel 91 22 6778 9191 Fax 91 22 6639 1836 e-mail corporate.office@tcs.com website www.tcs.com
Registered Office 9th Floor Nirmal Building Nariman Point Mumbai 400 021
Corporate Identification No. (CIN): L22210MH1995PLC084781

भारतीय गैर न्यायिक

भारत INDIA

रु. 500 FIVE HUNDRED RUPEES

पाँच सौ रुपये Rs. 500

सत्यमेव जयते

INDIA NON JUDICIAL

महाराष्ट्र MAHARASHTRA ◐ 2016 ◐ AB 714530

प्रधान मुद्रांक कार्यालय, मुंबई
प. मु. वि. क्र. ८०००१०
- 2 DEC 2016
सक्षम अधिकारी

श्री. रा. कृ. पोटले

GENERAL POWER OF ATTORNEY

TO ALL TO WHOM THESE PRESENTS SHALL COME, WE TATA CONSULTANCY SERVICES LIMITED, a Company incorporated and registered under the Companies Act, 1956, and governed under Companies Act, 2013 and having its Registered Office at 9th Floor, Nirmal Building, Nariman Point, Mumbai - 4000021 (hereinafter called the "Company") SEND GREETINGS:

WHEREAS the Board of Directors of the Company vide Resolution dated February 20, 2017 has resolved that the Company do give the Attorney hereinafter named the powers and authorities hereinafter contained to act for and on behalf of the Company and for that purpose to execute under the Common Seal this General Power of Attorney, and in implementation of the said resolution, the Company is desirous of appointing Mr. N. G. Subramaniam, Chief Operating Officer and Executive Director (hereinafter called the "Attorney"), to act for and on behalf of the Company as its Attorney in fact and at law, to do certain acts and deeds as described hereinbelow.

TATA CONSULTANCY SERVICES LTD. MUMBAI

Ms. ROSHAN M. MASTER
NOTARY, GREATER BOMBAY
2403, ORCHID TOWER A
BELLASIS ROAD,
MUMBAI - 400 008.

NOW, THESE PRESENTS WITNESS that the Company hereby appoints the said Mr. N. G. Subramaniam, as the Attorney of the Company, to do and perform the following acts and deeds :

a) To represent and act for the Company in all employee related matters before all such Authorities/Persons Governmental or otherwise as may be required from time to time.

b) To recruit personnel for the Company for running and maintenance of the business and to utilise effectively the manpower in accordance with the budgets and policies approved, from time to time, by the Company.

c) To dismiss, retrench, layoff, relieve and to take other disciplinary actions against the employees of the Company.

d) To institute necessary Suits, Petitions, Appeals or proceedings as may be required for and on behalf of the Company as an employer against employees of the Company and to represent the Company before all Courts, Tribunal or Authorities as the case may be in such Suits, Petitions, Appeals or proceedings filed by or against the Company arising from or in connection with all employee related matters of the Company from time to time and in connection therewith to sign and present all papers, suits, petitions, appeals, affidavits, applications or such other papers and proceedings as may be legally required from time to time.

e) To represent, appear and act on behalf of the Company before all Central, State or Local Governmental Authorities, regulatory authorities including Reserve Bank of India generally in connection with the business of the Company.

f) To apply for and on behalf of the Company all licenses or permits as may be required including but not limited to import licences for importing raw materials, components and other capital goods.

g) To act on behalf of the Company in matters relating to customs clearance of the goods and machinery which the Company may import from time to time and to deal with the clearing/forwarding agents appointed by the Company in this behalf.

h) To apply for and obtain for the Company, permissions from the concerned authorities for power, water, telephone, telex, fax, post and telegraph or any other kind of telecommunication links/facilities, including any other mode of expeditious communication, and to apply for new connections and installations from such authorities and for that purpose to sign such applications, letters, agreements, undertakings or documents as may be required and deemed fit and proper by the Attorney.

i) To represent the Company and to discuss, negotiate, finalise and sign with clients Agreements and Contracts for selling products and providing services of the Company PROVIDED that the value of such agreements/contracts does not exceed USD 100 Million or its equivalent in any currency.

PROVIDED FURTHER that the power to sign, give assent to Agreements and Contracts on behalf of the Company, for selling products and services of the Company, shall be exercised by you ONLY:

(A) after the Agreement/Contract has been approved by the Legal Department of the Company; and

TATA CONSULTANCY SERVICES LIMITED MUMBAI

Ms. ROSHAN M. MASTER
NOTARY, GREATER BOMBAY
2403, ORCHID TOWER A
BELLASIS ROAD,
MUMBAI - 400 008.

(B) in case of Agreement/Contract that fulfil any of the following conditions, the same can be signed by you PROVIDED it has been approved by the Board /CEO & MD and you are specifically authorized to sign the same:

i) Contracts with total contractual revenue to the Company in excess of USD 100 Million or its equivalent in any currency;
ii) Contracts that do not exclude liability for consequential and punitive damages as per standard requirements;
iii) Contracts without a monetary cap on total liability;
iv) Contracts that have non-compete provision restricting the Company from pursuing business in any area.

j) To represent the Company and to discuss, negotiate, finalise and sign Agreements and Contracts with the Vendors for procurement of products and services in connection with and for the purposes of the business of the Company including for implementation of the projects for the customers PROVIDED that the value of such agreements / contracts do not exceed the value if any prescribed from time to time by the Company.

k) To institute necessary Suits, Petitions, Appeals or proceedings as may be required for and on behalf of the Company and to represent the Company before all such Courts, Tribunal or Authorities as the case may be in such Suits, Petitions, Appeals or proceedings filed by or against the Company arising from or in connection with and related to all dealings or transactions which the Company may have from time to time including but not limited to recovery of monies due and payable to the Company in respect of services rendered or recovery of sums paid specifically in relation to any matter or transaction or for recovery of sums which are otherwise due to the Company and in connection therewith to sign and present all papers, Plaints, Written Statements, Appeals, Petitions, Affidavits, Applications or such other papers and proceedings as may be legally required from time to time.

l) To settle, compromise or submit to arbitration or mediation all accounts, claims and disputes between the Company and any other person or persons and in this connection appoint arbitrators or mediators.

m) To appoint Advocates, Attorneys or Pleaders for and on behalf of the Company in connection with any Suits, Petitions, Appeals or proceedings that may be initiated by or against the Company before all such Courts, Tribunals or Authorities as the case may be.

n) To institute, appear, oppose, assent or arrange in any proceeding relating to any insolvency, compromise or arrangement with creditors and for the purpose to make any offer and vote for and on behalf of the Company and take all such steps or actions as may be legally required from time to time.

o) To ensure that the Company complies with various local / international laws as applicable from time to time to its business by filing appropriate returns, papers, documents, applications and information with the appropriate authorities generally and, in particular, to file returns, with any labour authorities constituted under various labour statutes, any authority dealing with the matters relating to Shops & Establishment in the area, any civic authority for assessment of taxes and revenue on the properties, if any, owned/occupied by the Company, any Municipal or other authority dealing with granting of water connections, sewage and other civic amenities, extension, repairs or maintenance of the properties, construction of roads, and other structures/buildings, any authority responsible for granting permission under the laws relating to protection against fire and other similar hazards, the Post & Telegraph authorities, Taxation and Revenue Authorities etc as may be applicable in connection with the business carried on by the Company.

TATA CONSULTANCY SERVICES LIMITED MUMBAI

Ms. ROSHAN M. MASTER
NOTARY, GREATER BOMBAY
2403 ORCHID TOWER A
[illegible] LASIS ROAD,
MUMBAI - 400 008.

p) To represent the Company and to attend for and on behalf of the Company any meetings of any company, society or any other body dealing with the management of the affairs of any commercial or residential building in which the Company owns/ occupies any accommodation whether by itself or through any of its employees and to vote at any such meeting as a member duly authorised to do so on behalf of the Company.

q) To represent the Company and to attend on behalf of the Company any meetings of any Companies or any bodies corporate in which the Company has any interest of investment or shareholding and to attend and vote on behalf of the Company at any meetings of the Members of such companies or bodies corporate and to take all such actions or steps (except the rights of disposal) as may be required to protect such investment or interest.

r) To accept service of any summons or other legal processes and to appear and represent for and on behalf of the Company before the authority issuing the said summons or legal processes , or in any court, before all magistrates, judicial or other officers whatsoever as advisable by Legal Department/ Advocate on Record of the Company.

s) To sign, appear and act on behalf of the Company in all the Courts in India or abroad, Civil, Revenue or Criminal, whether original or appellate, in the registration offices and in any other office of the Government or District Board, Nagar Mahapalika, Board of Revenue or any other local authority.

t) To ask, demand, sue for, and receive payment of and give effectual receipt and discharge (except any kind of relinquishment of claim or write-off, which shall be in accordance with the Schedule of Authority as approved by the Board from time to time and as applicable to the Attorney) of all monies, debts and legacies that the Company possesses or becomes entitled to hereinafter, from any person/bodies corporate.

u) To obtain any refund or repayment of monies whatsoever owing to the Company by and on behalf of the Company including stamp duty and Court-fees.

v) To apply for the inspection of and to inspect judicial records for and on behalf of the Company.

w) To take on lease, rental or license basis lands, houses, buildings, and factories as shall be considered necessary and expedient for the benefit of the Company and to sign agreements or any other documents as may be required in that connection on behalf of the Company provided the above is within the Chart of Authorities as approved by the Board from time to time and as applicable to the Attorney.

x) To delegate in writing, by way of a Letter of Authority / Power of Attorney, any of the above powers vested in the Attorney to any person or employee of the Company as the Attorney may deem fit and to revoke such delegated authority from time to time as the Attorney may think fit.

AND GENERALLY to do, execute and perform all acts, deeds, matters and things that may be lawfully required to be done, for and on behalf of the Company in connection with its business, by the said Attorney by virtue of the powers hereby conferred on him.

AND WE DO HEREBY agree to be bound by all acts, deeds and things that may be lawfully done, for and on behalf of the Company, by the said Attorney by virtue of the powers hereinabove conferred on him.

This General Power of Attorney supersedes all earlier Powers of Attorney or Letter of Authority, if any granted by the Company to the Attorney named hereinabove.

TATA CONSULTANCY SERVICES LIMITED

Ms. ROSHAN M. MASTER
NOTARY, GREATER BOMBAY
2403, ORCHID TOWER A
BELLASIS ROAD,
MUMBAI - 400 008.

The Attorney shall exercise the above powers subject to the overall limit of financial powers delegated to him by the Board of Directors in accordance with the provisions of the Companies Act, 2013.

This Power will remain in force only so long as the Attorney continues to be the Chief Operating Officer and Executive Director of the Company.

IN WITNESS WHEREOF the Common Seal of TATA CONSULTANCY SERVICES LIMITED has been hereto affixed on this 8th day of March Two Thousand and Seventeen.

The Common Seal of TATA CONSULTANCY SERVICES LIMITED has been hereto affixed pursuant to the Resolution passed on February 20, 2017 in the presence of
Mr. Suprakash Mukhopadhyay
Senior Vice President and Company Secretary

Before me

Ms. ROSHAN M. MASTER
NOTARY, GREATER BOMBAY
2403, ORCHID TOWER A
BELLASIS ROAD,
MUMBAI - 400 008.
Reg. No. 404
Commission Expires
on 30.11.2021
S. no. 1329 of 2016
8.3.2017

ROSHAN MINOCHER MASTER
Reg. No. 404
NOTARY, MUMBAI

NOTARIAL NOTARIAL NOTARIAL NOTARIAL NOTARIAL

LETTER OF AUTHORITY (LOA)

Date: 05-Apr-2018

LOA Id:	LOA/TCSL/2018-2019/5LOMFX
Name (Emp No.):	Venguswamy Ramaswamy (100820)
Function:	ISU Head
Company:	Tata Consultancy Services Limited

Pursuant to the General Power of Attorney dated March 08, 2017 granted in my favour by Tata Consultancy Services Limited ("Company"), a company incorporated under the Companies Act, 1956 and governed under Companies Act, 2013 and by virtue of the authority conferred upon me in terms of the said Power of Attorney to delegate specific powers contained therein, I hereby delegate to you the following powers to be exercised for and on behalf of the Company in respect of matters and business of your Department/ Unit and under your charge:

- To attend and participate as a representative of the Company, in meetings conducted by Clients, Government and Semi-Government bodies

- To represent the Company, sign Business Proposals on behalf of the Company and to discuss, negotiate and finalise such Business Proposals

- To represent the Company and to discuss, negotiate, finalize and sign with clients Agreements and Contracts for selling products and providing services of the Company PROVIDED that the value of such agreements / contracts do not exceed USD 10 Million or its equivalent in any currency.
  PROVIDED FURTHER that the power to sign, give assent to Agreements and Contracts on behalf of the Company, for selling products and services of the Company, shall be exercised by you ONLY:
  (A) after the Agreement/Contract has been approved by the Legal Department of the Company; and
  (B) in case of Agreement/Contract that fulfil any of the following conditions, the same can be signed by you PROVIDED it has been approved by the Board /CEO and you are specifically authorized to sign the same:
  a) Contracts with total contractual revenue to the Company in excess of USD 10 Million or its equivalent in any currency
  b) Contracts that do not exclude liability for consequential and punitive damages as per standard requirements
  c) Contracts without a monetary cap on total liability
  d) Contracts that have non-compete provision restricting the Company from pursuing business in any area

- To ensure that all Business Proposals, contracts and agreements for selling products and providing

TATA CONSULTANCY SERVICES
Tata Consultancy Services Limited
E-mail corporate.office@tcs.com Website www.tcs.com
Registered Office 9th Floor Nirmal Building Nariman Point Mumbai 400 021
Corporate Identification No. (CIN): L22210MH1995PLC084781

services of the Company conform to the pricing policy and credit policy of the Company and are in compliance with the enacted regulations (including transfer pricing regulations) of the local authority / government

- To carry into effect and perform all Agreements entered into by the Company with any other person/bodies corporate

AND GENERALLY to do all such acts as may be lawfully and reasonably required in connection with and for the purposes of the powers mentioned above.

This Letter of Authority is valid from 01-Apr-2018 to 31-Dec-2018 subject to your being in the employment of the Company and continue to function in the same role and in the same Department/Unit.

N GANAPATHY SUBRAMANIAM
Chief Operating Officer

The validity of this letter of authority can be confirmed at URL: - https://governance.tcs.com/compliance/letter-of-authority-validation.html

Signature valid
Digitally Signed By N GANAPATHY SUBRAMANIAM (TATA CONSULTANCY SERVICES LIMITED)
Date: 05-Apr-2018 09:55:34 IST

TATA CONSULTANCY SERVICES
Tata Consultancy Services Limited
E-mail corporate.office@tcs.com Website www.tcs.com
Registered Office 9th Floor Nirmal Building Nariman Point Mumbai 400 021
Corporate Identification No. (CIN): L22210MH1995PLC084781

cooliemon

Certificate Of Accomplishment

This is to acknowledge that

TATA

TATA CONSULTANCY SERVICES LIMITED

TCS Enterprise Wide Services
has successfully achieved

Maturity Level 5 (Optimizing)

with

CMMI-SVC® Version 1.3 using SCAMPI℠ A Version 1.3b

April 13, 2017

Date

Ralph Williams

Ralph Williams
CMMI Institute
High Maturity Lead Appraiser
0100075-00

® Capability Maturity Model, SCAMPI is registered in the U.S. Patent and Trademark Office

TATA CONSULTANCY SERVICES LTD. MUMBAI

cooliemon

Certificate Of Accomplishment

This is to acknowledge that

TATA

TATA CONSULTANCY SERVICES LIMITED

has successfully achieved

Maturity Level 5 (Optimizing)

with

CMMI-DEV® Version 1.3 using SCAMPI℠ A Version 1.3b

November 17, 2016

Date

Ralph Williams

Ralph Williams
CMMI Institute
High Maturity Lead Appraiser
0100075-00

® Capability Maturity Model is registered in the U.S. Patent and Trademark Office by Carnegie Mellon University
℠ SCAMPI is a service mark of Carnegie Mellon University

TATA CONSULTANCY SERVICES LTD. MUMBAI

Annexure-B

Biometric Experience

S.R.no.	Description	Comment		
1	Whether the agency has experience in using Biometric identification process in exams?	Yes		
2	Name of work/Project completed	Jawaharlal Institute of Postgraduate Medical Education and Research (JIPMER) – MBBS Entrance Exam 2015	Institute of Banking Personnel Selection – CWE Clerk VI Main Exam Recruitment	Railway Recruitment Board (NTPC Grad. Exam) 2016-17
3	Total no. of candidates identified through Biometric in each project.	1,37,442	*1,21,487*	91,20,491
4	Maximum No. of candidates identified in one shift	No of Candidates - 1,37,442 No. of times biometrics captured - **2** (*at the beginning and end of the exam*) **Total No. of biometric captures in single shift - 2,74,884**	No of Candidates - *1,21,487* No. of times biometrics captured - **2** (*at the beginning and end of the exam*) **Total No. of biometric captures in single shift – 2,42,974**	No of Candidates - 1,94,000 No. of times biometrics captured - **1** (*at the beginning of the exam*) **Total No. of biometric captures in single shift – 1,94,000**

For Tata Consultansy Services Limited

Deepali Saxena
Regional Sales Manager

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जवाहरलाल स्नातकोत्तर आयुर्विज्ञान शिक्षा एवं अनुसंधान संस्थान
(जिपमेर) (स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार के आधीन
राष्ट्रीय महत्व का संस्थान) धन्वन्तरि नगर,
पुदुच्चेरी 605 006
दूरभाष / Tel: 0413-2272380-390
फैक्स / Fax: 0413-2272066

Jawaharlal Institute of Postgraduate Medical Education and Research (JIPMER) (An Institution of National Importance under Ministry of Health & F.W., Government of India)
Dhanvantari Nagar, Puducherry 605 006,
Tel. : 0413-2272380-390
E-Mail : jipmer_academic@yahoo.co.in

No. Edn. 31(2)/MBBS/EE/2015 Dated : 16 JUN 2015

SERVICE / WORK ORDER

To

M/s. TATA Consultancy Services,
Tidel Park 11th Floor A,
Block No. 4, Canal Bank Road,
Taramani,
Chennai – 600 113.

Kind attention : Ms. Deepika Subramanian
Platforms Sales & Delivery Head, iON.

Sirs,

Sub: JIPMER, Puducherry - 6 – On-line mode of conduct (Computer Based Test) for JIPMER Entrance Examination for admission to MBBS course 2015 session – Release of Service/Work order – Reg.

Ref: 1. Agreement of CBT services as a MOU dated 10.02.2014.
2. MBBS Service order No. Edn.11(1)/MBBS/EE/2014 dt.05.03.2014.
3. Service/Work Order No. Edn. 31(2)/MBBS/EE/2015 dated 31.01.2015

***

In continuation to this office Service / Work Order cited under reference, JIPMER is in acceptance of your negotiated financial offer of ₹ per registered application (exclusive of all local and central taxes as required by the Government of India) for the JIPMER Entrance Examination for admission to MBBS Course – 2015.

As per the data sent by you through e.mail dated 16.06.2015 the total counts confirmed to 1,37,442 as detailed below:

Sl.No.	Description	Candidate count	Rate per candidate	Amount ₹.
1.	Conducting online assessment for MBBS Entrance Examination 2015	137442		

Cond/.

We have accepted for reference the relevant documents submitted by you in support of your response to our RFP.

An agreement on CBT as a MOU duly executed on 10-02-2014 to be complied with.

You may execute a Non-disclosure Agreement related to the above subject.

You may kindly comply with the following requirements:

1. Creation of on-line registration of applications with valid payment gateway.
2. Generation and issue of hall tickets through download on its due completion.
3. Conduct of computer based tests at various centres across India in a single shift on 07.06.2015 Sunday (10am 12.30pm) as advertised by JIPMER.
4. Provision of Invigilators with authentic badges for all on duty.
5. Provision of prominent display, signage and water arrangements at Test Centres.
6. Provision of verification document with Photograph, Signature of all registered candidates centre wise to the Institute Representative (IR).
7. Photo based and signature based verification of candidates at test centres and biometric finger-print data capture of candidates taking up the examination at start and completion.
8. Completion of Computer based Entrance Examination with on-line declaration of results – rank and category wise.
9. Generation and issue of individual rank sheets of candidates through download.
10. Post exam biometric finger print authentication during the counseling.
11. Handover process with our Institution on the above activities completed.
12. Any document required for RTI purposes with Audit Trail.

We anticipate a quality delivery from your end on the above work order.

Kindly provide your acknowledgement of the above work order in a written response

DEAN (Academic)
संकाय अधयक्ष (शैक्षणिक) / DEAN (ACADEMIC)
जवाहरलाल स्नातकोत्तर चिकित्सा शिक्षा
एवं अनुसंधान संस्थान, पुदुच्चेरी - 6
JAWAHARLAL INSTITUTE OF POST GRADUATE
MEDICAL EDUCATION AND RESEARCH
PUDUCHERRY - 6.

TATA CONSULTANCY SERVICES LTD. MUMBAI

जवाहरलाल स्नातकोत्तर आयुर्विज्ञान शिक्षा एवं
अनुसंधान संस्थान (जिपमेर)
(स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार के अधीन राष्ट्रीय महत्व का संस्थान)
धन्वन्तरि नगर, पुदुच्चेरी - 605 006

JAWAHARLAL INSTITUTE OF POSTGRADUATE MEDICAL EDUCATION AND RESEARCH (JIPMER)
(An Institution of National Importance under Ministry of Health & Family Welfare, Government of India)
Dhanvantri Nagar, Puducherry - 605 006.

आचार्य (डॉ.) एस. महादेवन, एम.डी., पीएच. डी.
Dr. S. Mahadevan, M.D., Ph.D.,
संकाय- अध्यक्ष (शैक्षणिक)/ Dean (Academic)
जिपमेर शैक्षणिक केन्द्र / JIPMER Academic Centre

दूरभाष / Tel : (0413) 2298286
फैक्स / Fax : 0413 - 2272735
ई.मेल / Email : dean@jipmer.edu.in

- 8 AUG 2016

To WHOMSOEVER IT MAY CONCERN

This is to certify that M/s. TATA Consultancy Services Limited was awarded the work of conducting Entrance Test from the year 2014 to 2015.

The following examination was conducted:

Sr. No.	Name of Examination	Date	No. of Registered Candidates	No. of Single shift Candidates	No. of Shift	No. of Cities	No. of States
1	JIPMER MBBS	7th June 2015	137442	137442	1	75	20
2	JIPMER MD MS	23rd November 2014	17800	17800	1	16	12
3	JIPMER DM Mch	21st December 2014	1755	1755	1	7	7
4	JIPMER MD MS	31st May 2015	18528	18528	1	30	19
5	JIPMER DM MCh Fellowship	21st June 2015	3030	3030	1	10	10
6	JIPMER BSc MSc MPH PhD PBD	12th July 2015	4185	4185	1	9	9
7	JIPMER MD MS	22nd November 2015	24209	24209	1	30	18
8	JIPMER DM Mch	20th December 2015	2178	2178	1	9	9

It is certified that the project was executed with due professional commitment in accomplishing of assignment.

I, on behalf of **JIPMER** congratulate the entire team of TCS who was involved in execution of above project.

Dr.S.MAHADEVAN
DEAN (ACADEMIC)
Jawaharlal Institute of Postgraduate
Medical Education & Research
PUDUCHERRY- 605 006.

TATA CONSULTANCY SERVICES LTD. MUMBAI

Institute of
Banking Personnel Selection

Ref: IBPS/ONLINE/SM/2016-17

January 2, 2017

TO
Mr.Rahul Bhingardive
Tata Consultancy Services
1st, 2nd, 3rd & 6th Floor
Empire Plaza, L B S Marg,
Vikhroli (West) Mumbai - 400083,
Maharashtra India

5681

Dear Sir/ Madam,

CWE-CLERK-VI - Main Exam - Recruitment of Clerks Exam scheduled on 1st January 2017

1. We refer to various email and tele-communications for conducting the on-line Recruitment of Clerks Exam for CWE-CLERK-VI - Main Exam on 1st January 2017 and your subsequent confirmation.

2. We are pleased to place our formal Purchase Order for your records for the Exam scheduled on the above mentioned dates, with following commercials, terms & conditions

Sr. No.	Particulars	Unit / Candidates	Price Rs.	Total Rs.
1	Recruitment of Clerks (Shift 1)	121487		
2	Photo/Biometric Capturing- at the beginning & end of the exam & Verification in multiple	121487		
	Total occasions	121487		

3. Further, we would like to draw your attentions towards following points:
   i) The candidate should not find any inconvenience while locating the examination centre arranged by you to the extent possible.
   ii) The necessary number of Buffer PC's should be arranged by you.
   iii) It should be ensured that all the terminals / PCs are functional at the examination Centers.
   iv) Only those Centers, conveniently located, connected with Public Transport and have "A" grade in terms of infrastructure, connectivity & power arrangement, should be selected for the examinations.

TATA CONSULTANCY SERVICES LTD. MUMBAI

4. The number of seats given in the above table is based on the number of candidates to appear in the examination and accordingly the costs have been worked out. Final Invoice to be raised by you, after the examination, should be raised based on the actual number of candidates allotted to the venue, as per the rates as agreed upon and mentioned above. The Taxes would be charged as per the applicable rates.

5. TCS should maintain utmost secrecy with regard to the Question Bank / paper, and maintain appropriate environment in the exam centers to disable all copy, cut, paste, save, print etc. facilities. After the Examination, complete tests should be offloaded and TCS should retain no copy in any form

6. Other terms and conditions mentioned in the agreement entered between IBPS and TCS be also adhered to by TCS.

7. Please make all the necessary arrangements for the smooth conducting of the examination.

Please acknowledge

Thanking you,

Yours faithfully,
For IBPS

02-01-2017

Samir Mhatre
Manager – Online Exam

Cc:
Dr.A. K. Konar, Division Head, Client Relation
Mrs. Usha Menon, Head TSS
DGM, Accounts

TATA CONSULTANCY SERVICES LTD. MUMBAI

RAILWAY RECRUITMENT BOARD/BHUBANESWAR
GOVT. OF INDIA (MINISTRY OF RAILWAYS)
D-79/80, Rail Vihar, Chandrasekharpur, Bhubaneswar-751023
Ph: 0674-2303015, Fax: 0674-2300257, Website: www.rrbbbs.gov.in, e-mail: rrbbbs.od@gov.in

31.03.2017

To
Tata Consultancy Services Limited
1st, 2nd, 3rd & 6th Floor
Empire Plaza, L B S Marg
Vikhroli (West)
Mumbai-400083
Maharastra.

Sub: Letter of Award- Non-Technical Popular Category (Graduate)- Conduct of Computer Based Test.
Ref: Our Agreement dated. Jan 15, 2016

Refer our discussions post signing of the subject agreement for conduct of Computer Based Test for Non-Technical Popular Category Graduate Examination as per the scope contained in the agreement.

The details of the candidates & contract value are produced below as purchase order reference point.

Computer Based Test	Candidate Count	Rate (per Registered Candidate)	Contract Value
	9120491		

31-3-2017
Jai Dev Kumar
Chairman
Railway Recruitment Board
Bhubaneswar.

अध्यक्ष/CHAIRMAN
रेलवे भर्ती बोर्ड/Railway Recruitment Board
भुवनेश्वर/Bhubaneswar

TATA CONSULTANCY SERVICES LTD. MUMBAI

RAILWAY RECRUITMENT BOARD/BHUBANESWAR
GOVT. OF INDIA (MINISTRY OF RAILWAYS)
D-79/80, Rail Vihar, Chandrasekharpur, Bhubaneswar-751023
Ph: 0674-2303015, Fax: 0674-2300257, Website: www.rrbbbs.gov.in, e-mail: rrbbbs.od@gov.in

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s Tata Consultancy Services Limited (TCS) iON was given the responsibility as an Examination Conducting Agency for the Online conduct of Railway Recruitment Board's NTPC (Graduate) Examination on *Pan India Basis* for 9120491 candidates.

It gives me pleasure to certify that M/s Tata Consultancy Services (TCS) iON has conducted the 1st stage examination (CBT) as per the schedule.

31.3.2017

Jai Dev Kumar
Chairman
Railway Recruitment Board
Bhubaneswar

अध्यक्ष/CHAIRMAN
रेलवे भर्ती बोर्ड/Railway Recruitment Board
भुवनेश्वर/Bhubaneswar

TATA CONSULTANCY SERVICES LTD. MUMBAI

भारतीय गैर न्यायिक

एक सौ रुपये Rs. 100

रु. 100 ONE HUNDRED RUPEES

सत्यमेव जयते

भारत INDIA

INDIA NON JUDICIAL

ओड़िशा ODISHA G 715594

AGREEMENT FOR SERVICES

THIS AGREEMENT FOR SERVICES is made effective as of the Effective Date (specified in Schedule 1) by and between **Tata Consultancy Services Limited**, a company incorporated under the Companies Act 1956, with its corporate office located at TCS House, Raveline Street, 21 D. S. Marg, Fort, Mumbai 400001, herein after referred as **'TCS'** (which expression shall include its successors and assigns) and the Customer entity named in the signature block below, with other details thereof set out in Schedule 1- Contract Details, herein after referred as a **'Customer'** (which expressions shall, unless the context requires otherwise, includes its successor in business and permitted assigns). In this Agreement, TCS and Customer are collectively referred as "Parties" and individually as a "Party".

WHEREAS TCS has developed a proprietary business concept titled as 'IT-as-a-Service' aimed at delivering an integrated suite of end-to-end business solutions and cloud services to small and medium businesses (SMB), involves use of shared software applications owned or licensed and hosted by TCS at a centralized TCS facilities and/or deployed at Customer facilities. AND WHEREAS Customer desires to avail of certain services of TCS as more fully described in Schedule 2 and TCS agrees to provide such services in accordance with the terms and conditions set out in this Agreement.

NOW THIS AGREEMENT WITNESSETH:

TATA CONSULTANCY SERVICES LTD. MUMBAI

अध्यक्ष/CHAIRMAN
Staff Selection Recruitment Board
भुवनेश्वर/Bhubaneswar

10.3 Entire Agreement. This Agreement sets forth the entire understanding of the Parties and supersedes all prior or simultaneous representations, negotiations, proposals, agreements, appendix and understandings between the Parties hereto, with respect to the subject matter hereof. Each Party acknowledges that it has not relied on or been induced to enter into this Agreement by, and to the extent permitted by applicable law, a Party is not liable to another Party in contract or tort or in any other way for, a representation or warranty that is not set out in this Agreement. This Agreement may be amended only by a written instrument signed by a duly authorized representative of each of the Parties. If any provision of this Agreement be held invalid or unenforceable by a competent court, such provision shall be modified to the extent necessary to make it valid and enforceable whilst preserving the intent of the Parties and all other provisions of this Agreement shall remain fully valid and enforceable unless otherwise agreed between the Parties. No provision of this Agreement nor any breach thereof will be considered waived by either Party, unless such waiver is in writing signed on behalf of that Party and no such waiver will constitute a waiver of, or excuse for any other or subsequent breach of this Agreement. Certain provisions of this Agreement which by their very nature ought to survive, shall so survive the termination of this Agreement.

10.4 Force Majeure: Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.

10.5 TATA Code Of Conduct: The activities of all TCS employees are governed by the Tata Code of Conduct, a copy of which is available at link http://www.tata.com/aboutus/articles/inside.aspx?artid=NyGNnLHkaAc= Customer agrees to make good faith efforts to notify TCS designated executives of any breach of the Tata Code of Conduct by any TCS personnel relating to this Agreement. TCS in turn, undertakes that it will maintain confidentiality of all communication received.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives on the date(s) mentioned below, effective as of the Effective Date.

Railway Recruitment Board - Bhubaneshwar ("Customer") By: _____ Name: JAI DEV KUMAR. Title: CHAIRMAN, RRB, B.B.S. Date:- 15.1.2016	Tata Consultancy Services Ltd. ("TCS") By: _____ Name: Venguswamy Ramaswamy Global Head - Small and Medium Business Title: _____ Date:- 25/01/2016

CHAIRMAN
Railway Recruitment Board
Bhubaneswar

TATA CONSULTANCY SERVICES LTD. MUMBAI

TATA CONSULTANCY SERVICES LTD. MUMBAI

TATA CONSULTANCY SERVICES LTD. MUMBAI

SCHEDULE 1

CONTRACT DETAILS

Customer Name and details of its constitution	Registered office address	Details of Contact person
Railway Recruitment Board - Bhubaneshwar	D-79/80, Rail Vihar Chandrasekharpur, Bhubaneswar, Odisha – 751 023	Shri Jai Dev Kumar Chairman - Railway Recruitment Board, Bhubaneshwar Contact # : 91 84558 85650 E-Mail: rrbbbsr@gmail.com kumar.jd2012@gmail.com

Contract Term	Effective Date
1 year from Effective Date (extendable on mutual agreement)	15. 1. 2016

TATA CONSULTANCY SERVICES LTD. MUMBAI

अध्यक्ष/CHAIRMAN
रेल भर्ती बोर्ड/Railway Recruitment
भुवनेश्वर/Bhubaneswar

TATA CONSULTANCY SERVICES LTD. MUMBAI

SCHEDULE 2

I. TCS Application Systems:

- Allocation Management
- Item Management
- Computer Based Assessments
- Evaluation Management
- Post Assessment

II. SCOPE OF SERVICES:

Allocation Management	
1	Test Center Management and Scheduling
Process	**Register test centers & schedule the tests**
	Registration of various test centers and contact details
	Exam Center Verification using Capacity Estimation Process
	Configure the test details
	Map test centers with the test
	Sharing of Test Center capacity
Features	Ability to register test center
	Ability to configure new test along with schedule
	Back office admin can map the test centers and test
	Configurable Option to Define schedule for the test conducted at each test center
	Configurable Option to Define slots on each day for the test
2	Hall Ticket Generation (From Written to DV)
Process	Generate the Hall Ticket along with photograph
Features	Provision for candidates to login and download the hall ticket

Item Management	
1	Manage Question Paper - iON Assessment Security Center
Process	**Preparation of Question Paper for the test**
	Subject matter expert prepares various types of questions for the test
	Configuration of test parameters like negative marking, optional, difficulty level etc.
Features	Creation of Question Paper
	Question paper configuration and attributes
	Ability to define negative marking
	Ability to define scrutiny criteria
	Ability to set difficulty level
	Ability to upload the question paper in the Excel Format
	Ability to seal the questions/question papers post which no changes can be made.
	Translation of Question Paper, if required Languages involved: English, Hindi, Urdu, Gujarati, Punjabi, Kannada, Tamil, Telugu, Konkani, Marathi, Odia, Assamese, Bengali, Manipuri, Malayalam

Computer Based Assessments	
1	Environment Check at Test Centers – Capacity Estimation & Capacity Verification
Process	**Checking environment parameters at individual test centers**

TATA CONSULTANCY SERVICES LTD. MUMBAI

अध्यक्ष/CHAIRMAN
Staff Selection Recruitment Board
भुवनेश्वर/Bhubaneswar

	Ensure recommended software environment availability at test centers
Features	System scanning
	Browser compatibility check
	OS compatibility check (Windows XP Professional Service Pack 3, Windows Vista Enterprise Edition, Windows 7 and above, Linux)
	Check on the No. of available machines for the test with the required configurations
	Network configuration
	Certification of the nodes eligible for conducting the test
2	Test Server Readiness - ION Assessment Exam Center
Process	**Readiness for the test center to conduct the test**
	Request to download the question paper
	To Check the availability of the required internet bandwidth and connectivity
	Download the participant list who are going to be part of test center at particular timeslot
Features	Backup Server taking scheduled backup from Main Server at each Test Center
	Request and receive the test paper
	Encrypted data transfer
	Question paper request handling - Test center requesting for question paper
	Ability to trace who requested question paper from test center
	Question Paper Generation on the server
	Download the participant list for the particular test center
	Login ID to be available for the participant to appear in the test
	256 bit AES + RSA Encrypted data transfer
3	Registration of participant at the test center - ION Assessment Exam Center
Process	**Participant identification and validation at the test center**
	Hall ticket check
	Capture of candidate biometrics (photo & thumb impression)
	Assigning login credentials for the test
Features	Validation of hall tickets brought by the applicants
	Allocation of the seat to the candidate
	Cancellation of registration if any discrepancy
4	Test Delivery and Monitoring - ION Assessment Exam Center
Process	**Participant attempts for the test and test node monitoring**
	Participant logs into the system using the login credentials available with them
	Attempt the test
	During the test, local administrator will monitor every node
Features	Role-based access
	User level authentication
	Unique questions for each candidate.
	One question per screen
	Question navigation
	Different color coding for attempted, not attempted, mark for review
	Jumbling of Answer Options
	Ability to navigate to other Sections before completing a Section
	Instant output of Test Score

अध्यक्ष/CHAIRMAN
Railway Recruitment

TATA CONSULTANCY SERVICES LTD. MUMBAI

	Monitoring log on the server for every candidate with his/her IP
	Complete traceability of any single candidate's node
	In case of Machine, Power or Network Failure, software shall be able to retrieve candidates attempted 'questions and its responses entered by the candidate fully.
	Display of his captured photo on the screen continuously
	Restart of Test
	Back-Up and Restore available
	Ability to handle the Group Questions
	Ability to handle Multilingual Questions and the candidates can toggle on every question
	Ability to handle Typing Test in Hindi & English using transcript keyboard

Evaluation Management	
1	Normalization
2	Scrutiny and Merit list - ION Assessment Data Center
Process	**Generation of result and merit list based on the scrutiny rules**
	Apply scrutiny rules and cutoff to arrive at final merit list
Features	Define scrutiny rules
	Define cut off criteria
	Scrutinize the participants and generate merit list
	Publish merit list
	Types of report supported - 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, IT Manager Audit Report, Drive Manager Audit Report, Candidate Question Paper PDF, Group-wise score report, IT Manager and Observer Feedback Report, Result Validation Report

Post Assessment
Hall ticket / template distribution to 21 RRB's
Digitization of Call Letter & other related Documents
Providing Biometric verification document to respective RRB's
Provide RRB with daily upload of raw candidate data
Transfer of final data to RRB server
Providing training on biometric verification to respective RRB's
Providing biometric data to the respective RRBs in a hard-disk
Objection handling for normalization and merit list handling
Generation of objection raising form and integration of a payment gateway (if required)
Uploading of Candidate's Profile
Uploading of Question paper
Uploading of • QP with raw score & Normalized Score' • Skill Test/ Psycho Test or both • Consolidate score of Psycho and written examination (30+70) • Medical classification Certificate • Consolidated Score (Ps : Uploaded documents of all present candidates should be available for min 3 months from the date of final declaration of Results)
Publishing of Result • with acceptance • Acceptance with Change • Not accepted • Allocation Letter
Updation of medical result into candidates' profile
Validation of biometric during document verification

TATA CONSULTANCY SERVICES LTD. MUMBAI

अध्यक्ष/CHAIRMAN

Preparation of result with provisional allocation
Final Allocation of Post based on rules provided by RRB
Support Customer in addressing RTI queries by providing the required data in the form of reports such as the audit trail report and the response report, Validation of Bio-metric

III. **Aptitude Test Solution:**

Test solution to be prepared for conducting aptitude test for eligible canddiate

IV. **Typing Test Solution:**

Typing Test to be conducted for the eligible candiate

V. **Authorized Users:**

Individuals registered with the Customer as candidates for the relevant examination, who has been duly designated and authorized by the Customer to use TCS Application System

Personnel working for and on behalf of Customer, who has been duly designated and authorized by the Customer to use TCS Application System.

TCS point of contact: Mr. Tarun Nehra (tarun.nehra@tcs.com)

VI. **Target Environment**

1. **Services Environment**

   a) **Hosting Environment :**

   TCS will perform all necessary maintenance and support the operation of the Hosting Environment and the TCS Application System and to provide the Services in accordance with the agreed service levels. TCS will promptly investigate and will make all commercially reasonable efforts to remedy any failure of the Services, Hosting Environment, TCS Application System and/or the TCS Link (defined hereinafter) to operate in good working order in accordance with the provisions of the Agreement

   b) **TCS Link and /or LISP Link:**

   TCS and LISP will provide the appropriate Network and LAN capability at each center to conduct TCS Online Assessment

   c) **TCS and /or LISP Equipments:**

   TCS and LISP will provide the appropriate Network and LAN capability at each center to conduct TCS Online Assessment

2. **Customer Environment :**

   None

3. **Reserve Date:** Each Assessment must have a reserve date agreed with TCS. This date should also appear on the hall ticket. In the event of a disruption, the Candidate will be required to re-appear for the test on this date.

4. Indian Railways Standard General Conditions Of Contract – July 2013, will be applicable where applicable. However, clauses set out in this agreement supersedes the Indian Railways Standard General Conditions Of Contract – July 2013.

चेयरमैन/CHAIRMAN
Railway Recruitment B
Bhubaneswar

TATA CONSULTANCY SERVICES LTD. MUMBAI

TATA CONSULTANCY SERVICES LTD. MUMBAI

entitled to, and shall not make or permit others to, reverse engineer, disassemble, de-compile, recreate, enhance or modify the TCS Application System or any part thereof or to create enhancements to or derivative works of the TCS Application System or any portions thereof.

2.4 Trademarks. Customer will have no rights in any trademarks or service marks or trade names adopted by the TCS and/or its licensors for the TCS Application System or any part thereof.

2.5 Breach. Should the TCS Application System be Used beyond the Use rights by Authorized Users as set out in this Section 2, TCS shall notify Customer in writing requiring Customer to cure the breach of Use Terms and if Customer does not cure such breach within 10 days (or such other period that the TCS may permit upon Customer's request), of receipt of written notice from TCS then TCS shall be entitled to terminate the Use rights granted hereunder in respect of such TCS Application System, without prejudice to any other rights or remedies TCS may have under this Use Terms or otherwise.

3. OWNERSHIP AND PROPRIETARY RIGHTS

Customer acknowledges and agrees that TCS does and will continue to own all Intellectual Properties and Intellectual Property Rights in or attached to the TCS Application System, including without limitation, in or attached to any enhancement and upgrades and any derivative works thereof even if made for, by or on behalf of Customer. Nothing contained herein shall be construed as a transfer, assignment or conveyance by TCS to Customer of the ownership or title to the Intellectual Property or Intellectual Property Rights in or attached to the TCS Application System or any enhancements, upgrades or derivative works thereof.

4. MISCELLANEOUS

In the event of any conflict between the provisions of this Use Terms and those in the Agreement for Services or the Agreement, notwithstanding any contrary provision anywhere else, Customer and TCS specifically agree and acknowledge that the provision of this Use Terms will prevail with respect to the TCS Application System.

Railway Recruitment Board - Bhubaneshwar	**Tata Consultancy Services Limited**
By:	By: 25/01/2016
Name: JAI DEV KUMAR	Name:
Title: CHAIRMAN, RRB, BBS.	Title: Venguswamy Ramaswamy Global Head - Small and Medium Business

CHAIRMAN
Railway Recruitment
Bhubaneswar

TATA CONSULTANCY SERVICES LTD. MUMBAI

TATA CONSULTANCY SERVICES LTD. MUMBAI

SECTIOV VI- TECHNICAL PROPOSAL SUBMISSION FORM

BIDDER'S FIRM'S GENERAL INFORMATION

Sr. No.	Particulars	Description/Details	Reference Documents	Page No.
	Name of Bidding Company	Tata Consultancy Services Limited		
	Contact Details			
	Address	Tata Consultancy Services Limited 1/1, Awadh Park, Vibhuti Khand, Gomtinagar, Lucknow-226010		
	Mobile/Telephone	+91 8707721623		
	Fax	+91 522 6661100		
	Email	deepali.saxena@tcs.com		
	Website	www.tcs.com		
	Name of Managing Director/ CEO	Rajesh Gopinathan -CEO and Managing Director		
	Name, Designation & email of Authorized Signatory	Deepali Saxena Regional Sales Manager deepali.saxena@tcs.com		

For Tata Consultancy Services Limited

Deepali Saxena
Regional Sales Head

Date: 21.03.2018
Place: Lucknow

Copyright @ 2017 Tata Consultancy Services Limited

Dated: 22nd March 2018

Annexure –III

PORPOSAL SUBMISSION FORM

To,
The Managing Director,
UPDESCO,
Utpron building,
Gomti Nagar, Lucknow

Ref: Submission of Proposal against your Tender Reference no. UPDESCO_GoUP_Offline_Exam_2018 Dated 09 March 2018

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP reference no. UPDESCO_GoUP_Offline_Exam_2018 for "**SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT OFFLINE EXAMINATION FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH**" by the UPDESCO, U.P in full conformity with the said Tender document and our Technical Proposal (Bid).

1. Our proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal.
2. We would like to declare that we the Bidder (of this Tender) Company or any of its associated company/Firm/society or any entity do not have any with business interest association or link in any manner with the Tender Evaluation Committee members or its family members of his/hers associated this Tender. We know that such bids will not be considered.
3. We would like to declare that we are not involved in litigation with, and we are not under a declaration of ineligibility by, any Central/State/UT Government in India for corrupt or fraudulent practices.
4. We hereby declare that we have not been blacklisted by any State/Central/UT Government Department/Public Sector Undertaking.
5. We declare that we have not been charged with any fraudulent activities by any Central/State/UT Government Depatment /Public Sector Undertaking.
6. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will indulge in bribery or any prohibited acts and behaviour and we shall be responsible for any such acts.
7. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988."

8. We understand that UPDESCO is not bound to accept any or all bids received in response to this Tender.
9. We agree to abide by all the terms and conditions mentioned in the Request for Proposal Reference No. UPDESCO_GoUP_Offline_Exam_2018 for selection of Firm against this tender.
10. We agree to abide by all the terms and conditions of the Tender and also all the terms and conditions of the Contract that will be issued by UPDESCO in case we are selected as Firm against this tender by the UPDESCO.

We remain,

Yours sincerely

Venguswamy Ramaswamy
Global Head- TCS iON

TATA CONSULTANCY SERVICES LTD. MUMBAI

UTTAR PRADESH DEVELOPMENT SYSTEMS CORPORATION LTD. (UPDESCO)

UPTRON Building, Near Gomti Barrage, Gomti Nagar, Lucknow, UP, 226010

Telephones:	0522-2307803	**e-mail:**	mdupdesco.up@gmail.com
Tender Website: http://etender.up.nic.in			

REQUEST FOR PROPOSAL (RFP)
FOR

SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT OFFLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH

eBid Reference: GoUP_Offline_Exam_2018
eTender Portal : http://etender.up.nic.in

S N	Particulars	Date	Time
1	Date of Publishing of RFP (Downloading of RFP from eTender portal)	10 March 2018	At 1600 Hours
2	eBid Submission Start Date	10 March 2018	From 1600 Hours
3	Receiving of Pre-bid queries	15 March 2018	till 1600 Hours
4	Pre-bid meeting at UPDESCO, GoUP	16 March 2018	1500 Hrs
5	eBid Submission End Date	09 April 2018	1200 Hours
6	Opening of Technical eBids	10 April 2018	At 1730 Hours

Place of Opening eBids: UPTRON Building, Near Gomti Barrage, Gomti Nagar, Lucknow, UP, 226010
e-Bid Processing Fee: Rs 59,000/- (including GST)
EMD: Rs 5.00 lacs

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e-BID NOTICE

FOR

"REQUEST FOR PROPOSAL (RFP) FOR
SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT OFFLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH

Online eBids are invited from eligible agencies for empanelment with UPDESCO/GoUP (Government of Uttar Pradesh) for "**EMPANELMENT TO CONDUCT OFFLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH**" up to 1200 hours of 09 April 2018. The eBids shall be opened on 10 April 2018 at 1730 Hours at the Office of UPDESCO. The details of submission of eBids are provided in the RFP document available on the eTender Portal http://etender.up.nic.in. The Department reserves the right to cancel any or all the eBids or annul the Bidding process without assigning any reason thereof.

Managing Director
UPDESCO

eBid Reference no.: GoUP_Offline_Exam_2018

TATA CONSULTANCY SERVICES LTD. MUMBAI

Request for Proposal (RFP) for "SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT OFFLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH"

Uttar Pradesh Development Systems Corporation Limited on behalf of Government of Uttar Pradesh invites bids for "SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT OFFLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH". The objective for the selection of agencies is to provide robust system for conducting offline examinations across different departments of the Government.

UPDESCO is a premier Public Sector Undertaking of Government of Uttar Pradesh (GoUP). It was set-up in March, 1977 under the administrative control of Planning Department. In 1999, it was brought under the Department of Information Technology & Electronics (IT&E), GoUP. UPDESCO provides system's back-up to Government and Non-Government Organizations (NGOs). It identifies and estimates the magnitude of problems and suggests the best possible method of improvement.

Information Technology (IT) and IT enabled Services (ITeS) are the core strength of this Public Sector Undertaking (PSU). UPDESCO is a State Nodal Agency for providing services related to IT and ITeS. Its domain ranges from procurement and supply of Computer Hardware, Software, Training, Consultancy and Human Resources.

Over the years, UPDESCO has completed numerous assignments, valued at several million rupees. It was instrumental in setting up the MeitY funded core infrastructure project such as UP State Data Center (SDC).

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SECTION I: LETTER OF INVITATION

1. Through this Request for Proposal (RFP), it is intended to invite e-Bids for "**SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT OFFLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH"**
2. Bidders are advised to study the eBid document carefully.
3. Submission of eBids against this tender shall be deemed to have been done after careful study and examination of the procedures, terms and conditions of the eBid document with full understanding and its implications.
4. The Corporation may, at its own discretion, extend the date for submission of eBids. In such case all the rights and obligations of the Corporation and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
5. UPDESCO proposes to empanel reputed agencies for conducting and managing any recruitment related processes for various government departments in Uttar Pradesh. The agencies should possess relevant experience of providing similar services to the government departments / private enterprises. The empanelment of the agencies would be for a definite period.
6. The empanelled bidders would be expected to give their bid every time a department wants to conduct an examination or conduct a process for recruitment. The above mentioned support would be for a definite period and will not amount to employment obligation on part of departments.
7. Bidders will be empanelled at State level for their services in the indicative list of areas defined in Scope of Work in this RFP. The empanelment will be initially for a period of 36 months, which can be extended for further 24 months.
8. The response to this RFP by the bidder needs to be supported by adequate documentary credentials, reflecting Bidder's expertise in similar projects. The selection of agencies for empanelment shall depend on the credentials provided by them with respect to organization capability, capacity, presence and strength of resources.
9. The eBid document is available on eTender portal http://etender.up.nic.in. Interested Bidders may view, download the eBid document, seek clarification and submit their eBids online along with hard copy of the same on eTender portal http://etender.up.nic.in, up to the date and time mentioned in the table below:

e-Bid Reference No.	GoUP_Offline_Exam_2018
Purpose	Request For Proposal (RFP) For "SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT OFFLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH"
Date of Publication of e-Bid notice	10 March 2018 on e-Tender Portal http://etender.up.nic.in
Last date for submission of e-Bids on e-Tender portal	09 April 2018 up to 1200 Hours
Site for Submission of e-Bids	eTender Portal http://etender.up.nic.in
e-Bid Inviting Officer	Managing Director, UPDESCO/GoUP
Pre-bid meeting	16 March 2018 at 1500 hours Venue: UPDESCO Office, Lucknow
Date of Opening of Technical eBids	10 April 2018 at 1730 Hours or afterwards
Venue of Opening of eBids	Conference Hall, 2nd Floor, Uptron Building, Gomti Nagar, Lucknow
UPDESCO email addresses	mdupdesco.up@gmail.com
Contact number	0522-2307803
EMD	Rs 5,00,000 /- (Rs Five Lac only) in the form of Demand Draft or Bank Guarantee issued by a scheduled/ nationalised bank in the name of " Uttar Pradesh Development Systems Corporation Limited" payable at Lucknow
Tender Fee	Rs 59,000 /- (Rs fifty nine thousand only) in form of Demand Draft issued by a scheduled/ nationalised bank in the name of " Uttar Pradesh Development Systems Corporation Limited" payable at Lucknow

UPDESCO/GoUP reserves the right to cancel any or all the eBids or annul the eBid process without assigning any reason thereof.

10. The Bidders must upload all the required documents electronically in the PDF format only on eTender portal http://etender.up.nic.in. It is suggested that the PDF Files should be made in gray scale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the eTender portal http://etender.up.nic.in. The required electronic documents for each document label of Technical (Fee details, Annexure etc) schedules/packets can be clubbed together to make single different files for each label. The size of Single label file should not exceed 20-25 MB size.

SECTION II: INSTRUCTIONS TO BIDDERS (ITB)

1. DEFINITIONS

In this Contract, the following terms shall be interpreted:

1 "Purchaser" means the Purchaser with which the selected Bidder will sign the Contract for the service. In this Project, the purchaser will be the concerned department of GoUP for which the task will be performed and "e-Bid" means the Technical proposal.

2 "Client Department" or "Department" means the entity willing to conduct examination

3 "Instructions to Bidders" means the document which provides interested Bidders with all information needed to prepare their Bids. This document also details out the process for the selection of the agencies for empanelment to carry out the work mentioned in this tender document.

4 "Scope of work" (SOW) means Scope of work mentioned in Section III: Terms of Reference of the RFP which explains the objectives, Scope of work, activities, tasks to be performed, and expected results and deliverables of the assignment, respective responsibilities of the Purchaser and the Bidder.

5 "The Contract" means the agreement entered into between Client Department and the selected empanelled agencies, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;

6 "The Contract rates" mean the charges for providing services to execute the assignment shall be payable to the selected empanelled agencies under the Contract/Work Order for the full and proper performance of its contractual obligations with the various departments of Uttar Pradesh;

7 "Day" means a calendar day.

2. THE BIDDING DOCUMENT

1. Availability of eTender Document

This eTender document is available on the eTender portal http://etender.up.nic.in to enable the Bidders to view and download the Bidding document, submit their eBids online up to the last date and time mentioned in eTender document only on eTender portal http://etender.up.nic.in and also hard copy of the same in the office of UPDESCO.

2. Contents of eTender Document

The nature and types of various consultancy services required, Bidding procedure, terms and conditions etc. are prescribed in the eTender document. The eTender document includes:

- SECTION-I : LETTER OF INVITATION
- SECTION-II : INSTRUCTIONS TO BIDDERS (ITB)
- SECTION-III : TERMS OF REFERENCE(TOR) AND SCOPE OF WORK (SOW)
- SECTION-IV : BIDDER'S ELIGIBILITY CRITERIA & METHOD OF SELECTION, EVALUATION PROCESS
- SECTION V : STANDARD TERMS AND CONDITIONS
- SECTION VI : Technical Proposal Submission Form (Annexure I-III)
- Format of Proforma of Bank Guarantee towards Performance Security (Annexure IV)

The Bidders are expected to examine all the instructions, forms, terms and conditions, requirements and qualifications in the eTender documents. Failure to furnish all the information required as per the Bidding documents or submission of an eBid not responsive to the eTender document in every respect will be at the Bidder's risk and may result in the rejection of his eBid.

3. Clarifications of eTender Documents

A prospective Bidder requiring any clarification of the eTender documents may raise his point of clarification to UPDESCO, GoUP's e-mail **mdupdesco.up@gmail.com**and updesco@nic.in in the form of .pdf file and also editable (Word or Excel) file.

4. Amendment of eTender Document

At any time prior to the deadline for submission of eBids, the UPDESCO, GoUP may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the eTender document by amendments. Such amendments shall be posted/ uploaded on the eTender portal http://etender.up.nic.in through corrigendum and shall form an integral part of the eBid documents. The relevant clauses of the eTender documents shall be treated as amended accordingly, in terms of corrigendum(s).

It shall be the sole responsibility of the prospective Bidders to check the eTender portal http://etender.up.nic.in from time to time for any amendment in the eBid document. In case of failure to get the amendments, if any, the UPDESCO/GoUP shall not be responsible for any negligence on part of the Bidder.

In order to allow prospective Bidders a reasonable time to take the amendment into account in preparing their eBids, UPDESCO/GoUP at its discretion, may extend the deadline for the submission of eBids. Such extensions shall be posted/up-loaded on the eTender portal http://etender.up.nic.in.

3.PREPARATION & SUBMISSION OF eBIDS

1.Documents constituting the eBid

The eBids prepared by the Bidder shall comprise of Technical Proposal Submission Form (Annexure I, II and III) and other documents required for eligibility criteria and technical evaluation criteria

2. Documents Establishing Bidder's Qualification

The Bidder shall furnish documents establishing the Technical qualification to perform the Contract. The Bidder electronically in the PDF format should submit the documentary evidence in support of the information furnished. The Bidder's eligibility criteria and selection procedure are defined in the eTender document.

It is suggested that the PDF files should be made in gray scale using the minimum readable appropriate resolution so that the size of the files is minimized for fast uploading on the eBid portal.

3. Period of Validity of eBids.

e-Bids shall remain valid for 180 days after the date of opening of eBids prescribed by the UPDESCO/GoUP. An eBid with validity of a shorter period than specified shall be rejected by the UPDESCO/GoUP as non-responsive.

4. Format and Signing of eBids

The person authorized to sign the eBids before converting them into PDF and uploading them as bidding documents shall also sign all the pages/documents of the eBid.

5. Submission of eBids

The eBid Submission module of eTender portal http://etender.up.nic.in enables the bidders to submit the eBid online against the eTender published by the UPDESCO/GoUP. Bid Submission can be done only from the Bid Submission start date and time till the eBid Submission end date and time given in the eBid. Bidders should start the eBid Submission process well in advance so that they can submit their eBid in time. The Bidders should submit their Bids considering the server time displayed in the eTender portal. This server time is the time by which the Bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the eTender schedule. Once the eBid submission date and time is over the Bidders cannot submit their eBid. For delay in submission of eBids due to any reasons, the Bidders shall only be held responsible.

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The Bidders have to follow the following instructions for submission of their eBids: For participating in eTender through the eBidding system, it is necessary for the Bidders to be the registered users of the eTender portal http://etender.up.nic.in. For this, the Bidders have to register themselves by depositing a fee of Rs 6000/- (Rupees Six thousands only) in the office of UP Electronics Corporation Ltd, 10, Ashok Marg, Lucknow - 226001 for getting a valid User ID and password and the required training/ assistance etc. on eTender portal http://etender.up.nic.in. The Bidders may contact UPDESCO at the contact details given in Section I of eTender document.
In addition to the normal registration, the Bidder has to register with his/her Digital Signature Certificate (DSC) in the eBidding system and subsequently he/she will be allowed to carry out his/her eBids submission activities. Registering the Digital Signature Certificate (DSC) is a onetime activity till its validity. Before proceeding to register his/her DSC, the Bidder should first log on to the eBidding system using the User Login option on the home page with the Login Id and Password with which he/ she has registered as enumerated in the preceding paragraph above.

For successful registration of DSC on e-Procurement portal http://etender.up.nic.in the Bidder must ensure that he/she should possess Class-2/ Class-3 DSC issued by any one of certifying authorities approved by Controller of Certifying Authorities, State government of India. The Bidder may also apply to office of UPDESCO, for getting DSC at the address given in the preceding paragraph above on a prescribed form available at UPDESCO's website, along with the payment of fee of Rs 1704/- per person, The Bidder is also advised to register his/her DSC on eTender portal well in advance before Bid submission end date so that he/she should not face any difficulties while submitting his/her eBid against this eTender. The Bidder can perform User Login registration/creation and DSC registration exercise as described in preceding paragraphs above even before eBid submission date starts. UPDESCO shall not be held responsible if the Bidder tries to submit his/her eBids at the last moment before end date of submission but could not submit due to DSC registration or any other technical problems.

The Bidder can search for active Bids through "Search Active Bids" link, select a Bid in which he/she is interested in and then move it to 'My Bids' folder using the options available in the eBid Submission menu. After selecting and viewing the Bid, for which the Bidder intends to eBid, from "My Bids" folder, the Bidder can place his/her Bid by clicking "Pay Offline" option available at the end of the view Bid details form. Before this, the Bidder should download the Bid document and study it carefully. The Bidder should keep all the documents ready as per the requirements of eBid document in the PDF format.

After clicking the 'Pay Offline' option, the Bidder will be redirected to the Terms and Conditions page. The Bidder should read the Terms & Conditions before proceeding to fill in the Processing Fee offline payment details. After entering and saving the Processing fee details, the Bidder should click "Encrypt & Upload" option given in the offline payment details form so that "Bid Document Preparation and Submission" window appears to upload the required documents Technical Proposal Submission Form etc. (Annexure "I" to Annexure "III") of this eBid(RFP) document. The details of the Demand Draft or any other accepted instrument which is to be physically sent in

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original before Bid submission and date and time, should tally with the details available in the scanned copy and the data entered during eBid submission time otherwise the eBid submitted will not be accepted.

Before uploading, the Bidder has to select the relevant Digital Signature Certificate. He may be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the Bidder should click "Browse" button against each document label in Technical schedules/packets and then upload the relevant PDF files already prepared and stored in the Bidder's computer. The required documents for each document label of Technical. Schedules/packets can be clubbed together to make single different files for each label.

The Bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the Bid documents are digitally signed using the DSC of the Bidder and then the documents are encrypted/locked electronically with the DSC's of the Bid openers to ensure that the Bid documents are protected, stored and opened by concerned Bid openers only.

After successful submission of eBids, a page giving the summary of eBid submission will be displayed confirming end of eBid submission process. The Bidder can take a printout of the Bid summary using the "Print" option available in the window as an acknowledgement for future reference.

6. Deadline for Submission of eBids

e-Bids must be submitted by the Bidders on eTender portal http://etender.up.nic.in, not later than the date and time specified in this eTender document.

UPDESCO may extend this deadline for submission of eBids by amending the eTender document, in which case all rights and obligations of UPDESCO and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

UPDESCO shall not consider any request for date-extension for eBid-submission on account of late downloading of eTender (RFP) by any prospective Bidder. e-Bids should be uploaded on eTender portal http://etender.up.nic.in on or before the date and time as mentioned in Section I.

7. Late e-Bids

The server time indicated in the Bid Management window on the eTender portal http://etender.up.nic.in will be the time by which the eBids submission activity will be allowed till the permissible date and time scheduled in the eTender. Once the eBids submission date and time is over, the Bidder cannot submit his/her Bid. Bidder has to start the eBid Submission well in advance so that the submission process passes off smoothly. The Bidder only, will be held responsible if his/her eBids are not submitted in time due to any reasons.

8. Withdrawal and Resubmission of e-Bids

At any point of time, a Bidder can withdraw his/her eBids submitted online before the eBids submission end date and time. For withdrawing, the Bidder should first log in using his/ her Login Id and Password and subsequently by his/ her Digital Signature Certificate on the e-procurement portal http://etender.up.nic.in. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder will be displayed. Click "View" to see the details of the Bid to be withdrawn. After selecting the "Bid Withdrawal" option, the Bidder has to click "Yes" to the message "Do you want to withdraw this Bid?" displayed in the Bid Information window for the selected Bid. The Bidder also has to enter the Bid Withdrawing reasons and upload the letter giving the reasons for withdrawing before clicking the ”Submit" button. The Bidder has to confirm again by pressing "Ok" button before finally withdrawing his/her selected Bid. Once the Bidder has withdrawn his /her Bid he/she cannot re-submit this Bid again.

The Bidder can resubmit his/ her eBids as and when required till the Bid submission end date and time. The new one bid will replace the eBids submitted earlier. The payment made by the Bidder earlier will be used for revised eBids and the new Bid submission summary generated after the successful submission of the revised eBids will be considered for evaluation purposes. For resubmission, the Bidder should first log in using his/ her Login ID and Password and subsequently by his/ her Digital Signature Certificate on the eTender procurement portal http://etender.up.nic.in. The Bidder should then select "My Bids" option in the Bid Submission menu. The page listing all the Bids submitted by the Bidder will be displayed. Click "View" to see the details of the Bid to be resubmitted. After selecting the "Bid Resubmission" option, click "Encrypt & Upload" to upload the revised eBids documents by following the methodology provided in clause 9 (submission of eBids) above.

The Bidders can submit their revised Bids as many times as possible by uploading their eBids documents within the scheduled date & time for submission of eBids.

No eBids can be resubmitted subsequently after the deadline for submission of e-Bids.

9. Receipt and Opening of eBids by the Purchaser

Bidders are advised to submit their eBids with for eligibility and Technical criteria and other documents on eTender portal. Please note that prices should not be quoted in the Technical Bid.

On receipt on eTender portal, the technical proposals will be opened by Tender Evaluation Committee (TEC) members in the office of UPDESCO, U.P.

UPDESCO/GoUP will open all eBids, in the presence of bidder's authorized representatives who choose to attend at venue, date and time mentioned in Section I. The bidder's representatives who are present shall record their attendance on the attendance sheet. In the event of the specified date of eBid opening being declared a holiday for the Purchaser, the eBids shall be opened at the appointed time and place on the next working day.

The bidder's names & the presence and other details as the Purchaser at its discretion may consider appropriate, will be announced at the opening of the eBids. The names of such bidders not meeting the qualification requirement shall be notified subsequently.

The Technical Bids of only those Bidders shall be further evaluated who fulfil the Pre Qualification criteria as given in the RFP

10. Cost of preparation of eBids to be borne by the Bidder

Cost of preparation of the eBids shall be borne by the Bidder regardless of the outcome of the bids.

11. Notification of Award to Bidder

Prior to the expiry of the Bid validity period, UPDESCO/GoUP will notify the successful bidders in writing or by fax or email, to be confirmed in writing by letter (LoI) of empanelment.

12. Failure to abide by Empanelment

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of empanelment, in which event UPDESCO/GoUP may annul the empanelment and UPDESCO/Client Department may also take any other suitable actions against such bidder like forfeiture of Performance Bank Guarantee.

13. Bank Guarantee for Performance

The empanelled Bidder shall at his own expense deposit an unconditional and irrevocable Performance Bank Guarantee (PBG) of amount equal to 10 % of the project value from a Scheduled Bank acceptable to the client Department, payable on demand, for due performance and fulfilment of the Agreement by the Bidder. The PBG shall have to be submitted to the client Department within 15 (fifteen) days of issuance of Work order/ LoI to the empanelled bidder by the client department.

All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Guarantee shall be borne by the empanelled Bidder. The Performance Guarantee shall be valid for six months beyond the contract/ agreement period. The Performance Bank Guarantee may be discharged/ returned by the client Department upon being satisfied that there has been due performance of obligations of the Bidder under the Agreement. However, no interest shall be payable on Performance Bank Guarantee.

SECTION III: TERMS OF REFERENCE (TOR) AND SCOPE OF WORK (SOW)

Background:

UPDESCO, a Public sector Undertaking of IT & Electronics Department, GoUP has been assigned responsibility to empanel Agencies having experience of conducting Online & Offline exams.

1. Scope of Work for Offline (OMR Based) Examination

UPDESCO invites agencies who can take responsibility to conduct offline (OMR) based examinations for various departments in the state. The scope of the work will include but not limited to carrying out all activities of pre examination, examination and post examination phase as per requirement of various departments of Uttar Pradesh. GoUP is looking for an end to end Examination Solution/ Platform where multiple exams can be conducted simultaneously by different departments. The selected agencies are expected to take responsibility of entire examination lifecycle with highest level of integrity, security and meticulously perform it in a professional way. Bidder shall adhere to following scope:

1.1.1 Application Handling:

- The Bidder should design the application for candidates to register themselves for the offline (OMR based) Examination. Bidder would require to integrate online payment gateway with advised vendors.
- The generated database must include all the details entered in the application forms completely with 100% accuracy.
- The Bidder should make provisions for admit card download. The candidate should be able to download and take a printout of the successfully filled applications. The Bidder should make provisions for admit card download with randomization of exam center as per the requirement of client department.
- The bidder should have all the necessary components and dependency of source code of the examination system in place so that any change required can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes.

1.1.2 Question Paper work

One of the most critical aspects for examination is the security of question paper content for the entire exam life cycle.

Content Creation Process

1. For each shift Bidder shall prepare two question papers one primary and one backup as per the syllabus / guidelines provided by the client department. The client department shall provide the bidder syllabus of the question paper and details of difficulty level.
2. Each question paper should have multiple sets of question paper (as per client department requirement) with same question but with change sequence. The standard of difficulty in each question paper would be of same nature.
3. Randomisation of questions across all the sets should be ensured.
4. If there are multiple shifts then difficulty level in each set should be the same.
5. The sets should be in bi-lingual language (Hindi and English). Translation of question papers shall also be done by the Bidder.
6. Question paper design as such should be printed on quality white / off white paper with thickness 56 GSM or more.
7. Each question papers staple from left hand side twice and sealed from other three sides
8. Supply of question paper to all the centres should be as per the count of candidates - In offline exam Question Paper creation and distribution should be lie with bidder so that in case of leakage responsibility can be fixed.
9. Bidder is the owner of the end to end Question Paper creation process and shall have the ownership of content creation, printing of Question Paper, securing the QP in sealed envelope, distribution to exam center and collection of unused Question Paper.

Role of Bidder shall also include:

i Secured printing of the question paper

ii Collection of Question paper at and from the examination center shall be handled by Bidder.

1.2.3 OMR Answer Sheet designing, printing and Supply:

Role of Bidder will include:-

i OMR answer sheet design (Ball point pen / pencil markable)

ii Providing of OMR answer sheets with provision for carbonless copy.

iii Delivery and collection of OMR Answer Sheets at and from examination centers.

iv The Bidder will take necessary steps for scanning of the OMR sheets at the centralised client department premises immediately after the exam is conducted in presence of the authorized representative of the client department and hand over the OMR sheets to the client department.

v Thickness of original OMR sheet shall be minimum 105 gsm while that of copies would be minimum 60 gsm. The three leaves of the OMR sheets shall be printed in different colours.

vi The bidder shall also provide necessary packing materials for packing of the OMR sheets (tamper-proof envelopes) at the examination center for proper packing and dispatch the same to the client department.

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1.2.4 Conduct of Examination

Role of Bidder will include: -

I. The Bidder shall identify required exam centres as per the client department requirement in cities of Uttar Pradesh which shall be finalised by the department. The centers should be well connected with railway stations & bus stands and preferably be government schools/ colleges. Exam centers should be neat & clean secured place with proper ventilation, light and fan, fresh drinking water, proper sitting arrangement, fire-fighting instrument in working condition, first aid box and other basic amenities

II. The exam center should have a safe and secure place adequately guarded for keeping the examination papers and other related material

III. Ensuring physical security including at exam center (The objective of physical security is to safeguard personnel, information, equipment, IT/ Non IT infrastructure, CCTV, facilities and any other assets at the examination center and other strategic places.) The client department shall seek support from district administration for sufficient security arrangement.

IV. Providing of Center-wise, Roll No. wise, Name wise list of Respondents

V. Deployment of center superintendent, invigilators and other staff at each Centre

VI. Pre-defined center seating arrangement/ plan

VII. List of candidates with roll number appearing at each examination center

VIII. Room wise attendance sheet with roll number, colour photograph, signatures of candidate and desk slips

IX. Supply of various report forms which are to be filled by the center in-charge

X. Supply of tamper-proof packaging material for packing of attendance sheets and other materials comprising labelled envelopes for easy handling and administration

XI. Dispatch of sealed question paper & OMR sheets to Centre Superintendent

XII. Providing of instructions to test centres.

XIII. The candidate's, biometric (photograph/ fingerprint) shall be captured and uploaded to Bidder's data center in a secured manner. This information shall be used to cross check the identity of the candidate at the next stages of examination.

XIV. Sufficient number of devices shall be deployed at each examination center. For each candidate, details shall be entered into the device and physical verification with photograph displayed on the device shall be done. If the photo matches, fingerprint etc. shall be captured on the biometric device.

XV. The bidder shall monitor and supervise Exam Centre activities on monitoring control room equipped with all the necessary equipment to be installed by the Bidder. The data should be real time data generated from each Exam Centre during the examination.

XVI. The bidder shall deploy one center superintendent, adequate number of invigilators and other support staff at each examination center.

XVII. The bidder shall prepare a standard examination procedure in consultation with the client department.

XVIII. The bidder shall allot examination centers to candidates as per the instructions of client department

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XIX. The bidder would conduct centre preparedness exercise a day before the exam in coordination with client department.

Collection of test materials e.g. Unused question papers, answer sheets, Admit cards on completion of examination and sealing under supervision of examination observer, center superintendent and authorized officers. The answer sheet should be in triplicate. Immediately after completion of the test, the candidate carbonless copy of the answer sheets should be handed over to the candidates concerned, if required. The second carbonless copy should be separated and sealed and kept at client department premises to assist in case of dispute. Each copy shall have the same bar code

Exams should be conducted under adequate security management from district administration.

1.2.5 <u>Post Examination Activities:</u>

A.

i Opening of sealed answer sheets and tallying with attendance sheet to ascertain absentee data. A report along with the attendance sheet to be sent to examination Section of the client department.

ii Double scanning of answer sheets with scanners of different threshold value in the presence of the client department and the selected Agency.

iii Identification of double marking and other errors, highlighted by OMR machine / scanners.

iv Answer Database to be compared with correct answers to give the score for each Respondent.

v Scanned data of the recruitment process in signed CD/DVD is to be submitted by the bidder to the client department in sealed envelope on daily basis or periodically as specified by the client department.

vi Perform manual counter checking of results randomly

vii Generate checklist of error records and absentees

vii Jumbling index, key answers for sets (number as pre-defined by the client department) of question papers.

viii Final processing of answer data

ix Generation of merit list of candidates for each category as per the guidelines received from client department.

B.

i The bidder shall upload the answer key of all the series of question papers for candidates' responses for three days (or as required by the client department) from the last day last sitting of the examination of the respective posts.

ii The bidder should be able to provide response sheet to candidate in the form of evaluated scanned OMR sheet, with number of correct and wrong answer.

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iii Sealed answer sheets shall be brought to a centralised client department premises from all the examination centres for safe, secured and confidential scanning.

iv The candidates are at liberty to lodge their complaint in the designated website, if any, with regard to their examination result and the Bidder will dispose of all the complaints received through website, in consultation with the concerned cline department

v The Bidder will keep the portal open for 3 days after the examination to receive representation of the candidates in respect of the answer keys. After receipt of the representation of the candidates, the bidder will upload the final answer key within 5 days.

vi The bidder shall monitor and supervise exam centre activities on monitoring console to be installed by the bidder.

vii Mismatch settlement in case asked by the client department. A signed copy of the same shall be shared by the bidder with the end client department.

viii The Bidder shall provide documented inputs and support for handling

a Candidates queries

b RTI queries

c Court Cases

1.2.6 <u>Question Paper Management</u>

- The bidder will be responsible for Administration, Moderation of Question Paper for Various Examinations.
- Questions will be of MCQ type
- The question paper can be bilingual (English and Hindi)

Apart from the above, the bidder shall also support the concerned Department as per the requirement

1) Assistance in counseling post examination
2) Assistance in conducting interview
3) Facilitating Physical test
4) Facilitating health test wherever applicable
5) Assistance in online police verification wherever applicable

A helpline number will be provided by the bidder with SMS and email facility for answering queries of the candidates which shall be available throughout the recruitment process.

The aforesaid scope of work is indicative in nature and the actual scope, responsibilities, requirements and activities may get changed as per the requirement of the examinations, by the concerned department

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1.2 Scale of Operations:-

The scale of operations will be defined by the respective departments at the time of engagement in the scope of work for conducting the examinations.

1. **Resource Deployment (Eligibility Criteria and Qualifications) :**

The agency need to deploy adequate resources as per the need of the respective departments individually to successfully conduct the examination and any process thereafter. The detailed criteria of the required resources may or may not be given by the client departments

2. **Project Deliverables and Payment:**

The detailed breakup of payment would be shared by the individual departments along with the scope of work and details of assignment at the time of calling Financial Bids.

Note:

- Consortiums or sub – contracting will not be allowed.
- Duration of empanelment would be of 36 months which may be extended further for 24 months.

The aforesaid scope of work is indicative in nature and the actual scope, responsibilities, requirements and activities may get changed as per the requirement of the examinations, by the concerned department

SECTION IV: BIDDER'S ELIGIBILITY CRITERIA & METHOD OF SELECTION, EVALUATION PROCESS

UPDESCO aims to empanel agencies having relevant experience of conducting and managing the offline examination process. Bidders shall be empanelled at State level for conducting the exams and assist in the processes after the exams for indicative list of areas defined in Scope of Work in this RFP. The evaluation of the eBids shall be carried out by Tender Evaluation Committee (TEC), which shall be constituted by UPDESCO/ GoUP consisting of members from finance, legal and technical department of UPDESCO/ GoUP.

Those bids will be summarily rejected as being non responsive which are unsigned, incomplete, not responding to the TOR fully/ properly or with lesser validity than that prescribed in the RFP.

The bid evaluation for empanelment shall be conducted by the Tender Evaluation Committee in below two stages:

1. Eligibility Criteria
2. Technical Evaluation Criteria

1. Eligibility Criteria: All of thebelow eligibility criteria are to be met to qualify for technical evaluation

S. No.	Eligibility Criteria	Documents Required
1	The bidder must registered in India under the Companies Act, 2013 for at least five years as on bid submission date	Certificate of Incorporation
2	Average annual turnover of the bidder in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 15 Crore	Audited Financial statement or CA Certificate
3	Average annual turnover of the bidderfrom offline exam projectsin last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 5 Crore	CA Certificate
4	The bidder should have positive net worth for last three financial years i.e. (FY 14-15, FY 15-16 and FY 16-17)	CA Certificate
5	The bidder should have at least 200 employees on its payroll	Certificate from Company Secretary/Certificate from HR Head counter signed by Authorized signatory
7	The bidder should have valid GST Identification no.	GSTIN Certificate

S. No.	Eligibility Criteria	Documents Required
8	The bidder must have successfully executed 5 Offline {OMR based} examination against different advertisements in India of minimum value of INR 1Crores each in last 5 years	LOI/Contract/Client certificate / Work Order
9	The bidder must have conducted offline exam with 5,00,000 or more candidates in a single offline examination	LOI/Contract/ Client certificate / Work Order/ Authorised signatory certificate
10	The bidder must have the experience of scanning minimum 2 lakh OMR sheets and database generation in a single exam in last 3 years	LOI/Contract/ Client certificate / Work Order/ Authorised signatory certificate
11	The bidder must own the complete source code of the software being used for conducting the exam. They must have the copyright of the source code and all its components.	Self-declaration by the authorised signatory
12	The bidder must have primary data center with DR site infrastructure for data Security. Both the Data Centres should be located in India in different seismic zones.	Self-declaration by the authorised signatory
13	The bidder must have ISO 9001 & ISO 27001 certification.	Copy of certificates
14	The bidder should not be blacklisted by the central government/ any State Government/ Public Sector Units in India	Self-declaration by the authorised signatory
15	Authorisation of Bidder's signatory	Power of Attorney/ Board Resolution

2. Technical Evaluation Criteria

The bidder(s) fulfilling the eligibility criteria shall be considered for Technical evaluation. The criteria for technical evaluation is as follows:

S. No.	Evaluation Criteria	Maximum Marks	Document Required
1.	**Experience of Bidder**	**100**	
1.1	Average annual turnover (AAT) of the bidder in last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR 15 Cr ≤ AAT ≤ INR 20 Cr: 2.5 marks INR 20 Cr <AAT ≤ INR 30 Cr: 5 marks	10	CA Certificate

S. No.	Evaluation Criteria	Maximum Marks	Document Required
	INR 30 Cr < AAT ≤ INR 40 Cr: 7.5 marks INR 40 Cr < AAT : 10 marks		
1.2	Average annual turnover (AAT)of the bidder from offline exam projects in last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR 5 Cr ≤ AAT ≤ INR 10 Cr: 2.5 marks INR 10 Cr <AAT ≤ INR 15 Cr: 5 marks INR 15Cr < AAT ≤ INR 20 Cr: 7.5 marks INR 20 Cr < AAT: 10 marks	10	CA Certificate
1.2	Number of employees on bidder's payroll: 200 – 300: 4 marks 301 – 400: 8 marks 401 – 500: 12 marks 501 – 600: 16 marks Greater than 600 employees: 20 marks	20	Certificate from the Company Secretary/ Self-certification signed by HR head and counter signed by Authorized signatory
1.3	Approach & Methodology: •Understanding of the scope of the project, Project Approach and methodology, Project Plan and Challenges Faced - **5 Marks** •Completeness and comprehensiveness of Solution and Functional Demonstration of Solution and Design - **5 Marks** **Maximum Marks- 10 marks**	10	Presentation
1.4	Experience of having execution of end to end recruitment/ exam processing work for government/ any State Government/ Public Sector Units in India 3 marks for each project.	15	Copy of Work Order / LOI / LOA / Agreement / Client certificate / Completion certificate
1.5	Prior experience of scanning OMR sheets & database generation in a single examination 2Lakhs≤ Number of OMR sheet≤ 3Lakhs: 2.5marks 3 Lakhs<Number of OMR sheet<4Lakhs: 5 marks 4 Lakhs<Number of OMR sheet≤ 5Lakhs: 7.5 marks 5 Lakhs<Number of OMR sheet: 10 marks	10	Copy of Work Order / LOI / LOA / Agreement / Client certificate / Completion certificate
1.6	The bidder must have authorized and globally accepted software certifications • ISO 9001 : 3 Marks	15	Valid copy of certificate

S. No.	Evaluation Criteria	Maximum Marks	Document Required
	• ISO 20000-1 : 3 Marks • ISO 27001 : 3 Marks • CERT-In : 3 Marks The Bidder's maturity in software development based on CMMi Levels: • CMMi Level 3----------1 Mark OR • CMMi Level 4----------2 Marks OR • CMMi Level 5----------3 Marks **Maximum Marks : 15 Marks**		
1.6	Number of biometric captured in offline exam per shift • 1,00,000 – 2,00,000: 5 marks • 2,00,001 – 4,00,000: 7 marks • More than 4,00,000: 10 marks	10	Authorised signatory declaration
	Total	**100**	

Bidder has to score minimum 60 marks to be technically qualified.

3. Methodology for Selection of agencies for empanelment

- The bidders qualifying the technical evaluation criteria as per the Tender Evaluation Committee shall be issued Letter of Empanelment by GoUP.
- The list of empanelled bidders shall be shared with the departments of Government of Uttar Pradesh.
- The concerned client department(s) shall share the detailed requirement (including scope of work, selection criteria etc.) with the empanelled agencies before calling of Financial Bids.
- Empanelled agencies will be required to submit the Financial bid as a response to the requirement
- The empanelled agencies whose Financial bid is found to be most responsive as per the selection criteria prescribed by the client department would be awarded the work order/contract by the client department.

4. Negotiations

Normally, there would be no post RFP negotiations.

5. Award of Empanelment

The bidders qualifying the technical evaluation criteria as per the Tender Evaluation Committee shall be issued Letter of Empanelment by GoUP.

6. Contract Agreement

- The end Client Department will sign a separate agreement with the empanelled selected bidder. All the terms and conditions shall also be applicable under the Contract as per the RFP for empanelment.

7. Confidentiality

The selected firm will treat all data and information as confidential about the purchaser obtained during the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Purchaser.

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SECTION V – STANDARD TERMS AND CONDITIONS

Without limitation on the generality of this rule, agency shall not be permitted to perform themselves directly or indirectly in totality or in part, by any of its associated company/Firm/society or any entity with business interest, any of the subsequent implementation job concerned with the Project, for which the assignment has been awarded to the agency

Format of Agreement

This AGREEMENT (hereinafter called the "Agreement") is made on the _____, 2018, between _____ (hereinafter referred to as the "Client Department" which term or expression, unless excluded or repugnant to the subject or context, shall mean and include its successors-in office and assignees) of the First Part and M/s_____ (herein after called the "Agency") of the Second Part.

WHEREAS

a) Client Department intends to conduct online examination for the post of …… using the services of Agency M/s ……. as per the Scope of Work described in the RFP for empanelment and as described in the Financial Bid document published by the Client Department.

b) The Agency in pursuance of its Technical and Financial proposal shall undertake the work for Client Department as per scope and scale of examination requirements defined in the Technical and Financial proposals.

c) The selected Agency shall at his own expense deposit an unconditional and irrevocable Performance Bank Guarantee (PBG) of amount equal to 10 % of the project value from a Nationalised/Scheduled Bank valid till 6 months beyond the contract period payable on demand, for due performance and fulfilment of the Agreement by the Agency. The PBG shall have to be submitted to the client Department within 15 (fifteen) days of issuance of Work Order/ LoI to the empanelled bidder by the client department.

d) All the terms and conditions shall also be applicable as per the empanelment under the agreement signed between end client department and Successful Bidder.

NOW, THEREFORE, IT IS HEREBY AGREED between the parties as follows:

1. The following documents attached hereto shall be deemed to form an integral part of the Agreement:

(a) Annexures of the Agreement
(b) Request for Proposal (RFP) and Corrigendum uploaded for Empanelment
(c) Financial Proposal of Client Department
(d) Financial Bid submitted by selected Agency

2. The mutual rights and obligations of the "Client Department" and the "Agency" shall be as set forth in the Agreement,

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be signed in their respective names as of the day and year first above written.

In presence of	Signed by
(Witnesses)	For and on behalf of Client Department
(i)	
(ii)	(Authorized Representative)
(Witnesses)	For and on behalf of Agency
(i)	
(ii)	(Authorized Representative)

1.Application

The proposal offer should contain all the work envisaged under the scope of work, Key points mentioned under and those proposals giving only part of the work would be rejected. Detailed scope of work is mentioned in Section-III.

2. Conflict of Interest

The selected firm shall not receive any remuneration in connection with the assignment except as provided in the contract. The selected firm and its affiliates shall not engage in activities that conflict with the interest of the client under the contract and shall be excluded from downstream supply of goods or construction of works or purchase of any asset or provision of any other service related to the assignment other than a continuation of the Services" under the ongoing contract. The selected firm should provide professional, objective and impartial advice and at all times hold the client's interests paramount, without any consideration for future work, and that in providing advice they avoid conflicts with other assignments and their own corporate interests. Firm services shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of being unable to carry out the assignment in

the best interest of the Employer. Without limitation on the generality of the foregoing, firm services shall not be hired, under the circumstances set forth below:

a. Conflict between firm activities and procurement of goods, works or services: A Firm's concern that has been engaged to provide goods, works, or services for a project, and each of its affiliates, shall be disqualified from providing services related to those goods, works or services. Conversely, a firm concern hired to provide desired services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or services for such preparation or implementation.
b. Relationship with Employer's staff: Firms employees (including their personnel an sub-contractors) that have a business or family relationship with such member(s) of the Employees (UPDESCO/UPLC/GoUP) staff or with the staff of the project implementing agency, who are directly or indirectly involved in any part of ; (I)The preparation of the TOR of the contract,

   (ii) The selection process for such contract, or

   (iii) Supervision of such contract;

The bidder may not be awarded a contract unless it is established to the complete satisfaction of the employing authority, for the reason to be recorded in writing that such relationship would not affect the aspects of fairness and transparency in the selection process and monitoring of firm's work.

3. <u>Unfair Competitive Advantage</u>

Fairness and transparency in the selection process require that firm or their affiliates competing for a specific assignment do not derive a competitive advantage from having provided desired services related to the assignment in question. To that end, the request for proposals and all information would be made available to all short listed firms together.

4. <u>Disclaimer clause</u>

The Employer or any of its officers, employees, contractors, agents or advisers, subject to any law to the contrary, shall not be liable for any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Employer or any of its officers, employees, contractors, agents or advisers.

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5. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or individual departments of Government of UP as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities quarantines and embargos.
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes. The bidder or departments shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract

6. Disclosure of Interests and Links

The Bidders should disclose whether the Bidder (of this RFP) Company or its any of its associated company/firm/society or any entity with business interest, are already empanelled with or have applied for their empanelment with UPDESCO/UPLC/Client Department under any of the business activities such as Software or Hardware or Computer Education and Training, etc. or with business interest, any of the subsequent implementation job concerned with the Project.

The Bidders should also disclose whether the Bidder Company or any of its associated company/firm/society or any entity with business interest have any association or link in any manner with the Evaluation Committee members or its family members of his/hers, associated this RFP. The bids of such bidders will not be considered.

7. Standards of Performance

The selected firm shall perform the services and carry out its obligations under the contract with due diligence efficiency and economy in accordance with generally accepted professional standards and practices. The firm shall always act in respect of any matter relating to this contract as faithful advisor to UPDESCO/UPLC/Client Department. The firm and their employees shall always support and safeguard the legitimate interests of the UPDESCO/Client Department in any dealings with the third party. The empanelled firm shall abide by all the provisions/Acts/Rules etc. of Information Technology prevalent in the country. The selected firm shall conform to the standards laid down in the RFP in totality.

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