

F.No.1/21/2021-G.II
UNION PUBLIC SERVICE COMMISSION
(SANGH LOK SEVA AYOGE)
DHOLPUR HOUSE, SHAHJAHAN ROAD
NEW DELHI-110069

NOTICE INVITING TENDERS

Online bids are invited under two-bid system from firms having experience in design and development of IT Systems for Government departments, Public Sector Undertakings (PSU's), Public Service Commissions or Govt. bodies/organizations for redesign & redevelopment of the various applications utilized by UPSC / revamping of the IT System in UPSC. The Broad Scope of Work and the Detailed Activities of the existing software/modules/web applications in use in UPSC are given at Annexure-I and Annexure-II of this document respectively. Manual bids shall not be accepted.

Tender documents may be downloaded from UPSC web site www.upsc.gov.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

CRITICAL DATE SHEET

| | |
|---|--|
| Date of Publishing on CPP Portal | 08.06.2022 |
| Document Download Start Date | 08.06.2022 (1630 hrs) |
| Bid Submission Start Date | 08.06.2022 (1630 hrs) |
| Bid Submission End Date | 29.06.2022 (1500 hrs) |
| Clarification Start Date | 08.06.2022 (1630 hrs) |
| Clarification End Date | 14.06.2022 (1200 hrs) |
| Date & Time for Opening of Technical Bids | 30.06.2022 (1500 hrs) |
| Earnest Money Deposit (EMD) | Rs. 1,20,00,000/- (Rupees One Core Twenty Lakhs only) |

Bids shall be submitted online only at CPPP website:
<https://eprocure.gov.in/eprocure/app>.

Bidders are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>'.

Bid documents may be scanned with **100 dpi** with black and white option which helps in reducing size of the scanned document.

1. PROCEDURE OF SUBMISSION OF BIDS

Bids should be submitted through Central Public Procurement Portal (e-procurement) only. The tender shall be submitted online in two parts, viz., **Technical Bid** and **Price Bid**. All the pages of bid being submitted must be **signed and sequentially numbered** by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Fax/e-mail or any other mode shall not be considered. No correspondence will be entertained in this regard. The hard copy of original instruments of Earnest Money Deposit (EMD) of **Rs. 1.2 Crore** in the form of a Demand Draft/Pay Order/FDR/Bank Guarantee payable to the Secretary, UPSC must be dropped in the **Tender Box** placed at **Facilitation Counter, Gate 'C' of UPSC, Dholpur House, Shahjahan Road, New Delhi-110069** on or before the last date/time of submission of online bids as mentioned in Critical Date Sheet.

(i) Technical Bid

The bidder should submit signed scanned copies of the following documents (documents mentioned at Checklist in Annexure-VII) duly signed by the authorized signatory along with the technical bid:-

- (a) Scanned copy of Earnest Money Deposit (EMD) of Rs. 1,20,00,000/- (Rupees One Crore Twenty Lakhs only) or scanned copy of certificate from Kendriya Bhandar, NCCF, DGS&D or NSIC if claiming EMD exemption.
- (b) Scanned copy of PAN card.
- (c) Scanned copy of GST Registration Certificate.
- (d) Scanned copy of registration/incorporation certificate of the company along with Memorandum of Association as proof that the bidder is a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956.
- (e) Scanned copies of IT Returns of the firm for each of the preceding three years including the financial year 2020-21.
- (f) Scanned copies of Audited Balance Sheets of the firm for the preceding three years including the financial year 2020-2021.
- (g) Scanned copy of certificate from Chartered Accountant (CA) establishing the annual turnover only from IT consultancy/IT advisory/System integration services during each of the last three financial years (including FY 2020-2021). Income from any other source shall not be included in it.
- (h) Scanned copy of certificate from Chartered Accountant (CA) certifying that the bidder had net positive worth during each of the last three financial years including financial year 2020-21.

- (i) Scanned copies of Work Orders issued by Central & State Government bodies, Ministries and corporates mentioning the Scope of Work under ICT infrastructure services along with respective completion certificates as stipulated under clause 4(iii) of the NIT. Client contact details should mandatorily be provided by the bidder for cross-checking.
 - (j) List of employees on the company's payroll along with their educational/technical qualifications as stipulated under clause 4(v) of the NIT, furnished on company letter head and signed by head of HR department.
 - (k) Scanned copy of educational qualification and relevant experience of Project Manager(s) and Project Lead(s) along with the bidder's commitment for deploying Project Manager and Project Lead furnished on company letter head and signed by head of HR department as stipulated under Clause 4(vi) of the NIT.
 - (l) Scanned copies of CMMI Level 3/Level 4/Level 5, ISO 9001:2015 and ISO 27001 certificates.
 - (m) Acceptance Letter on company letter head for giving a technical presentation on the IT solution (including manpower) proposed by the bidder.
 - (n) Scanned copy of undertaking as at Annexure-IV signed by authorised person.
- (ii) Price Bid**
- a.) The bidder will submit its rates in **BOQ (.xls) format** in accordance with the proforma for Price Schedule prescribed at **Annexure-VI**.
 - b.) Applicable taxes, if any, should be mentioned separately in the Price Bid failing which the rates quoted by the bidder would be taken as inclusive of all taxes.
 - c.) The Price Bid should be valid for six months from the date of opening of the tender.

2. EARNEST MONEY DEPOSIT

An Earnest Money Deposit (EMD) of **Rs. 1,20,00,000/- (Rupees One Crore Twenty Lakhs only)** is essentially required to be submitted along with the tender. EMD shall be deposited in the form of a Demand Draft/ Pay Order/ FDR/Bank Guarantee from any Nationalized or Commercial Bank payable to the Secretary, UPSC at Delhi/New Delhi failing which the bid will be summarily rejected. Kendriya Bhandar/NCCF, firms registered with MSME/NSIC or any organization exempted from submission of EMD under government rules are exempted from submission of EMD on submission of documentary proof. For other bidders, submission of EMD in prescribed form as mentioned above is mandatory.

- i.) The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.
- ii.) The EMD shall be scanned and uploaded to the e-tendering website within the period of tender submission and original should be deposited in UPSC.
- iii.) The EMD of the unsuccessful bidders would be returned to them after the finalization of the tender. No interest on EMD would be paid by UPSC, under any circumstances.

3. PERFORMANCE SECURITY

- i.) Within 10 (Ten) days from the date of issue of Letter of Intent or within such extended time as may be granted by UPSC in writing, the contractor shall submit to UPSC an irrevocable Performance Security in the form of Demand Draft/Pay Order/Bank Guarantee/FDR from any Nationalized or Commercial Bank @ 5% of the total cost of the project for revamping of IT System in UPSC (excluding cost of AMC) drawn in favour of Secretary, UPSC, payable at Delhi for the due and proper execution of the Contract. The Performance Security shall be initially valid up to 90 days beyond the completion of the warranty obligations (The warranty period shall be for one year after the successful implementation of the system on production server). In case the time for completion of works gets extended, the contractor shall get the validity of Performance Security extended to cover such extended time for completion of work. The Commission would retain the Performance Security till satisfactory completion of all contractual/warranty obligations.
- ii.) After the warranty period, the bidder will have to furnish an additional Performance Security in respect of Annual Maintenance Contract. Value of the said Performance Security shall be 5% of the annual cost of the AMC valid up to 90 days beyond the completion of all contractual obligations.
- iii.) UPSC reserves the right of forfeiture of the Performance Security in the event of the contractor's failure to fulfil any of the contractual obligations or in the event of termination of contract as per terms and conditions of the contract.

- iv.) It should be clearly understood that in the event of the work not being completed as per the time schedule laid down by the UPSC, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalty, if any, which may be imposed as specified in the terms and conditions hereto. The EMD would be refunded to the successful bidder on receipt of the Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.
- v.) In case the contractor fails to submit the Performance Security of the requisite amount within the stipulated period or extended period, letter of intent will automatically stand withdrawn and EMD of the contractor shall be forfeited.

4. ELIGIBILITY CRITERIA

- i.) The bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidder in the form of Joint Venture/Consortium, Proprietorship or Partnership is not permitted. A proof for supporting the legal validity of the bidder i.e. Registration certificate/Certificate of Incorporation of the company shall be submitted along with Memorandum of Association.
- ii.) The bidder shall have a minimum turnover of Rs. 30 Crores per annum from IT consultancy/IT advisory/System Integration services. In this regard, the bidder shall furnish copies of audited Balance Sheets of the firm for the preceding three years including the financial year 2020-21. Further, the bidder shall submit a certificate from Chartered Accountant (CA) establishing the annual turnover only from IT consultancy/IT advisory/System Integration services during each of the last three financial years (including FY 2020-2021). Income from any other source shall not be included in it.
- iii.) The bidder shall have completed minimum 2 (two) projects engaging onsite/offsite manpower support for managing Open-Source ICT infrastructure services, Open-Source Modernization technologies, Open-Source Agile integration technologies, Open-Source Automation tools, Open-Source IT Optimization tools and Open-Source Cloud Native, any other technology application development tools during the last 3 (three) years (ending last day of the month in which bids are invited) in Central & State Government bodies, Ministries and corporates. Out of these,
 - a.) the cost of at least one project should be more than **Rupees 10 crores**

OR

- b.) the cost of at least two projects should be more than **Rupees 5 crores each.**

Copies of Work Orders mentioning the Scope of Work under ICT infrastructure services along with respective Completion Certificates are to be attached with the technical bid. Client contact details should mandatorily be provided by the bidder for cross-checking.

- iv.) The bidder shall have net positive worth during each of the last three financial years including the financial year 2020-21. The bidder must submit a CA certificate in this regard.
- v.) The bidder shall have 300 or more technical resources (IT professionals) on their payroll during the financial year 2021-22. Out of these, at least 200 IT professionals shall be B.Tech, B.E., MCA, MSc-IT engineers. In this regard, the bidder shall submit a list of employees on the company's payroll along with their educational/technical qualifications on company letter head and signed by head of HR department. The bidder is advised to observe extra caution while providing above information as EPF and other details of the employees may be demanded from the bidder at the time of bid evaluation for verification purposes.
- vi.) The bidder shall have at least 1 Project Manager with educational qualification of B.E./B.Tech/MCA/M.Tech and having at least 12 years' experience of handling at least 3 projects in development and implementation with Central Government/State Government/PSUs or Autonomous Institutions. The bidder shall also have at least 2 Project Leads with educational qualification of B.E./B.Tech/MCA/M.Tech and having at least 8 years' experience of handling at least 2 projects in development and implementation with Central Government/State Government/ PSUs or Autonomous Institutions. The bidder is required to furnish relevant documents with regard to the educational qualification and experience of the above personnel. The bidder is also required submit in writing its commitment for deployment of Project Manager and Project Lead on Company Letter Head signed by head of HR department.
- vii.) The bidder must mandatorily be CMMI Level 3/Level 4/Level 5, ISO 9001:2015, ISO 27001 certified firm. The bidder must submit copies of the certificates in this regard.
- viii.) The company should not have been blacklisted by any Government or quasi-Government entity in India (Centre/State/Local Bodies, UIDAI, NIC, STQC etc.) for breach of applicable law or violation of regulatory prescriptions or breach of agreement as on the date of submission of bid. The bidder must submit a declaration regarding the same on company letter head.
- ix.) The bidder must agree to give a technical presentation on the IT solution (including manpower) proposed by its company. In this regard, the bidder must submit an acceptance letter for the same on company letter head.

5. EVALUATION PROCESS

The Tender Evaluation Committee (TEC) will evaluate and compare the bids determined to be substantially responsive. (A substantially responsive bid is one which conforms to all the requirements, terms, conditions and specifications of the tender without any material deviations. Deviations from or objections or reservations to critical provisions such as those concerning EMD, performance security, warranty, applicable law, taxes and duties will be deemed as material deviation.). The TEC will evaluate the bids based on Quality and Cost Basis Selection (QCBS).

i.) Technical Bid Evaluation

- (a) The technical bids shall be evaluated on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the tender document.
- (b) Each of the technical bids shall be evaluated on a Technical Score (TS) of 100 points.
- (c) Each bidder will be awarded a Technical Score (TS) out of 100 points by the Tender Evaluation Committee based on the parameters given below:-

| Sr. No. | Parameters | Documents Required | Max. Marks |
|---------|---|--|------------|
| 1. | <p>In last 3 years, Bidding Firm/Agency must have completed minimum 2 projects engaging onsite / offsite manpower support for Managing Open-Source ICT infrastructure services, Open-Source Modernization technologies, Open-Source agile integration technologies, Open-Source Automation tools, Open-Source IT Optimization tools, Open-Source Cloud Native, any other technology Application development tools for Central & State Government bodies, Ministries and corporates. Out of which,</p> <p>One Project should be more than 10 crores (10 Marks)</p> <p style="text-align: center;">OR</p> <p>Two Projects should be more than 5 crores each (Each project will carry 5 marks)</p> | <p>Client Work Order/Client certificate clearly mentioning the Scope of Work under ICT Infrastructure Services (in similar technologies as mentioned in the Scope of Work). Customer/client contact details to be provided mandatorily to cross-check.</p> | 10 |

| Sr. No. | Parameters | Documents Required | Max. Marks |
|----------------|--|--|-------------------|
| 2. | <p>Bidder must have technical resources on their payroll in financial year 2021-2022 as given below:-</p> <p style="text-align: center;">(a)</p> <p>More than 500 IT Resources = 15 Marks</p> <p style="text-align: center;">/</p> <p>300 to 500 IT Resources = 10 Marks</p> <p style="text-align: center;">(b)</p> <p>More than 500 B.Tech, B.E., MCA, MSc-IT engineers = 15 Marks</p> <p>200 to 500 B.Tech, B.E., MCA, MSc-IT engineers = 10 Marks</p> | HR Head Declaration on Company Letter Head | 30 |
| 3. | <p>Bidder company must have:-</p> <p>1 Project Manager & 4 Project Leads = 10 marks</p> <p>1 Project Manager & 2 Project Leads = 05 marks</p> <p>Profile & Experience Project Manager: B.E./B.Tech/MCA/M.Tech with at least 12 years of experience of handling at least 3 projects in development and implementation with Central Government/State Government/ PSUs or Autonomous Institutions.</p> <p>Project Lead: B.E./B.Tech/MCA/M.Tech with at least 8 years of experience of handling at least 2 projects in development and implementation with Central Government/State Government/ PSUs or Autonomous Institutions.</p> | HR Head must express the commitment of deployment of Project Manager and Project Lead on Company Letter Head | 10 |

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|----|---|---|-----------|
| 4. | <p>Certificates required - CMMI Level 3/Level 4/Level 5, ISO 9001:2015 and ISO 27001 (All 3 certifications mandatory for Participation)</p> <p style="text-align: center;">CMMI Level 3 = 5 Marks or CMMI Level 4 = 8 Marks or CMMI Level 5 = 10 Marks</p> | Certificate copies | 10 |
| 5. | <p>Company should not have been black listed by any Government or quasi-Government entity in India (Centre / State / Local Bodies, UIDAI, NIC, STQC etc.) for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on date of submission of Bid.</p> | Self-Declaration on Company Letter Head | -- |
| 6. | Company should be registered in India | Incorporation/Registration Certificate and Memorandum of Association | -- |
| 7. | <p>The bidder should have an annual turnover of not less than INR 30 Crores in the last three financial years including FY 2020-21 from IT consultancy/IT advisory/System integration services and not the Composite turnover of its subsidiaries/ sister concerns etc.</p> | Relevant CA certificate shall be submitted by the bidder for the stated financial years | -- |
| 8. | <p>The Bidder should have positive net worth in the last three financial years including FY 2020-21</p> | CA certification is needed | |
| 9. | <p>Technical Presentation on IT solution (including manpower) of the company</p> | Acceptance Letter on Company Letter Head | 40 |

- (d) In order to qualify for financial evaluation, bidder must secure at least 60 Marks out of 100 in the technical evaluation carried out on the basis of above-mentioned criteria.

ii.) **Financial Bid Evaluation**

- a.) The bidder must quote rates for all items given in the Price Bid as at **Annexure-VI**. The bidder must quote the rate of AMC for each of the 4 years separately. Financial evaluation will be done on the basis of the total cost of the project (inclusive of taxes) plus the cost of AMC (inclusive of taxes) for all 4 (four) years.
- b.) Rates should be quoted exclusive of taxes. Taxes as applicable on the day of submission of bid shall be quoted separately along with the rates, failing which, quoted rates would be taken as inclusive of taxes and no further request for inclusion of taxes would be entertained by this office.
- c.) For evaluation of the financial bids, the Commercial Score (CS) will be calculated by normalizing the same on a scale of 100, with the lowest total rates being normalized to 100 and the rest being awarded on a pro-rata basis i.e. the proposal with the lowest total cost will be awarded the highest CS of 100 points. The bidder's CS will be normalized as follows:-

$$\text{CS} = \text{Fm/Fb} \times 100 \text{ (rounded to 2 decimal places)}$$

Where: -

CS = the normalized CS for the bidder under consideration;

Fb = the absolute financial quote for the bidder under consideration; and

Fm = the minimum absolute financial quote

Absolute financial quote = Total cost of the project (inclusive of tax) plus AMC charges for 4 years (inclusive of tax)

iii.) **Final Evaluation**

Final evaluation will be based on a Quality and Cost Basis Selection (QCBS). There will be 70% weightage for the Technical Evaluation and 30% weightage will be given to the Financial Evaluation. The method for calculating the Final Score (FS) is as follows: -

$$\text{Final Score (FS)} = (\text{TS} \times 0.7) + (\text{CS} \times 0.3)$$

The bidder with the highest Final Score will be awarded the final contract.

6. OTHER TERMS AND CONDITIONS

- i.) **Adherence to Schedule:** The bidder has to adhere to the time schedule of activities mentioned in the Tender Document and no request to change the last date or extend period / time for submission shall be entertained by UPSC. However, UPSC reserves the right to extend the date/time for submission of the responses without assigning any reason by notifying on its website.
- ii.) **Presentation before Technical Committee:** The bidder shall be required to make presentation on the technical and operational aspects of the bid including the technology proposed as described in Bid Evaluation Criteria and Selection Procedure.
- iii.) **Software Requirement and Licenses:** The list and number of software licenses & hardware required for installing the developed software shall be provided to UPSC by the selected bidder.
- iv.) **Confidentiality of Process:** Information relating to the examination, clarification, evaluation & comparison of proposals and recommendations for the award of the Project will not be disclosed by UPSC to Bidders or any other persons not officially concerned with such process until the award of work to the successful Bidder has been announced.
- v.) **Deliverables:** The bidder shall be single point of contact with UPSC and shall be solely responsible for the execution & delivery of the work. The bidder whose tender is accepted shall arrange to start the services as mentioned in the bid document as per Deliverables from the Bidders mentioned in Scope of Work of the tender document.
- vi.) **Standard of performance:**
 - a.) The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques.
 - b.) The Bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices.
 - c.) It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to UPSC.
 - d.) The Bidder shall always support and safeguard the legitimate interests of UPSC, in any dealings with the third party.
 - e.) The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology prevalent in India.

- f.) The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the Scope of Work and Technical Specifications and Requirements. The security of the system should be foolproof and shall be treated “not foolproof”, where unauthorized persons being able to access/infiltrate into the system. The system may be the software or a process adopted by vendor.
- g.) The vender shall be liable to UPSC for financial losses by way of some of system and process failure.
- vii.) **Copyright:** The copyright in all documents and other materials containing data and information furnished to UPSC by the Bidder herein shall remain vested in the Bidder, or, if they are furnished to UPSC directly or through the Bidder by any third party, including suppliers of materials, the copyright in such materials hall remain vested in such third party.
- viii.) **Intellectual Property Rights:** No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder 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 of any charge, mortgage or lien. The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.
- ix.) **Consortium:** No consortium will be entertained by UPSC. The bidder shall hold the full responsibility of the contract. Any consortium formed by the bidder at its end which was formed either to gain entry into the agreement with UPSC or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or termination of contract with penalty.
- x.) **Subcontracts:** The Bidder shall not subcontract the awarded contract or part thereof.
- xi.) **Termination Clause:**
 - a.) **Termination for Insolvency:** UPSC may at any time terminate the Contract by giving Notice to the Bidder/Contractor if the Bidder/Contractor becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Bidder/Contractor, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to UPSC. Performance Guarantee Bond/Security in any form submitted by the contractor shall stand forfeited.
 - b.) **Termination for Default:**
 - i.) UPSC may, without prejudice to any other remedy for breach of contract, by 15 (fifteen) days’ notice in writing of default sent to the Bidder/Contractor, terminate the contract in whole or in part if the Bidder/Contractor: -
 - (a) has abandoned or repudiated the Contract; or
 - (b) has without valid reason failed to commence work on the project promptly;

- (c) persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause; or
 - (d) refuses or is unable to provide sufficient Documentation, Services, or labour to execute and complete the project in the manner specified in the agreed and finalized Project Plan; or
 - (e) makes default in proceeding with the works/job with due diligence and continues to do so after a notice in writing of seven (7) days from UPSC; or
 - (f) has obtained the contract as a result of ring tendering, or with illegal measures; or
 - (g) information submitted/furnished are found to be incorrect; or
 - (h) persistently disregards the instructions of UPSC in contravention of any provision of the Contract; or
 - (i) fails to adhere to the agreed program of work; or
 - (j) assigns or sublets the work in whole or in part thereof without prior written consent of UPSC; or
 - (k) performance is not satisfactory; or
 - (l) fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by UPSC; or
 - (m) fails to perform any obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
 - (n) makes an arrangement with or assignments in favour of its/their creditors or agrees to carry out the contract under a committee or inspection of its/their creditors; or
 - (o) in the judgment of the Purchaser has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract; or
 - (p) Commits breach of any condition of the contract.
- ii.) If UPSC terminates the contract in whole or in part, then amount of performance security deposit (PSD) will be forfeited.
 - iii.) No claim/compensation shall be payable by UPSC as a result of such termination.
 - iv.) UPSC shall reserve the right to get work completed at the risk and cost of the contractor and to recover from the contractor any amount by which the cost of completing the work by any other agency shall exceed the value of the contract.
 - v.) The contractor shall have no claim to compensation for any loss sustained by him by reason of having entered into any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits.
 - vi.) The above shall be without prejudice to any other remedies/rights/claims etc. that may be available to UPSC under the law.

c.) **Termination for Convenience:**

- i.) UPSC, by notice sent to the Bidder/Contractor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- ii.) Depending on merits of the case, the contractor may be appropriately compensated on mutually agreed terms for the loss incurred by the contractor, if any, due to such termination.

xii.) **Warranty & Support:** The warranty period would be of **ONE (01) year** after the successful implementation of the system on production server. The bidder shall be responsible for installation, administration and maintenance of the system for the period of warranty after successful implementation and porting of data. During the warranty period, the bidder shall perform all the upgrade/new version update free of cost.

xiii.) **Annual Maintenance Contract (AMC):**

- a.) The bidder shall compulsorily offer AMC for **FOUR (04) years** after expiry of the warranty period and accordingly quote the cost of AMC for each of the four years in its price bid. The total value of AMC for four years will be taken into consideration for financial evaluation.
- b.) In addition to above, the Secretary, UPSC at his/her discretion may extend the AMC contract for another four years on the same terms and conditions.
- c.) Separate AMC agreement will have to be entered with the Commission after warranty period along with suitable penalty clause to be imposed. After the warranty period, the bidder will have to furnish an additional Performance Security in respect of Annual Maintenance Contract. Value of the said Performance Security shall be 5% of the annual cost of the AMC valid up to 90 days beyond the completion of all contractual obligations
- d.) Payment towards the AMC will be made on quarterly basis after successful completion of work duly certified by the concerned officials of UPSC.

xiv.) **Payment Terms:**

- a.) The currency or currencies in which payments shall be made to the bidder under this contract shall be Indian Rupees (INR) only and shall be paid only as under:-
 - i.) 30% of the contract value (excluding cost of AMC) after the successful completion of all the activities as mentioned below:
 - (a) Analysis of the Project
 - (b) Submission of Detailed Project Plan
 - (c) Any suggestions for changes by UPSC
 - (d) Resubmission after modifications suggested by UPSC

- (e) Sign off and Acceptance by UPSC
 - (f) Detailed requirement gathering and analysis including best study and analysis of existing/similar system and include best practices in draft design, carry out a system study to prepare the SRS including detailed High Level and Low Level application designs, Information Integration and Consolidation and submission of SRS document and Client Sign-off for Requirement Analysis, preparation of data design and application architecture for the system, data migration strategy, development of appropriate screen layouts and forms for the users, approval of prototype (design interface) developed, coordination and collection of required data from UPSC (design should comply with system security guidelines issued by Cert-IN, NIC, MeitY, GoI)
- ii.) 50% of the contract value (excluding cost of AMC) after the successful development of the system, User Acceptance Testing (UAT), implementation of Software at staging servers and security audit.
 - iii.) 10% of the contract value (excluding cost of AMC) after the successful implementation as follows:
 - (a) Successful Implementation on Production Server;
 - (b) Handover of actual running software source code complete in all respects including source code of DLLs and other supporting libraries.
 - iv.) 10% of the contract value (excluding cost of AMC) after three months of implementation on production server.
- b.) Payment towards the AMC will be made on quarterly basis after satisfactory completion of work duly certified by concerned officials of UPSC. The vendor will have to submit the bills in the name of Secretary, UPSC at the end of each quarter. The quarterly bills shall invariably be submitted along with satisfactory certificate in respect of the services rendered during the quarter.
 - c.) No advance payment shall be made including payments of handling charges/service charges etc. under any circumstances to the bidder.
 - d.) In case the bidder fails to execute the contract, UPSC shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to liquidated damages and penalty.

- xv.) **Risk Purchase Clause:** If the firm after submission of bid and due acceptance of the same i.e. after the placement of order fails to abide by the terms and conditions of the tender document, UPSC will have the right to forfeit the EMD, invoke the performance security deposited by the firm and procure the item from other firm at the risk and consequence of the firm. The cost difference between the alternative arrangement and firm's bid value will be recovered from the firm along with other incidental charges including custom duties, taxes, freight and insurance etc. In case UPSC is forced to procure the material and services through alternative source and if the cost is lower, no benefit on this account would be passed on to the firm.
- xvi.) **Liquidated Damages/Penalties:**
- a.) If any of the stages specified at clause G of the Scope of Work, are either not completed or not completed satisfactorily as per the approved time schedule forming part of the contract agreement, due to reasons solely and entirely attributable to the contractor and not in any way attributable to the delay on the part of UPSC, a penalty @ 0.50% of the contract value, per week or part thereof (subjected to maximum 10%) may be imposed. If the delay exceeds for the penalty of more than the maximum penalty of 10%, then the contract shall be terminated with immediate effect and no clarification/justification will be entertained by UPSC in this regard, the performance security deposit will be forfeited and other legal action would be initiated as per terms and conditions of contract. UPSC may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the contractor.
- b.) During warranty/AMC period, any call shall have to be attended within 24 hours and any software issue shall be resolved within 48 hours of being reported. In case the solution requires more time, the bidder should report to the concerned nodal officer within given time frame in writing with requisite details, time required and justification for requirement of more time for approval. A penalty of Rs.1000/- per day for days the issue remains unresolved beyond 48 hours or extra time if allowed shall be imposed subject to maximum of 10% of the value of AMC beyond which the contract is liable to be terminated besides initiation of other actions as deemed fit as per Indian laws. Further, if any act or failure by the bidder results in failure or non-operation of systems and if UPSC has to take corrective actions to ensure functionality of its systems, UPSC reserves the right to claim/recover damages from the implementing agency, which shall be equal to the cost it incurs or loss it suffers from such act or failure. UPSC reserves its right to recover these amounts by any mode including adjusting from any payments to be made by UPSC to the bidder, irrespective of whether such payment is related to this contract or otherwise.

xvii.) **Force Majeure:**

- a.) UPSC or the bidder, as the case may be, in case of any failure or omission to complete the contractual liability or having delayed the performance of its work on account of natural calamities such as fires, floods, earthquakes, hurricanes etc. and reasons beyond one's control such as civil strikes, lockouts, strikes, riots, civil war etc. shall not be held responsible for such omission, failure or delay and shall be relieved of their respective obligations to perform provided either party give to the other party a notice within 21 days of the occurrence of such incidence.
- b.) Either party, as and when it gives notice of force majeure shall provide confirmation of such events in the form of certificate from the Government Department or agency or Chamber of Commerce. The parties shall be relieved of their respective obligations to perform hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the event of force majeure is established as provided herein above.
- c.) However, UPSC reserves the right to terminate the contract if the performance against the contract is prevented by the event of strike, lockout etc. for a period exceeding 60 days.

xviii.) **Arbitration:** Any dispute or difference whatsoever arising between UPSC and the bidder out of or relating to the conclusion, meaning and operation or effect of the contract or the breach thereof shall be settled by the Arbitrator to be appointed by UPSC in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on UPSC and the firm. The venue of Arbitration shall be at Delhi.

xix.) **Jurisdiction:** Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

xx.) **Income Tax:** Recoverable at source from the bills, as applicable.

xxi.) Bidder shall furnish permanent I.T. A/C No. (PAN) and also copies of IT Returns of the firm for the preceding three years including the financial year 2020-21.

xxii.) The bidder shall not have been penalized or convicted for concealment of income/wealth during the immediately preceding three years. In this regard, the bidders are required to furnish an undertaking as at Annexure-IV.

xxiii.) UPSC reserves the right to accept or reject all or any of the bids without assigning any reasons. The decision of the Secretary, UPSC would be final and binding.

xxiv.) Hypothetical and conditional bids will not be entertained.

xxv.) The bids shall be valid for 180 days from the date of opening of technical bids.

- xxvi.) In case of any query with regard to this tender, the bidder may get clarification from the following Helpline Telephone No.: 011-23381141 during office hours.
- xxvii.) The tender notice is also available on UPSC's website: www.upsc.gov.in

(R.K. Dixit)
Under Secretary (G-II)

Broad Scope of Work
For
Revamping of existing IT system

A. Project Overview/Background:

UPSC has multiple online applications for conducting various Structured Examinations and Recruitment Examinations / Interviews. SOAP and ORA are the online faces of the commission. As of now, SOAP and ORA react as a separate entity, both have different MIS panels, payment modules, different databases and different Pre & Post processing. Other modules like Venue Management, Roll numbers & venue(s) allotments, Issue of e-Admit Cards, e-Summon Letters, Mark sheets, DAF etc. are also working either with SOAP or with ORA. In order to strengthen the overall examination system, UPSC has developed various web applications also like Item Analysis, expert management system, SAL printing, OMR Scanning, Data Processing, Result generation etc. The existing software applications have been developed with **PHP (5.6), PostgreSQL (9.6), RHEL (7.4), Oracle 9i, MySQL, VB 8, CR7, Win Server 32 bit etc.,** environment.

B. Project Objectives:

In pursuit to provide more ease to the candidates in the form of single window access, there should be a common database for all applications (SOAP and ORA, Real time chance verification, digilocker integration, etc.). INTELLIGENCE also to be introduced for modules like Chance Verification, Face recognition, Signature / image recognition and for Web & DATABASE Securities. New applications should be developed in such a way that enhancement/scalability of any module(s)/sub module(s) can be done easily. All Pre and Post processing examination activities should be redeveloped to resolve all shortfalls of existing systems with higher grades of intelligence. Data should be stored at UPSC where all other supporting applications may access them in their domain. Other applications like e-Appointment for services, appointment branch, SAL printing, OMR data Processing etc. are also a part of this project. The complete access code of all the modules of the entire IT System to be developed by the vendor should be shared with the commission at the completion of the project. It must be ensured that no application should be down at Load/Peak time and all the risks should be covered while developing the IT system itself along with loss less recovery features.

C. Scope of Work:

The indicative Scope of Work regarding Designing, Development, Implementation, and Maintenance of online/intranet based integrated IT Solutions for the Commission is specified as under:

C1. Analysis:

- i. Finalizing the detailed list of activities, scope and duration of each of the activity and detailed project plan.
- ii. Study of the existing systems which includes database, features and functionality, schemes, registration of SOAP/ORA, UPSC guidelines, etc. to determine precise requirements of the new system.

- iii. Detailed discussions with concerned UPSC officials to understand the overall objectives of the assignment.
- iv. Finalization of Project Objectives/Requirements
- v. Submission of detailed Project Proposal /Plan.
- vi. Signoff on detailed project plan, activities, timelines etc. from UPSC.

C2. Design:

- i. Detailed Requirement gathering and analysis.
- ii. Study and analysis of existing /Similar system and include best practices in draft design.
- iii. Carry out a System Study including SOPs, guidelines, programmes eligibility, existing systems to be replaced and with which to interact, etc. to prepare the Software Requirements Specification (SRS) and Functional Requirement Specification (FRS) document.
- iv. Identification of technologies/platforms compatible with GI Cloud (Meghraj) and NIC Data centre.
- v. Detailed High level and Low-level application designs.
- vi. Information Integration and Consolidation.
- vii. Client Sign-off for Requirement Analysis.
- viii. Vendor shall develop appropriate screen layouts and templates for the user feedback.
- ix. Approval of prototype (design interface) developed by vendor.
- x. Coordination and collection of required data from UPSC.
- xi. Approval on the data gathered by the client department.
- xii. Proper backup policy and Disaster Recovery Management.
- xiii. Data migration strategy.
- xiv. Comply with website/Web application(s) security and Auditing & Logging guidelines issued by NIC, CERT- IN and MeitY, GoI.

C3. Development:

- i. Coding /Module/Micro Services at Temporary/ demo server
- ii. Importing of data for testing
- iii. Application Development
- iv. Integrate proposed solution with UPSC existing online payment solution (MOPS/SBI Payment Gateway & SBI Power Jyoti, currently providing the payment gateway services to UPSC.). { Any other mode of payment as need arises may also be included in future. }
- v. Generation of receipts/acknowledgements.
- vi. Automated reconciliation and generate necessary reports, etc.
- vii. Adherence to Web Application(s) Audit/ Compliance and Approval / Security Features.

- viii. High availability architecture with following elements:
 - a. Load balancing and Redundancy.
 - b. Elimination of single points of failure.
 - c. Detection of failures as they occur.
- ix. Developed System Application should have multiple backend systems interfacing capabilities.
- x. Rigorous testing of Developed system including Unit Testing, Integration Testing, System Testing, Functional Testing, Peak Load Testing, etc. with reports.
- xi. Testing of developed system based upon Compliance to applicable guidelines, Assess the user objective achievement, etc.
- xii. Completed system components for UAT (User Acceptance Testing.
- xiii. Migration of existing data for UAT
- xiv. UAT Sign-off by UPSC
- xv. Modification based upon user feedback
- xvi. Migration of data to production environment xv.
- xvii. Sign off on developed system by UPSC
- xviii. Design/User Interface should be aligned with Commission's guidelines and should follow accessibility standards
- xix. Middleware should follow basic coding standards for specific language
- xx. Backend should follow database coding/design standards
- xxi. Optimisation needs to be maintained uniformly across all the three tiers
- xxii. The application should be scalable enough to conduct all future examinations

C4. Operation and Annual Maintenance support:

- i. Identify and execute training requirements for successful execution of integrated system
- ii. Creations of necessary documents and User Manual for training
- iii. Support in handover of system to UPSC
- iv. Training / Demo as and when required
- v. Warranty Maintenance
- vi. Annual Maintenance of system
- vii. Designing interface/ mechanism for Mobile based application

D. Deliverables:

This section provides the main functions of deliverables; however actual deliverables will depend upon project specific requirements and will be finalized in consultation with UPSC.

- i. Functional Requirements Specification (FRS), Software Requirements Specification (SRS), High Level Design and Architecture Documents
- ii. Performance Test Reports
- iii. Security Test Reports
- iv. User interface Usability Report

- v. User Manual
- vi. Technical, Troubleshooting and Design Manual
- vii. Data Backup Process and Archival Process
- viii. Requirement Traceability Matrix
- ix. Error-free Source Code of the actual running software complete in all respects along with source code and other Libraries
- x. Infrastructure design document
- xi. Data Migration Utility
- xii. Data Model
- xiii. Security Audit certificate (Safe to Host certificate) from CERT-IN/ CERT-IN Empanelled agencies before hosting the services.

E. Suggestive List of required Features to be included in the new System:

The following is a suggestive outline of required features. Tentative Module outline of the required features are under Scope of Work. Detailed requirements will be finalized by the bidder in consultation with user departments of UPSC. The IT solution/integrated system should also include the following:

- i. Finalization of backup policy and Disaster Recovery Management.
- ii. Online Comprehensive Solution for Candidate Life Cycle Management:
- iii. Facility for Administrator to add/update/revise/disable module(s).
- iv. Easy to access and understand information system for candidates on the website
- v. Various training activities of UPSC.
- vi. Utilize email communication and tracking.
- vii. Provision for MIS reports and data transfer.
- viii. Comprehensive Reporting registrations, payment reconciliation, etc. bearing name, user id/RID, date time, etc. for concerned departments/sections including Finance and Administration Departments.
- ix. One time migration of data from the old system to the new system..
- x. Database should be normalized, ensure referential integrity, appropriate primary keys should be defined, and data fields names should be self- explanatory.
- xi. Feature of auto periodic backup of database.
- xii. The Design should support the single sign on (Connect Once-Access everywhere) Multiple logins shall not be required by a single user to access different modules/functions. Existing user credentials of a single user for different modules to be merged. Also, signed-in user should be able to authorization.
- xiii. There should be a mechanism for Version Control and Bug Reporting & Tracking.
- xiv. Mechanism to ensure through version control that any change in rules/procedure etc. does not make the data/information, etc. misleading, incompatible, or corrupt.

- xv. Design should support Extensive portal Analytics and Statistics to be provided, especially for candidate's queries. Traffic reports, visitor analysis, duration analysis, top landing pages and top exit pages, other statistical reports should be provided as per requirement of UPSC.
- xvi. System should be easy to navigate for prospective stakeholders & visitors of UPSC.
- xvii. Proposed System should be accessible on all platforms and all major popular browsers (e.g. Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera, etc). A candidate shall be able to query/register/make payments from all popular browsers and mobile platforms.
- xviii. Portability to any of the Mobile Platforms (ex. Smart phones & Tablets) and mobile browsers.

F. New System must have security features as follows:

- i. Vendor should also get the Security Audit certificate (Safe to Host certificate) from CERT-IN/ CERT-IN Empanelled agencies before hosting the services.
- ii. Free from OWASP Vulnerabilities (Open Web Application Security Project).
- iii. Captcha Code on all entry forms.
- iv. Strong Password Policy.
- v. Storing of any kind of username and password in the encrypted form in the database.
- vi. Session Management.
- vii. Audit/Log Trail.
- viii. Audit Trail should be maintained as per guidelines issued by Cert-IN throughout the system and database but should be kept separate as far as possible from main tables including:
 - a. Login attempts with time, IP Address, etc.
 - b. Any change in data with time, IP Address etc.
 - c. System shall have feature to send the EMAIL/SMS notifications as required:
 - d. The proposed System to be implemented using either proprietary or any Open-Source stable platform compatible with Meghraj Cloud Server (NIC) and shall be implemented by the bidder on Meghraj keeping a centralized code repository and database with replication to ensure quick responses.
- ix. Facility to store Aadhar ID/Virtual ID data as per UIDAI norms

G. Schedule and time line for delivery of the project:

The Project has to be completed within twelve (12) months from the issue of the work order to the vendor (including system study/Design, Developments, Tastings, Data migration, Implementations of Softwares and Training). The maximum time for completion of project and various milestones is as under from the date of award of contract including testing and implementation of the proposed system:

| Sr. No | Milestone | Time Allowed |
|------------|---|--------------|
| 1. | Analysis of the Project | 3 Months |
| 2. | Submission of Detailed Project Plan | |
| 3. | Any suggestions for changes by UPSC | |
| 4. | Resubmission after modifications suggested by UPSC | |
| 5. | Sign Off and acceptance by UPSC | |
| 6. | Detailed Requirement gathering and analysis including Study and analysis of existing/Similar system and include best practices in draft design, Carry out a System Study to prepare the SRS, including Detailed High level and Low level application designs, Information Integration and Consolidation and submission of SRS document and Client Sign-off for Requirement Analysis, preparation of data design and application architecture for the system, data migration strategy, development of appropriate screen layouts and forms for the users, approval of prototype (design interface) developed, coordination and collection of required data from UPSC (design should comply with system security guidelines issued by Cert-IN, NIC, MeitY, GoI) | |
| 7. | Development of the system and Security Audit | 8 Months |
| 8. | Hosting Staging Server, UAT (User Acceptance Testing) | 1 Month |
| 9. | Hosting on the Production Server | |
| 10. | Training | 12 Months |
| Total Time | | |

H. Midterm Review:

Midterm evaluation may be done to critically review the progress of the work and performance of the successful bidder. The bidder will have to provide access to all information that may be required by UPSC to successfully complete the review/audit. In addition to that status reports and demonstrations of work in progress deliverable needs to be submitted fortnight by the bidder.

I. Penalty Clause / Liquidated Damage:

- a) If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the contractor and not in any way attributable to the delay on the part of UPSC, a penalty @ 0.50% of the contract value, per week or part thereof (subjected to maximum 10%) may be imposed. If the delay exceeds for the penalty of more than the maximum penalty of 10%, then the contract shall be terminated with immediate effect and no clarification/justification will be entertained by UPSC in this regard, the performance security deposit will be forfeited and other legal action would be initiated as per terms and conditions of contract. UPSC may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the contractor.

- b) During warranty/AMC period, any call shall have to be attended within 24 hours and any software issue shall be resolved within 48 hours of being reported. In case the solution requires more time, the bidder should report to the concerned nodal officer within given time frame in writing with requisite details, time required and justification for requirement of more time for approval. A penalty of Rs.1000/- per day for days the issue remains unresolved beyond 48 hours or extra time if allowed shall be imposed subject to maximum of 10% of the value of AMC beyond which the contract is liable to be terminated besides initiation of other actions as deemed fit as per Indian laws. Further, if any act or failure by the bidder results in failure or non-operation of systems and if UPSC has to take corrective actions to ensure functionality of its systems, UPSC reserves the right to claim/recover damages from the implementing agency, which shall be equal to the cost it incurs or loss it suffers from such act or failure. UPSC reserves its right to recover these amounts by any mode including adjusting from any payments to be made by UPSC to the bidder, irrespective of whether such payment is related to this contract or otherwise.

J. Terms of Payment:

- a) The currency or currencies in which payments shall be made to the Bidder under this Contract shall be Indian Rupees (INR) only and shall be paid only as under:-
 - i.) 30% of the contract value (excluding cost of AMC) after the successful completion of all the activities as mentioned below:
 - (a) Analysis of the Project
 - (b) Submission of Detailed Project Plan
 - (c) Any suggestions for changes by UPSC
 - (d) Resubmission after modifications suggested by UPSC

- (e) Sign off and Acceptance by UPSC
 - (f) Detailed requirement gathering and analysis including best study and analysis of existing/similar system and include best practices in draft design, carry out a system study to prepare the SRS including detailed High Level and Low Level application designs, Information Integration and Consolidation and submission of SRS document and Client Sign-off for Requirement Analysis, preparation of data design and application architecture for the system, data migration strategy, development of appropriate screen layouts and forms for the users, approval of prototype (design interface) developed, coordination and collection of required data from UPSC (design should comply with system security guidelines issued by Cert-IN, NIC, MeitY, GoI)
- ii.) 50% of the contract value (excluding cost of AMC) after the successful development of the system, User Acceptance Testing (UAT), implementation of Software at staging servers and security audit.
 - iii.) 10% of the contract value (excluding cost of AMC) after the successful implementation as follows:
 - (a) Successful Implementation on Production Server;
 - (b) Handover of actual running software source code complete in all respects including source code of DLLs and other supporting libraries.
 - iv.) 10% of the contract value (excluding cost of AMC) after three months of implementation on production server.
- b) Payment towards the AMC will be made on quarterly basis after satisfactory completion of work duly certified by the user branch. The vendor will have to submit the bills in the name of Secretary, UPSC at the end of each quarter. The quarterly bills shall invariably be submitted along with satisfactory certificate in respect of services rendered and maintenance reports.
 - c) No advance payment shall be made including payments of handling charges/service charges etc. under any circumstances to the bidder.
 - d) In case the bidder fails to execute the contract, UPSC shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to liquidated damages and penalty.

K. Expected Deliverables from the Bidders:

Design, Development and Implementation of IT Solutions as per requirement of the commission. UPSC has envisaged the following activities that are required to be taken up by the Bidder to achieve the objectives:

- i. To conduct the User Requirement Study, System Requirement Study as per the Scope of Work with UPSC.
- ii. Database Design and obtain approval from UPSC, Preparation and submission of SRS, FRS, SDD, etc.
- iii. **Testing:**

The bidder shall thoroughly test the system for load, quality and performance along with proper functioning at its site before deployment of the software on production environment and submit test reports to the UPSC.

 - a) In addition to above, UPSC may get service from NIC to certify the system for load, quality and performance to ensure proper functioning of the system. The suggestions given by the NIC, if any would be mandatory for the bidder to implement and to incorporate and to execute the same from time to time.
 - b) Final approval/User Acceptance of the system shall be given by UPSC after the testing and successful implementation.
 - c) The system thus developed and tested shall be hosted and maintained at NIC Data Centre/UPSC Servers by the bidder.
 - d) The bidder shall be required to provide performance tuning parameters/configuration of the Server/OS/Application Server software on which the system would be hosted for efficient working of the System.
- iv. **Security Audit:**

Vendor shall get the system CERT-IN/CERT-IN Empanelled vendors before deploying the system in production environment at Data Centre of Govt. of India (NIC Data Centre). The cost of security audit certification will have to be borne by the bidder only.
- v. **Source Code, Proprietorship and Patent:**

Vendor will provide the latest and complete source code of the actual running software which can be compiled and deployed by UPSC along with all the requisite software (Source Code, Libraries, IDEs etc.). UPSC will be the sole proprietor of the system developed and its Intellectual Property Rights, and any patents arising out the work shall be of UPSC, and vendor will have no claim on the same.
- vi. **Deployment of System:**

Deployment shall include implementation and maintenance of the developed system.

- a) Bidder shall submit ideal minimum deployment requirements for the proposed system that will be sufficient for the smooth functioning of the system without compromising the performance.
- b) These deployment requirements should consist of minimum required virtual hardware and networking items / components that UPSC needs to arrange for the successful installation and implementation of system.
- c) Deployment of required system software and application shall be done by the bidder on NIC Cloud/NIC Data Centre/UPSC.

vii. Preparation of Master Data

viii. Hands on Training over the developed System:

- a) The bidder shall provide hands on user training to UPSC staff for proper functioning, management of the system.
- b) The Training Plan shall be mutually decided between UPSC and the Bidder.
- c) Training shall be provided on the basis of Training to Tutor model.
- d) During training, user manuals for the system shall be provided by the successful bidder.
- e) No extra cost would be borne by UPSC on account of this.

L. Post Implementation Support/Warranty (Support after sign off of UAT):

The bidder shall be responsible for installation, administration and maintenance of the system for the period of Warranty after successful implementation and porting of data. The warranty period would be of one year after the successful implementation of the system on production server.

- a) During the Warranty period, the bidder shall perform all the upgrade/new version update free of cost.
- b) The bidder shall compulsorily offer for AMC for of FOUR (04) years after expiry of warranty period. Total value of AMC will be taken into consideration while evaluating bids financially.
- c) In addition to above, the Secretary, UPSC at his/her discretion may extend the AMC contract for another four years.

M. Confidentiality of Process:

Information relating to the examination, clarification, evaluation and comparison of proposals, and recommendations for the award of the Project will not be disclosed by UPSC to Bidders or any other persons not officially concerned with such process until the award of work to the successful Bidder has been announced.

N. Requirements and Expected Features of Proposed Integrated System:

- a) Browser Independent: The system so designed and developed should be compatible with all popularly used browsers including mobile/Tablet browsers.
- b) Software Platform: The system should be developed using latest proprietary or stable open-source technology with Long Term Support. Source code should be well documented. UPSC shall have the right to approve the coding practices and may ask the firm, at any time, to change full or some part of the code according to the pattern suggested.
- c) The system should have user friendly Graphical User Interface (GUI) and should enable role-based access rights to each user. The interface needs to be developed for the users as per the FRS, URS and SRS approved by UPSC.
- d) The system should be so designed and developed that it gives a feel of a portal with International Level Institute look, shall be User friendly, Easy to access or navigate, and should attract the students/ visitors and prospective stakeholders.
- e) The Page download/query response/uploads/submissions should be quick and fast.
- f) The necessary set up and Licenses required for the Security set up should be mentioned in the SRS document prepared.
- g) The MIS report - Drill down Reports, Matrix reports and other required reports to be developed for the System.

O. List of Existing Applications/Software need to be re-developed:

The detailed description of the new software developments along with overview of existing system is given as under: -

1. **Pre-Processing:** At present 35 Lacs records are getting processed in a calendar year for roll number generation, venue(s) & center(s) allotment, etc. Expected data could be 40-45 Lacs in a calendar year in upcoming years. Vendors ensure that application are developed as an integrated part of Post processing with all the functions points in existing system and integration of new functions as required in future. All processes incidental to such work will need to be catered to including resolution of complaints; development of queries and reports; and archiving of data.
2. **Post Processing:** (Result Processing etc.) Around 18 Lacs records processed in a calendar year and expected data could be around 25-30 Lacs. Vendors ensure that application are developed as an integrated part of Pre-processing with all the functions points in existing system and integration of new functions as required in future. All processes incidental to such work will need to be catered to including resolution of complaints, development of queries and reports; and archiving of data.
3. **SOAP Application:** SOAP is an online application for structured examinations. It enables the candidates to apply for the examination till the last minute of the closing date of the notice (for e.g. a group of candidates under some category who does not have to pay any fee can even apply online till the last minute of the closing time of the closing date for an examination), thereby increasing the candidate's span of time to apply for the examination from anywhere, and anytime. At present we have more than 35 Lacs+ candidates' data in a calendar year and expected data would be 40-50 Lacs. Vendor must ensure that application is develop with high grade of intelligence, single application for all the structured examinations and Recruitment examinations/ interviews.ORA (mentioned at point 4.) and SOAP will be the one application under single window access. Vendor must ensure that all existing function points are developed in new system including payment modules and the new system should be able to integrate new module(s)/ function points as required in future. It is also to be noted that various types of reports may require from the newly developed system at a single click.
4. **ORA:** ORA Application developed for recruitment for various ministries/departments in government of India, generation of e-Admit Cards, Pre-Post Processing, various types of report(s) generation for user branch and sections, etc. We have around 19 Lacs of candidates' records with 4 Lacs increment per year. Vendor must ensure that all existing function points are developed in new system including payment modules and the new system should be able to integrate new module(s)/ function points as required in future. ORA and SOAP will be the one application under single window

access, so it is to be noted that old data must be incorporated in the newly developed system.

5. **ORA IBR:** Interview Board Report is for generating various types of reports. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future. It is to be noted that old data must be incorporated in the newly developed system.
6. **Chance Verification:** System identifies the number chances attempted by the candidates in any examination conducted by UPSC. At present we have more than 50 Lacs+ candidates' data and expected data would be around 75-80 Lacs. Vendor must ensure that application is developed as an integrated part of SOAP & ORA applications and the new system should be able to integrate new module(s)/ function points if required in future. This activity must be processed at real time with interactive responses. Old data must be incorporated in the newly developed system.
7. **Online Application Processing Cell (OAPC):** This stores SOAP application data and generate the reports. At present we have more than 35 Lacs+ candidates' data in a calendar year and expected data would be 40-50 Lacs. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.
8. **SMS/e-Mail Portal:** Around 1-1.5 crore SMS and email are generated through various applications in a Calendar Year and expected records may be around 2 crores. Vendor must ensure that that application must be developed in such a way that it can be used as standalone application as well as in a position to work with API based for other applications.
9. **DAF Application:** Detailed Application form for pre-Qualified candidates. At present we have more than 50,000 candidates' data and expected data would be 1 Lacs in a calendar year. Vendor must ensure that all existing function points are developed in under single window access and the new system should be able to integrate new module(s)/ function points if required in future. it is also to be noted that old data (if any) must be incorporated in the newly developed system.
10. **e-Admit Card:** At Present around 26 Lacs admit card issued in a calendar year and expected data would be 35-40 Lacs. Vendor must ensure that all existing function points are developed in under single window access and the new system should be able to integrate new module(s)/ function points if required in future. it is also to be noted that old data (if any) must be incorporated in the newly developed system.

11. **e-Summon Letter:** UPSC issue online e-Summon Letters for around 5000 candidates in a calendar year and expected data would be 6000-7000 e-Summon Letters. Vendor must ensure that all existing function points are developed in under single window access and the new system should be able to integrate new module(s)/ function points if required in future. It is also to be noted that old data (if any) must be incorporated in the newly developed system.
12. **VMSY (Venue Management System):** Examination Arrangement Like addition/allocation of centers, venues (sub-center), Co-ordinating Supervisor, Venue Supervisor, IO management in Delhi, Asstt. Supervisor, Invigilator, delivery Teams Duty and arrangement, Advance Paid Calculation & report generation ETC. At present we have 76 centers, more than 4000 venues/subcenters, above 8000 venue supervisors' data. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.
13. **UPSC Website:** <https://upsc.gov.in> is hosted on NIC Cloud and till now there are more the 29 Crores hits since September 2017 and has approx. 7 crore hits per year. Vendor must ensure that all existing function points are developed in new website and the new system should be able to integrate new module(s)/ function points if required by the commission. New website would be hosted on UPSC production servers (upsonline.nic.in).
14. **Item Analysis and Reports (R&A Section):** There are various types of reports. Around 18 Lacs records processed in a calendar year and expected around 25-30 Lacs. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future. Bidders should provide the Business analytics dashboard based on the requirement of the UPSC.
15. **Socio-economics Analysis (R&A Section):** This is deployed at UPSC premises and is used for Engineering and Civil Services Examinations. There are various types of reports. At present we have 2000 candidate's records. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future. it is also to be noted that old data must be incorporated in the newly developed system.
16. **Expert Management System (ER Section):** This was initiated a year back and is presently under development. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future. it is also to be noted that old data must be incorporated in the newly developed system.

17. **Alpha Query System (SOAP Application's Sub Module):** Alpha Query system is for examination Control Room during the day of examination. At Present we have around 26 Lacs records inserted in a calendar year and expected data would be 35-40 Lacs. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.
18. **PT Board System:** PT Board System developed for examination branch having Candidate's PT board data with Present/Absent Status. We have around 5000 candidates in a calendar year and expected data would be 6000-7000. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.
19. **SSB Marks System:** SSB Marks system is for marks verification of CDS and NDA exam and around 50,000 of records in a calendar year. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future. It is also to be noted that old data must be incorporated in the newly developed system.
20. **Change Slip Management System:** The change slip management system is used to manage and change the data of already submitted applications based on various change slips issued by examination branch. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future. it is also to be noted that old data (if any) must be incorporated in the newly developed system.
21. **Various Office Automation Web Applications:** e-Medical Seva, Bill Monitoring system, File Tracking System etc. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future. it is also to be noted that old data (if any) must be incorporated in the newly developed system.
22. **Mark Sheet:** The Marksheet System stores and displays candidates' marks on various stages of Exams and RT. At present we have around 15 Lacs of data and expected data would be around 20-25 Lacs in a calendar year. Vendor must ensure that all existing function points are developed in under single window access and the new system should be able to integrate new module(s)/ function points if required in future. it is also to be noted that old data (if any) must be incorporated in the newly developed system.

23. **QPrep (Question paper Representation):** The QPrep uses Admit card data to display and store candidate's representations. At present we have around 2000 to 3000 records expected data would be around 6000-7000 records in a calendar year. Vendor must ensure that all existing function points are developed in under single window access and the new system should be able to integrate new module(s)/ function points if required in future. it is also to be noted that old data (if any) must be incorporated in the newly developed system.
24. **English to Hindi** Conversion of candidate's Name (Sub module for SOAP & ORA): That software used for name conversion from English to Hindi. At present we have around 40 Lacs of data and expected data would be around 60-65 Lacs. That application will be the part of SOAP and ORA online applications at the candidate's end. Vendor must ensure that all existing function points are developed under single window access in system and the new system should be able to integrate new module(s)/ function points if required in future. it is also to be noted that old data (if any) must be incorporated in the newly developed system.
25. **Panel & Data Back (P&DB):** Advisor Management System have around 1500+ advisor bio-data. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.
26. **SAL Printing (Attendance List):** In one calendar year about 10- 12 lacs. SAL are printed and sent to different venues for recording the attendance. The recorded attendance list is received back and scanned. The discrepancy reports generated based on these reports are resolved by comparing the LITHO number, Series, Present/Absent. After resolution of discrepancies, data is prepared for forwarding. The Expected SAL data would be around 18-20 Lacs in near future. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.
27. **OMR Scanning:** In one calendar year about 30-33 lacs OMR sheets are received from different venues and same are scanned as per template design for layout accepted for OMR data for further result processing. The scanned raw data are stored in OMR PC and same are imported in VB.NET & SQL SERVER based application. In first instance we remove duplicate records, wrong batch headers. After that data are processed for verification and we start editing of roll number in 3-4 phases. The discrepancy of series, roll numbers, LITHO numbers are generated and sent to confidential branch for resolving the same. After resolution of all type of discrepancy by the confidential branch the data is prepared & forwarded to EDP (Post) for result preparation. After closing of representation portal, the KEY for objective paper is finalized. After that key is prepared on OMR Sheets and these OMR Sheets are run on the OMR scanning devices& Data are prepared as per the

layout and same are sent to the EDP (Post) for the further necessary action. The Expected OMR data would be around 35-40 Lacs in near future. Vendor must ensure that a facility/system need to be developed to incorporate the inputs and outputs on the lines they are being done through existing system at present.

28. **Payment Gateway module:** SBI/MOPS/PG is used for debit/credit card Payment data share with SBI Bank. SBI Power Jyoti - SBI Power Jyoti is used for the cash challan payment to share the data with SBI Bank. Vendor must ensure that all existing function points are developed in new system under MIS Portal of SOAP & ORA and the new system should be able to integrate new module(s)/ function points including new payment gateways/module(s) integrations, if required in future.
29. **Court Judgement:** This software contains the court judgments containing UPSC as a party including other PSCs. PDF files for the court judgement is uploaded on upsconline.nic.in Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.
30. **E-APPOINTMENT (APPOINTMENT BRANCH, RECRUITMENT BRANCH, SERVICES - I):** Single Window for appointments - Appointment, Proposal representation and Forwarding letter of reports by various ministries. At present we have around 2500 records of data and expected data would be around 4000 records. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.
31. **Requisition management system & Requisition Index cards system:** - Requisition Detail with number of vacancies, Interview Board Details, Recommended & Reserve candidates list details with their marks etc. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.
32. **Programme Unit:** This application developed for recruitment interview scheduling. At present number of records are 1000 and the expected data would be around 5000 in a calendar year. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.

33. **Development of new Software Modules (OPTIONAL):** In the examination process, demand of new software modules/ applications may arise even while the development of the new IT system is under way. Therefore, the vendor is required to develop such software modules also even they are not the part of above list 32 application of project. Since such modules are anticipatory in nature, a provision for developing such modules may be made as under:

- i. Software/Application modules requiring up to 100 man-days: 6 units (600 man-days, max)
- ii. Software/Application modules requiring 100 to 200 man-days: 2 units (400 man-days, max)

This item will be optional for the commission. It will be utilized only when such need arises.

(The detailed activities of above mentioned software/applications may be seen at **Annexure-II**)

**Detailed Activities of various existing Software/Modules/Web
Applications in UPSC**

(1 & 2) Pre & Post Examination

1. **Data of Online Applications:** Online application invited through UPSC portal for various Examinations (Structured and unstructured).
2. **Amalgamation and allotment of roll numbers randomly, allotment of centres/venues:** Amalgamation of data for common candidates, random allotment of roll numbers, and allotment of venues/centres.
3. **e-Admit cards and Scannable Attendance List (SAL):** UPSC issues online admit cards to the candidates and SAL is printed for attendance of the candidates at the venue.
4. **EXAM conduct:** Various exams are conducted by UPSC at various centres all over India.
5. **OMR scanning and SAL Scanning:** After examination, all OMR, SAL, and related materials are sent back to UPSC. The OMR sheets & SAL data are scanned and processed using pre-developed software. The data from OMR and SAL goes through various discrepancy correction cycles.
6. **Data preparation:** Final data is prepared using OMR data and Answer Keys.
7. **Data verification:** In data verification, consolidated data is compared with LPC (List of Present Candidates).
8. **Preparation of score/marks data:** Preparation of score/marks data are prepared from verified data.
9. **Generation of written qualified (WQ) result data:** Result is prepared as per community-wise cut-off marks.
10. **Detailed Application Form (DAF) for WQ candidates:** DAF applications are invited from written qualified candidates.
11. **Preparation of “Applied statement”:** Prepares report of those candidates who have finally submitted Detailed Application Form.
12. **Venue and Centre allotment for Main Examination:** Venues for main examination are allotted to the candidates who have successfully submitted DAF.
13. **SAL and e-Admit Card:** e-Admit cards are prepared by the Technical Team and SAL by the Vendor.
14. **Conduction of Main Exam**
15. **Generation of Marks (subject wise)**

16. **Conduction of Personality Test for WQ candidates**
17. **Data Preparation of recommended candidates**
18. **Result in generation in merit order**

(3) SOAP Application

Front-end (Candidate's) Application: -

1. Candidate Personal profile
2. Community dependency
3. Module for PH candidates
4. Candidate's Address
5. Community and/or PH wise age relaxation
6. Upload Identity proof
7. Qualification(s) dependency
8. Candidate's eligibility check
9. Payment option using SBI Payment gateway
10. Upload Photograph and Signature
11. Assistive device information
12. Centre selection
13. Application printing facility
14. SMS/email facility to the candidates

Backend (Admin Panel) Application: -

1. Create the Exam notification
2. Approval of notification
3. Report administration
4. Making data and all types of reports
5. Menu management
1. **To Create the Examination-wise notification: -**
 - a. Add/Edit/Update/View Examination Centers.
 - b. Add/Edit/Update/View Educational Qualifications.
 - c. Add/Edit/Update Age Limit.
 - d. Add/Edit/Update Age Relaxation Categories.
 - e. Add/Edit/Update/View Examination Fee.
 - f. Add/Edit/Update/View Examination Notice.
 - g. Examination and year to Upload Guidelines to the Candidates Pdf File.
 - h. To Change Your Password
 - i. To View Master Reports like Center, age-relaxation, exam subject etc.
2. **Check the exam notification and approve the exam notification :-**
 - a. View Examination Centers.
 - b. View Educational Qualifications.
 - c. View Age Limit.
 - d. View Age Relaxation Categories.
 - e. View Examination Fee.
 - f. View Examination Notice.

- g. To Change Your Password
- h. To View Master Reports like Center, age-relaxation, exam subject etc.

3. **Report administration** :-

- a. DATEWISE APPLICATION STATUS
- b. Account Activity : Change Password
- c. General Reports->Summary Report
- d. To View Master Reports like Center, age-relaxation, exam subject etc.
- e. Centre-wise Reports
- f. Community Wise Candidate Reports
- g. Exam-Wise Bar Chart of Candidates
- h. Search and View of Application Status
- i. Email Send In-Complete Application
- j. Date-wise Payment Status Report
- k. Send SMS In-Complete Candidate's
- l. Scribe Report
- m. Physically Handicapped Reports
- n. WITHDRAWAL DATEWISE APPLICATION STATUS
- o. LIST OF CSP EXAMINATION PREFERENCE REPORTS
- p. PRINT APPLICATION [CDS] FOR CPL

- q. SBI Reports :-
 - i. View Bank MIS
 - ii. File Manager
 - iii. Fee Detail Report
 - iv. Bank MIS Analysis
 - v. View Fee Transaction Report
 - vi. Examination Wise Payment Reports
 - vii. View-Through RID
 - viii. Payment Status Reports
- r. Search and View :-
 - i. Generate Pay Slip Log
 - ii. View Send SMS
 - iii. Candidate Report - Printable
 - iv. Candidate Status
 - v. Search and Send SMS
 - vi. Query Tool
 - vii. View Application
 - viii. View-Through T-Id
 - ix. Search by name
 - x. Print Application [I]
 - xi. Print Application [II]
 - xii. Candidate Print Preview Application by RID
 - xiii. Centre-wise Reports->Centre-wise Candidate Reports :- LIST OF CENTRE-WISE TOTAL NUMBER CANDIDATES WHO OCCUPIED CENTER BUT NOT COMPLETED
 - xiv. Date-wise Payment View Report
 - xv. VIEW DATEWISE PHOTOGRAPH AND SIGNATURE SIZE
 - xvi. WITHDRAWAL CANDIDATES LOG
 - xvii. Update Photo Identity Card Number

4. **Making data and all types of reports :-**

- a. FLAT FILE GENERATION FOR DATA INTEGRATION
- b. PAYMENT DATA MANAGEMENT - SSL MODE
- c. LIST OF PAYMENT DATA FILES
- d. Reports
- e. Data Downloads :-
 - i. Download Photo & Sign
 - ii. Downloads Flat File Data
 - iii. Download Scribe Photo Sign
 - iv. Download Photo ID card
- f. Exceptional Reports :-
 - i. Successful Candidates - Candidates whose payment details match with the Bank data
 - ii. Successful Candidates - Candidates who have done PART-I & Part-II Registration (No Fee).
 - iii. Successful Candidates - Duplicate Records
 - iv. Un-Successful Candidates - Payment Details mismatch with the Bank Data.
 - v. Un-Successful Candidates - Fictitious payment report - [All].
 - vi. Un-Successful Candidates - Fictitious payment report - [Excluding Amalgamated Cases].
 - vii. Un-Successful Candidates - Fictitious payment report - [Amalgamated Cases].
- g. General Reports->Summary Report
- h. To View Master Reports like Center, age-relaxation, exam subject etc.
- i. Centre-wise Reports
- j. Community Wise Candidate Reports
- k. Exam-Wise Bar Chart of Candidates
- l. Search and View of Application Status
- m. Email Send In-Complete Application
- n. Date-wise Payment Status Report
- o. Send SMS In-Complete Candidate's
- p. Scribe Report
- q. Physically Handicapped Reports
- r. WITHDRAWAL DATEWISE APPLICATION STATUS
- s. LIST OF CSP EXAMINATION PREFERENCE REPORTS
- t. PRINT APPLICATION [CDS] FOR CPL
- u. Exam-wise GENERATE REPORT FOR DATA INTEGRATION
 1. Successful Candidate (With Fee)
 2. Successful Candidate (No Fee)
 3. Mismatch Payment Report.
 4. Fictitious Payment Report.
- v. SBI Reports :-
 1. View Bank MIS
 2. File Manager
 3. Fee Detail Report
 4. Bank MIS Analysis
 5. View Fee Transaction Report
 6. Examination Wise Payment Reports

7. View-Through RID
 8. Payment Status Reports
 - w. Search and View:-
 1. Generate Pay Slip Log
 2. View Send SMS
 3. Candidate Report - Printable
 4. Candidate Status
 5. Search and Send SMS
 6. Query Tool
 7. View Application
 8. View-Through T-Id
 9. Search by name
 10. Print Application [I]
 11. Print Application [II]
 12. Candidate Print Preview Application by RID
 13. Centre-wise Reports->Centre-wise Candidate Reports :- LIST OF CENTRE-WISE TOTAL NUMBER CANDIDATES WHO OCCUPIED CENTER BUT NOT COMPLETED
 14. Date-wise Payment View Report
 15. VIEW DATEWISE PHOTOGRAPH AND SIGNATURE SIZE
 16. WITHDRAWAL CANDIDATES LOG
 17. Update Photo Identity Card Number
 - x. Account Activity : Change Password
5. **Menu management** :-
1. ADD/View MENU
 2. View MENU
 3. MENU MANAGEMENT
 4. user Authentication log
 5. User Event log

(4) (a) ORA

Front end

1. Registration page - Candidate Personal Details, Community.
2. Login Page with Login ID/ Password
3. Scribe page- Scribe Details, Address, EQ, Relationship with candidate.
4. Apply for the post as per eligibility.
5. Category certificates, PwBD certificates, Photograph and Signature upload
6. Essential Qualification with documents upload facility.
7. Desirable Qualification for qualification and Experience
8. Experience details with documents upload facility
9. Center Selection
10. Payment
11. SMS/email

Backend (Admin Panel) Application: -

1. Exam notification and approval
2. Reports for administration
3. Module Management
4. Master DB/Tables management
5. Examination-wise notification: -
 - a. Manage/Create Post, for Ministry/department
 - b. Add/Edit/Update/View Examination Centers.
 - c. Add/Edit/Update/View Educational Qualifications.
 - d. Add/Edit/Update/View Required Experience from candidate.
 - e. Add/Edit/Update Age Limit.
 - f. Gender, Post description, PH, Opening and closing date
 - g. Add/Edit/Update Age Relaxation Categories.
 - h. Add/Edit/Update/View Examination Notice.
 - i. Examination and year to Upload Guidelines to the Candidates Pdf File.
 - j. To Change admin password

Admit card

1. Download DB and documents including photographs and signatures
2. Upload them on NIC cloud.
3. Roll number generation
4. If written exam is proposed for the post, Generate admit cards, Management of venue, allotment of center etc.
5. Reports generation for various types (e.g., Community, PH, Gender wise etc.)
6. Data for SAL printing from Admit card Portal.
7. Flag generation for each module by the scrutiny team.
8. Report of common candidates for a RT

(b) ORA POST PROCESSING

| S.no. | Description | Code |
|-------|----------------------------------|------|
| 1 | Report | A |
| 2 | Report with Sub Report | B |
| 3 | Report With Input and Sub Report | C |

Backend (Admin Panel) Application:-

1. Admin Login
2. Advertisement Selection
3. Dashboard
 - a. Report Advertisement Wise
 - Completed Application Report (B)
 - Incomplete Application Report (B)
 - Ineligible Application Report (B)
 - Completed Applications (Payment Mode Wise) (B)

- Total Applications (B)
- Completed Applications (Payment Mode Wise) (With Number of Post) (B)
- Total Applications (With Number of Post) (B)
- By Name (C)
- By Registration Id (C)
- By Application Number (C)
- Payment Received from Bank
- Age Relaxation Report as claimed by Candidate (Draft) (A)
- Caste Wise Ad wise report (A)
- Export IBR Data (According to Summary sheet Roll No(s)) (B)
- Export Data For Mark sheet (According to Summary sheet Roll No(s)) (A)
- Upload MIS (A)
- Export Candidate Scribe Detail (A)

b. Report Vacancy Wise

- Test Center Wise Report (A)
- Candidate Wise Report (A)
- Centre wise breakup for PwBD Candidates (A)
- All Finally Submitted Candidate (B)
- Fee Exemption Candidate (B)
- Existing in SBI MIS but not in ORA (B)
- Existing in ORA but not in SBI bank MIS (B)
- Existing in ORA but not in SBI bank MIS(Payment Mode Cash) (B)
- List of candidates made the payment by Credit Card/Debit card (Manual) (B)
- Existing in ORA but not in SBI bank MIS (Address wise Report) (B)
- Existing in ORA but not in SBI bank MIS (Without Address wise Report) (B)
- IFC Preview (A)
- IFC Preview(Post Detail and Description Only) (A)
- Duplicate Report Based On matching criteria (Candidate Name & DOB) (B)
- Duplicate Report Based On matching criteria (Candidate Name, Father Name, Mother name & Date of Birth) (B)
- Candidate's Address Sticker (C)
- Candidate's Address Sticker(10 Records Per Page) (C)
- Caste Wise Report Of Finally Submitted Candidates (A)
- Age Relaxation Report (Draft Report) (A)
- Desired Qualification Report (Draft Report) (C)
- Desired Qualification Report With Description (Draft Report) (C)
- Education Scrutiny (Draft Report) (C)
- Final Submitted Candidates(Date wise) (Draft Report) (A)
- Candidate's Address Sticker (According To Summary Sheet Roll no.) (A)
- Candidate Application Printout (According to summary sheet roll no.) (C)
- Document Verification List (According to summary sheet roll no.) (C)

- Candidate Application Printout (Roll No. Wise)-Comma Separated (C)
- List Of Candidates (With Email-id) According to summary sheet roll no (A)
- Application Print out/Pdf Report according to Summary sheet roll no. (B)
- Application Print out/Pdf Report according to Candidate roll no. (B)
- PwBD Candidate Report (Draft Report) (C)
- Final Submit Candidates (Draft Report) (A)
- Input Roll No. For Candidate's Application Printout (C)
- Candidate Application Printout (Based on admin input roll no.) (C)
- Candidate Pdf Printout (According To Comma Separated Roll No.) (C)
- Report For Scrutiny According To Summary Sheet Roll No. (by Experience) (C)
- Report For Scrutiny According To Summary Sheet Roll No. (by Experience) (C)
- Report For Scrutiny According To Summary Sheet Roll No. (By Roll No.) (C)
- Report For Scrutiny According To Summary Sheet Roll No. (By Roll No.) (C)
- Personal Profile Parameter Report Acc. To Summary Sheet Roll No. (Draft) (B)
- Report Summary Sheet Merit Order (Draft Report) (A)
- Report List of Candidates with State Name (B)
- Upload Summary Sheet Roll No. (Draft Report) (A)
- Experience Education Report (C)
- Experience Education Report (nature of duties) (C)
- Latest University (A)
- Latest University all submitted (A)
- Latest Subject (A)
- Latest Subject Essential (A)
- OBC LIST (B)
- Update Summary Sheet Merit Order (Draft Report)
- Report Summary Sheet Merit Order (Draft Report) (A)
- Personal Parameter 4 (Test Report) (B)
- Shortlisting Tool (Candidate Selection as per their education level - Single Iteration) (C)
- Shortlisting Report (Single Iteration) (C)
- Shortlisting Tool (Candidate Selection as per their education level - Multiple Iteration) (C)
- Shortlisting Report (Multiple Iteration) (C)
- Upload Roll Number order (Draft Report)
- Cal letter Assignment Of Dates by upload order (Draft Report)
- Cal letter Assignment Of Dates (Draft Report)
- Edit Cal letter Assignment Of Dates (Draft Report)
- Edit Order of Candidates (Draft Report)
- Edit Cal letter Assignment Single Candidate (Draft Report)
- Report Board Wise For Reception (Draft Report) (A)
- Report Board Wise For Advisory (Draft Report) (A)
- Report Board Wise For Marks (Draft Report) (A)
- Report Board Wise For President (Draft Report) (A)
- All Candidate List (Draft Report) (A)
- All Candidate List (APPLIED) (Draft Report) (A)

- Count year wise report (SC, ST, OBC, Female, PwBD fees)(Draft Report) (A)

c. Process

- Re-Assignment Of Roll No.(Normal Mode)
- Manual verification due to Improper Photo & Signature
- UPDATE Manual verification due to Improper Photo & Signature
- Manual verification in respect of Application and Documents Received
- UPDATE Manual verification in respect of Application and Documents Received
- View Roll Number wise list
- View Roll Number wise list(Converted Community wise)
- Photo & Signature List (OK or NOT OK)
- Photo & Signature Rejection List
- Photo & Signature Complete List
- Application and Document Verification Not Received Report
- Application and Document Verification Received Report
- Application and Document Verification Complete Report
- Clear Applications(Residual Applications)
- Complete Applications Report Stage 1
- Report for Scrutiny
- Enabling of Candidature of Candidates of SC,ST, & PwBD category, who have submitted the application with relaxation of experience up to 50%, if required
- Update Experience
- Rejection List: Application submitted with relaxation of experience up to 50% (Rejected Applications)
- Residual Applications (Stage 2)
- Age Relaxation Report (After Stage 2)
- (PPS/PS)
- Update Of (PPS/PS)
- Applications Rejected during (PPS/PS)
- Applications Amalgamated during PPS/PS
- Total Applications Rejected(Rejection and Amalgamation) during PPS/PS
- **Eligible Applications (Residual Applications)**
- Complete Applications (Stage 3)
- Shortlisting(BCA)
- Update Of Shortlisting(BCA)
- **Rejection list: BCA**
- **Called Applications (Residual Applications)**
- Input Roll No. for Summary Sheet
- Summary Sheet According to Input roll no. (President Copy)
- Summary Sheet According to Input roll no. - (Advisor Copy)
- Summary Sheet According To Roll No. And Module Wise (President Copy)(Draft)
- Summary Sheet According To Roll No. And Module Wise (Advisory Copy)(Draft)
- Summary Sheet According To Roll No. And Module Wise (Section Copy)(Draft)
- Summary Sheet According To Equivalent Roll No. (President Copy)(Draft)

- Summary Sheet According To According To Equivalent Roll No. (Advisory Copy)(Draft)
- 1-Cummulative Report: For various Scrutiny
- Cumulative Report: scrutiny of Educational Qualification and no. of years of Experience

d. NIC Report Advertisement Wise

- Exception Report (B)
- Advertisement Detail (B)
- Bank Detail (B)
- Summary Complete Application (A)
- Total Submitted Candidate (A)
- Advertisement wise Applicant Summary Date wise (C)
- Final Submitted Candidate Date Wise (C)
- Copy PwBD Scribe Ad wise (B)

(5) ORA IBR

Backend (User Panel) Application:-

- Download IBR data from ORA APP Post processing application.
- Upload IBR data into ORA IBR application.
- Select Vacancy for further process.
- Edit / Delete IBR upload data.
- Assign IBR No of selected vacancy
- Update IBR data of selected vacancy.
- Update weather candidate qualify general standard.
- Update candidate's marks and provisional.
- Update candidature cancel
- Generate IBR
- Download data of marks information.
- User can change login password.

Backend (Admin Panel) Application:-

- View Upload IBR data.
- Delete Upload IBR data.
- Add / Manage / Update / Delete User.
- Admin can change login password.

(6) CHANCE VERIFICATION

Application: -

1. Upload facility for candidate's data for verification.
2. Facility to fetch result of all matched data for exact/partial/suspected match with count.
3. User wise login facility.
4. Upload facility for Master data/Base data of all previous year for all examinations.

(7) Online Application Processing Cell (OAPC)

Backend (Admin Panel) Application:-

1. Push Data
2. Shorting order Roll-wise / Candidate-wise
3. View Application
4. Doubtful Candidate's

(8) SMS EMAIL SYSTEM

Front end

1. Login Page: Already registered users
2. SMS & Email input form for Multiple and single
3. Send SMS & Email Status

Backend (Admin Panel) Application: -

1. Login Page: Already registered users
2. SMS & Email input form for Multiple and single
3. Send SMS & Email Status
4. Reports for administration regarding sent SMS & Email

(9) Detail Application Form (DAF)

Front end

1. Registration Page – Personal details of already selected Candidates
2. Login Page
3. Personal Details Category certificates, PwBD certificates, Photograph & Signature upload, Examination Centre and Examination & Interview Medium
4. Essential Qualification with documents upload facility
5. Parental Information, Property Information

6. Social Economic Information
7. Job details and Previous UPSC selection and appear details
8. Category Based Annexures OBC and EWS
9. Cadre, State and Services Preference
10. Payment & Declaration

Backend (Admin Panel) Application: -

1. Login Page
2. Reports for administration
3. Errors in Modules
4. DAF reports
5. General Reports
6. Bank & payments Reports

(10) e-ADMIT CARD

Frontend

1. Forget RID page - Already Registered Users
2. Login Page - Already Registered Users
3. PwBD certificates, Scribe Information, Personal details, ID proof Information & Photograph uploaded
4. Examination Center, Examination Venue Address and Sub Center Code
5. Examination and Paper details

Backend (Admin Panel) Application: -

1. Login Page
2. Reports for administration

(11) e-Summon Letters

Front end

1. Login page using roll number, date of birth and OTP.
2. Facility to opt "Marks disclosure policy".
3. eSummon (PDF file) generation with QR code

Application: -

1. Upload facility for PT board data.
2. Facility to fetch all candidate's data with some specific order e.g. PT board Date wise, Downloaded wise, IP wise etc.
3. User wise login.
4. Facility to send SMS/email to candidates
5. Reports for downloaded/pending summons.

(12) Venue Management System (VMSY)

Frontend

1. Login page: Role base login for Coordinating Supervisor, Bel Supervisor, CBRT Login and Venue Supervisor
2. Centre wise coordinating supervisor, custodian and other examination functionaries Add/Edit/Replace
3. Add/Edit/Drop Venues for Coordinating Supervisor as per Examination
4. Update/Edit Venue Address by Venue Supervisor as per Examination
5. Attendance regarding Examination by Venue Supervisor
6. Upload Bill regarding Advance Paid to Coordinating Supervisor and Venue Supervisor
7. Venue/Venues Supervisor Report for Coordinating Supervisor as per Examination
8. Add/Edit/Replace/Remove Invigilator on Venue by Venue Supervisor as per Examination
9. Jammarr Status on Venues by Bel/Jammarr Supervisor & Venue Supervisor
10. Notifications for Examination Handling information/Examination Conducting Videos/SALs/Other Materials for Coordinating Supervisor and Venue Supervisor
11. Manage Profile

Backend (Admin Panel) Application: -

1. Login Page: Role base login for examination branch
2. Add Examination (Single Day or Multiple Day Examination), Release Centre & capacity, Updated Centres, Add Centres and Update capacity
3. Subject Bank, add subject, add Papers according to examination
4. Add/Edit/Drop venues, Venues Selection, Release/Finalize
5. Venues Add/Edit/Replace Venue Supervisor, update advance payment, bill settlement for venue supervisor
6. Advance payment Calculation for Coordinating Supervisor and Venue Supervisor as per Examination
7. SMS, Letters and Email to Examination Functionaries Regarding Examination
8. Add/Edit/Replace Postal Authorities per Examination
9. Invigilator/Asstt. Supervisor/Inspecting officer/Delivery Team Add/Edit/Remove, Assign duty Delhi or Non Delhi Centres
10. Bill Receiving, Diarying Bill By Examination Branch from Coordinating Supervisor/Venue Supervisor (Online/Offline) and regarding Reports
11. Reports for Examination Branch as per Examination
12. Administrative Utilities
13. Message Count and Message Reports
14. Other Utilities After/during release/Finalize Venues
15. Assign Roll Number Breakup/Sub Centre Code for Venue as per Centre
16. Bill Settlement, Bill Code and Bill Adjustment by Accounts and Related Reports
17. Other reports related to Examinations Expenditure/ Bill Settlement Regarding Centre & Venues On basis of Monthly, Fortnightly and Yearly Examinations
18. Uploading documents/information/Annexures/Videos/Procedures/Guidelines/Brochures in conducting of Examination
19. Manage Profile

(13) UPSC Website

Front-end (Users') Application: -

1. Various Information regarding Commission's various Sections, Divisions, Structure.
2. Various Information regarding various Examinations like Calendars, Notifications, DAF, Results etc.
3. Various Information Regarding various Recruitments and Recruitment Tests like Advertisements, Vacancies for Various Posts, Results etc.
4. Display of Various Proformas for various Certificates like TA/DA Forms, for claiming Category benefits, for claiming Experience etc.
5. Various Information of RTIs for different sections of the Commission
6. Various Information of Tenders, Annual Reports, Newsletters etc.

Back-end (Admin's) Application: -

1. Creating different Content Types (Form Structures) for the various type of information like Tenders, RTIs, Archives etc.
2. Creating Various Examinations and adding Various Data Types like Notifications, e-admit cards, Results etc. to them.
3. Creating Various Recruitment Advertisements and adding Various Data Types like Vacancies for various Posts, Notice, Results etc. to them.
4. Adding various filters and associating them to the Content Types, Recruitments and Examinations.
5. Making Views (Frontend View) to show various types of data in sorted forms like Tables, Lists etc. after applying various filters.
6. Managing the Blocks and the Various Containers of the template for the Front-end View.
7. Creating and Managing the Users and their Roles
8. Creating and Managing the Various Forms for the Users
9. Adding, Configuring and Removing the Various Built-in, Made and Third Party Plug-ins (Modules) to use them for the Front-end.

(14) Item Analysis And Reports

Front End:

1. Login Page using username and Password
2. Facility to upload data in txt format
3. Report generation downloaded in excel sheet

Application:

1. Facility to upload data in txt format
2. Facility to generate four types of reports for various examination
 - 2.1 Analysis report

- 2.2 Frequency List Report
- 2.3 Facility value report
- 2.4 Disindex Report
- 3. Reports can be downloaded in excel Sheet.

(15) Socio-Economics Analysis

Front End :

- 1. Login Page using username and Password
- 2. Facility to upload data in excel sheet
- 3. Report generation downloaded in excel sheet
- 4. Add /view/delete candidate data from the same

Application:

- 1. Facility to upload data in excel sheet of CSM and ENGGM
- 2. Facility to add complete Age
- 3. Facility to add/view/delete Candidate information from the site
- 4. Facility to generate three types of reports for Two Exam Civil Service (Main) Examination and Engineering Services Examination
 - 3.1 Statistical Tables on all Candidates who attend Interview of CSM/ENGG
 - 3.2 Statistical tables on all candidates who attended Interview but not selected in CSM/ENGG
 - 3.3 statistical tables on all finally selected candidates of CSM/ENGG
- 5. Reports for download

(16) Expert Management System

Front End :

- 1. Login Page using username and Password
- 2. Add /view/update/delete experts
- 3. Book Expert from date to date.

Application:

- 1. Facility to send email to expert for invitation to fill the form
- 2. Facility to Add /view/update/delete experts
- 3. Do arrangements of the experts billing/lodging.

(17) Alpha Query System

Front End :

1. Login Page using username and Password
2. Search by RID, Roll number, Name
3. View candidate Information

Application:

1. Facility to upload candidate data via txt format
2. Facility to upload candidate venue data via txt format
3. View all candidate details with RID, Roll number and by name.

(18) Personality Test (PT) Board

Application: -

1. Upload facility for PT board data, Photo & signature from production server for attendance.
2. User wise login.
3. Facility to take Signature (electronically) and Photograph (via webcam)
4. Facility to mark attendance and reports with present/absent status.

(19)SSB Marks System

Front End :

1. Login Page using username and Password
2. Entry data of exam CDS I,CDSII,NDAI,NDAII
3. Entry Verified data of exam CDS I,CDSII,NDAI,NDAII
4. Check Mismatch of data
5. Print Report

Application:

1. Facility Enter Data from Entry data module
2. Facility Verified Data from Verified data module
3. Correct the mismatch section.
4. Data can view of Entry and verified
5. Report generation
6. Download data in CSV format

(20) Change Slip Tool

Backend (Admin Panel) Application: -

1. Change Slip number, change slip date and change description according to DAF, Admit card
2. Select of change slip field according to Roll No
3. Edit change slip field and its dependence as mentioned in change slip
4. Various Reports and Logs

(21) Various office Automation Applications

(a) Bill Monitoring

Application: -

1. Hard copy of medical/monthly reimbursement etc. received from Honorable ex-chairmen and members.
2. Facility to add diary entry of the above said hard copies.
3. Tracking of the file movement of individual requests of bill.
4. Multiple user/role wise access.
5. Facility to approve/reject the request.
6. Facility to send SMS/email to user.
7. Multiple type of reports.

(b) e-Medical Seva

Front end

1. Login page using biometric ID (six digit) and password.
2. Facility to mention Treatment/Procedure/Test prescribed by the CGHS/AMA”.
3. Facility to upload documents as mentioned at point 2.

Application: -

1. Multiple user/role wise access.
2. Facility to approve/reject the request.
3. Facility to send SMS/email to user.
4. Multiple type of reports.

(22) Mark sheet

Front end

1. Registration Page - Candidate Personal Details
2. Login Page
3. Marks Information
4. Status regarding Recommended /Not Recommended / Written Qualified or not for different stage of Examination
5. Public Disclosures functionality

(23) Online Question Paper Representations Portal

Front end

1. Login page using roll number, date of birth and OTP.
2. Facility for upload PDF files regarding representation of Question(s).

Application: -

1. Dashboard
2. Various types of reports.
3. Exam wise representation.

(24) English to Hindi Transliteration

English to Hindi Transliteration, the sub module for SOAP & ORA is used for name conversion from English to Hindi.

Front End

1. Select Exam Name & Year
2. Upload csv file
3. Preview result and if required edit the data
4. Download result in Excel format
5. Print result (in Hindi) in PDF format
6. Print result (in English) in PDF format

(25) Panel and Data Bank

USER PANEL (OFFLINE)

1. User Login
2. Advisor Details - Bio data Entry
3. Create Skelton
4. Create Panel According to the Profession, **Specialisation, Super Specialisation**
5. **Panel Approval is for approve the Advisor for Interview Board**
6. **Print out panel details**
7. **Print Board Document for Board**
8. **After Board Feedback of adviser which is also added in the application.**
9. **MIS is use for different type of search functionality**
10. **Report is use for different type of reports.**

ADMIN PANEL (OFFLINE)

1. **Admin Login**
2. **Advisor Updating functionality**
3. **Advisor Delete functionality**
4. **Panel Delete functionality**
5. **Duplicate Search**
6. **USER List**
7. **Set user Password**
8. **Set user role according to the Module.**

USER PANEL (ONLINE)

1. User Login
2. Forgot Password
3. **Advisor Profile Update**
4. **Change Password**

ADMIN PANEL (ONLINE)

1. Admin Login
- 2. Advisor Detail Biodata Entry**
- 3. Send Email for basic Entry**
- 4. Send Email for full Entry**
- 5. Send SMS to Advisor**

(26) SAL Printing facility

Application: -

1. Application is developed in FoxPro and vendor upload data provided by concern branch for SAL Printing (exam wise).
2. Photo and Signature upload facility in SAL application.

(27) OMR Scanning

In one calendar year about 30-33 lacs OMR sheets are received from different venues and same are scanned as per template design for layout accepted for OMR data for further result processing. The scanned raw data are stored in OMR PC and same are imported in VB.NET & SQL SERVER based application. In first instance we remove duplicate records, wrong batch headers. After that data are processed for verification and we start editing of roll number in 3-4 phases. The discrepancy of series, roll numbers, LITHO numbers are generated and sent to confidential branch for resolving the same. After resolution of all type of discrepancy by the confidential branch the data is prepared & forwarded to EDP (Post) for result preparation. After closing of representation portal, the KEY for objective paper is finalized. After that key is prepared on OMR Sheets and these OMR Sheets are run on the OMR scanning devices & Data are prepared as per the layout and same are sent to the EDP (Post) for the further necessary action. The Expected OMR data would be around 35-40 Lacs in near future. Vendor must ensure that a facility/system need to be developed to incorporate the inputs and outputs on the lines they are being done through existing system at present.

(28)

(a) SBI PG Application

Backend (Admin Panel) Application:-

1. Successful Payment Details – SOAP
2. Successful Payment Details – DAF
3. Successful Payment Details – ORA
4. Change Password

(b) SBI Power Joyti Application

Backend (Admin Panel) Application:-

1. Candidate's Details – SOAP (Manual)
2. Candidate's Details – DAF (Manual)
3. Candidate's Details – System Generated (Automatic Generated) Data
4. Change Password

(29) Court Judgment

Front end/Backend

1. Login page using user credential.
2. Upload html/PDF files of court cases in their categories.
3. Display of all types of reports.

(30) e-Appointment

(a) Appointment Branch

SWSAP project is aimed for providing e-appointment under Single Window System for ministry requesting appointment.

SWSAP is divided into

- Online Module
- Admin Module (Offline) - Handled by Under Secretaries

- The ministry applying through e-appointment is allowed to take appointment in a future date in either of the two slots. They can select a slot and fill the details. They are given a time span of 15 minutes to fill the details of deputation process.

Front End (Online Module)

1. Select type of appointment – Deputation / Promotion
2. Select Ministry
3. Select DPC Category – Regular DPC/Review DPC/Supplementary DPC/Deputation/Composite Method
4. Name of Post
5. Vacancy Year
6. No. of vacancies
7. No. of eligible persons
8. Reference Number
9. Select Date, Year, Time
10. Enter Name, Email ID, Contact numbers, Post

Back End (Admin Module)

1. Edit Officer Details – Name, Mobile, E Mail ID
2. Add date to block
3. Search Appointment based on Date/Name of Officer/Ministry
4. Search meeting review based on Date/Name of Officer/Ministry
5. Search Blocked dates
6. Search Cancelled appointments based on Date/Name of Officer/Ministry
7. Summary report between dates

(b) Recruitment Branch

- The project Single Window System mainly focuses on Direct Recruitments and comes under various Recruitment departments in UPSC
- The ministry applying through e-appointment is allowed to take appointment for recruitment for a future date in either of the two slots. They can select a slot and fill the details. They are given a time span of 15 minutes to fill the details of recruitment process
- Internal handling like accepting /rejection of direct recruitments is done in Offline mode by Commission
- Hosted in <https://upsconline.nic.in/miscellaneous/appointment/>

Front End

1. Select Ministry, Department, Discipline of post, Submission of Requisition, Meeting Type
2. Select Date, Year
3. Enter Name, Email ID, Contact numbers, Post Details

(31) Requisition Index Card Management System

Application: -

1. Facility to add requisition details, Post details (category Wise)
2. PT details with recommended candidates.
3. Various types of reports e.g. IBR, Reserve List, Alpha wise etc.

(32) Programme Unit

This application developed for recruitment interview scheduling. At present number of records are 1000 and the expected data would be around 5000 in a calendar year. Vendor must ensure that all existing function points are developed in new system and the new system should be able to integrate new module(s)/ function points if required in future.

ANNEXURE-III

Compliance Report w.r.t. Scope of Work

We (name of the firm) _____ hereby furnish the technical compliance report as per NIT as under:

| Sr. No. | Particulars | Compliance Report (Yes or No) | Page No. |
|----------------|---|--|-----------------|
| 1. | We confirm the acceptance & understanding of deliverables by the bidder with respect to Scope of Work (Annexure-I) and other terms and conditions of NIT. | | |
| 2. | Bidder should have provided scanned copies of CMMI Level 3/Level 4/ Level 5, ISO 9001:2015 and ISO 270001 certificates | | |
| 3. | Detailed list of employees on the company's payroll along with their educational/technical qualifications as stipulated under Clause 4(v) of the NIT furnished on company letter head and signed by head of HR department | | |
| 4. | List of Project Manager(s) and Project Lead(s) along with their educational qualifications and relevant experience as stipulated under Clause 4(vi) of the NIT and the Bidder's commitment for deploying Project Manager and Project Lead furnished on company letter head and signed by head of HR department. | | |
| 5. | Please provide scanned copies of Work Orders issued by Central and State Government bodies, Ministries and corporates mentioning the Scope of Work under ICT infrastructure services along with respective completion certificates as stipulated under Clause 4(iii) of the NIT. Client contact details should mandatorily be provided by the bidder for cross-checking | | |
| 6. | Acceptance letter on company letter head for giving a technical presentation on the IT solution (including manpower) proposed by the bidder | | |

The bidder must provide all the requisite details along with the reference page number in a separate sheet

Tender for Revamping of IT System in UPSC

We _____
_____ (Name and Address of the firm) have in response to your NIT dated _____ submitted a technical and financial bids in respect of the tender for Revamping of IT System in UPSC. As required under the NIT, we hereby certify as under:-

1. That all the terms and conditions of the tender are acceptable to us.
2. That the bid offered by us in response to this tender is strictly as per the Scope of Work prescribed in Annexure-I of the tender document.
3. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
4. That I/We have not been blacklisted by any Government or quasi-Government organization in India.

(Authorized Signatory)
Name and Address of the Firm/Bidder

ANNEXURE-V

DECLARATION

I _____ s/o / d/o Shri
_____ hereby declare that none of my relative
is/are employed in Union Public Service Commission (UPSC), New Delhi. In case at
any stage, it is found that the information given by me is false/incorrect, UPSC shall
have the absolute right to take any action as deemed fit without any prior intimation to
me

Dated: _____

(Dated Signature of the Bidder
with Stamp of the firm)

ANNEXURE-VI

FINANCIAL BID/PRICE SCHEDULE

| S. No. | Particulars | Cost (in Rs.) (exclusive of taxes) | Applicable Tax | | Total Cost (incl. tax) |
|--------|--|------------------------------------|----------------|-----------|------------------------|
| | | | In Percentage | In Rupees | |
| | (A) | (B) | (C) | (D) | (E=B+D) |
| 1. | Total cost of the project for revamping of IT System in UPSC | | | | |
| 2. | AMC charges for the 1 st year | | | | |
| 3. | AMC charges for the 2 nd year | | | | |
| 4. | AMC charges for the 3 rd year | | | | |
| 5. | AMC charges for the 4 th year | | | | |

Note:

1. Rates should be quoted exclusive of taxes. Taxes as applicable at the time of bid submission shall be indicated separately along with the rates, failing which, quoted rates would be taken as inclusive of taxes and no further request for inclusion of taxes would be entertained by this office.
2. Taxes will be taken into account for financial evaluation.
3. Cost of the project (inclusive of taxes) plus the cost of AMC (inclusive of taxes) for 4 (four) years will be considered for financial evaluation.
4. Payment will be made by taking into account the effective rate of tax as applicable at the time of payment.

ANNEXURE-VII**CHECKLIST**

| S. No. | PARTICULARS | Page No.* |
|---------------|--|------------------|
| 1. | Signed & Scanned copy of Earnest Money Deposit (EMD) of Rs. 1,20,00,000/- (Rupees One Crore Twenty Lakhs only) or certificate from Kendriya Bhandar, NCCF, DGS&D or NSIC if claiming EMD exemption | |
| 2. | Signed & Scanned copy of PAN card of the firm | |
| 3. | Signed & Scanned copy of GST Registration Certificate | |
| 4. | Signed & Scanned copy of registration/incorporation certificate of the company along with Memorandum of Association | |
| 5. | Signed & Scanned copies of IT Returns of the firm for each of the preceding three years including the financial year 2020-21 | |
| 6. | Signed & Scanned copies of Audited Balance Sheets of the firm for the preceding three years including the financial year 2020-2021 | |
| 7. | Signed & Scanned copy of certificate from Chartered Accountant (CA) establishing the annual turnover only from IT consultancy/IT advisory/System integration services during each of the last three financial years (including FY 2020-2021). Income from any other source shall not be included in it | |
| 8. | Signed & Scanned copy of certificate from Chartered Accountant (CA) certifying that the bidder had net positive worth during each of the last three financial years including financial year 2020-21. | |
| 9. | Signed & Scanned copy of Work Orders issued by Central & State Government bodies, Ministries and corporates mentioning the Scope of Work under ICT infrastructure services along with respective completion certificates as stipulated under clause 4(iii) of the NIT. Client contact details should mandatorily be provided by the bidder for cross-checking. | |
| 10. | Signed & Scanned copy of list of employees on the company's payroll along with their educational/technical qualifications as stipulated under clause 4(v) of the NIT, furnished on company letter head and signed by head of HR department. | |
| 11. | Scanned copy of educational qualification and relevant experience of Project Manager(s) and Project Lead(s) along with the bidder's commitment for deploying Project Manager and Project Lead furnished on company letter head and signed by head of HR department as stipulated under Clause 4(vi) of the NIT. | |
| 12. | Signed & Scanned copies of CMMI Level 3/Level 4/Level 5, ISO 9001:2015 and ISO 27001 certificates. | |
| 13. | Acceptance Letter on company letter head for giving a technical presentation on the IT solution (including manpower) proposed by the bidder. | |
| 14. | Signed & Scanned copy of undertaking as at Annexure-IV signed by authorised person. | |

**Kindly indicate the page number of the relevant document in the technical bid*

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of

the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.