TECHNICAL PROPOSAL

PROVIDING COMPUTER BASED EXAM DELIVERY SERVICES

UPDESCO

April 9, 2018

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MeritTrac Services Pvt. Ltd. New Delhi

9-Apr-18

April 9, 2018

To,

The Managing Director,
UPDESCO, Lucknow

Dear Sir,

Subject: **Submission of "Technical Proposal" against RFP Reference no. GoUP_Onmline_Exam_2018 for Online application processing, Venue booking, Conducting of Computer-based examination, Result Processing and other related services to UPDESCO.**

With reference to the above subject, we hereby wish to submit our "Technical Proposal" for your kind consideration.
We take this opportunity to briefly highlight the following salient points about our capabilities:

1. We are ***India's premier examination services company***. Headquartered in Bangalore, we have offices in 7 cities across India, with **over 200+ employees** and team of more than **900 certified Test Administrators.**
2. Our Network of test centers provides our clients with access to **200,000+ Test-taking terminals, across 200+ cities** in India for conduct of **computer based / online tests.**
3. We have in-depth domain expertise in design, development and delivery of examinations, and have successfully managed large examinations for prestigious organizations/ institutions like *Rajya Sabha Secretariat, Karnataka Power Transmission Corporation (KPTCL), IISC – KVPY, Municipal Corporation of Greater Mumbai (MCGM-BMC), Hindustan Aeronautics Limited (HAL), National Institute of Securities (NISM), Jaipur Metro Rail Corporation, Directarate of Local Bodies, Rajasthan (DOLB), Vellore Institute of technology (VIT), Sikkim Manipal University, International Institute of Information Technology (IIIT-Delhi), NIMHANS, Indian Institute of Banking and Finance (IIBF), Manipal University* and several other Education and Govt. /PSU departments.
4. We have successfully supported leading Public Sector Undertakings and Government Departments in recruitment assessments
5. With an **experience of 17+ years** for providing examination services, we have successfully delivered **over 43 million exams** till date in both online and paper-pen mode of delivery.

With such a strong experience of handling the end to end examination services, we have the necessary capability to support in the Online Application activity, Computer-based examinations and other related activities for UPDESCO.

We look forward to be of service to you.

Thanking you,

Yours sincerely,
For **MeritTrac Services Pvt. Ltd.**,
Krishan Kumar Gautam
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MeritTrac Services Private Limited Bangalore

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Executive Summary

MeritTrac is glad to submit this Technical Proposal to support UPDESCO in establishing the fundamental requirement of processing the applications online and Computer based exam delivery related activities. The Technical Proposal response comprises of the technical and operational plan designed to support this requirement.

Over the last seventeen years, MeritTrac has been offering end-to-end examination services for various recruiters and examination bodies. MeritTrac has garnered rich expertise in Application Processing, Test Research, Design, Development and its Delivery & Administration for Paper Based Tests as well as Computer Based Test /Online Test.

MeritTrac's Test Research and Design capability is highly appreciated by the industry. The team led by experts having the requisite qualifications and experience has developed tests in over 300 areas that covers various domains, cognitive ability, skills and personality & behaviour. The R&D team is also responsible for equating multi-day / multi-batch examination results using proven method – equipercentile equating - that has stood the test of legal scrutiny in India.

MeritTrac's Computer based examination processes have been used to administer 21 million + Computer- Based Tests. The processes designed are considering the unique requirements of examinations in India – Security, Transparency and delivery. MeritTrac leverages ISO 9001:2008, CMMI Level 3 and ISO 27001:2013 for managing quality and information security of its examinations.

MeritTrac has developed a unique model for delivering large high-stake examinations that has now become a standard in the industry. With this model, MeritTrac has the experience of supporting high stake Paper Based Tests in 350 and Computer Based Tests in around 240 cities. MeritTrac's Test Administrators are trained and certified for managing high stake examinations. Our understanding of examination requirements having supported large number of customers in smooth execution of the exam event.

MeritTrac is confident that its experience, capability and expertise will be useful for UPDESCO in processing the online applications and Computer based exam delivery related activities and thereby delivering highest quality, security and trust to all its stakeholders – a critical element of any transformation.

MeritTrac looks forward to this opportunity to work with UPDESCO to set benchmarks in Indian examination space.

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MeritTrac Profile

MeritTrac is India's premier pure play Testing & Assessment services company in the private sector. MeritTrac provides innovative assessment services to leading educational institutions, government organizations and corporate entities.

MeritTrac was incorporated as a private limited company under the Companies act of 1956 in the year 2000 at Bangalore. MeritTrac is a 100% subsidiary of Manipal Global Education (MaGE), which is one of the largest and most acclaimed education service providers in the country. As a leader in the testing space, MeritTrac has been leveraging its ISO certified test processes in transforming the way tests are designed, managed and delivered in India. MeritTrac offers high levels of reliability, quality and security for consistently delivering large scale testing exercises. MeritTrac's capability can be assessed by the 20 lakh exams that it has delivered for a single customer annually, for the last 4 years. Since 2000, MeritTrac has successfully delivered over 43 Million Exams for more than 400 customers out of which over 21 Million exams have been delivered in the Computer Based mode.

In addition to delivery of Paper based tests and Computer based exams, MeritTrac offers examination services like Online Application Processing, On Screen Marking (OSM) and biometrics based candidate Authentication.

MeritTrac Highlights

- **Over 43 million assessments,**
  ~21 million CBT,
  ~6 million yearly at present
- **Over 2000 test centres**
- **Over 300 validated tests**
- **Online/Computer Based test centre network of 2,00,000+ terminals in over 200 cities**
- **ISO-9001:2008, ISO-27001:2013, CMMI and CERT-in certified examination processes and Solutions**
- **First Indian Full-member of Association of Test Publishers, Founder of Indian Association of Test Publishers**

MeritTrac Highlights

- Over 43 million assessments / evaluation so far
- Over 21 million computer-based tests – a great testimony for robust software design & delivery processes. Conducting online exam since 2003
- 100% data protection – Zero data loss through robust Architecture and fool proof delivery
- Test Centre Network in over 350 cities spread across 2000 test centers; Online test center network of over 200,000 terminals in over 200+ cities
- Over 300 validated tests spanning domains, skills, abilities and personality
- ISO 9001:2008, ISO 27001:2013 and CMMI Level-3 certified processes for examination
- Full-member of Association of Test Publishers, USA; founding member of India chapter of Association of Test Publishers.

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Expertise

Over the last seventeen years, MeritTrac has garnered significant expertise in **Test Research, Design, Development** and its **Delivery & Administration** for Computer Based / Online Tests as well as Paper Based Tests. MeritTrac has been developing and administering tests for over 400 customers in more than 200 cities through 2000+ certified test centres. MeritTrac has over 250 assessment specialists and a network of over 1,500 certified test administrators across the country. Leading Educational Institutions, Examination Boards, Universities, Government bodies and Corporates have trusted MeritTrac to streamline its examinations – leveraging its' rich experience and robust technology framework. With a wide range of best of breed offerings, MeritTrac has successfully helped organizations automate its examination processes from application form processing to result processing including test administration, candidate authentication and digital evaluation of answer scripts.

- 400+ Number of clients for whom tests have been developed and administered
- 300 Cities where tests have been conducted
- 2000+ Third-party certified test centres
- 1500 Certified test administrators across the country
- 250+ Assessment specialists

Certifications and Memberships

ISO 27001 · ATP Association of Test Publishers · ISO 9001:2008 · certin enhancing cyber security in India

Accolades Received

Deloitte Technology Fast 50 India 2007 Winner · The manthan Award South Asia · RED HERRING 100 ASIA WINNER · eINDIA 2009 Award · WINNER NASSCOM IT Innovation Award · BEST ASSESSMENT COMPANY OF THE YEAR · COMPANY OF THE YEAR siliconindia

Prestigious Engagements

MeritTrac, the largest Testing and Assessment Company in India in Private Sector, conducts the most number of tests/assessments in the education sector in India. Currently we test over 65 Lakh students every year in/for various reputed organizations and universities across the country – both computer-based and paper-pen based exams.

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Some of our prestigious engagements

Snapshot - Similar services delivered

Snapshots on similar services delivered (sample list of assignments):

Assignment 1: Karnataka Power Transmission Corporation Limited

Name of the Project	Recruitment examination. Scope of work included - Processing support for online applications, Generating e-hall tickets, Centre identification, Authoring technology Support, Test engine software components installation, Online exam delivery and result processing.
Project executed for	Karnataka Power Transmission Corporation Limited
No. of exam cities	Across Karnataka

Assignment 2: Rajya Sabha Secretariat

Name of the Project	Recruitment exam. Admit card management, Venue booking, Computer based exam delivery, Oration test, Result processing, CCTV, Biometric capture
Project executed for	Rajya Sabha Secretariat
No. of exam cities	5 cities across India

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Assignment 3: Directorate of Local Bodies- Rajasthan

Name of the Project	Recruitment exam. Online application processing, Admit-card management, Online exam booking system, Venue booking, Computer based exam delivery, Result processing, Report generation
Project executed for	Directorate of Local Bodies- Rajasthan
No. of exam cities	Major cities across Rajasthan

Assignment 4: Rajasthan Public Service Commission (RPSC)

Name of the Project	Recruitment Exams for multiple roles and positions. Online venue identification, providing Mock tests for candidates, content creation support, Authoring Technology Support, conduct of computer based test, providing support for all post examination activities, result processing, sharing of test scores and audit trails & RTI support
Project executed for	Rajasthan Public Service Commission
No. of exam cities	Major cities of Rajasthan

Assignment 5: Municipal Corporation of Greater Mumbai (MCGM)

Name of the Project	Recruitment Exams for various clerical and non-clerical positions. Online Application processing, Question Paper Generation, Registration process, Online Exam administration, Result processing, Help desk
Project executed for	Municipal Corporation of Greater Mumbai
No. of exam cities	14 cities across Maharashtra

Assignment 6: Indian Council of Agricultural Research (ICAR)

Name of the Project	Recruitment exams. Online Application processing, Question Paper Generation, Registration process, Online Exam administration, Result processing, Help desk
Project executed for	Indian Council of Agricultural Research
No. of exam cities	100+ cites across India

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Assignment 7: Sikkim Manipal University (SMU)

Name of the Project	Semester Examination. Online Venue Identification and booking, Authoring technology support, Technology platform for online examination and offline test delivery, Computer based exam administration
Project executed for	Sikkim Manipal University (SMU was established in 1995 and is the first Govt.-Private initiative in the country for higher Education & Health Care services)
No. of exam cities	**140+** cities across India

Assignment 8: VIT University

Name of the Project	Entrance examination. MeritTrac has successfully helped VIT transition from Paper-based exam mode to Computer-based exam mode. Scope of work included - Processing support for online applications, Payment processing received through DD and challan, setting up of Helpdesk, Providing Online Exam Booking facility to candidates, Generating e-hall tickets, Centre identification, Authoring technology Support, Test engine software components installation, Online exam delivery and result processing.
Project executed for	VIT University
No. of exam cities	**110+** cities across India and 2 International locations (Kuwait & Dubai)

Assignment 9: Indian Institute of Banking and Finance (IIBF)

Name of the Project	JAIIB/CAIIB/DRA/DRATC/CBS examinations & Certification examinations. Online Examination in Rural locations, including multilingual capability, Hall Ticket Management and Dispatch, Question bank authoring, Venue Identification and Certification, Computer Based Exam Delivery and Administration, Result Processing, Email Support
Project executed for	Indian Institute of Banking and Finance (IIBF)
No. of exam cities	**110** cities across India

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Assignment 10: Manipal University (MU)

Name of the Project	Entrance Exams. Candidate Scheduling, Venue identification, Authoring technology support, Online exam delivery, Results Processing
Project executed for	Manipal University
No. of exam cities	~40 across India

Assignment 11: National Institute of Securities Markets (NISM)

Name of the Project	NCFE-NFLAT 2014-15 delivered for school students studying IX standard across India Online application system, hosting of online admit cards, Venue booking, Computer based exam delivery, Result processing
Project executed for	National Institute of Securities Markets
No. of exam cities	**157** cities across India

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MeritTrac's Service Offerings

MeritTrac offers end-to-end services to Institutions/government agencies by conducting Computer Based and Paper Based examinations, (Recruitment/entrance/semester exams). MeritTrac has proprietary software for all processes starting from application processing, leading up to the conduct of examinations and culminating with the declaration of results.

Registration and Online Application Processing

- MeritTrac would design and host an Application System on behalf of UPDESCO which includes generation of an Online Application form. It is understood that no offline-hard-copy printing of application forms will be undertaken.
- It is assumed that no advertisement or notification publishing related activity will fall under MeritTrac's scope of work.
- The entire hosted solution will be on a level 3 data centre/cloud with a high uptime.
- Applicant data as entered by the Applicant would be captured online as per the rules set by UPDESCO and the data will be accessible only to authorized personnel designated by UPDESCO.
- All data pertaining to the Online Application system may be downloaded in an Excel sheet and presented to UPDESCO in an agreed format.
- Applicants would be seamlessly directed to the system after clicking on a hyperlink.
- The application would have two interfaces accessible through separate login mechanisms, one for applicants and one for the authorized executives of UPDESCO. Applicant would be able to create a login account, fill in the application and can save/review the filled-in information any number of times before final submission.

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- MeritTrac will provide a facility to upload photo and scanned signature. It is assumed that all the candidate data will be uploaded online only for candidates applying online. The online forms will auto generate a unique application number.
- MeritTrac will upload e-admit cards which can be easily downloaded by applicants.
- Payment gateway Option is available to facilitate for online payments. MeritTrac would be able to assist with the integration and set-up of this feature into the online form.
- It is assumed verification of authenticity of candidate's documents will be undertaken by UPDESCO.

Convenience of payment modes

- Making payment transactions online is a convenience that candidates expect examination bodies to offer. Online transactions at the time of application make the application process seamless and error-free.
- Payment gateway Option is available to facilitate for online payments. MeritTrac would be able to assist with the integration and set-up of this feature into the online form.
- Payments will be reconciled by MeritTrac with the bank at which the payment is deposited. Assistance for payment related activity for UPDESCO will be done as per requirement.

Candidate alerts

- To ensure on-time communication to applicants, SMS and Email alerts can be sent during various stages of registration (Subject to Govt./TRAI regulations)

Help Desk

- MeritTrac can set-up a help desk which will handle candidate queries. Resources and duration of the help desk can be discussed and mutually agreed upon, post award of Contract. Typical queries from candidates would be in the context of registration and admit card issuance.

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Key features & Processes of Online Application Processing

- Intuitive interface
- No downloads/plug-ins required
- Save-as-you-go
- Role based access
- Location – Feature to capture IP address of applicant
- Bot-free - with CAPTCHA
- Multi-browser support
- Payment gateway support
- Credit card, Debit card, Net Banking
- Application viewing & printing
- The submitted application can be viewed on-screen, and printed, as required

Processes for Maintaining High Security

Network Security

- All sensitive information is serviced through https (SSL)
- Encryption and decryption using public and private keys

Data Security

- All critical data is encrypted before storing.
- Application logs never contain sensitive/personal information.

Application Security

- Role based access control
- Enforce strong user-id & password logic
- Denial of service (DoS) attack prevention – Captcha
- System/user passwords are never stored in plain text
- System files are made invisible in public interface
- Cross site scripting (XSS), cross site request forgery (CSRF) and SQL injection prevention
- Restrict hijacking authenticated sessions by hackers.
- Audit trail support for tracking and RTI

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Pre-Exam activities

MeritTrac, through its vast experience in delivering exams understands the importance and relevance of many important activities that needs to be addressed before the actual exam for ensuring proper conduct of the exam. Following are some of the key services that we offer as part of our Pre-Exam services:

Venue Identification and Seat Availability

MeritTrac has delivered Paper Based and Computer Based exams in more than 200+ cities in India and has access to 5+ Lakh seats for paper based delivery and online exam centre network of 200,000 seats. MeritTrac has a dedicated channel team that continuously search, audit, certify and engage audited & certified exam centres based on the customer requirement and business outlook.

Under the current scope of work, it is understood that conducting of examination and invigilation / monitoring, Venue infrastructure management etc. will be undertaken by MeritTrac, as per our standard practice.

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Project Management

Project Management is the application of knowledge, skill, tools and techniques to project activities to meet the requirements. At MeritTrac, it is accomplished through the application and integration of processes – Initiation, Planning, Execution, Monitoring & Control and Closing. It helps in establishing clear project objectives and requirements. It also helps in balancing the competing demands of quality, scope, time & cost and to manage uncertain events. UPDESCO can rely on experienced support from MeritTrac as its partner. MeritTrac's experience, developed from a number of similar projects and the use of proven methodologies ensures smooth project management.

Concurrency

As a leader in the testing space, MeritTrac has been leveraging its ISO certified test processes in transforming the way tests are designed, managed and delivered in India, as mentioned in above sections. MeritTrac offers high levels of reliability, quality and security for consistently delivering large scale assessments. Since the year 2000, MeritTrac had successfully delivered or supported over 43 million exams to more than 400 customers, out of which around 21 million are computer based tests.

The spread and reach of MeritTrac to conduct exams across the country is unmatched. The model of developing this network allows MeritTrac to extend this reach as per the examination requirement. MeritTrac has the track record of conducting **one of the largest computer based examination in a single window**. MeritTrac has administered over 9.4 lakh computer based examinations in over 150 cities in a single window for one of its leading customers.

MeritTrac's delivery capability and its project management skills are proven; MeritTrac has managed and delivered number of high stake examinations concurrently. Some of the performance parameters registered by MeritTrac are benchmarks even for the international testing industry. MeritTrac has successfully conducted computer based examination for a large prestigious Indian University with a **path breaking achievement of 0% displacement**. A total of ~1,94,000 candidates were scheduled to take the test that was spread over a weeks' time in 112 cities in India and abroad.

Test Development

In typical cases of content development, the objective of MeritTrac's assessments is to evaluate Knowledge, Skills, Abilities or Personality Traits as required for specific roles. MeritTrac engages with customers by first studying curriculum/job description, identifying competencies (competencies are defined as Knowledge, Skills, Abilities, Personality Traits required to perform a job), defining the degree to which a competence is required and then recommending a set of tests that are appropriate for evaluating these competencies.

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Under the current scope of work, it is understood that content creation and development of multiple choice (MCQ) Question Papers will be undertaken by MeritTrac. Syllabus will be provided by UPDESCO.

Standard process for test development:

Note:

- **Test Matrix**: Suite of tests recommended/designed based on the competencies required to perform a certain activity. Based on the curriculum received from the client, relevant tests are reviewed and selected from the inventory/test catalogue to create content templates bearing in mind the customer's needs.
- **SME**: An expert from relevant industries with a minimum of 5 years of experience who write content and suggest topics to be covered. These SME's are empanelled with MeritTrac. Currently MeritTrac has over 700+ SME's from various fields empanelled with it
- **Content Creation:** MeritTrac uses in-house and external Subject Matter Experts (SME) to create questions for our question bank. Questions are created by an SME, reviewed for technical accuracy by a peer SME and finally reviewed for language/grammar accuracy before uploading into the data base.
- **Content Template:** Outline/Blue print of the paper detailing the topics covered and the complexity level of each test.

Exam material printing & logistics

MeritTrac offers printing and logistics services for the exam material required for the proper conduct of a CBT exam. This includes attendance sheets, placards, hoardings, stickers, rough papers etc. – if required.

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Online Exam Administration

MeritTrac offers services towards both Paper-pen exams as well as Computer-based exams. The Pre-Exam, Exam Administration and Results processing services would vary, depending on the mode of delivery of the exam. It has a credential of delivering some of the largest online exams in the country. Some of the key activities assumed to be involved in delivering the Computer Based Exam are depicted below:

Capabilities of Exam Software

After log in, instruction page is displayed showing the candidate details as well. The candidate is asked to concur with the details displayed on the instruction page before starting the test. The candidates will be able to start the test only at the scheduled exam start time. The candidate will not be allowed to end the test until the designated time (configurable business rule).

While taking the exam, the candidate would be able to see the remaining time available. A panel showing all question numbers would appear on the left of the screen. The same panel would also allow the candidate to switch between sections. The selected multiple-choice question with choice of answers would be displayed. Any question can be marked or unmarked for review at a later stage.

Deployment Architecture

MeritTrac's overall deployment architecture is designed and created with ***special emphasis on security, availability, accessibility and reliability of the exam data***. MeritTrac's solution ensures end to end security. Entire data transmission will be done through encrypted packs encrypted with PKI based 128 bit or higher encryption at every stage of data life cycle right from uploading question bank till receipt of various data / reports as required. All the data is stored and transmitted in encrypted

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form to ensure no leakage of confidential material. Public Key Infrastructure (PKI) based 128/256-bit encryption will be applied to the data that is transmitted over the internet.

Security Features

The following security features are employed at the exam software which allows the solution:

- Facility to Configure, control and monitor system
- Role and Rule based access and control to the Pariksha system
- No access for Test administrators to the Database
- No human handling of Exam Packs, Scores or response data
- Supports Audit trail of all activities in the system
- Supports Secure Browser
- Restriction of copy, paste and print functions
- Restricted URL access – Access only to the test taking URL
- Uninterrupted test taking experience even if server or network fails

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Testing Platform

Controller of Examination

The main purpose of having a Controller of Examination (CoE) is to manage and control the exams for the customer. It helps in Managing candidate data, Test scheduling, Managing Question packs and Result processing. This COE Office will be set up at MeritTrac premises.

The CoE will have applications running to support Batch Management, Qpack delivery to Test Centre, Dash Board and Rack receipt. The Coe server will also host a dash board application which will enable the authorized users to get a real-time status of the Packs, Repacks, and status of the candidates taking the exam, etc. at each of the Test Centres.

Batch Scheduling

Batch scheduling is one of the most critical functions before test delivery as this ensures flawless delivery of tests as per a plan and schedule. No. of terminals available at the test center and the no. of candidates who will be taking up the examinations are the key variables which will determine the total no. of batches and the no. of question papers required for a batch.

Centre Qualification Process

MeritTrac follows robust multi-tier centre identification process which ensures that all centres identified by MeritTrac for examinations will have a common standard. As a result of the number of examinations that MeritTrac conducts every year, MeritTrac has a large pool of qualified test centres which are used on a regular basis. The responsibility of identifying, auditing and ensuring availability of test centres is entrusted to a dedicated Channel Team within MeritTrac.

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Test Centre Admission

The candidate master data information is ported to the test centre admission system which is a centralized admission system. On the examination day, candidates are required to carry their admit cards and a valid photo identification card to the test centre. MeritTrac Test administrator will verify and validate the candidate in the Test centre admission system, which holds all candidate master data with information relevant to the test centre. Once the candidate's identity is established, the candidate is marked as present for the examination in the test centre admission system and the candidate is also requested to sign an attendance register kept at the test centre.
After successful validation, the candidate is guided to a terminal for test taking. A general instruction on the do's and don'ts during the test taking process is announced before the commencement of the examination.

Evaluation & Result processing

MeritTrac offers results processing services towards both Computer-based exams. Key activities involved in results processing include automated evaluation & merit list generation in case of Computer based test and generation of reports in our own standardized format. Post exam, the recording of the exam days can be shared with UPDESCO in DVD format.

Important Note

The scope of work mentioned in this proposal is subject to change basis the tender released by UPDESCO at a later stage. Scope of work mentioned here is basis the RFP release by UPDESCO. MeritTrac agrees to the scope of work as per UPDESCO's tender.

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The MeritTrac Advantage

Trusted Service Provider - Pioneers in Testing

MeritTrac is a leader in the Testing and Assessment industry with a credential of conducting some of the largest online exams in the country. MeritTrac holds the distinction of conducting more than 43 million exams with close to 21 million exams in the online mode.

End to End Testing Solutions

With a wide array of testing solutions, MeritTrac has one of the richest foot-print of services that educational institutions would look out for. MeritTrac has the expertise to support the examination needs of its customers from application processing to conduct of examinations, evaluations and results processing. In doing so, MeritTrac leverages technology in offering computer based and pen and paper examinations for its customers. MeritTrac also has (patent pending) auxiliary services designed to support various facets of examination.

Project Management Capabilities

The spread and reach of MeritTrac to conduct exams across the country is unmatched in the country. MeritTrac has conducted online exams in over 240 cities across India. MeritTrac has the track record of conducting one of the largest online examinations in a single window. MeritTrac's delivery capability and its project management skills are proven, as MeritTrac has managed and delivered number of examinations concurrently. Some of the performance parameters registered by MeritTrac are benchmarks even for the international testing industry.

Technology Led Assessment

MeritTrac has been delivering online assessments since early years of this century and has today garnered enough experience to conduct some of the largest online examinations in the country. With its experience, MeritTrac understands the importance of the synergy between technology and processes for the successful conduct of examinations. Its highly scalable technology and ISO certifications clearly are an advantage that its customers have been leveraging over the years.

Experienced Manpower

MeritTrac has a rich pool of trained Test Administrators across the country that supports the conduct of its large examinations. With rich experience of administering online examinations in over 180 days of the year, the Test Administrators are well equipped with the examination practices. MeritTrac has existing partnerships with specialized corporate that helps augment its strengths in Test Administration.

Scientific Testing

MeritTrac has an in-house testing R&D team headed by a doctorate degree holder who has an experience of over 40 years in educational testing and produced over 20 PhDs in his career. The testing R&D team is responsible for the introducing scientific testing processes – IRT, Equating etc. MeritTrac has the experience of conducting large multi-batch examinations with over 50 different question papers and equating them for end clients successfully. MeritTrac's test engine is tested and used for

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more than 21 million exams across the country. This data highlights the ease of use and intuitiveness of the user interface of the test engine deployed by MeritTrac.

MeritTrac is a leader in the Assessment industry with a credential of conducting some of the largest online exams in the country. MeritTrac holds the distinction of conducting more than 43 million exams across India.

MeritTrac with its immense domain experience and knowledge in the assessment space would be the best service delivery partner for the UPDESCO. MeritTrac has the best combination of experience and capabilities across the continuum of services required for end-to end examination services. MeritTrac's track record of sustaining superior customer service and operational excellence, while delivering millions of exams per year is testament to its proven methodology, which has resulted in satisfying hundreds.

In addition, MeritTrac has a matured project management process for developing a project plan, execution of the project plan and monitoring, control and QA functions. We take a holistic approach in ensuring the quality of work we perform for our clients. Representing some of the most powerful, recognizable brands in business, we are focused on taking a very proactive approach to continuous quality improvement (CQI) in every client engagement.

Confidentiality & Disclosure statement *- Any information including oral or written shared by MeritTrac as a part of this tender process shall be treated as strictly confidential. This tender document has been read and responded only based on the information given and no derived and/or extended meaning would be considered for the purpose of response to this tender document. MeritTrac confirms that it has all the necessary resources & experience to deliver this project successfully; There is no litigation against MeritTrac as a defendant for the non-performance of the services after the award of the contract, that would materially affect the capability, bid & financial position of the company to deliver the project & end-user requirements. MeritTrac states that in one of the paper-based examinations, there was an unsuccessful attempt to leak the question paper by few persons who are 3rd parties and such attempt was thwarted successfully prior to the exam by the police; impersonation by*

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the third parties. MeritTrac defends its own interest against legal suits or unreasoned order or retributive actions by 3rd parties (matters which are sub-judice) , on the basis of principles of natural justice, and confirms that these matters will not have any adverse effect and will not affect the performance.

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Responses (including Corrigendum) to Pre-bid queries against REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT ONLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH

eBid Reference: GoUP_Online_Exam_2018 Tender Id: 2018_UDSCL_166554_1

eTenderPortal: http://etender.up.nic.in

eBid Submission End Date has been extended upto 1200 Hours on 10-April-2018

Opening of Technical eBids has been revised to be opened at 1200 Hours on 11-April-2018

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
1.	14	1.1 Scope of Work	Question Bank Module	Please confirm if the vendor has to prepare question paper for all exams. If 'YES', confirm the following points - (a) Languages - Will it be limited to English and / or Hindi only? Do we also consider Urdu for some or all exams? (b) In case of more than two languages are required then we would like to inform that, due to paucity of display space, following industry standard questions in only two languages (English + One more language such as Hindi or Urdu) would be displayed for the candidate. Please confirm this provision is fine for conduction of exams envisaged by UPDESCO. (c) What would be the ratio of number of question papers to number of batches? (d) How many questions will be required for each batch?	Yes, the Agency is expected to prepare question papers for all exams as per the requirement of the Departments. The languages whether English, Hindi, Urdu or any other language or any combination along with the number of question paper per batch etc. shall be defined by the Department and communicated post empanelment.

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Sr.	Pg.	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
2.	14	1.1 Scope of Work	Question Bank Module	In case UPDESCO would provide the questions then the same has to be provided in Unicode compliant script. Please confirm.	As per RFP
3.	14	1.1 Scope of Work	Honorarium/ Payment Module Bank Reconciliation Module	Please provide clarity regarding the requirement of these two modules.	a) Honorarium/ Payment Module: Honorarium payment management for experts b) Other payment related to registration fee etc. The same shall be shared by the client department with empaneled agencies
4.	14	1.1 Scope of Work	Examination Centre Allocation & Scheduling Module	(a) What would be the duration of the exam for each batch? (b) How many batches are planned for a day?	a) The requirement shall be shared by the client department to the empaneled agencies b) The same shall be shared by the client department with empaneled agencies
5.	14	1-Scope of Work Section 1.1	Administrative Modules at different level like (HO, ZO,RO etc.)	Request the department to give more clarity regarding the tasks expected under the administration tasks header.	Administration at Head Office, Zonal Office and Regional Office
6.	15	1-Scope of Work Section 1.1	Certificate Generation and Verification Module: Certificate generation for internal authorization and authentication purposes.	Request to please elaborate the scope of certificate generation/verification - offline or using digital signatures etc.	The same shall be shared by the client department with empaneled agencies

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Sr.	Pg.	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
7.	15	1-Scope of Work Section 1.1.1	The bidder has to design a separate website for receiving the online application.	Please confirm on the approach for each department like if there is any requirement of a separate registration module for each department. If so, please provide us with the total number of departments involved.	The approach may be different depending upon the parameters like scalability, scope etc. The number of the Departments may vary.
8.	16	1-Scope of Work	Physical Security (The objective of physical security is to safeguard personnel, information, equipment, IT infrastructure, CCTV, facilities and any other assets at the examination center and other strategic places.)	Please specify the period of retention CCTV footage	The same shall be shared by the client department with empaneled agencies
9.	NA	1-Scope of Work	New Clause	Please confirm that Police Deployment - if required - is out of bidders scope	Police deployment is out of Bidder's scope
10	16	1-Scope of Work 1.1.1 Pre Examination Phase Point C	c. Any other processes related to conduct of Examination.	Please provide more clarity over **"Any other Processes"** mentioned in this clause.	As per RFP. The same shall be shared by the client department with empaneled agencies
11	17	Section 1.1.11..1.1	The Bidder shall provide help to candidates through a call center (telephone/email) on need basis depending upon the requirement of the examination.	It is assumed that the languages required for helpdesk is English & Hindi. If not, please specify which all languages. Please specify whether provisioning of Toll free number is in bidder's scope. Please confirm that the helpdesk needs to be provisioned for office hours.	Hindi and English. The requirement of call center shall be dependent upon client Department requirement. The Department shall also inform in advance about the timings of helpdesk, toll free number provisioning etc. to the empaneled agencies.

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
12	18	Section 1.1.2 Examination Phase	The Bidder shall complete registration and authentication process of the candidates before start of examination (digital photo, bio- metric finger print etc.) and after that allow candidates to appear for test at Examination Centres.	It is mentioned about bio-metric finger print. Please specify whether the bio-metric identification devices are to be provisioned by the bidder?	Yes, the same shall be provisioned by the Bidder. However, the quantity & exact requirement shall be shared by the client department with empaneled agencies
13	19	Section 1.1.3	The Bidder should be able to hand over the raw responses/data to client department immediately (same day for morning shift & following morning for evening shift) after the candidate's response upload from local exam server.	Please confirm if we can hand over the raw responses/data to client department after the entire series of exams for a department rather than after each exam as we have exams being scheduled continuously.	As per RFP. However, the department would be at liberty to demand the raw responses/ data as per their requirement.
14	19	1.1.3 Post Examination Phase	The Bidder shall calculate marks obtained by each candidate as per requirement of client department	Please clarify the specific requirements.	The same shall be shared by the client department with empaneled agencies
15	19	1.1.3 Post Examination Phase	Mismatch settlement in case asked by the end client department. A signed copy of the same shall be shared by the bidder with the end client department.	Please elaborate on 'mismatch settlement'.	Settlement of mismatch in actual score and documented score
16	20	1-Scope of Work	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	This clause is vague. Any changes in scope of work /activities should be decided mutually between bidder and the department.	As per RFP. The same shall be shared by the client department with empaneled agencies

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Sr.	Pg.	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
17	20	1.2 Scale of Operations-Note	Consortiums or sub – contracting will not be allowed.	Considering wide area of scope, requesting you to please allow consortium & sub-contracting for flawless execution of the project. As it is very much essential for 1) Big examinations which has Massive number of candidates expected in single shift and similarly same no. for three shifts in a day, in this case we require an expertise to conduct 2) proper frisking, security, skilled manpower deployment and also for 3) quality center bookings 4) considering specially abled candidates accessibility and female accessible centers is also of outmost For choosing the centers. 5) Considering the success, we had in the past deploying this model. We request you to allow the consortium. Provided all criteria are fulfilled by the lead bidder and all project related responsibility will also to be borne by lead bidder.	As per RFP. The complete responsibility shall lie with the Agency.

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
18	20	1.2 Scale of Operations	NOTE: Consortiums or sub –>contracting will not be allowed.	Would like to request the department that please allow the consortium for max 2 entities/companies. As it helps in successful execution of the project. Considering our past experience, where we have executed the work in consortium, the work has been flawless and apt and relatively it is easier in execution with our partner. We request you to consider that the lead bidder should qualify the qualifying criteria and whole ownership and responsibility should lie on the lead bidder only and the consortium partner will only be allowed for assisting the project related activity in accordance of the directives provided by the lead bidder.	Please refer S. No. 13
19	20	1.3.2	Duration of empanelment would be of 36 months which can be extended further for 24months	Since the envisaged contract period is 3 + 2 years we would request UPDESCO to consider a 10% upwards revision of the empaneled rates at the end of every 2 years. We would also request UPDESCO to pay for the taxes as per the prevalent rules at the time of invoicing. Please confirm.	Financial bids are not being sought under this empanelment RFP
20	21	1.Eligibility Criteria:	1. The agency must be a company/ firm registered in India under the Companies Act, 2013 for at least three	We would request UPDESCO to change the clause to also allow Companies registered under Companies Act, 1956.	The clause shall be read as

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
			years as on bid submission date.	Suggested clause - *The agency must be a company/ firm registered in India under the Companies Act, 2013 / 1956 for at least three years as on bid submission date.*	"The agency must be a company/ firm registered in India under the Companies Act, 1956/ 2013 for at least three years as on bid submission date"
21	21	Eligibility Criteria	2. The bidder should have Annual turnover of INR 15 Crore in the last three financial years	Request you to change the turnover criteria to 25 cr in last 3 financial years.	Please refer S.No 62
22	22	Eligibility Criteria	The bidder must havesuccessfully executed 5 Online {computer based} examination against differentadvertisements in India of minimum value of INR 1crore each in last 5 years	Requesting you to consider the work orders from Nodal Agency in this clause, as projects are considered as per different work order for different departments.	Agreed. The work orders should be separate eliciting different projects

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
23	22	Eligibility Criteria	The bidder/ bidder group companies must haveprimary data center with DR site infrastructure fordata Security. Both the Data Centers should be located in India in different seismic zones.	Department should allow bidder to use the third party DC & DR/cloud services with the following prerequisites :- 1) The bidder shall provide hosting in Tier 3 Data centre or equivalent within geographical boundaries of India. All sizing has to be done by the MSP and provide this as a service. § Bidder shall be single Point of Contact for managing DC and DR. 2) The Cloud Infrastructure should have 99.99% uptime per year for the storage Infrastructure. Along with this availability also should be higher 99.9999%. 3) Cloud Platform shall have built in robust self-service facility to monitor the infrastructure and scaling up and down the services as per the requirements. 4) The Cloud Service Provider should be certified in providing cloud services by having following certifications ISO 27001, ISO/IEC 27017, ISO 27018, ISO 20000.§ The MSP should meet all the security requirements indicated in the IT Act 2000, 5) The MSP shall report (in writing) any information security breaches to the Board by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Project's Data, facilities or Confidential Information. 6) MSP should make sure that the Board must be able to access and retrieve such data in a cloud service provider environment when reasonably	The Bidder may also use the services of MeitY empaneled DC & DR/cloud service providers with the following prerequisites :- 1) The bidder shall provide hosting in Tier 3 Data centre or equivalent within geographical boundaries of India. The Bidder shall own the complete responsibility and shall be the single Point of Contact for managing DC and DR. 2) The Infrastructure should have 99.99% uptime per year for the storage Infrastructure. Along with this availability also should be higher 99.9999% which may subject to vary as per the Department requirement 3) The Platform shall have built in robust self-service facility to monitor the infrastructure and scaling up and down the services as per the requirements. 4) The Bidder shall ensure that Service Provider should be certified in providing services by having following certifications ISO 27001, ISO/IEC 27017, ISO 27018, ISO 20000. The Bidder shall ensure to meet all the security requirements indicated in the IT Act 2000, 5)The Bidder shall report (in writing) any information security breaches to the Department by unauthorized persons (including unauthorized persons who are employees of any Party) either to

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
				demanded by board for audit purposes and inspections, etc. 7) The MSP shall not delete any data present on cloud at the end of the agreement without the express approval of the Board needs to give 90 days 8) MSP will be responsible for managing RTO (as per specifications), RPO(as per specifications), DR Drills for the entire solution	gain access to or interfere with the Project's Data, facilities or Confidential Information 6) The Biddershall ensure that the Department must be able to access and retrieve such data in a service provider environment when reasonably demanded by Department for audit purposes and inspections, etc. 7) The Bidder shall ensure that data shall be retained at the end of the agreement and shall not be omitted without the express approval of the Client Department 8) The Bidder will be responsible for managing RTO (as per specifications), RPO(as per specifications), DR Drills for the entire solution The Department while publishing the requirements to the empaneled agencies may also consider other options.
24	22	Eligibility Criteria	The bidder must own the complete source code of the software being used for conducting the Computer based exam. The bidder must have the copyright of the source code and all its components.		Query not mentioned

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
25	22	Eligibility Criteria	The bidder must have authorized and globally acceptedISO software certifications.	Sincere request to the department is to change the criteria as mentioned - "The bidder must have an ISO 27001 and ISO 9001:2008 Certification.	As per RFP
26	22	Section-IV,1-Eligibility Criteria	The bidder must have successfully executed 5 Online {computer based} examination against different advertisements in India of minimum value of INR 1 crore each in last 5 years	For every state, there will be a nodal agency who will be conducting the statewide exams for all the departments. They will provide separate Work Orders for each exam for each department. So we assume we can showcase the work order from single nodal agency for multiple departments to be considered as a separate client in this context. Request you to kindly modify the same in this aspect and consider advertisement/projects/work orders.	Agreed. The work orders should be separate eliciting different projects
27	22	Section-IV,1-Eligibility	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.	**Request you to please change the criteria as below:** Since the exam related data is sensitive, we recommend to host the application and data in state data centre else third party commercial data centre. Kindly modify the clause to hosting the application in State Data Centre/Third Party commercial data centre (Tier 3)/Bidder's own Data Centre.	Please refer S. no 17

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
28	23	Section-IV,2-Technical Evaluation Criteria	The bidder must have successfully executed 5 Online {computer based} examination against different advertisements in India of minimum value of INR 1 crore each in last 5 years 3 marks for each project subject to max 15 marks Additional, 2.5 marks for each project with any state Government subject to max 5 marks	For every state, there will be a nodal agency who will be conducting the statewide exams for all the departments. They will provide separate Work Orders for each exam for each department. So we assume we can showcase the work order from single nodal agency for multiple departments to be considered as a separate client in this context. Request you to kindly modify the same in this aspect and consider advertisement/projects/work orders.	Agreed. The work orders should be separate eliciting different projects
29	23	Section-IV,2-Technical Evaluation Criteria	The bidder must have authorized and globally accepted software certifications •ISO 9001 : 3 Marks •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----------2 Mark OR • CMMi Level 4----------4 Marks OR • CMMi Level 5---------6 Marks Maximum Marks : 18 Marks	Kindly note CMMi certification is required only for Application development process. Since we're using Product Test Engine. Request you to please change the criteria as below: The bidder must have authorized and globally accepted software certifications •ISO 9001:2008 : 5 Marks •ISO 27001:2013 : 5 Marks •ISO 22301 - 3 Marks •CERT-In Certified online examination solution: 5 Marks	The bidder must have authorized and globally accepted relevant certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi Levels: •CMMi Level 3-----1Mark OR •CMMi Level 5---2 Marks **Maximum Marks : 18 Marks**

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
30	23	Technical evaluation	2.5The bidder must have authorized and globally accepted software certifications •ISO 9001 : 3 Marks •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	Since you have already asked for CERT-In certification hence CMMI certification weightage is of no relevance as it is not a software development project and more of a Product implementation, therefore we would like to request the department to give entire weightage to ISO 27001 and ISO 9001.	The bidder must have authorized and globally accepted relevant certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi Levels: •CMMi Level 3-----1Mark OR •CMMi Level 5----2 Marks **Maximum Marks : 18 Marks**
31	23	Technical evaluation	The bidder must have successfully executed 5 Online {computer based} examination against different advertisements in India of minimum value of INR 1 crore each in last 5 years 3 marks for each project subject to max 15 marks Additional, 2.5 marks for each project with any state Government subject to max 5 ks	We request the department to consider the different exams conducted for a single client as different work orders. For example: - Maharashtra IT corporation is a client and if we have conducted multiple exams of different departments for them so that shall be considered as the work orders.	Agreed. The work orders should be separate eliciting different projects

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
32	22	Technical evaluation	Average Annual Turnover (AAT) of the agency in last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR 15 Cr ≤ AAT ≤ INR 20 Cr : 5 marks INR 20 Cr <AAT ≤ INR 30 Cr : 6 marks INR 30 Cr <AAT ≤ INR 40 Cr : 9 marks INR 40 Cr <AAT : 12 marks	Requesting you to kindly consider turnover clause as below: financial years (FY 14-15, FY 15-16 and FY 16-17) INR 15 Cr ≤ AAT ≤ INR 20 Cr : 3 marks INR 20 Cr <AAT ≤ INR 22 Cr : 6 marks INR 22 Cr <AAT ≤ INR 25 Cr : 9 marks INR 25 Cr <AAT : 12 marks	Please refer S.No 62
33	23	Technical evaluation	The bidder should have minimum 200 employees on payroll. for no. of employees 200 – 300: 4 marks 301 – 400: 8 marks 401 – 500: 12 marks 501 – 600: 16 marks Greater than 600 employees: 20 marks	Requesting you to kindly consider employees on payroll clause as below: The bidder should have minimum 50 employees on payroll. for no. of employees 200 – 250: 4 marks 251 – 300: 8 marks 301– 350: 12 marks 351 – 400: 16 marks Greater than 400 employees: 20 marks	As per RFP
34	23	Technical evaluation	software certifications •ISO 9001 : 3 Marks •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---------2 Mark OR	Requesting you to consider the below marking system: ISO 9001: 6 marks ISO 27001: 6 marks ISO 20000: 6 marks	The bidder must have authorized and globally accepted relevant certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi Levels: •CMMi Level 3-----1Mark

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
			• CMMi Level 4----------4 Marks OR • CMMi Level 5----------6 Marks Maximum Marks : 18 Marks		OR •CMMi Level 5---2 Marks **Maximum Marks : 18 Marks**
35	28	Section- V, Force Majeure	The bidder or departments shall not be liable for delay in perfomming 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	Any Non-Performance caused due to Force Majeure should be unconditionally excused by the department.	As per RFP
36	29	Section-V, Intellectual Property Rights	Intellectual Property Rights	Bidder will be licensing Bidder's pre-existing IPR (IP in the application) to UPDESCO for use for the purpose of the RFP. IPR on such pre-existing IP will be retained by Bidder. Bidder would also retain any IPR that is developed independently during the engagement. IPR of customization that are unique for the project developed exclusively for UPDESCO will be transferred to UPDESCO by Bidder.	Agreed.

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
37	NA	Section-V	New Clause	In case of any dispute arises, No Clarity given regrading Arbitration law applicable for this RFP. Please specify the same. Request Provision of the following: "All disputes shall be dealt in accordance with the Arbitration and Conciliation Act 1966, irrespective of the value of contract. The Tribunal shall consist of a 3 member panel. Department and Service Provider shall appoint one Arbitrator each and the third person, Neutral Arbitrator, shall be jointly appointed by the Judges. The decision of the panel shall be binding on all the parties.	Arbitration a. Any dispute or difference whatsoever arising between the parties to the Agreement out of or relating to the construction, meaning, scope, operation or effect of the Agreement or validity of the breach thereof, which cannot be resolved through negotiation process, shall be referred to the sole Arbitrator. Principal Secretary (Client Department), GoUP or an officer nominated by him shall be the Arbitrator to both the parties. The Provision of Arbitration and Conciliation Act 1996 shall apply. The Arbitration shall be held in Lucknow, India. b. Subject to the above, the Courts at Lucknow only shall have jurisdiction in this matter.
38	30	Section 17	Limitation of Liability towards the firm shall not exceed the contract value.	We request to modify the clause as liability should not exceed 10% of the contact value.	As per RFP
39	31	Section 18	Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a "GoUP" contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in getting or executing the "GoUP" contract;	We request the removal the clause. The proposal can be rejected in such criteria.	As per RFP

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
40	31	Section 18	Will cancel the contract if at any stage it comes to know that the selected firm has any relation with any of the members of Evaluation Committee (EC) or the decision making authorities.	Please provide the notice period for the given criteria.	As per RFP.
41	34	Annexure-I Proposal Submission Form	Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP response No. GoUP_IT_Exam_2017/03...	We request you to correct RFP no. as GoUP_Online_Exam_2018	Accepted & hereby modified as GoUP_Online_Exam_2018
42	38	Annexure V	Recommendation to Government Departments for Selection Agency	We suggest you to choose QCBS method for selection of agency for Quality Delivery.	As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement
43	38	Annexure V	The departments may use one of the below two methods for selection of agency: 1. QCBS method 2. L1 Method	We would request UPDESCO to adopt L1 as the only method for selecting the bidder. This will give level playing field to all empaneled vendors.	As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
44	41	Technical Evaluation for Online (Computer Based) Examination	1.3 The firm should have at least X employees on payroll of the company, at least for the last six months from the date of release of this tender (X = Expected No of Candidate Count/500 *4 + 50) a) Exam Centre Administrator – 1 per 500 nodes or less. b)IT Manager – 1 every 250 nodes c)Support Manager – 1 every 500 nodes or less 5 Marks shall be awarded for every additional 100 employees (or as decided by the Department)	Since the expected candidate count cannot be forecasted it is not fair to have a criteria based on a notional figure. Further no firm can scale up with employees to such level 6 months in advance to address a particular exam. We would request UPDESCO to allow the vendor to assure that the required number of resources would be available for conducting the exam. Suggested text of criteria - The firm should have at least X resources to conduct an exam where X = (Expected No of Candidate Count/500) *4 + 50 a) Exam Centre Administrator – 1 per 500 nodes or less. b)IT Manager – 1 every 250 nodes c)Support Manager – 1 every 500 nodes or less	As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
45	39 & 41	Technical Evaluation for Online (Computer Based) Examination	The bidder must have successfully executed X Online {computer based} examination against different advertisements in India of minimum value of INR Y crore each in last 5 years 3 marks for each project subject to max 15 marks Additional, 2.5 marks for each project with any state Government subject to max 5 marks	Since examination bodies started considering CBT mode in last 3 years so we request to consider the experience of last 3 years.	As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement
46	40 & 42	Technical Evaluation for Online (Computer Based) Examination	The Bidder should have infrastructure of min 100 nodes, in DHQs of UP with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity etc. = or <20 DHQs ... 2.5 marks 21-30 DHQs ..... 5 marks 31-40 DHQs ..... 7.5 marks 41-50 DHQ .....10 marks	**Request the department to relax the criteria as mentioned below:** The Bidder should have infrastructure of min 100 nodes, excluding buffer, in DHQs of UP with validated nodes/computers, appropriate technology, hardware and software, Dedicated connectivity etc. = or <10 DHQs ... 2.5 marks 11-20 DHQs ..... 5 marks 21-30 DHQs ..... 7.5 marks >30 DHQs .....10 marks	As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement
47	NA	NA	New Clause	The software used for computer based examination is UST product and we own the IP rights. UPDESCO may use our examination product based on the rfp requirements.	As per RFP

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
48	10		6000/- as Registration fees	We are already registered user and have a login Id for the site https://etender.up.nic.in - we assume this fee is not required confirm .We assume that only Tender fees of 59000/- and EMD of 5,00,000/- need to be paid to participate in this submission?	Yes.
49	6		EMD of 5,00,000/-	As this is only an Empanelment of Vendors when this EMD would be refunded back to Vendors? and since the Tenders would be shared with the Empaneled vendors – would vendors have a pay for the Tender EMD for Every Tender Separately? pl confirm We assume that we can use our own format for the EMD BG and that this EMD is to be submitted in original along with the tender fees DD – offline in UP prior to the Bid submission ? – pl confirm	EMD amount is revised to INR 10,00,000. The same would be converted as BG & shall be with UPDESCO during the entire empanelment period.
50	22		Authorization of Bidders Signatory	We request that Authorization Letter on the company letterhead also should be permitted (its accepted for all Government Tenders) instead of only Power of Attorney – as our MD who is the Authorized person for POA travels a lot and this becomes an issue.	Agreed, in case the Board resolution resolute the power to MD to Authorize or assign other person as authorised signatory.

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
51			Agreement Copies of Test Centers	We have hundreds of Agreements signed with all Centers – due to size constraints – it would not be possible to upload all Agreement copies – we can give an Undertaking that we have Agreements in place for the Seat Capacity confirmed and the Agreement copies can be shared by Successful Bidders once the NDA is in place	As per RFP
52	26	Clause 2. Conflict of Interests	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. 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.	We request further clarity on this clause.	As per RFP

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
			Conflict between firm activities and procurement of goods, works or services: A	Please clarify what activities should we refrain from as the term " Supply of goods" also covers the "software delivery" as we have other ongoing projects in UP and also have our own Branch offices in UP	As per RFP
			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.		As per RFP

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
53	27	Clause 4 Disclaimer Clause	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.	Please clarify how UPDESCO wouldnot be liable for any loss or damage caused for any statements or projections in this RFP even if the loss or damage is caused due to negligence or omission from their end?	As per RFP
54	28	Clause 6 Disclosure of Interests and Links	.	We have an Ongoing long term Agreement with the UP Police – we would like to understand that there will be no issues for us to Empanel our Organization as there is no Conflict of Interest – pl confirm ?	True. The cases may be looked upon case to case basis.
55	30	15- limitation of liability	Limitation of Liability towards the firm shall not exceed the contract value	Request that as per industry standard this should be capped at 10% of the Project value	As per RFP

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
56	30		Taxes and Payment	We would like to request that for future tenders the payment should be on the basis of per Scheduled Candidate who is issued an Admit card , taxes would be charged extra as per applicable rates	The details of the same shall be shared by the client department with empaneled agencies
57	15	1.1.1Pre Examination Phase	The bidder has to design a separate website for receiving the online application	A. Please confirm tentative go live date for the Online Application Portal. B. Please confirm duration of hosting in months for the Online Application Form	A. The same shall be shared by the client department with empaneled agencies B. The same shall be shared by the client department with empaneled agencies
58	15	1.1.1Pre Examination Phase	The Bidder should design the application for candidates to register themselves for the Computer Based Examination. Bidder would require to integrate online payment gateway with advised vendors	A. For online payment we assume the transaction charges for online payment will be borne either by UPDSCL or levied to candidates. Please confirm. B. We assume the registration fees collected through online payment will need to be credited directly into UPDSCL bank account. C. Please confirm if the Third party Payment collector for integration will be provided by UPDSCL or need to be provided by the bidder D. Would there be challan Payment?	A. The said Transaction charges shall not be borne by the Bidder B. The same shall be shared by the client department with empaneled agencies C. The same shall be shared by the client department with empaneled agencies D. The same shall be shared by the client department with empaneled agencies

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
59	15	1.1.1Pre Examination Phase	Bidder shall be the owner of the end to end Question Paper creation process	A. Please share number of qts. per paper (min and max.) B. Please share list of disciplines/subjects for QP content development by bidder C. Please confirm duration of exam min. and max for different exam modules D. Please confirm language required for conducting the exam	A. The same shall be shared by the client department with empaneled agencies B.Th. same shall be shared by the client department with empaneled agencies C. The same shall be shared by the client department with empaneled agencies D. The same shall be shared by the client department with empaneled agencies
60	16	1.1.1Pre Examination Phase	The Bidder shall identify required Exam Centers as per the client department requirement in cities of Uttar Pradesh	A. We assume exams will be required to be conducted only on Sat/Sun. Please confirm. B. Please confirm expected Exam Date(s) C. Please confirm if the exam is to be conducted in Single or Multiple consecutive day(s) D. Please confirm if the exam is to be conducted in Single or Multiple Section(s) E. Please share historic trend of candidate counts for various offline exams F. Please share historic trend of candidate counts for various online exam G. We assume there is no requirement for Frisking. If required there will be impact in cost estimated. Please confirm H. We assume the candidate billing will be as per scheduled candidate. Please confirm I. How many such online computer based exam event/drives are expected to happen in a year?	Pt. A to I: The same shall be shared by the client department with empaneled agencies

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
61	16	1.1.1Pre Examination Phase	The bidder shall ensure that 20% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have 120 systems available per shift.	We assume 10% buffer system will suffice instead of 20%. Please confirm	As per RFP
62	17	1.1.1Pre Examination Phase	The Bidder shall provide help to candidates through a call center (telephone/email) on need basis depending upon the requirement of the examination	We assume the helpdesk with email and telephony support provided for candidates 9.00 am to 6.00 pm on working days will suffice. Please confirm	A. The same shall be shared by the client department with empaneled agencies
63	21-23	Eligibility criteria and evaluation criteria	You are seeking bids from the companies having ISO 9001, ISO 27001 and having turnover of 15 cr as mentioned. This tender gives a clear indication that companies having higher turnover (40cr on wards), higher no. of employees (600) only will be able to score more and get qualified	We request you revise these so that it gives a level playing field to all the organizations who are eligible. Since it's a tender for CBT, may we request you for the following : 1. Kindly allow CMMi Level 3 as the minimum eligibility criteria. 2. Please increase the turnover requirement but kindly do not give scores to the companies having higher turnover. (Pt.no.1) 3. Kindly revise the turnover requirement from the recruitment related business. 4. Kindly modify the employee's requirement to be 100 no's to 200 no's. But kindly do not give scores to the companies having highest no. of employees. This deprives capable companies having higher quality certification, qualitative experience from being eligible.	Please refer S.No 62 The bidder must have authorized and globally accepted relevant certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi Levels: •CMMi Level 3-----1Mark OR •CMMi Level 5---2 Marks **Maximum Marks : 18 Marks**

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
				5. We refer to pt.no.8 (Page No.22 Under eligibility Criteria). Pls. correct it to 3 work orders in last 3 years. This is sufficient enough to understand an organizations strength and capability	
64	14	1.1	Administrative modules at different level (HO, ZO, RO)	Please explain about the admin module required at different levels (HO,ZO,RO) mentioned in the RFP	Administration at Head Office, Zonal Office and Regional Office
65	15	1.1	Certificate generation and verification module	Please explain certificate generation & verification module that would be required	The same shall be shared by the client department with empaneled agencies
66	16	1.1.1	Physical Security	Is CCTV services required during the exam conduct?	Yes. The high resolution video shall be retained till 1 month from the end of examination process. However, The same shall be shared by the client department with empaneled agencies
67	14	1.1	Call centre/FAQ/Query Handling Module	Considering helpdesk to get set up at bidders premises or End Customer	The same shall be the sole discretion of the client departmentwhether the helpdesk shall be at bidders premises or client department
68	22	2.1	The turnover of the bidder in 2.1 & 2.2	**Turnover of the bidder should be considered only from examination work related activities as in clause 2.2 & not from other line of business that any bidder may have been involved with as in clause 2.1.**	**Below clausesare deletedwith respect to Eligibility criteria & Technical Criteria respectively::** ~~1.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 Crores~~

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
				Any bidder who has multiple lines of business activities in addition to conduct of examination may not bring in expertise as that of a specialized exam service provider. Conduct of Govt. recruitment exams is a sensitive matter for which bidders capability should be judged only from conduct of exam related activities and not any other line of business.	~~2.Average Annual Turnover (AAT) of the agency in last three financial years (FY 14-15, FY 15-16 and FY 16-17)~~ ~~INR 15 Cr ≤AAT ≤ INR 20 Cr : 3 marks~~ ~~INR 20 Cr <AAT ≤ INR 30 Cr : 6 marks~~ ~~INR 30 Cr <AAT ≤ INR 40 Cr : 9 marks~~ ~~INR 40 Cr <AAT : 12 marks~~ **Below clauses updated with respect to Eligibility Criteria & Technical Criteria respectively:** 1. Average Annual Turnover of the bidder for recruitment/ examination related business in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 15 Crores 2.Average Annual Turnover of the agency for recruitment/ examination related business in last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR 15 Cr ≤ Turnover ≤ INR 20Cr: 5 marks INR 20 Cr < Turnover ≤ INR 25Cr: 15 marks INR 25 Cr < Turnover ≤ INR 30Cr: 25 marks IR 30 Cr < Turnover : 32 arks

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
69	22	2.3	No. of employees on bidder's Payroll	As per technical evaluation criteria, higher score is being proposed to the bidder who have more than 600 employees. Does this mean that the bidder will be deploying that many number of employees to work on any particular exam Project. As a matter of fact, not all such employees at first, may be involved in any exam related work. Hence, criteria should ask for and measure only those number of employees who shall be actually involved in conduct of examination activities.	As per RFP
70	22	2.4	Presentation	The presentation has been given a weightage of only 10 marks while Employee strength with a weightage of 20 marks. It appears UPDESCO is more interested in high employee strength of service provider instead of understanding the approach & methodology of the vendor. We request UPDESCO to give weightage of 20 marks to Presentation and 10 marks to employee strength.	As per RFP
71	23	2.6	Software Certification	While ISO 27001 certification has been asked as one of the minimum eligibility criteria, specific ask on having ISO 20000 as well does not seem to be relevant as ISO 27001 is the best known standard providing requirements for an information security management system (ISMS). (Source: www.iso.org)	The bidder must have authorized and globally accepted relevant certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
					development based on CMMi Levels: •CMMi Level 3-----1Mark OR •CMMi Level 5---2 Marks **Maximum Marks : 18 Marks**
72	23	1.8	CMMI Certification for Software Development	As per the technical evaluation criteria, a private certification like SEI CMM is being considered for giving weightage to bidders. It has been repeatedly seen in the industry that such certifications do not guarantee success of the exam process. A quick reference to the CMM website clearly indicates that it is meant for improving the business performance and delivering results.	The bidder must have authorized and globally accepted relevant certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
				There have been instances in the country where service providers with CMMi Level 5 have not delivered exams commensurate with their certification. Hence attaching more importance to CMMi Level 5 may not add much value. Clauses of this nature will eliminate good service providers as world's best testing and assessment companies don't go for such certification. Even software companies like SAP or Oracle that produces enterprise wide software does not have any such certification. MeritTrac has delivered millions of exams successfully with its ISO certified processes. In lieu of private certifications like CMM, you are requested to consider other credentials like compliance to STQC certification (in addition to ISO 9001, 27001 & CERT-IN), that are more relevant for judging capability of the service providers to conduct exams in fair & secure manner. Over and above, it is an Offline exam tender and doesn't require a CMMI certification. We request you to kindly amend this clause as it is discriminatory in nature and of no relevance to the service that is being sought by the department.	Levels: •CMMi Level 3-----1Mark OR •CMMi Level 5---2 Marks **Maximum Marks : 18 Marks** MeritTrac Services Private Limited Bangalore

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
73	38	Annexure-V	Recommendations to Govt. departments	Since, the evaluation criteria is already a apart of the bid process, then why a separate evaluation process is being recommended to government along with due weightage since after empanelment only Financial quotes should be asked from empaneled service providers.	As per RFP
74	22	Technical Evaluation	The bidder must have primary data center with DRsite infrastructure for data Security. Both the DataCentres should be located in India in different seismiczones. (Point no 11)	The clause may have additional point as that bidder should have capability to host software application in State Data Center to enhance the security and sanctity of data. There should be a declaration regarding this from bidder.	Please refer S. no 17
75	23	Technical Evaluation	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 (Point no 6 in Evaluation Criteria)	In the online examination, CMMi certification which is a private certification is not relevant. STQC and CERT-IN which are DoIT recognized certificates over the software security issues in the assessment software are more relevant. If there is a requirement of CMMi certificate, it should be for developing the online examination software and for conduct of online examination. We request you to revisit the clause.	The bidder must have authorized and globally accepted relevant certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi Levels: •CMMi Level 3-----1Mark OR •CMMi Level 5---2 Marks **Maximum Marks : 18 Marks**

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
76	31	Section V Point 19	Penalty Clause should be added	There should be an addition of the Penalty clause in the tender to ensure that sincere bidders are participating and interest of the state is secure. No deviation should be accepted on this clause. However, we understand that this would be applicable by the departments.	"Penalties shall be imposed in case of failure by bidder to deliver the services according to the terms & conditions and timelines as stated by the client department"
77	6	EMD Related	Rs 5,00,000 /- (Rs Five Lac only) in the form of Demand Draft or Bank Guarantee issued by a scheduled/ nationalized bank in the name of " Uttar Pradesh Development Systems Corporation Limited" payable atLucknow	We request you to kindly give relaxation on submitting the EMD Rs 5.00 lacs /- to the bidder registered through NSIC for EMD Exemption	As per RFP
78	6	E-bid Submission	Last date for submission of e-Bids on e-Tender portal 09 April 2018 up to 1200 Hours	Please refer to mentioned above tender & three corrigendum in this regard. We are working on technical documents from OEM and OEM require some more time to incorporate changes as per corrigendum this tender and need some more time in arranging price, MAF and other. We request to kindly extend the submission date for at least one week (by 23rd March, 2018).	Last date for submission of e-Bids on e-Tender portal 10 April 2018 up to 1200 Hours Opening of Technical eBids: 11 April 2018 at1700 Hours
79			Omission		'UPLC' word is hereby omitted from the RFP
80			Additional Clause		The Application software used for examination process should be STQC certified

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Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
81					There should not be any Remote Access tool in the Computers used during the examination process
82			Additional Clause		The client department shall be at the liberty to impose any conditions above and beyond those stated under the RFP in the interest of the examination process in line with the extant government regulations, orders and directions.
83			Additional Clause		The Bidder shall have to submit an affidavit that the Bidder has not been involved in any project anywhere in India wherein examination paper has been leaked or fraudulent activity has happened during the entire examination process

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UTTAR PRADESH DEVELOPMENT SYSTEMS CORPORATION LTD. (UPDESCO)

UPTRON Building, Near Gomti Barrage, Gomti Nagar, Lucknow, UP, Pin: 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 ONLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH

eBid Reference: GoUP_Online_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)	09 March 2018	At 1000 Hours
2	eBid Submission Start Date	09 March 2018	From 1000 Hours
3	Receiving of Pre-bid queries	15 March 2018	till 1600 Hours
4	Pre-bid meeting at UPDESCO, GoUP	16 March 2018	1400 Hrs
5	eBid Submission End Date	09 April 2018	1200 Hours
6	Opening of Technical eBids	10 April 2018	At 1700 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 ONLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH

Online eBids are invited from eligible agencies for empanelment with UPDESCO, a Public Sector Undertaking of IT & Electronics Department, Government of Uttar Pradesh for **"EMPANELMENT TO CONDUCT ONLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH"** up to 1200 hours of 09 March 2018. The eBids shall be opened on 10 April 2018 at 1700 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_Online_Exam_2018

Skill Tree Services Private Limited Bangalore

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

Bangalore

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 ONLINE 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 bidders for conducting and managing any online exam related processes for various government departments in Uttar Pradesh. The bidder 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 bidders 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:

Bengalore

e-Bid Reference No.	GoUP_Online_Exam_2018
Purpose	Request For Proposal (RFP) For "SELECTION OF AGENCIES FOREMPANELMENT TO CONDUCT ONLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH"
Date of Publication of e-Bid notice	09 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
Pre-bid meeting	16 March 2018 at 1400 hours Venue: UPDESCO Office, Lucknow
Date of Opening of Technical eBids	10 April 2018 at 1700 Hours
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.

Legal Services Private Limited Bangalore

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 agency, 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 that shall be payable to the selected empanelled agency 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.

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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)
- Covering Letter for Proposal Submission Form (Annexure 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.

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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.

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

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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 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.

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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 in with Pre Qualification cum Technical bids 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 first by Tender Evaluation Committee (TEC) members in the office of UPDESCO.

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 Bidding Company 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

UPDESCO invites agencies who can take responsibility to conduct online examinations for various departments in the State. The scope of 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 in a professional way. Agency shall adhere to following scope:

1.1 Scope of Work for Online (Computer Based) Examination

Examination Solution/ Platform provided by selected bidder shall have the sole responsibility to design, develop and implement online services for all activities related to the entire examination process. The Examination Solution/ Platform must have following functionality:

- Online Application and Registration module
- Online Admit Card Generation Module
- Examination Creation/Examination Calendar Module
- Call Center/FAQ/Query Handling Module
- Examination Centres Management and Control Module
- Controller of Examination Module
- Administrative Modules at different level like (HO, ZO, RO etc.)
- Question Bank Module
- Online Application Registrations Module
- Eligibility Checking Module
- Online Payments Module
- Honorarium/Payment Module
- Bank Reconciliation Module
- Examination Centre Allocation & Scheduling Module
- Online Attendance Module

- Mock Exam Module
- Evaluation Module
- Result Generation and Verification Module
- Certificate Generation and Verification Module: Certificate generation for internal authorization and authentication purposes.
- MIS and Report Generation Module
- Resource Management

This Scope of Work for Online examination has been divided into following three broad phases

- Pre- Examination Phase
- Examination Phase
- Post Examination Phase

1.1.1 Pre Examination Phase

One of the most critical aspects for State Recruitment examination is the security of Question Paper content for the entire exam life cycle.

Bidder shall ensure that the entire process is digitalized and encrypted right from creation through exam conduct.
Bidder shall be the owner of the end to end Question Paper creation process. Bidder shall have the ownership of content creation, review and upload on the digital platform. Bidder should have strong panel of highly qualified Subject Matter Expert, who ensure high quality content is created and kept secure. This will ensure fixing clear responsibility for the security of the content and eliminating the possibility of leaks. The end client department shall not have access to any of the question paper content. The end client department shall provide the bidder syllabus of the question paper and details of difficulty level.

a. The bidder has to design a separate website for receiving the online application.
b. The Bidder should design the application for candidates to register themselves for the Computer Based Examination. Bidder would require to integrate online payment gateway with advised vendors. The bidder has to inform candidate about rejection of the application.
c. 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.
d. The Bidder is expected to draw the examination plan and design the examination processes as follows:

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a. Complete Security management processes
   - Physical Security (The objective of physical security is to safeguard personnel, information, equipment, 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.
   - Information Security
   - Cyber Security
   - Server Security
   - Network Security

b. Candidate handling process
   - Mapping of candidates details with Exam Centres
   - Validation and verification of identity
   - Attendance and biometric (photograph and thumb impression) handling
   - Machine/seat allocation and handling of security parameters
   - Bulk/individualized SMS
   - Bulk/individualized emails
   - Customer care number for responding to queries

c. Any other processes related to conduct of Examination.

e. The Bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.

f. The Bidder shall provide specifications for Hardware and Software required at all stages of the examination at Exam Centres including devices and systems to be used for authentication and audit trail mechanisms required for Exam.

g. The Bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking including Internet (leased line) shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.

h. The Bidder shall inform the applicants whose application are rejected via email or other medium

i. The Bidder shall provide 7 days' time to rejected applications to upload any missing information/ document.

j. The bidder shall set minimum passing marks through application management for candidates of all categories.

k. The Bidder shall identify required Exam Centresas per the client department requirement in cities of Uttar Pradesh which shall be finalised by the department. The bidder shall ensure that 20% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have 120 systems available per shift.

l. The Bidder shall ensure that all Exam Centres have the prescribed Hardware, Software, Internet and LAN connectivity for conducting Examination.

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m. The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power.

n. The Bidder shall carry periodic audit at Exam Canters for Hardware, Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc.

- Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser.
- Working condition of UPS and Generator.

o. The Bidder shall ensure basic amenities to be provided separately for all genders.

p. The Bidder shall provide a facility to candidates for static mock link for mock test within one month of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination and should be prepared in consultation with the concerned department

q. The Bidder shall provide help to candidates through a call center (telephone/email) on need basis depending upon the requirement of the examination.

r. The Bidder shall host and manage the examination process through intranet based solution at Exam Centres.

s. The Bidder shall ensure proper authentication of the candidates at the center.

t. The Bidder shall ensure complete registration process of the candidates (digital photo, signature, finger print etc.). The biometrics taken at this stage shall be used later on for authentication purposes.

u. The Bidder shall ensure all the arrangements and adequacy of displays and provide required instructions/ information to the candidates appearing for exam at Exam Centres.

v. All pre-examination phase processes shall be carried out by the Bidder in consultation with the client departments.

w. The bidder should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes.

x. The bidder shall arrange first aid box at all examination centres.

1.1.2 Examination Phase

- The Bidder shall provide adequately trained manpower during examination. An indicative requirements per 100 candidates are given below:

Resource	Quantity
Exam Centre Administrator	01
IT Manager	01
Invigilators	01 per 30 systems with a minimum of 2 in a room
Support Staff	Minimum 2 per 100 students (Suitability need to be justified with centres) and locations

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Security Guards	Minimum 1 per 100 students (Suitability need to be justified with centres)
Peons	Minimum 2 per 100 students

- The Examination shall be computer based with the questions being provided onscreen on a random basis with multiple choice answers, without any manual intervention.
- Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as automatic calculation of test score, negative marking, time left, flag questions for review, navigation to unanswered questions and prompt for submission.

Required number of servers for a center must be provided by the Bidder for assured performance. Additional equivalent and suitable servers for backup and mirror services will need to be provided by the Bidder.

- The Bidder shall complete registration and authentication process of the candidates before start of examination (digital photo, bio-metric finger print etc.) and after that allow candidates to appear for test at Examination Centres.
- The bidder shall provide progress reports as when required to the department from every center during the examination period.
- The Bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
- The Bidder shall obtain candidate's feedback through online Feed Back Form, after the examination is over.
- The Bidder shall inform all candidates about the required stationery material to the candidates as per requirement of the examination and make necessary arrangements, if required
- The Bidder shall have a contingency plan for Student management/Shifting in case of any emergency.
- 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.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 4 Hour from each exam center. Other data such as attendance sheet, finger print, photograph, seating plan etc. (if any) should be sent to client department within 7 days of conclusion of each exam.

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1.1.3 Post Examination Phase

- The Bidder shall calculate marks obtained by each candidate as per requirement of client department
- The candidate's responses, biometric, photograph, audit trails should be uploaded automatically from the local server to Bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.
- The Bidder should be able to hand over the raw responses/data to client department immediately (same day for morning shift & following morning for evening shift) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination.
- The Bidder shall provide an online facility to candidates to raise objections against the questions in the exam for a fixed time window. Post the objection time window, the Bidder will provide data of all the objections raised by candidates to client department. After resolving the objections, client department will provide the final answer keys for the question paper to the Bidder, which the Bidder will use to generate final scores.
- Mismatch settlement in case asked by the end client department. A signed copy of the same shall be shared by the bidder with the end client department.
- In case of examination being conducted across multiple shifts for the same subject, the Bidder shall provide normalized scores based on rules agreed with client department.
- In addition to providing scores Bidder shall provide Merit list computed as per rules provided by client department.
- The Bidder shall provide documented inputs and support for handling
  - Candidates queries
  - RTI queries
  - Court Cases

Note:

1. The Bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to client department before implementation the software. The Bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
2. The Bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
3. The above requirements shall be in the form of support only. Bidder shall not be responsible for interactions with any third-party.

- Test Data Archiving: The Bidder shall archive the result and other examination data for future references after specified time, as per requirement of client department
- MIS generation/ customized reports: The Bidder shall provide adequate information to the Recruitment Wing as per the requirement of client department.

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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

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 departments

2. **Project Deliverables and Payment:**

   The detailed breakup of payment would be shared by the individual departments when they will share 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 can be extended further for 24 months.

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

UPDESCO aims to empanel agencies having relevant experience of conducting and managing the online 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 be 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 Crores	Audited Financial statement or CA Certificate
3	Average Annual Turnover of the bidder for recruitment/ examination related business in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 5 Crores	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 payroll of the company as on bid submission date	Certificate from Company Secretary/Certificate from HR Head counter signed by Authorized signatory
7	The bidder should have valid GST Identification no.	GSTIN Certificate

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S. No.	Eligibility Criteria	Documents Required
8	The bidder must have successfully executed 5 Online {computer based} examination against different advertisements in India of minimum value of INR 1 crore each in last 5 years	LOI/Contract/Client certificate / Work Order
9	The bidder must have conducted online exam with 5,000 or more candidates in single shift for an online examination	LOI/Contract/ Client certificate / Work Order/ Authorised signatory certificate
10	The bidder must own the complete source code of the software being used for conducting the Computer based exam. The bidder must have the copyright of the source code and all its components.	Self-declaration by the authorised signatory
11	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
12	The bidder must have ISO 9001 certification.	Certificate
13	The bidder should not be blacklisted by the central government/ any State Government/ Public Sector Units in India	Self-declaration by the authorised signatory
14	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	Average Annual Turnover (AAT) of the agency in last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR 15 Cr ≤ AAT ≤ INR 20 Cr : 3 marks INR 20 Cr <AAT ≤ INR 30 Cr : 6 marks INR 30 Cr <AAT ≤ INR 40 Cr : 9 marks INR 40 Cr <AAT : 12 marks	12	CA certificate

S. No.	Evaluation Criteria	Maximum Marks	Document Required
2	Average Annual Turnover of the agency for recruitment/ examination related business in last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR 5 Cr ≤ Turnover ≤ INR 7 Cr: 5 marks INR 7 Cr < Turnover ≤ INR 10 Cr: 10 marks INR 10 Cr < Turnover ≤ INR 12 Cr: 15 marks INR 12 Cr < Turnover : 20 marks	20	CA certificate
3	The bidder should have minimum 200 employees on payroll. for no. of employees 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
4	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
5	The bidder must have successfully executed 5 Online {computer based} examination against different advertisements in India of minimum value of INR 1 crore each in last 5 years 3 marks for each project subject to max 15 marks Additional, 2.5 marks for each project with any state Government subject to max 5 marks	20	Copy of Work Order / LOI / LOA / Agreement / Client certificate / Completion certificate
6	The bidder must have authorized and globally accepted software certifications •ISO 9001 : 3 Marks •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----------2 Mark OR • CMMi Level 4----------4 Marks OR • CMMi Level 5----------6 Marks **Maximum Marks : 18 Marks**	18	Valid copy of certificate
	Total	**100**	

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

3. **Methodology for Selection of Firm for Empanelment and Award of Contract**

- 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 firms before calling of Financial Bids.
- Empanelled firms will be required to submit the Financial bids as a response to the requirement.
- The empanelled firm, 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.

6. Negotiations

Normally, there would be no post RFP negotiations.

7. Award of Empanelment

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

8. 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.

9. 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, firm 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 firm

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

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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

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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/IT&E) 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. Unfair Competitive Advantage

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. Disclaimer clause

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 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/UPLC/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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8. Firm Personnel

a) The firm shall deploy and provide such qualified and experienced personnel as may be required to perform the services under the requirement of project. It is desirable from the firm to deploy the domain/subject specialists, from time to time, who have adequate experience in the domain related with the project. The deployed resources should be dedicated in nature.

b) Firm shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

c) If Client Department requests to replace resource(s), then firm shall be required to replace the resource(s) within agreed time from the date of request raised.

9. Applicable Law

Applicable Law means the laws and any other instrument having the force of law in India as may be issued and in force from time to time. The Contract shall be interpreted in accordance with the laws of the Union of India and the State of Uttar Pradesh.

10. Assignment and Subcontracting

a) Selected firm shall not assign or transfer this contract or part thereof to any other party without written consent of the Client Department.

b) For the purpose of the liabilities under this Bid, the Bidder will be considered as a solely liable for delivery of all the components of the Bid and scope of work.

11. Intellectual Property Rights

No services covered under the Contract shall be sold or disposed by the firm in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The firm shall be indemnify the UPDESCO/UPLC/Client Department from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the firm, the UPDESCO/UPLC/Client Department shall be defended in the defence of such proceedings.

12. Governing Language

The Contract shall be written in English Language. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English/Hindi.

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13.Payment Terms

Payment shall be released to the concerned firm as per the terms and conditions of the contract awarded to the concerned firm by the respected department and review of the progress in project.

14.Taxes

The Bidder may be subject to all applicable taxes (such as GST) on amounts payable by the Purchaser under the contract and applicable deductions such as TDS etc. if any will be deducted from the amount payable to the selected firm

15. Termination of Contract

The Firm's association with the Client Department/GoUP will terminate in case of following conditions:

a) The term of Contract expires.

b) Performance is below expected level

c) Non-adherence to the timelines of the project.

d) Quality of work is not satisfactory and not acceptable.

Termination for Insolvency, Dissolution etc.

The GoUP may at any time terminate the Contract by giving written notice to the empanelled firm, if the empanelled firm becomes bankrupt or otherwise insolvent or in case of dissolution of company or winding up of company. In this event termination will be without compensation to the firm, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the GoUP.

Limitatiun of Liability

Limitation of Liability towards the firm shall not exceed the contract value.

18. Fraud and Corruption

The Bidder, if selected shall have to observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the Client Department/GoUP:

- Defines, for the purposes of this provision, the terms set forth below as follows:

  - "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and

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- "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the "GoUP" and includes collusive practices amongst firm employees (prior to or after submission of proposals) with Service Provider empanelled with GoUP, designed to establish prices at artificial, non-competitive levels and to deprive the "GoUP" of the benefits of free and open competition.

- Will reject a proposal for award if it determines that the firm recommended for award is/was engaged in corrupt / fraudulent / coercive activities in getting the contract in question;

- Will cancel the firm's contract if it at any time determines that its representatives are engaged in corrupt or fraudulent practices.

- Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a "GoUP" contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in getting or executing the "GoUP" contract;

- Will have the right to have them audited by auditors appointed by the "GoUP"

- Will cancel the contract if at any stage it comes to know that the selected firm has any relation with any of the members of Evaluation Committee (EC) or the decision making authorities.

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Annexure -I

SECTION VI - TECHNICAL PROPOSAL SUBMISSION FORM

BIDDING FIRM'S GENERAL INFORMATION

S. No	Particulars	Description/Details	Reference Documents	Page No.
A	Name of Bidding company			
B	Contact Details			
	a. Address			
	b. Mobile/Telephone			
	c. Fax			
	d. email			
	e. Website			
C	Name of Managing Director / CEO			
D	Name, Designation & email of Authorized signatory			

Signature ……
In the capacity of ……..
Duly authorized to sign proposal for and on behalf of……..

Date……

Place……..

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Annexure II

TASK ASSIGNMENTS

Project Experience Details

S. No	Details	
1.	Project Name	
2.	Client Name & Details	
3.	Project Value (INR)	
4.	Project Description	
5.	Services Provided by the Firm	

Signature ……

In the capacity of ……..

Duly authorized to sign proposal for and on behalf of ……..

Date……

Place……

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Annexure III

PROPOSAL SUBMISSION FORM

(On letter head of Bidder)

To,

The Managing Director
UPDESCO,
Uptron building,
Gomti Nagar, Lucknow

Ref: Submission of Proposal against your Tender Reference No: .....

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP reference No. UPDESCO_GoUP_IT_Exam_2017/03 for **"SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT ONLINE EXAMINATIONS 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.

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9. We agree to abide by all the terms and conditions mentioned in the Request for Proposal Reference No..UPDESCO_GoUP_IT_Exam_2017/03 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,

Authorized Signature:
Name and Title of Signatory: Seal of Bidder Company

Annexure IV

FORMAT OF PROFORMA OF BANK GUARANTEE TOWARDS PERFORMANCE SECURITY

PERFORMANCE GUARANTEE

Ref No..... Bank Guarantee No

Dated : .....

IN consideration of the Governor of Uttar Pradesh (hereinafter called "the Government") having agreed; to exempt (hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Agreement. dated made between and for (hereinafter called "the said Agreement"), of security deposit for the due fulfilment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee forRs..... (Rupees ..... only) we, ... (indicate name of the Bank) (hereinafter referred to as "the Bank") at the request /contractor(s)/, do hereby undertake to pay to the Government an amount not exceeding Rs. against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We (indicate name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.

3. We undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) supplier(s) in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

   The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) supplier(s) shall have no claim against us for making such payment.

4. We, (indicate name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid and its claims satisfied or dischargedor filed office/ Department certifies that the terms and conditions of the said Agreement. have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the_____ we shall be discharged from all liability under this guarantee thereafter.

5. We, (indicate name of the Bank) further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to

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time any of the powers exercisable by the Government against the said Contractor(s) and to for bear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Contractor(s) or for any forbearance, act or commission on the part of the Government or any indulgence by the Government to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provisions, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Supplier(s).

7. We, (indicate name of the Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Government in writing.

Dated the _____ day of _____
for _____ (Indicate the name of Bank).

Instructions for furnishing Bank Guarantee

1. The Bank Guarantee by Indian Bidders will be given on non-judicial stamp paper as per stamp duty applicable at the place from where the purchase Agreement has been placed. The non-judicial stamp paper should be in name of the issuing bank.

2. The expiry date as mentioned in the RFP (RFP Ref No. ……) should be arrived at by adding 30 days to the Agreement completion date unless otherwise specified in the Bidding documents.

The Bank Guarantee by Indian Bidders will be given from Scheduled Bank only. The Foreign Bidders will give Bank Guarantees from an Indian Bank situated in that country.

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Annexure V

RECOMMENDATIONS TO GOVERNMENT DEPARTMENTS FOR SELECTING AGENCY

Following is the recommendation for the Department for selection of the Agency to conduct the examination. However, the Departments are free to modify the below criteria as per their suitability, Scope of work, Scale of the examination & project requirement:

The departments may use one of the below two methods for selection of agency:

1. **QCBS method**
2. **L1 Method**

1. QCBS method

In a particular case of selection of bidder, the bidder would be technically evaluated out of 100 marks. Bids receiving 60 marks and above would qualify for Financial Evaluation and the weightage of the Technical Bids and Financial Bids as 70:30.

The Selected bidder shall be the first ranked bidder (having the highest combined score).

As an example, the following procedure can be followed. In response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded 70, 80 and 90 mark respectively. The minimum qualifying marks were 60. All the 3 proposals were, therefore, found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants. The evaluation committee examined the financial proposals and evaluated the quoted prices as under:

Proposal Evaluated cost A Rs. 120. B Rs. 100. C Rs. 110.

Using the formula LEC x 100/EC, where LEC stands for Lowest Evaluated Cost and EC stands for Evaluated Cost, the committee gave them the following points for financial proposals:

A: 100x100/ 120. = 83 points

B: 100x100/ 100. =100 points

C: 100x100/ 110. = 91 points

In the combined evaluation, thereafter, the evaluation committee calculated the combined Technical and Financial score as under:

Proposal A: 70x0.70 + 83x0.30=73.9 points
Proposal B: 80x0.70 + 100x0.30=86 points
Proposal C: 90x0.70 + 91x0.30=90.3 points

The three proposals in the combined technical and financial evaluation were ranked as under:

Proposal A: 73.9 points H3
Proposal B: 86 points H2
Proposal C: 90.3 points H1

Proposal C at the evaluated cost of Rs. 110 was, therefore, declared as winner and recommended for negotiations/approval, to the competent authority.

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Technical Evaluation for Online (Computer Based) Examination

- Technical Criterion selection and marks allocation against different evaluation criterion, lies with respective department. Department can modify/change these parameters based on their requirement.

S. No.	Evaluation Criteria	Maximum Marks	Document Required
1.	**Organizational Strength**	**100**	
1.1	The bidder should have executed similar projects with X candidate count (conduct of Online (Computer Based) Examination) against different advertisements in India, (X = Department needs to put the candidate count, based on its expected candidate count) over last 3 financial years. 5 marks per Exam	25	Copy of Work Order/ LOA / LOI / Client Certificate / Agreement / Completion Certificate
1.2	Average Annual turnover (INR) from Assessment Business for the period X years • 15Cr< 25 Cr: 5 marks • 25Cr– 50 Cr: 7 marks • > 50 Cr: 10 marks	10	CA Certificate
1.3	The firm should have at least X employees on payroll of the company, at least for the last six months from the date of release of this tender (X = Expected No of Candidate Count/500 *4 + 50) a)Exam Centre Administrator – 1 per 500 nodes or less. b)IT Manager – 1 every 250 nodes c)Support Manager – 1 every 500 nodes or less 5 Marks shall be awarded for every additional 100 employees (or as decided by the Department)	25	Certificate from the Company Secretary/ HR Head
1.4	The bidder must have successfully executed X Online {computer based} examination against different advertisements in India of minimum value of INR Y crore each in last 5 years 3 marks for each project subject to max 15 marks Additional, 2.5 marks for each project with any State Government subject to max 5 marks	20	Valid copy of certificate

S. No.	Evaluation Criteria	Maximum Marks	Document Required
1.5	The Bidder should have infrastructure of min 100 nodes. in DHQs of UP with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity etc. = or <20 DHQs … 2.5 marks 21-30 DHQs …….. 5 marks 31-40 DHQs ……. 7.5 marks 41-50 DHQ …….10 marks	10	Proof of Agreement of having nodes in UP/ self-declaration (on letterhead)by the authorized signatory
1.6	Technical presentation to Evaluation Committee. Presentation may be evaluated on the following parameters: • Organization` capability and strengths • Similar Experience • Approach and Methodology • Work Plan	10	Presentation to Evaluation Committee
	Total	**100**	

Bangalore

L1 method

Technical Evaluation for Online (Computer Based) Examination

- Technical Criterion selection and marks allocation against different evaluation criterion, lies with respective department. Department can modify/change these parameters based on their requirement.

S. No.	Evaluation Criteria	Maximum Marks	Document Required
1.	**Organizational Strength**	100	
1.1	The bidder should have executed similar projects with X candidate count (conduct of Online (Computer Based) Examination) against different advertisements in India, (X = Department needs to put the candidate count, based on its expected candidate count) over last 3 financial years. 5 marks per Exam	25	Copy of Work Order/ LOA / LOI / Client Certificate / Agreement / Completion Certificate
1.2	Average Annual turnover (INR) from Assessment Business for the period X years • 15Cr< 25 Cr: 5 marks • 25Cr– 50 Cr: 7 marks • > 50 Cr: 10 marks	10	CA Certificate
1.3	The firm should have at least X employees on payroll of the company, at least for the last six months from the date of release of this tender (X = Expected No of Candidate Count/500 *4 + 50) a)Exam Centre Administrator – 1 per 500 nodes or less. b)IT Manager – 1 every 250 nodes c)Support Manager – 1 every 500 nodes or less 5 Marks shall be awarded for every additional 100 employees (or as decided by the Department)	25	Certificate from the Company Secretary/ HR Head
1.4	The bidder must have successfully executed X Online {computer based} examination against different advertisements in India of minimum value of INR Y crore each in last 5 years 3 marks for each project subject to max 15 marks Additional, 2.5 marks for each project with any state Government subject to max 5 marks	20	Valid copy of certificate

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S. No.	Evaluation Criteria	Maximum Marks	Document Required
1.5	The Bidder should have infrastructure of min 100 nodes, in DHQs of UP with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity etc. = or <20 DHQs ... 2.5 marks 21-30 DHQs ..... 5 marks 31-40 DHQs ..... 7.5 marks 41-50 DHQ .....10 marks	10	Proof of Agreement of having nodes in UP/ self-declaration (on letterhead)by the authorized signatory
1.6	Technical presentation to Evaluation Committee. Presentation may be evaluated on the following parameters: • Organization' capability and strengths • Similar Experience • Approach and Methodology • Work Plan	10	Presentation to Evaluation Committee
	Total	**100**	

Only those bidders whose absolute technical score is 70 or more shall be considered for financial bid evaluation.

The technically qualified bidder with lowest financial bid (L1) shall be selected as the successful bidder.