

No. 47/EC/2020(1)- 08  
INTELLIGENCE BUREAU  
(MINISTRY OF HOME AFFAIRS)  
GOVERNMENT OF INDIA  
New Delhi

the 22.6.2020

Sub: Extension of closing date of Expression of Interest/EOI for pre and post exam activities

W.r.t. the above subject, the closing date of Expression of Interest/EOI, uploaded on MHA's website/CPP portal on 16.5.2020 (copy enclosed) stands extended upto 13.7.2020 repeat 13.7.2020 due to ongoing Covid-19 pandemic.

  
AD/EC

**Ministry of Home Affairs**

Govt. of India

35, Sardar Patel Marg

New Delhi-110 021

No. 47/EC/2020(1)- 06

dated 13.5.2020

**Sub.:** Expression Of Interest (EOI) for Pre & Post exam activities.

**1. INTRODUCTION**

Ministry of Home Affairs (MHA) invites Expression of Interest (EOI) from reputed Indian companies having adequate infrastructures preferably in Delhi/NCR to undertake the following pre & post recruitment examination activities.

**2. SCOPE OF WORK**

	DESCRIPTION	QUANTITY
<b>A)</b>	<b><u>PRE-EXAMINATION ACTIVITIES</u></b>	
i.	Preparation of website for receiving online applications on an independent & dedicated server in India, preferably in Delhi/NCR, to be provided by the firm. The candidates may or may not be required to upload documents at the time of initial registration.	No. of applications may vary between 50,000 – 20,00,000 for different examinations.
ii.	Capturing IP addresses of computers used for online registration/downloading of admit cards/interview call letters for examinations conducted by MHA. All connections to the server whether successful or unsuccessful should be logged. Access to server should be Geo-fenced. (Geo-fencing would ensure that candidates from India can only access the server.)	
iii.	Generation of reports relating to application forms & other recruitment related activities.	
iv.	Issue of admit cards/call letters online for all stage of exam.	
v.	Sending SMS/e-mail alert to candidates for various recruitment related activities.	
vi.	Provision of dedicated helpline (one each landline & mobile) for attending queries of candidates. Provision of sufficient & dedicated manpower for helpline (landline & mobile) and helpdesk (email id to be provided by this office and managed by the firm.)	
vii.	Designing, printing and supply of barcoded or non-barcoded OMR sheets, OMR based or non-OMR based attendance sheets & OMR based absentee proforma for Tier-I/objective type paper on 100 GSM paper with water/damage proof packing.	



	[The OMR may be double sided or single sided or single sided with carbonless duplicate copy. Similarly, the attendance sheets may or may not have photograph and signature of the candidate printed on it. Attendance sheet (OMR or non-OMR) & absentee proforma may also be required for Tier-II and/or Tier-III exams. However, the quantity required for Tier-II & Tier-III would be relatively less as compared to Tier-I.]	
viii.	Delivery of OMR sheets, attendance sheets & absentee proforma to us, in venue wise packets.	
ix.	Liasioning with other agencies such as CERT-In or CERT-In empanelled firms for security audit of the application portal & server, SBI for collection of examination fee, etc. Cost of security audit to be borne by the firm.	
<b>B) <u>POST EXAMINATION ACTIVITIES</u></b>		
i.	Double scanning of OMR Sheets, attendance sheets (if OMR based attendance sheet is used) and absentee proforma; matching of data with attendance and/or absentee proforma and preparation of merit list. Scanning of attendance sheet and/or absentee proforma, matching of data may also be required for Tier-II and Tier-III exams. This activity is to be carried out in our premises only.	May vary between 50,000 – 14 Lakh, depends upon the no. of candidates appearing.
ii.	Provision for the candidates to fill in AF/SSQ forms online and also upload requisite documents. Duly filled AF/SSQ and documents uploaded by the candidates to be provided to this office, preferably bunched for one roll no., as and when asked for.	May vary from 100 - 12000.

### **3. PRE-QUALIFICATION CRITERION**

- The Bidder for this EOI shall be a registered company in India under the Companies Act 1956 or a Society registered under the Societies Act in India.
- The Bidder should have direct experience to execute similar projects during the last five years in a Govt. organisation or reputed public sector undertaking. No joint ventures, consortium of firms or subcontracts will be accepted. The bidder will submit a certificate to this effect. The bidder should have handled a sum total of one crore applications in the last five years. A list of customers along with the nature and volume of the work being performed by the company/firm may also be indicated clearly.
- Bidder should be a profitable firm for the last three preceding years & must have an annual turnover of not less than Rs. 10 crores for the



last 05 financial years for undertaking the job specified under 'Scope of Work' in para 2 above. The bidder will submit their balance sheet & profit & loss statement for the past five years, certified by a Chartered Accountant in support of this claim.

- (d) The Bidder should mention permanent income tax number of the firm with duly authenticated copies of the Income Tax return of the last 5 preceding assessment years with upto date clearance certificate is to be furnished along with the bid.
- (e) The Bidder should have valid registration for Service Tax & EPF and have PAN, TAN, CIN, etc.
- (f) The Bidder shall not employ personnel of non-Indian origin including the Directors on Board of the Company in execution of this project. The Bidder will submit an undertaking to this effect.
- (g) As the applications are to be received online only, the server of the firm has to be independent, dedicated and based in India only, preferably in Delhi/NCR. The server should have adequate bandwidth capacity to handle a maximum load of 2 lakh application in a day with simultaneous user access of 5000 users scalable upto 15000 simultaneous users access.
- (h) The system for online registration of applications and downloading of admit cards from the website or through e-mail address of the candidate with further facility of SMS alert on the mobile phone of the candidates would be developed by the firm in consultation with representative of MHA to facilitate the generation of various reports.
- (i) The firm would make provision for helpline numbers (one each mobile no. and landline no.) for the prospective candidates during online registration, downloading \* of interview call letter/trade test/language test, etc. Besides, an email ID would be provided by this office to be used as helpdesk email for attending the queries of prospective candidates. Sufficient & dedicated manpower would be arranged by the firm to attend these helpline numbers & email.
- (j) The system shall be interfaced with the portal of the State Bank of India providing payment of fee through net banking/challan/credit and debit cards and should confirm security specifications of the Bank. The MHA has a tie up with State Bank of India for payment of fee for online applications at present.
- (k) The system shall be put to use after completion of the load testing and security audit of the application portal as well as the server, by a third party firm empanelled by CERT-In (Ministry of Communication and Information Technology). The cost towards such security audit will be borne by the firm. The application portal may also be subject to security audit by CERT-In itself.



- 80
- (l) The system shall provide for reconciliation of the payment data provided by SBI with the received applications and reports regarding discrepancy, if any, found during such reconciliation.
  - (m) The admit cards, attendance sheets, absentee proforma and OMR sheets would be prepared by the firm in consultation with the MHA.
  - (n) The items of work described as pre-examination activities like online receipt of applications, printing and supply of OMR sheets, attendance sheets, absentee proforma, etc. will be performed at the premises of the outsourcing firm on 100 GSM paper while the post examination activities (double scanning of OMR, attendance sheets, absentee proforma, resolution of data mismatch, etc) as mentioned will be done in the premises of MHA i.e. 35, S P Marg, New Delhi.
  - (o) The processing of OMR sheets through double scanning will be done on high speed good quality OMR scanners of the speed of 6000 per hour to achieve this target. Each answer sheet shall be scanned twice separately in two separate scanners. The number of scanners to be deployed would be the responsibility of the firm to achieve the target. The staff to be deployed for this purpose in the premises of this office should have good reputation, analytical skill to verify, edit and enter the correct records and they will have to undergo security vetting. The personal particulars and the detail address would be submitted to the MHA.
  - (p) All accessories, including PCs/Laptops, Printers, Scanners, Stationeries, related paraphernalia, etc. are to be provided by the firm. The PCs, printers, scanners, etc may be put to forensic test before deployment & after completion of work. After completion of work, during forensic test, if the storage media of PC, Laptop, Printers, Scanners etc. is found to be defective and inaccessible, the same will be retained in this office and will not be returned back to the firm. The firm will not seek any compensation in lieu thereof from this office.
  - (q) This department shall not be responsible in any manner whatsoever, if any of the PC, Laptop, printer, scanner or any other machine malfunctions or is rendered useless, during deployment in this office. The firm will not seek any replacement or compensation in lieu thereof from this office.
  - (r) The scanners should be able to:
    - i) Capture mark sense (bubbles, checks, tick marks);
    - ii) Discriminate between smudges, erasures and valid marks; &
    - iii) Capture images of entire OMR sheets back to back.
  - (s) The data so prepared has to be 100% error free and would be stored in database including a complete image of the form.



- (t) The Firm shall be responsible for maintaining the confidentiality and security of the information, data or any other work assigned to it by the MHA and will have to enter into a Non Disclosure Agreement with the MHA, before award of work. The data collected in respect of the online applications shall not be shared with any third party or used for any analysis/research purpose by the firm. Failure to do so on the part of the firm or any of its officials would result imposition of any monetary or legal penalty as deemed fit.
- (u) The firm has to submit an undertaking to the effect that it is not black-listed by any Govt. organization or Public Sector Undertaking.
- (v) The firm has to submit their ISO certification and other relevant certifications in the area of service.
- (w) The firm after expiry of the contract will provide us the source code of the entire applications portal developed by them during the tenure of contract.

#### **4. SUBMISSION OF EXPRESSION OF INTEREST**

- (a) The interested firms should submit their EOI giving the necessary details in a sealed cover super scribing "EOI for pre and post recruitment examination activities in MHA" to Assistant Director/Exam, 35, S P Marg, New Delhi within 30 days of publication of Eoi in the print media, either by registered post or delivered in person at the main reception.
- (b) EOI received after the specified date and time will not be opened or considered. However, the MHA reserves the right to extend the dead line for submission of EOI.

#### **5. DOCUMENTS TO BE ATTACHED**

- (a) Certificate of Incorporation.
- (b) Article or Memorandum of Association or partnership deed or proprietorship deed as the case may be.
- (c) Certificate in support of executing similar project mentioned in "Scope of Work" during last 05 years in a Govt. organization or reputed public sector undertaking.
- (d) Certificate in support of handling a sum total of one crore applications in the last five years. Details of customers along with nature and volume of work should be attached.
- (e) Certificate/documents showing that company/firm is a profitable firm for the last 03 preceding years and has an annual turnover of not less than Rs. 10 crores for the last 05 financial years for undertaking pre and post examination activities under "Scope of Work".
- (f) Certificate/papers showing the balance sheet & profit and loss statement for the past 05 years certified by a Chartered Accountant. Permanent income tax number of the firm with duly authenticated



copies of Income Tax Return of last 05 preceding assessment years with upto date clearance certificate should be enclosed.

- (g) Certificate having valid registration for Service Tax, EPF, PAN, TAN, CIN etc.
- (h) Undertaking that the bidder shall not employ personnel of non-Indian origin including the Directors on Board of the Company in execution of this project and that the company/firm is not blacklisted by any organization including Government, PSUs etc.
- (i) Technical certificate that the server of the firm is independent, dedicated and based in India only, preferably in Delhi/NCR, and has adequate bandwidth capacity to handle a maximum load of 2 lakh application in a day with simultaneous user access of 5000 users scalable upto 15000 users.
- (j) Technical certificate that company has enough infrastructures such as high speed good quality scanner of 6000 per hour speed and is ready to scan the OMR sheets twice.
- (k) The company/firm has to submit their ISO certification and other relevant certifications in the area of service.
- (l) A brief write up on how the bidder proposes to carry out the "Scope of Work", in case of award of work.

## **6. EVALUATION**

- (a) The proposals will be screened based on the eligibility criteria and submission of all the requisite documents as asked for in this EOI.
- (b) Bidders fulfilling the requirement will be short listed for making presentation before a high level committee to assess technical capability to undertake the job specified in para 2 above and participation in the Request For Proposal (RFP).

## **7. GENERAL**

- (a) MHA reserves the right to accept or reject any or all proposal(s) or to annul the EOI/RFP process and reject all proposals, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder(s) on the ground of MHA's action.
- (b) Any effort by a bidder to influence the proposal comparison/ evaluation/work award decision by way of overt/covert canvassing shall result in non consideration/ rejection of its proposal.
- (c) MHA reserves the right to change the schedule of dates/time stated in this EOI.
- (d) In case of any dispute, jurisdiction of courts in New Delhi will apply.

  
Assistant Director/Exam