



Pollution Control Board, Assam
Bamunimaidam, Guwahati-21

www.pcbassam.org

Email: membersecretary@pcbassam.org


NOTICE INVITING TENDER

NIT No. WB/G-1620/19-20/22

Dated Guwahati, the 14th Jan, 2020

Pollution Control Board, Assam invites sealed quotation from agency in the prescribed format for outsourcing of recruitment related activities for various posts in PCBA. Quotations will be received upto **2:30 PM on 01st February, 2020** and will be opened on the same day at **3:30PM** in presence of Quotationer or their authorized representatives. General Terms & Conditions, Letter of Acceptance, duly completed Check list and all other related documents are enclosed herewith.

Name of works	:	Selection of Agency for conduction of various recruitments at Pollution Control Board, Assam.
Earnest Money	:	Rs. 10,000/- (Rupees Ten Thousand) only must be deposited by bidders in the form of Bank Draft in favour of "Member Secretary, Pollution Control Board, Assam" payable at Guwahati and should be submitted along with their bids.
Last Date of issue of paper for quotation.	:	27-01-2020
Last Date & Time of submission.	:	01-02-2020 at 2:30PM
Date & Time for opening	:	01-02-2020 at 3:00PM
Cost of Quotation Paper	:	Rs. 1000/- (Rupees One Thousand) - Non Refundable

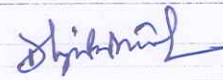

Member Secretary(i/c)
Pollution Control Board, Assam
Bamunimaidam, Guwahati-21

Memo No. WB/G-1620/19-20/22-A/
2919

Dated Guwahati, the 14th Jan, 2020

Copy to:

1. P.A. to the Chairman, PCBA for kind appraisal of the Hon'ble Chairman.
2. The Head of Accounts, Head Office, PCBA for information and necessary action.
3. Website(www.pcbassam.org) / Notice Board of the Board's Head Office, PCBA.


Member Secretary(i/c)

POLLUTION CONTROL BOARD : ASSAM
BAMUNIMAIDAM, GUWAHATI-781 021

General Terms & Conditions

1. This document contains the following
 - a) Copy of Tender Notice.
 - b) General Terms and Conditions of Bid.
 - c) Acceptance Letter (Annexure-1).
 - d) Documents Check List (Annexure-2).
 - e) Notarized Affidavit (Annexure-3).
 - f) Work Experience (Annexure-4).
 - g) Details of Service Provider (Annexure-5).
 - h) Commercial Bid (Annexure-6).
 - i) Financial information (Annexure-7).
 - j) Final Evaluation Process (Annexure-8).
2. The Tender is Two Bid Tender.
3. The bids are being invited specifically for Online Registration, OMR based examination, uploading admit cards and printing the copy of admit cards, attendance sheets and other reports and lists for various stages.
4. The various stages in current recruitment process broadly, are as follows :
 - a) Online Registration and Receipt of Payment and Reconciliation.
 - b) OMR Based Written Examination.
 - c) Venue Selection
 - d) Skill / Computer Test.
 - e) Document Verification & Conduction of Viva / Interview.
 - f) Preparation of Final Selection List.
5. The PCBA intends to utilize the services of agency having proven competence and rich experience in carrying out similar activities **in more than 5(Five) State Government Department**, and having excellent infrastructure facilities for carrying out different tasks relating to various recruitment processes.
6. The Firm/Agency/Company should have been providing Recruitment related services and completed **minimum 2(Two) Computer Based Test successfully** in Assam State Government Department.
7. The PCBA is looking for an end to end Examination solution/platform where multiple examination can be conducted simultaneously. The selected firms are expected to take responsibility of entire examination lifecycle with highest level of integrity, security and meticulously perform it in a professional way.
8. **Secrecy and confidentiality: The Agency is bound to maintain strict secrecy and utmost confidentiality of entire recruitment process and related data.**
9. The Firm/Agency/Company should have a registered office and operations in Assam. The Company/Firm should be operational in Assam for at least minimum last 3 Financial years (FY 2016-17, FY 2017-18 & FY 2018-19).
10. The net worth of the Firm/Agency/Company should be positive for the last 3 Financial Year (FY 2016-17, FY 2017-18 & FY 2018-19).

11. This tender is being invited for carrying out following activities in relation to the recruitment process :

Description	Details At
Setting of Web Server , online registration and receipt of payment.	Annexure-A
Issue of admit card and Printing and delivery of attendance Sheets and Admit cards (PCBA's copy) (Includes generation and uploading of admit card and centre allotment to the candidates. Confirmation by SMS/e-mail to candidates for various stages, printing and delivery of PCBA's copy of Admit cards and Attendance Sheets at Board's Head Office)	Annexure-B
Question Paper Creation of Question bank of sufficient question/setting of question paper as per the syllabus and guidelines provided by the PCBA. Secure printing of the question paper. The delivery of question paper at the examination venue wise.	Annexure-C
OMR Answer Sheet designing, printing and supply Includes OMR design (ball point pen markable), providing of OMR answer Sheets in duplicate and delivery of OMR answer sheets at examination venue wise.	Annexure-D
Conduct of Examination (Supply of examination centre management kits, Attendance of candidates and provision for video recording)	Annexure-E
Processing of OMR answer sheets scanning, evaluation, objection resolution and preparation of merit list. It includes post examination activities i.e. processing and scanning of OMR answer sheets, evaluation of descriptive papers(if any), inviting of objection from the candidates and their resolution by the agency, preparation of merit and uploading on website for next stage.	Annexure-F
Physical Standard Test/ Physical Efficiency Test Includes conduct of the test at different centres with provision for video recording.	Annexure-G
Document checking and Conduction of Viva / Interview. Includes documents checking, conduction of interview with provision for video recording. The panel member should have adequate / requisite qualification.	Annexure-H
Final Result Preparation Result generation and analysis as per requirement of the PCBA and submission of final result to the Board.	Annexure-I
Help Line Providing a Helpline no. (10 a.m. to 7 p.m. and two technical persons at a time) with SMS and E-Mail facility for answering the queries of the candidates during online registration.	Annexure-J

12. The agency shall also create an online query interface for the assistance and verification of applicants of recruitment process with the PCBA.
13. Ownership of Data: The entire recruitment related data shall be the property of Pollution Control Board, Assam shall not be shared with any third party in any manner whatsoever.
14. **The Agency should submit Commercial proposal as per Annexure-6.**
15. The Tender Document is not transferable by the bidder. Each sheet including that provided by the Board with this document must be signed by the bidder.

16. The Board takes no responsibility for delay or non-receipt of Tender Document sent by post either way and also reserves the right to accept; or reject any or all the tenders in part or full without assigning any reason thereof.
17. All rights reserve Chairman, Pollution Control Board, Assam.
18. The office of the undersigned reserved the right to modify the term and conditions partially or wholly or cancel the tender without assigning any reason thereof.
19. This tender notice are also available on PCBA's website www.pcbassam.org. Bidders have to collect the detail tender paper from Board's office at Bamunimaidam, Guwahati - 781021 or can be downloaded from the website on payment of Rs. 1000/- (Rupees One Thousand) only (Non-refundable) in the form of Bank Draft to be drawn in favour of "Member-Secretary, Pollution Control Board, Assam".
20. Bank Guarantee of 5% of the awarded amount shall be furnished by the successful agency at the time of Signing of contract.
21. Final Evaluation shall be done on "Quality Cost Based Selection" method. The weightage for the composite evaluation is as described below:
Technical Score (TS) + Commercial Score (CS)
22. **The Agency should not have been blacklisted or debarred by any Government institutions/undertakings/recognized educational intuitions, Banks/financial institutions / public Sector companies in the last 10 years. The Agency should submit a duly sworn affidavit to this effect from the Oath commissioner/Notary Officer. In case any false declaration is submitted, the bidder shall be permanently blacklisted from this organization and legal proceedings may be initiated against such parties.**
23. The Board at its discretion may extend the last date of submission of tender and opening of tenders. **The final authority for acceptance of a Tender will rest with the Member-Secretary, Pollution Control Board, Assam who does not bind himself to accept the lowest tender and is vested with the authority to reject any or all of the tenders received without assigning any reason.**
24. The bid shall contain no interlineations, erasures or overwriting words except as necessary to correct errors made by the bidder, in that case, such correction shall be initialed by the person or persons signing the bid.
25. It is advised that the outside agency should send the Tender through Registered Post/ Speed Post. However, the local agency may drop their Tenders in Tender Box kept in the Board's office for the purpose. In no case Tender should be handed over to any employee of the Board.
26. Canvassing in any form will disqualify the Bid.
27. The Tender Notice No. WB/G-1620/19-20/22 dated 14th Jan, 2020 should be invariably be quoted in the bid and for further correspondence in this regard.
28. The Courts at Guwahati shall have exclusive jurisdiction to entertain and try all matters arising out of this contract.
29. The Agency should have Registration Certificate, PAN card, Trade license, GSTN registration.
30. All the Tenders should be addressed to:

**THE MEMBER SECRETARY,
POLLUTION CONTROL BOARD, ASSAM
BAMUNIM Aidam, GUWAHATI-781021**

31. The **EARNEST MONEY** (Fixed Amount) shall be in the form of Demand Draft only in favour of "**MEMBER SECRETARY, POLLUTION CONTROL BOARD, ASSAM**" payable at GUWAHATI. Tender shall not be entertained where a Tenderer has not furnished adequate Earnest Money as specified in the NIT. The Earnest Money will be deposited for 1(one) year as a security.
32. The validity of Tender would be for a minimum period of 90 days from the date of opening of Tenders. A Bid valid for a shorter period may be rejected by the Board as non-responsive.
33. The rates should be quoted both in words and figures. If there is discrepancy between words and figures, the amount mentioned in words will prevail.
34. The Bidder must sign the every page of the Tender.
35. The payment will be released on successful commissioning of whole recruitment process (to be certified by concerned Officer/In-charge of the Division), and on submission of bills in triplicate. No advance payment will be made in any case and no proposal for documents through Bank will be considered.



Member-Secretary, i/c

(IN FIRM'S LETTER HEAD)

LETTER OF ACCEPTANCE TO BE SUBMITTED IN THE BID.

To,

The Member Secretary
Pollution Control Board, Assam
Bamunimaidam, Guwahati – 781021

Sub: Acceptance of Terms and conditions of tender.

Ref: Tender No.

Sir,

Having examined in details of the above tender documents relating to the works and having acquired all the requisite information affecting the tender invited by you, I/We.....hereby agree to all terms and condition of the contract [as laid down in the tender document(s)]. I/We also agree that the printed term(s) and condition(s) if any at the back of our quotation form and I or any other paper enclosed are not applicable.

I/We undertake to complete the whole works within the period specified in the tender. In this connection we are providing with the following information.

1. **Firm / Agency Registration** certificate.
2. **Proof of address** of the Firm /Agency.
3. Details of service provider agency.
4. Relevant past experience.
5. Certificate of financial soundness from the Bankers.
6. Fees.
 - a. Details of EMD paid
Amount..... Draft No.....Bank.....
 - b. Cost of Tender Paper
Amount..... Draft No.....Bank.....
7. GSTN Registration No.....PAN No.....
8. Notarized Affidavit that the firm / agency has not been banned or de-listed by any Govt. or quasi Govt. Agency or Public Sector Undertaking enclosed.
9. Previous Work Order with other department, if any.
10. Any other relevant document.

(Signature with Seal)

(Name & Designation in block letters)

Documents Check List

SL No.	Requirement	Bidder Compliance
1.	EMD & Tender Fee	
2.	Details regarding balance Sheet, Profit and Loss statements for the three Financial years (FY 2016-17 , FY 2017-18 & FY 2018-19) as certified by the Charter Accountant.	
3.	Letter of Acceptance (Annexure-1)	
4.	Firm / Agency Registration Certificate	
5.	Proof of Address of the Firm / Agency	
6.	GSTN Registration Certificate	
7.	Pan Card Details	
8.	Relevant past experience to be filled up as per Annexure-4	
9.	Details of service provider agency to be filled up as per Annexure-5	
10.	Commercial proposal format to be filled up as per Annexure-6	
11.	Notarized Affidavit that the firm has not been banned or de-listed by any Govt. or quasi Govt. Agency or Public Sector Undertaking as per Annexure-3.	
12.	Letter from competent authority of various Assam Government Departments listing type of services offered Work Order for relevant services. (Past work orders)	
13.	Certificate of financial soundness from the Bankers of the bidders of the last one year.	
14.	Any other relevant documents.	

UNDERTAKING REGARDING NON-BLACKLIST
(On a stamp paper of Rs 100)

AFFIDAVIT

I/We, M/S..... (sole applicant / Lead member / Member / Affiliate), *the names and address of the registered office* has not been barred / blacklisted by Central Govt./State Govt./PSU/Supreme court /High Court of any state/District Court of any state from participating in projects for conducting recruitment drive either individually or as member of consortium as on the date of signing of application.

I/We further confirmed that we are aware that our application for the caption project would be liable for rejection in case any material misrepresentation is made for discover at any stage of the bidding process or thereafter during the agreement period and the amount paid (including Bank guarantee) shall stand forfeited without any further intimation.

Date:

Place:

Name of the applicant.....

Signature of authorized person.....

Name of authorized person.....

Details of relevant past experiences executed in the past three years.

Experience of Conducting OMR Based Examination

Sl no	Name of the project	Contracting organization	Cost of work	Starting date	Ending date	Completion Certificate /Work Orders from the competent authority submitted	Remarks

Experience of Conducting Recruitment Related Services

Sl no	Name of the project	Contracting organization	Cost of work	Starting date	Ending date	Completion Certificate from the competent authority submitted	Remarks

Experience of Conducting Computer Based Test

Sl no	Name of the project	Contracting organization	Cost of work	Starting date	Ending date	Completion Certificate /Work Orders from the competent authority submitted	Remarks

Note: Project of similar nature currently under execution may also be furnished by the Agency.

Signature of Bidder

DETAILS OF SERVICE PROVIDER AGENCY

1. Name of the Service Provider Agency :
2. Name of Owner/Director :
3. Complete Address :

4. Contact Telephone No :
5. Fax No :
6. E-mail :
7. PAN/TAN No :
8. GST Registration No :
9. Name – telephone & Mobile No of the dealing / authorized representative:

10. Any other Information :

Signature of authorized Signatory

Commercial Proposal Format
Rate to be quoted per candidate wise

Description of Services	Unit Rate per Candidate
Online Registration, Screening and Receipt & Reconciliation of fees.	
Issue of admit cards for OMR based exam.	
Setting of Question Papers as per syllabus provided by PCBA.	
Printing and supply of Question Papers	
OMR Answer Sheet designing, printing, packing, labelling and supply.	
Printing and delivery of attendance sheets	
Processing of OMR answer sheets scanning, evaluation, objection resolution and preparation of merit list.	
Evaluation of Descriptive answer sheet	
Document checking and Conduction of Viva / Interview.	
Final result generation and analysis as per requirement of the PCBA and uploading on website	
Setting up of web servers for communication with candidates.	
Providing a helpline no. (10AMto 7PM and 02 technical person at a time) with SMS and E-mail facility for answering the queries of the candidates during online registration.	
Total	
In words	

FINANCIAL INFORMATION

Financial Year	Annual turnover(in INR lakh)	Net worth (in INR lakh)
FY 2018-19		
FY 2017-18		
FY 2016-17		

Signature of bidder

MARKING SYSTEM OF TECHNICAL BID AND EVALUATION PROCESS

The Evaluation Committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below:

SL NO	PARTICULARS	MARKS	Evaluation Process	Remarks
1	Approach and Methodology	20	Based on the Technical Write up	
2	Experience of Successfully conducting of OMR Base Examination.	20	Completed 5 Nos job 10 marks will be awarded. Completed each additional job carries 1 marks will be awarded.	Work Completion certificates/Work Orders from the competent authority to be submitted as per the Annexure mentioned on the Tender document.
3	Experience of Successfully conducting of Computer Based Test	20	Completed 2 Nos job 10 marks will be awarded. Completed each additional job carries 1 marks will be awarded.	Work Completion certificates/Work Orders from the competent authority to be submitted as per the Annexure mentioned on the Tender document.
4	Technical Presentation (Power Point Presentation)	70	Marks will be awarded based on (the Power Point/Live Software demonstration) Technical Presentation	
5	Experience of Providing Requirement related IT Services. (Like Receiving of Online Applications / Online Admit Card Generation , Automated Merit List Generation etc)	20	Completed 5 Nos job 10 marks will be awarded. Completed each additional job carries 1 marks will be awarded	Work Completion certificates from the competent authority to be submitted as per the Annexure mentioned on the Tender document.
Total Marks		150		
		Minimum score for being qualified to participate in the commercial bid is 60.		

Commercial Proposal Evaluation

The Commercial Bids of bidders will be opened on the prescribed date in the presence of bidder representatives.

The technically qualified bidder, who has submitted the lowest total project commercial proposal(CP), shall be designated as the L1 (Lowest bid value) and shall be awarded a Commercial Score of 50.

Commercial Scores for other technically qualified bidders will be calculated as 40, 30, 20, 10 respectively.

Final Evaluation shall be done on “Quality Cost Based Selection” method as below:-

The weightage for the composite evaluation is as described below:

Technical Score (TS) + Commercial Score (CS)

Bidder with the highest final composite score (Final Composite Score = TS+ CS) shall be declared as “Successful Bidder” and shall be called for further process leading to the award of the contract.

Setting up web servers

(Setting up web servers for communication with candidates-the agency shall set up, host and maintain a website for online Registration of application forms, generation and uploading of admit cards, and all other related information including declaration of results)

1. The agency shall create a dedicated website/portal. The agency shall arrange all manpower, equipment, hardware, software, generators and any other material required for these purposes.
2. The agency shall set up, host and maintain a website for comprehensive management of recruitment process from the stage of receiving applications, generation and online uploading of admit card till declaration of final results.
3. The web server owned/hired should be located in Assam in a reliable data centre and be robust, available and reliable.
4. The web server, hosted applications and database shall comply with all security guidelines. The website should be accessible through all standard/popular browsers.
5. An interface shall be provided to the PCBA so that all activities relating to management of a particular recruitment processes may be inspected by the Board.
6. The agency will have to deploy sufficient resources for the website to ensure availability and quick response time to the candidates to the satisfaction of the PCBA even at peak loads especially on important events viz during registration, issuance of admit cards, result declaration.
7. At the end of each recruitment process, the entire data relating to that process and web pages shall be archived and handed over to the PCBA in External Drives/DVDs.
8. Appropriate training to PCBA personnel shall be provided as required.
9. The agency shall be responsible for uploading of Admit cards for the primary stage as well as the subsequent stages on the website in a downloadable form. An interface will be provided to the candidates so that they can download their own call letter on proper authentication.
10. All transactions carried out in portal should be logged and mechanism for standard audit trail should be available to PCBA for future reference.
11. An interface shall be provided for the candidates to assist them during the entire process. No candidate should be able to view data of another candidate at any stage.

Online Registration and Receipt of Payment and Reconciliation

1. The Application should work in any modern browser on any operating system without requiring additional installation of software besides the browser itself.
2. The Application environment, including the documents uploaded by the users, needs to be adequately protected against viruses/ other vulnerabilities.
3. The application should have capability to handle 1,00,000 users per day when nearing closing date. The average response time with 2000 concurrent applicants will be ensured to be below two seconds. PCBA shall provide the recruitment norms and data capture requirements.
4. Integration with Payment Gateway.
 - a) Receipt of Payment and Reconciliation: The receipt of payment through online mode will be done through the bank account provided by PCBA.
 - b) The tenderer will integrate payment Gateway with its application for receiving application fee.
 - c) The tenderer will have to provide access to the system for the account to audit the payment gateway integration.

- d) The application will only go live once the payment gateway is done.
- e) Once the process of accepting applications are initiated the daily report is to be submitted by the party for all successful transactions and the daily report received from the bank will be forwarded to the party for reconciliation which will be done and confirmed by the party on daily basis.
5. Identification of eligible/ineligible candidates on various parameters.
6. Providing a Helpline with SMS and E-Mail facility for answering the queries of the candidates.
7. Notification to ineligible candidates by SMS/Email.
8. A dashboard to check candidates being registered and facility to generate various reports e.g. number of candidates applied from a particular district.
9. A verifiable audit trail of all activities undertaken shall be maintained by the agency which may be inspected by the PCBA anytime.
10. The Recruitment web portal shall provide for submission of information in the following manner which is only indicative and may undergo changes/ improvements based on experience and user feedback:
 - a) The system should prompt the applicant to fill up all required information as specified. Drop down lists should invariably be provided except for fields which need to be filled by the candidates. After completion of all the fields, the applicant shall be allowed to view the completed form and facility to edit should be provided. After confirmation of correctness of information and eligibility, the candidate shall be allowed to upload photograph and scanned signature. Once photographs and signatures are uploaded, candidate shall be allowed to submit the same. Provision shall be made for printing the application and convert/store the application as PDF for future reference of the applicant.
 - b) The photograph shall be of passport size (4.5 x 3.5 cm) between 200 to 230 pixels, with the facility to resize the photo to 20 to 50 KBs and to crop the signature from the scanned image (size 10 to 20 KBs).
 - c) The Recruitment web portal should be user friendly and in English format only.

Annexure-B

Issue of admit cards

(Includes preparing database, uploading and printing admit cards)

A. Uploading of Admit Cards

1. Allotment of centres to the eligible candidates as per instruction of the PCBA.
2. Generation of Roll Numbers ensuring randomization.
3. Uploading of admit cards for eligible candidates as per instructions of the PCBA and confirmation by SMS/e-mail. Each admit card should have a unique security number.
4. Uploading of additional Call Letters wherever needed.
5. A verifiable audit trail of all activities undertaken shall be maintained by the agency which may be inspected by the PCBA anytime.

B. Printing, packing and supply of Admit Cards and Attendance Sheets

1. Printing of admit cards (PCBA's copy) and attendance sheets.
2. Tamper and water proof packing and labelling of admit cards as per centres.
3. Supply of labelled packets of admit cards at PCBA Head Office.

Annexure-C

Question Papers

1. Agency shall prepare question sets/question bank as per the guideline/Syllabus provided by PCBA.
2. The standard of difficulty in each question paper would be intimated at the time of notification.
3. Randomization of questions across all the sets should be ensured i.e. each question in each series should be distributed in a unique manner so that no commonality in position of any question is found across any series. This process should be 100% accurate.
4. Agency shall prepare 02 Nos. question papers per shift (there may be one more shifts) as per the guideline/syllabus provided by the PCBA e.g. one primary and one backup.
5. Each question paper would have 4 sets of question paper (A, B, C, D) with same question but with change sequence.
6. The sets will be in English only.
7. Agency would ensure that all the questions must be error free.
8. Question papers as designed above should be printed on quality white/off white paper. (Thickness-56 GSM or more)
9. Each question papers should be stapled on left hand side twice and sealed from the other three sides.
10. Supply of question papers to all the centres as per count of candidates.
11. Agency must ensure that none of the questions are not repeated if exam is conducted in more than one shift.

Annexure-D

OMR Answer Sheet designing, printing and supply

1. Designing and printing of OMR answer sheets as per format approved by the PCBA with the following features:
 - a) The original OMR answer sheet shall have the barcode and the unique serial number of the answer sheet.
 - b) There shall be 01(one) carbonless copy of the original OMR answer sheet.
 - c) The leaves of the answer sheet be printed in different colours for easy identification.
 - d) Thickness of the original OMR sheet shall be minimum 105 gsm.
 - e) Thickness of the carbonless copies shall be minimum 60 gsm.
 - f) Appropriate security features shall be incorporated as required.
 - g) The OMR answer sheets shall be pre-scanned.
2. Printed OMR answer sheets shall be packeted in quantities in tamper and water proof envelopes with appropriate labeling.
3. Supply of sample OMR answer sheets watermarked as "SAMPLE" in sufficient quantity for testing and training.
4. The delivery of OMR answer sheets at Board's Head Office after recruitment process is over.

Conduct of Examination

(Includes Supply of examination centre management kits and attendance of candidates, inviting of objection from the candidates and their resolution by the agency)

A. Providing well equipped examination centres.

1. Examination centres should be provided by the Agency with all necessary arrangements.
2. Video recording of examination Centre/room to be arranged by Agency.

B. Supply of Examination Centre Management Kits

1. List of candidates with roll number appearing at each examination centre.
2. Attendance Sheets with roll number, colour photograph and signatures of candidates, with provision for pasting of a fresh colour photograph on the attendance sheet.
3. Supply of various Report Forms which are to be filled by the centre in-charge.
4. Supply of tamper & water proof packing material for the packing of Attendance sheets and other materials comprising labeled envelopes for easy handling and administration.

C. Coordination for Conduct of Examination

1. The agency shall deploy staff for Video footage.
2. Agency would conduct centre preparedness exercise a day before the exam with centre officials.
3. Agency shall allot examination centres to candidates as per the instructions of PCBA.

Evaluation, Objection resolution and preparation of merit list

A. Processing of OMR answer sheets

1. Opening, sorting scanning and processing of answer sheets shall be done by the Agency. The OMR sheets shall be double scanned to check mismatches.
2. The agency shall arrange all manpower, equipment, hardware software, and any other material required for these purposes.
3. After scanning, the answer sheets shall be handed over to the PCBA duly packeted as directed with their scan number and a soft and hard copy of matching of scanned numbers and answer sheets unique serial number for storage and retrieval.
4. All answer sheets shall be scanned completely in good quality so that colour PDF image may be generated and stored in a soft copy.
5. A soft copy of all OMR/complete answer sheets combined on the basis of unique serial number shall be provided in signed DVD's in duplicate to the PCBA. An interface will be provided for enabling search on answer sheets number and roll number and display of combined, complete answer sheets.
6. A summary of total candidates issued call letters, appeared, abstained and evaluated shall be provided to the PCBA centre-wise, room-wise in hard copy duly signed on each page.
7. Pre-scanning and testing of sample OMR sheets must be done to ensure 100% accuracy.
8. Processing of data captured on scanning after applying all checks to ensure flawless capture of information. The generated database must include details entered in the answer sheets completely with 100% accuracy.
9. Manual data entry shall be done only with prior permission of the PCBA, with reasons to be recorded in writing, wherever required, to ensure that all fields are entered correctly.

10. All answer sheets shall be evaluated.
11. Processing accurate results of the candidates on the basis of the answer keys prepared by the Agency.
12. Ensuring purity and total data security during and after the process.
13. The PCBA expects the scanning activity to be completed within 02 weeks from the date of last receipt of answer sheets by the agency.

B. Evaluation of Descriptive Question Papers

1. Answer sheets of Descriptive Question Papers shall be evaluated as per instructions of PCBA.

C. Objection Resolution

1. The agency shall upload the answer key of all the series of question papers for candidates' response.
2. An interface shall be provided for the candidates to assist them during entire process. No candidate should be allowed to view data of another candidate.
3. The agency should be able to provide response sheet to candidate in the form of evaluated scanned OMR sheet, with number of correct and wrong answer.
4. The agency will keep the portal open for sufficient number of days to receive representation of the candidates in respect of the answer keys.
5. After receipt of the representation of the candidates, the agency will resolve all the objection and obtain final approval of PCBA within 07 days thereafter upload of final upload the final answer key.

D. Generation of merit list

1. Agency shall prepare a merit list on the basis of marks obtained by the candidates in written examination as per mandatory rules and parameters as specified by the PCBA.
2. Agency will prepare list of candidates to be called for other tests as per directions for PCBA and display it on portal
3. The database shall be handed over to the PCBA in two copies in external drives of appropriate capacity. The database shall be in open server architecture and should be fully searchable. An interface for searching the database on all fields shall be provided which will display information in a format required by the PCBA.
4. A verifiable audit trail of all activities undertaken shall be maintained by the agency which may be inspected by the PCBA anytime.
5. The agency shall generate a list of candidates as parameters specified by the PCBA who may be called for every next stage.
6. The agency shall provide daily MIS reports to the PCBA detailing the progress of work and other details as may be required by the PCBA.

Annexure-G

Physical Standard Test & Physical Efficiency Test

1. The Agency will print, pack, label and supply attendance sheet, admit card, Booklet for all examination.
2. The agency will maintain and update all the data on website.
3. Agency shall make arrangements for Video coverage of exam.
4. Agency shall deploy at least 02 trained personal for technical assistance at all centre.

Annexure-H

Document Verification and Conduction of Viva / Interview

(Includes providing Admit cards and Attendance Sheets)

1. The agency will print and provide stationary for each candidate (i.e. file cover, copy of application form, attendance sheet, admit card- department's copy, correction slip, Exam booklet etc.)
2. The agency will maintain and update the entire database on the website.
3. The Agency is responsible to assign Panel Member to hold the interview process for the recruitment drive.
4. The Agency must ensure that the Panel Member should have adequate / requisite qualification to hold such interview.
5. Agency shall deploy adequate man power for technical assistance at all interview panel.

Annexure-I

Final Result Generation

1. Agency shall generate a final result as per rules and parameters specified by the PCBA.
2. The final result shall be displayed on the portal as per direction of PCBA.
3. The database of all candidates (selected and not selected separately) shall be handed over to the PCBA in two copies in external drives of appropriate capacity. The database shall be in open server architecture and should be fully searchable. An interface for searching the database on all fields shall be provided which will display information in a format required by the PCBA.
4. A verifiable audit trail of all activities undertaken shall be maintained by the agency which may be inspected by the PCBA anytime.
5. The Final result of selected candidates shall be made available in two sets of booklets (post wise overall list and category wise list) duly certified as per requirement of the PCBA.
6. The complete data of finally selected candidates should be provided in such a way that it can be ported and converted into Service Records.

Annexure-J

Help Line

Providing a Helpline no. (10 a.m. to 7 a.m. and two technical persons at a time) with SMS and E-Mail facility for answering the queries of the candidates during online registration. This help line will work during the online registration process.

1. A helpline no. will be provided by the agency alongwith SMS and E-Mail facility for answering the queries of the candidates.
2. Help line will start working from the online publication of notification on the official website of the PCBA.