

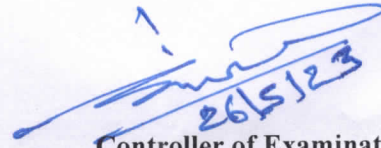
JHARKHAND PUBLIC SERVICE COMMISSION, RANCHI
EXPRESSION OF INTEREST [EOI]
SELECTION OF INTERESTED VENDOR FOR PRE AND POST EXAMINATION
PROCESSING WORK.

Jharkhand Public Service Commission invites “**Expression of Interest**” from experienced Bidders /Agencies/ Companies/Firms/Societies /LLP/PSU for Pre and Post Examination Processing Work.

Date of publishing of EOI on JPSC website (www.jpssc.gov.in) and Jharkhand State Tender website (www.jharkhandtenders.gov.in)	26-05-2023
Start Date of Downloading EOI Documents	27-05-2023
Last date of submitting EOI proposal in the Jharkhand State Tender website	06-06-2023 at 5:00 PM
Contact Telephone No. and Email-id	+919431301419,+919431301636 helpdesk@jpssc.gov.in

Details of **Scope of Work** and **Pre-qualifications** are available in the EOI document. Expression of Interest received after mentioned due date or time or incomplete format or with conditional offer will not be entertained /accepted. The meeting of Selection Committee will be held only after short listing of the applications. The Selection Committee will decide the eligible firms to be called for the Presentation. **The Date/Time/Venue for the presentation will be intimated later.**

Undersigned has full right to withdraw or cancel or amend part or whole of the EOI.JPSC may at any time, by a written order given to the bidder, make changes to the scope of the contract under consideration. Any type of dispute arising out of this shall be subject to jurisdiction of the court of Ranchi.


26/5/23

Controller of Examination,
Jharkhand Public Service Commission, Ranchi.

JHARKHAND PUBLIC SERVICE COMMISSION

EXPRESSION OF INTEREST [EOI]

SELECTION OF INTERESTED VENDOR FOR PRE AND POST PRELIMS (OBJECTIVE TYPE)

EXAMINATION PROCESSING WORK

Jharkhand Public Service Commission (JPSC) makes recruitment for various posts of Group 'A' and Group 'B' services, for different Departments of the State Government. The number of candidates applying for these posts range from hundreds in some cases to over a lakh in others. With a view to make the application process simpler and more convenient for the candidates and for the effective management of the recruitment process, the Commission intends to engage Bidders/Agencies/Companies/Firms/Societies/LLP/PSU for obtaining the Services for Development, Hosting and Maintenance of Online Application System along with Website of JPSC and all other required function at Pre Conduction and during conduction of exam, result processing, finalisation of merit and result declaration.

The Jharkhand Public Service Commission (JPSC) Ranchi, hereby invites EOI from Bidders/Agencies/Companies/Firms/Societies/LLP/PSU of repute having relevant work experience in Central Government/State Governments Recruitments for providing the Services of Online Applications Management, Admit Card Management, Seat Allocation Management, Security Management, Conduction of Exam, Result Processing Management and Result Declaration Management for recruitments carried out by JPSC.

1. Eligibility conditions

- i. The Bidders/Agencies/Companies/Firms/Societies/LLP/PSU should be of repute, registered in India and should have been operating in India for a minimum period of 5 years with an objective of offering the relevant Online/Offline Services that are the subject matter of this EOI. (Enclose copy of the Registration Certificate with the performance report).
- ii. The Bidders/Agencies/Companies/Firms/Societies/LLP/PSU should participate as a single entity, no consortium or group companies will be allowed.
- iii. The average annual turnover of the Bidders/Agencies/Companies/Firms/Societies/LLP/PSU during 5 previous consecutive financial years, i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22 should be a minimum of Rs. 50,00,00000/- (Rupees Fifty Crore only) The turnover should be of the Bidders/Agencies/Companies/Firms/Societies/LLP/PSU individually and not of the group of companies or consortium. The turnover refers to that of the bidding Bidders/Agencies/Companies/Firms/Societies/LLP/PSU and not to the composite turnover of its subsidiaries/sister concerns etc. (Enclose audited Balance Sheet or CA Certificate).

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- iv. Vendor should specify their Domain Expertise & Order of Preference (Annexure-II) for the services that are to be undertaken.
- v. Preference will be given to Govt. entities like Public Sector Undertakings.
- vi. The Bidders/Agencies/Companies/Firms/Societies/LLP/PSU must have successfully executed at least 3 recruitment projects of the scale proposed. Any experience as a consortium partner will not be accepted for consideration. (Enclose documentary evidence in the form of work order/contract and performance report on the client's letterhead).
- vii. The Bidders/Agencies/Companies/Firms/Societies/LLP/PSU should be registered with appropriate tax authorities, i.e. Income Tax, GST. (Enclose Certificates of Registration).
- viii. The Bidders/Agencies/Companies/Firms/Societies/LLP/PSU should not have been blacklisted by Central Government/State Government's Departments/Undertakings/Recruitment Agencies.
- ix. The Bidders/Agencies/Companies/Firms/Societies/LLP/PSU should have a valid ISO 27001:2013 certification as on the date of bid submission.
- x. The Bidders/Agencies/Companies/Firms/Societies/LLP/PSU should have a minimum valid CMMi level 3 certification as on the date of bid submission.

2. Detailed scope of work

- (A) i. Design, development, implementation, execution, maintenance and hosting of a candidate friendly Online Applications Portal integrated with payment gateway/e-Grass, provisions for candidate registration and enrolment of basic details such as name, parents detail, educational qualification etc. Uploading of documents by candidates, provision for application link to the Commission website to enable JPSC to post the same on its own website. Provisions for candidates to upload photograph, signature and other required documents with the online application form, generation of unique login credentials for candidates after successful application/registration on his/her email as well as his/her registered mobile no. for future reference, provision for candidate to view, edit, download and print filled-in/submitted application forms, provision for access to application forms for candidates in non-editable mode, email notification to candidates for successful submission of application, provisions for JPSC to download application data, provision for candidates to view application status etc. Notification to candidates by email and mobile SMS.

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- ii. The successful Bidders/Agencies/Companies/Firms/Societies/LLP/PSU should make provisions for admit card download with QR code, hosting of data, Management and back up of online registration data to avoid data loss through viruses, application problems, human errors. Operating system failure etc. during the recruitment process.
- iii. The portal should be mobile compatible, enabling submission of online application form from anywhere through mobile or computer system.
- iv. Fee reconciliation of each recruitment advertisement on regular basis.
- v. Providing the source code with data base structure of the online application form and soft copy of all registered candidates in different formats / parameters wise as desired by the Commission.
- vi. Real time admit card upload/download portal with SMS and email intimation to the candidates to download and print Admit Cards.
- vii. Portal for management of online representations received from candidates in respect of alleged mistakes in question papers.
- viii. Online correction/ updation of data on online application portal as per requirement of JPSC.
- ix. SMS service for all candidates through online portal during online application forms filling, downloading of admit cards, examination information and any other important information required to be communicated by JPSC.
- x. Providing help desk operation to candidates for online applications portal and for downloading admit card with two mobile numbers.
- xi. Printing of the all types of data reports in the formats desired by JPSC.
- xii. Centre wise printing of scan able Attendance cum Roll Verification Sheet with photo and signature.

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(B) Detailed Scope of Work for Providing Post Prelims (Objective type) Examination Processing Work

The Bidders/Agencies/Companies/Firms/Societies/LLP/PSU should provide post processing examination work in most confidential, integrity with utmost care manner in the Commission premises at Ranchi.

The successful Bidders/Agencies/Companies/Firms/Societies/LLP/PSU must execute these activities in given time frame under supervision of authorised officers of the Commission.

1. Post Examination Processing Work of All Applications shall be executed by the successful Bidders/Agencies/Companies/Firms/Societies/LLP/PSU as follows.

OMR Answer Sheet Scanning and Preparation of Marks Files as per Commission Guidelines -

- i. Collection of OMR Answer sheets from Commission in confidential manner.
- ii. Opening of OMR Answer packets in the presence of Commission representative or as per guidelines laid down by the Commission.
- iii. The OMR Answer sheet packets will be opened under video recording.
- iv. Making log of OMR Answer sheets.
- v. Scanning of OMR Answer sheets (Colour and black and white) with two scanners on different resolution (200 dpi and 300 dpi preferably).
- vi. Cross examination will be performed to check any error in OMR Answer Sheets Readings.
- vii. Apply key on the data stored (Recorded).
- viii. Merit List preparation as per the advertisement and Guideline given by the Commission.
- ix. Delivery of final Merit List (Signed Hard copy as well as Soft Copy) in sealed envelope in confidential manner to the Controller of Examination.
- x. Return of original OMR Answer sheets with all reports in sealed cover to the Commission in confidentially manner.
- xi. Uploading of OMR answer sheets and marks with prior permission of Commission. Also the qualified candidates will be intimated through SMS/E-mail.
- xii. The above said work will be done in secured and confidential manner and with utmost care with zero error.

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6. Other terms & conditions:

- i. The Bidders/Agencies/Companies/Firms/Societies/LLP/PSU shall submit EOI duly typed (in English) in the prescribed format.
- ii. Conditional offers will not be considered and will be rejected straight away.
- iii. The Commission reserves the sole right to accept or reject whole or any part of the EOI for the above mentioned activities at any point of time. JPSC may at any time, by a written order given to the bidder, make changes to the scope of the contract under consideration. Any type of dispute arising out of this shall be subject to jurisdiction of the court of Ranchi. No claim for compensation or otherwise whatsoever will be entertained by the Commission.
- iv. The Vendor/Service Provider should have its own requisite infrastructure/efficient staff/machinery etc. for handling the services included in the above mentioned scope of work.
- v. The staffs of the Vendor/Service Provider shall be engaged by the Commission after verifying their antecedents and credentials after getting the details of the persons employed/engaged with their Aadhaar Number, Mobile Number, Permanent Address and Educational Certificates etc. as and when demanded by the Commission to establish the identity of the persons. The Commission can also ask the agency to change the staff in case of any exigency.
- vi. The Vendor/Service Provider will have to follow the labour laws as applicable and the Commission is not responsible for any violation thereof. In case of any Court case arising due to violation of any labour law, the Commission will not be responsible and the Vendor/Service Provider shall be solely responsible to handle the dispute at its own level and cost. In case of any litigation between the Commission and the Agency or any of its employees/staff, the Jurisdiction of the case will be at Ranchi Jharkhand. In case of any dispute arising under the contract/agreement the same shall be referred to the sole arbitrator appointed by Chairman, Jharkhand Public Service Commission. He/she may be the employee of Jharkhand Public Service Commission to which the Vendor/Service Provider shall not have any objection. The award of the Arbitrator shall be final and binding on the parties to the contract/agreement. The venue of Arbitration will be Ranchi. The proceedings of Arbitrator may be in English or Hindi.

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- vii. The successful Vendor/Service Provider shall execute the contract within a week after allotment of LOI/ Work.
- viii. The successful Vendor/Service Provider shall maintain absolute confidentiality and shall not disclose any information with respect to the work being done by it for the Commission as well as any information pertaining to the Commission which it becomes aware of while working with the Commission to anyone under any circumstances at any time, including after the expiry of the contract period except only after the proper prior approval of the Commission. A Non-Disclosure Undertaking shall be submitted to the Commission on duly notarized stamp paper.
- ix. The Commission does not assure any minimum quantum of work during the tenure of contract/agreement to the successful Vendor/Service Provider.
- x. The Commission reserves the right to reject/cancel/withdraw wholly or partially the EOI without any reason or explanation at any point of time.
- xi. All EOI will be kept valid for acceptance for 1 year from the EOI closing date.
- xii. Delivery of proper service will be the essence of contract/agreement. In case of any delay and non-delivery of the service as per the contract/agreement the Commission reserves the right to penalize or cancel the contract/agreement wholly or partially and make alternative arrangements at the risk and cost of the service provider with a notice of three days. The Commission in certain eventualities may order blacklisting in case of default by the successful Vendor/Service Provider.
- xiii. The Vendor/Service Provider shall be the single point of contact with JPSC and shall be solely responsible for the execution and delivery of the contract work.
- xiv. The contract shall be on "End to End Outsource Basis" and the Vendor/Service Provider should have all relevant facilities and logistics available to execute the contract work.
- xv. The agreement will be governed by the applicable law in India being in force for the time being.

7. Fees for EOI Documents Purchase

Bidders/Agencies/Companies/Firms/Societies/LLP/PSU have to pay Rs. 1000 fees for EOI Document Purchase through SBI Collect

(URL : <https://www.onlinesbi.sbi/sbicollect/icollecthome.htm?corpID=552461>)

OR

through JPSC website (URL : <https://jpsc.gov.in/Tenders.php>)

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SELECTION OF INTERESTED VENDOR FOR PRE AND POST PRELIMS (OBJECTIVE TYPE)

EXAMINATION PROCESSING WORK

II ANNEXURE-I

i	Name and address of the Bidders/Agencies/Companies/Firms/ Societies/ LLP/PSU	
ii	Whether bidder is an agency/company/firm/society/LLP or PSU?	
iii	Registration Certificate No. & date (Enclose self attested copy)	
iv	Total Annual Financial Turnover (Rs. in Crores) 2017-18 2018-19 2019-20 2020-21 2021-22 (Enclose self-attested copy of Audited Balance Sheet/CA's Certificate. In no financial year it should be less than 50cr. unless there is a valid reason like covid pandemic)	
v	Whether Networth is positive in all these five years?	
vi	Details of three best successfully executed recruitment projects in India (Enclose documentary evidence in form of work order/contract and performance report on the client's letterhead).	Given in Annexure- IV
vii	Activities of the Organization.	
viii	Income Tax No. (PAN No./TIN No.) GST Registration No.	
ix	The bidder should have a valid ISO 27001:2013 certification as on the date of bid submission. (Copies of valid certificates in the name of the bidding entity)	
x	The bidder should have a minimum valid CMMi level 3 Certification.	
xi	Proof of submission of Rs. 1000 for EOI Documents Purchase	
xii	Contact Person with Designation & Phone No. Mobile No. Email ID.	

Signature of the Bidders/Agencies/Companies/Firms/Societies/LLP/PSU.

Place:

(Name in block letters)

Date:

With seal

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EXPRESSION OF INTEREST [EOI]

SELECTION OF INTERESTED VENDOR FOR PRE AND POST PRELIMS (OBJECTIVE TYPE)

EXAMINATION PROCESSING WORK

ANNEXURE-II

(Please assign the order of Preference for the proposed Pre and Post Prelims (Objective type) Examination by encircling option- ONE/TWO.

A. All relevant services required upto conduction of Prelims exam - Providing Services of Online Application Management, Admit Card Management, Answer Key Management, Attendance Cum Roll Verification Sheet Management, etc. for recruitment by Jharkhand Public Service Commission. For details go to the “ Detailed scope of work [A]” on page - 2

Order of Preference - ONE / TWO (Encircle the order of Preference)

Signature of the Bidders/Agencies/Companies/Firms/Societies/LLP/PSU

Place:

(Name in block letters)

Date:

With seal

B. All relevant services required after conduction of Prelims exam and upto declaration of Prelims result - Scanning of OMR sheets, Attendance Sheet & Result processing & Management of Prelims exam. For details go to the “ Detailed scope of work [B]” on page - 4

Order of Preference - ONE / TWO (Encircle the order of Preference)

Signature of the Bidders/Agencies/Companies/Firms/Societies/LLP/PSU.

Place:

(Name in block letters)

Date:

With seal



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EXPRESSION OF INTEREST [EOI]

SELECTION OF INTERESTED VENDOR FOR PRE AND POST PRELIMS (OBJECTIVE TYPE)

EXAMINATION PROCESSING WORK

ANNEXURE- III

Sl. No.	Name & address of organization where services have been rendered.	Contact details (Name & Tel No.) of authorities where services have been rendered.	Description of Activities undertaken/ services provided.	Cost of the work done (In Lakhs)	Experience

Signature of the Vendor / Service Provider

Place:

(Name in block letters)

Date:

With seal

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DECLARATION

ANNEXURE- IV

I/We solemnly declare and affirm that the information given by me/us in the Proposals are true to the best of my/our knowledge and belief and that if any wrong information is contained in Proposals or if the Commission finds that any vital information has been deliberately concealed by me/us, my/our Proposal may be cancelled at any stage. It is certified that all the terms and conditions of the EOI are accepted by me, I/We also undertake to complete the job as laid down in the terms and conditions of the EOI and suggested by the Commission in due course.

Signature of the Vendor / Service Provider

Place:

(Name in block letters)


Date:

With seal



JHARKHAND PUBLIC SERVICE COMMISSION**EXPRESSION OF INTEREST [EOI]****Technical Weightage for Suitability****Annexure-V**

Sl. No.	Criteria	Weightage	Functionality Rating	Portfolio of evidence(POE)
A	Average Annual Turnover (in Crores) of last 5 financial years (2017-18, 2018-19,2019-20, 2020 - 21,2021 - 22)	20	a. 50 Cr - 10 Marks b. Upto 150 Cr - 15 Marks c. More than 300Cr- 20 Marks	Furnish Certificate
B	Quality, Capability & Certification ISO 27001:2013 & CMMI level- 3 Certificate	20	10 Marks for each. Total 20 Marks	Furnish copies of Certificate self attested
C	No. of Employees	20	a. Minimum 100 employees- 10 b. Upto 200 employees- 15 c. More than 200 employees- 20	ESI & PF Registration Certificate
D	Presentation	40 Marks		



26/5/23

Controller of Examination
Jharkhand Public Service Commission, Ranchi