



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2023/B/3377393  
Dated/दिनांक : 21-04-2023

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	01-05-2023 20:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	01-05-2023 20:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	30 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Personnel Public Grievances And Pensions
Department Name/विभाग का नाम	Department Of Personnel And Training
Organisation Name/संगठन का नाम	Union Public Service Commission (upsc)
Office Name/कार्यालय का नाम	Central Delhi, New Delhi 110069
Item Category/मद केटेगरी	Custom Bid for Services - ----
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	800 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

**Bid Details/बिड विवरण**

<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	160000000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	3200000

**ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	15

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

**Beneficiary/लाभार्थी :**

Under Secretary  
Central Delhi, New Delhi 110069, Department of Personnel and Training, Union Public Service Commission (UPSC), Ministry of Personnel Public Grievances and Pensions  
(Rakesh Kumar Dixit)

**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

**Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :**

Biometric Authentication, Digital Fingerprint Capturing and QR Code Scanning - [1682083281.xlsx](#)

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Scope of Work:**[1682081442.pdf](#)

**Special Terms and Conditions (STC) of the Contract:**[1682081477.pdf](#)

**Service Level Agreement (SLA):**[1682081495.pdf](#)

**Payment Terms:**[1682081501.pdf](#)

**Penalties:**[1682081509.pdf](#)

**GEM Availability Report ( GAR):**[1682081548.pdf](#)

**Introduction about the project /services being proposed for procurement using custom bid functionality:**[1682081566.pdf](#)

Pre Qualification Criteria ( PQC ) etc if any required:[1682081576.pdf](#)

Quantifiable Specification / Standards of The Service/ BOQ:[1682081604.pdf](#)

Project Experience and Qualifying Criteria Requirement:[1682081611.pdf](#)

### Custom Bid For Services - ---- ( 1 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	----
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>Addon(s)/एडऑन</b>	

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Kumar Dixit	110069,UPSC, Dholpur House, Shahjahan Road, New Delhi	1	N/A

#### Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

##### 1. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

#### Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

**---Thank You/धन्यवाद---**

**F.No. 2/6/2022-G.II**  
**UNION PUBLIC SERVICE COMMISSION**  
**GENERAL II SECTION**

**Subject: Tender for Implementation of Biometric Authentication, Digital Fingerprint Capturing and QR Code Scanning of e-Admit Card during UPSC's Examinations/Recruitment Tests.**

UPSC intends to make use of current technology to match and cross-check the biometric details of candidates during the various stages of the exam process. In this regard, the Commission desires to undertake biometric capturing and authentication, digital fingerprint capturing of candidates, QR Code scanning of e-Admit cards in various Exam venues. Detailed Scope of Work may be seen at Annexure-I. Accordingly, online bids are invited from reputed Indian firms/PSU's having proven record and relevant experience in the field for implementation of the said project. Manual bids shall not be accepted.

**General Terms & Conditions**

**1. Procedure of Submission of Bids**

The bids shall be submitted 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 matter.

**(a) Technical Bid**

The following documents are to be uploaded on GeM portal by the bidder along with the Technical Bid as per the tender document:-

- (i) Signed scanned copy of Earnest Money Deposit (EMD) amounting to Rs. 32,00,000/-.
- (ii) Signed scanned copy of PAN card.
- (iii) Signed scanned copy of Goods and Services Tax Registration certificate.
- (iv) Signed scanned copies of I.T. returns of the firm for the preceding three years i.e. 2019-20, 2020-21 & 2021-22.
- (v) Signed scanned copies of Audited Balance Sheets, Profit & Loss Account of the firm for the preceding three years i.e. 2019-20, 2020-21 & 2021-22.
- (vi) Signed scanned copy of Certificate of Incorporation of the company.
- (vii) Signed scanned copies of Work Order and Completion Certificate during the last five years.

- (viii) Signed scanned copies of ISO 9001:2015 and ISO 27001:2013 (Information Security Management System Standard)/STQC certificate.
- (ix) Signed scanned copy of Technical Compliance Report (as at Annexure-II) w.r.t. Scope of Work.
- (x) Signed scanned copy of Certificate (as at Annexure-III) duly signed by the authorized signatory.
- (xi) Signed scanned copy of Undertaking (as at Annexure-IIIA) duly signed by the authorized signatory.
- (xii) Signed scanned copy of Declaration (as at Annexure-IV) duly signed by the authorized signatory.
- (xiii) Signed scanned copy of documentary proof that the bidder has its own/rental of Tier-3 Data Centre and DR recovery at 2 different locations within India for storage of sensitive data of examinations.
- (xiv) Signed scanned copies of all supporting documents as per checklist (Annexure-VI).

**(b) Price Bid**

The bidder will submit its rates in **BOQ (.csv) format on GeM portal** in accordance with the proforma for Price Schedule prescribed at **Annexure-V**. Rates should be quoted inclusive of taxes. Disclosing of quoted rates in any manner in the technical bid will result in summary rejection of the bid.

- (c) The **hard copy** of original instruments Earnest Money Deposit (EMD) of Rs.32,00,000/- (Rupees Thirty Two Lakh Only) in the form of a Demand Draft/Pay Order/Banker's Cheque/Bank Guarantee/Fixed Deposit Receipt payable to the Secretary, UPSC must be delivered **to UPSC** on or **before bid submission end date/time** as mentioned in **critical date sheet**.

**2. Late Bids**

The late bids i.e. the bids received after the specified date & time for receipt of bids shall not be considered.

3. The bid should be valid for a period of 365 days from the date of opening of bids.

**4. Earnest Money Deposit**

- (i) An Earnest Money Deposit (EMD) amounting to **Rs. 32,00,000/- (Rupees Thirty Two Lakh Only)** shall be deposited in the form of a Demand Draft/Pay Order/Banker's Cheque/Bank Guarantee/Fixed Deposit Receipt payable to the Secretary, UPSC at Delhi/New Delhi. No exemption would be permitted from submission of EMD except as provided in Rule 170 of

GFR 2017 and GeM Rules. Bids without Earnest Money Deposit and in any form other than prescribed above will be summarily rejected.

- (ii) The EMD should remain valid for a period of forty-five days beyond the final bid validity period.
- (iii) The EMD of the unsuccessful bidders would be returned to them after the finalisation of the tender. No interest on EMD would be payable by UPSC under any circumstances.

## **5. Performance Security**

- (i) The successful bidder will be required to furnish Performance Security @5% of the value of the contract with 21 days of award of contract. The Performance Security shall remain valid till sixty days beyond the date of the completion of all contractual obligations including warranty obligations, if any. The Performance Security shall be in the form of Demand Draft/Pay Order/Bank Guarantee in favour of Secretary, UPSC payable at Delhi. The Performance Security would be retained by the Commission till satisfactory completion of the project.
- (ii) It should be clearly understood that in the event of the work not being completed as per the Scope of Work and 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 Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances.

## **Eligibility Criteria**

- 6. The bidder shall necessarily be a legally valid entity either in the form of a PSU, Limited Company or a Private Limited Company registered under the Companies Act, 1956 or 2013 of Government of India should be in to existence for at least 5 years as on the day of bidding. Joint Ventures/Consortium bids will not be allowed. Proprietorship/Partnership firms shall not be allowed to participate. Proof for supporting the legal validity of the bidder i.e. Registration Certificate/Certificate of Incorporation and Memorandum of Association & Articles of Association of the company shall be submitted.
- 7. The bidder has to be a profit-making company and shall have annual turnover of at least Rs. 8 crore during each of the last three financial years i.e. 2019-20, 2020-21 & 2021-22. In support of the turnover, the bidder shall submit the following documents:-
  - (i) IT Returns of the firm for the preceding three years i.e. 2019-20, 2020-21 & 2021-22.
  - (ii) Audited Balance Sheets, Profit & Loss Account of the firm for the preceding three years i.e. 2019-20, 2020-21 & 2021-22.



(iii) Certificate Chartered Accountant (CA) clearly stating the annual turnover of the firm during the preceding three years i.e. 2019-20, 2020-21 & 2021-22.

8. (i) The bidder should possess experience in conducting at least 02 projects related to biometric authentication/digital fingerprint capturing of candidates and QR Code scanning of e-Admit cards for examination-based projects for at least 1,00,000 candidates in a single shift during the last 5 (five) years in Government departments, Public Sector Undertakings (PSU's), Public Service Commissions or Govt. bodies/organizations involved in examination work. Such projects should have been conducted in at least 05 (five) States/UT's across the country. In this regard, at least two (02) Work Orders along with their completion certificates are to be attached with the technical bid.

(ii) In addition to the above, the vendor must also have the capability to conduct the project for at least 11 Lakh candidates in a single slot in the cities as listed at Annexure-IA. In this regard, the vendor shall submit an undertaking as per proforma mentioned in Annexure-III A.

9. The company should have valid ISO 9001:2015 and ISO 27001:2013 (Information Security Management System Standard)/STQC certificate. Documentary proof to be submitted along with Technical Bid.

10. The bidder should have its own/rental of Tier-3 Data Centre and DR recovery at 2 different locations within India for storage of sensitive data of examinations. In this regard documentary proof is to be submitted.

### **Other Terms & Conditions**

11. The contract shall be **valid for a period of 1 (one) year** from the date of award of the contract. However, UPSC may, at its discretion, may extend the contract for a further period of another one year on the same terms, conditions & rates. UPSC may also terminate the contract by giving one month's notice at any point of time of the contract.

12. The bidder shall submit a certificate stating that all the terms and conditions of the tender are acceptable to them (Annexure-III). The bidder shall also furnish a clause by clause Technical Compliance Report (Annexure-II) with respect to the Scope of Work. In case of deviations, a statement of the deviations in activities/scope w.r.t. tender document conditions shall be given by the bidder. UPSC, however, reserves the right to accept or reject them and will not be bound to give reasons for its refusal to consider the bid with such deviations.

13. In the event of breach of contract with respect to scope of work and terms and conditions of the tender document, the bidder may be debarred/blacklisted in addition to liquidity damages, penalty and forfeiture of performance security.

14. Hypothetical and conditional bids will not be entertained.

15. The Agency will be responsible for arranging the equipment in perfect working condition and will have to post adequate number of trained personnel for the day of Test/Examination.
16. Depending upon number of candidates and the centres in the Examination, requirement of the scanning of QR code, Digital Fingerprint capturing and biometric authentication facilities may vary from 9 to 2600 venues in 9 to 79 centres. Personality Test/Interview will be done in Delhi.
17. Service provider will affix different identification mark on the e-Admit card in each session to enable examination functionaries to ascertain that the QR Code scanning/Biometric fingerprints of the candidate have been done.
18. Service provider will not enter the Examination Hall/Room to capture Biometric attendance and/or scan QR Code.
19. Internet connectivity, if required, will be arranged by the Vendor himself.
20. No charges for transportation etc. will be paid by the Commission.
21. Vendor will set up a Control Centre in UPSC to depict the attendance (Centre-wise/Venue-wise) on real time basis.
22. Rates shall be quoted in Indian Rupees only and shall include all charges related to transportation & installation of the systems at the venues/Centres.
23. The quoted rates would be taken as inclusive of taxes and no subsequent request for addition of taxes would be entertained by this office.
24. Income Tax: Recoverable at source from tender bills, as applicable.
25. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified herein on GeM portal. Withdrawal of a bid during the interval may result in forfeiture of EMD of such bidder.
26. In the event of the firm or the concerned division of the firm being taken over/bought by another firm, all the obligations and execution responsibilities under the agreement shall pass on to the new firm.
27. The bidder should not have been debarred/blacklisted by any Organization/Board/Council/University/Commission and any other Government /PSU/Government undertaking organization in the last five years.
28. The bidder shall execute the work strictly in accordance with the terms and conditions of NIT including Scope of Work.
29. The vendor will have to make necessary arrangements at all the venues/centers as per the requirement communicated by the Commission.

30. Bid should strictly conform to the scope of work mentioned at Annexure-I. All bidders are required to fill the technical compliance statement (Annexure-II) without which the bid is liable to be rejected.
31. **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 and/or fails to execute the work as per prescribed schedule given or at any time repudiates the contract, the UPSC will have the right to forfeit the EMD, invoke the performance security, deposited by the firm and get the work done from other firm at the risk and expense 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. In case UPSC is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the firm.

**32. Evaluation of Bids**

- (i) Technical bids would be evaluated based on eligibility criteria, compliance with the scope of work and other terms & conditions of the tender.
- (ii) Financial bids of only those bidders would be opened whose technical bids have been approved by the Competent Authority of UPSC. L-1 bidder will be decided based on the total rates quoted by the bidder inclusive of taxes.
33. The firm shall maintain data security and confidentiality and shall not divulge any details, whatsoever, pertaining to the project to anybody without the prior permission of UPSC.
34. The firm shall not sub-contract the operational aspects and will be solely responsible for the safe and smooth execution of the project.
35. **Liquidated Damages:** The successful vendor has to execute the work strictly as per scope of work and in accordance with the terms & conditions of the tender. In the event of failure to abide by the tender terms & conditions, UPSC may, without prejudice to any other right or remedy available, recover any such amount suffered as loss from the vendor as ascertained/assessed by this office as liquidated damages in addition to forfeiture of Performance Security submitted by the vendor.

**36. Payment Terms:**

- (i) Payment will be made on the basis of registered/applied candidates shift-wise.
- (ii) 90% payment would be released on successful conduct of Examination/Recruitment Test by the firm and handing over of the complete data to the satisfaction of Exam Branch/IS Wing of UPSC.
- (iii) Remaining 10% payment would be released after conduct of interviews of the relevant Exam/RT and analysis of data, rectification of discrepancies, if any, by the firm and upon certification by Exam Branch/IS Wing of the Commission.

37. **Performance:** The Vendor has to ensure 100% coverage at all Venues of an Examination/Recruitment Test.

38. **Penalty Clause:**

(i) In case the Vendor has not deployed its set-up at any Venue or number of Venues, a penalty of 10 times of the payment due for the Venue or Venue (s), shall be imposed on the vendor. In addition, the payment for Venue shall also not be paid by the Commission.

(ii) In case any impersonation, attributed to underperformance of the Vendor at any Venue, a penalty of 50 times of the payment due for the Venue, shall be imposed on the Vendor. In addition, the payment for Venue shall also not be paid by the Commission.

39. **Force Majeure:** On the occurrence of any unforeseen event, beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof. Unless otherwise directed by the Procuring Entity in writing, the contractor shall continue to perform its obligations under the contract as far as reasonably practicable and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days.

40. **Arbitration:** Any dispute or difference whatsoever arising between UPSC and the firm out of or relating to the conclusion, meaning and operation or effect of this 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 & the firm. The venue of Arbitration shall be at Delhi.

41. **Jurisdiction:** Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto 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.

42. The 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.

43. The tender notice is also available on UPSC's website: [www.upsc.gov.in](http://www.upsc.gov.in)

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

**ANNEXURE-I**

**Scope of Work**

UPSC is an apex body entrusted with the task of conducting of examinations for appointment to the services of the Union. In a calendar year, UPSC conducts 13 major examinations along with a number of Recruitment Tests and Interviews for induction to Group 'A' and Group 'B' posts of the Govt. of India. With a view to strengthen the objective of transparent examination scheme and to curb the malpractices of the candidates, the Commission desires to incorporate the use of technologies for monitoring through scanning QR Code of e-Admit Cards and Digital finger-print capturing against e-Admit Card Roll Nos. and authentication at the stage of interview.

**A. For Scanning of QR Code/barcode)**

**Project Objective:**

UPSC is keen to implement Scanning facility of QR Code/barcode printed on e-admit cards of candidates which provides an added layer of security to authenticate a candidate's identity during Commission's examinations at various cities/ sub-centres spread across the country under secure environment. As a pilot project, depending upon number of candidates and the centres in the Examination, requirement of the scanning of QR code, Digital Fingerprint capturing and biometric authentication facilities may vary from 9 to 2600 venues in 9 to 79 centres. Personality Test/Interview will be done in Delhi. At least one QR code/barcode scanner integrated hand-held portable device/ Tablets is required for every 30 candidates. The examination schedule and the detailed list of examination centers/venues will be provided by UPSC to the successful bidder at least two weeks prior to conduct of the examination. The bidder will have to ensure the implementation of module for scanning of QR Code/barcode in e-Admit Cards with the following functionalities:-

1. UPSC will provide centre-wise candidate data (Roll numbers, Photos, Name, Exam date/shift, Center Details etc.) of all registered candidates to the bidder. Bidder will then use this data to verify the candidate's details through Scanning of QR Code/barcode printed on E-Admit Card to verify the candidate's identity during the examination and subsequent stages of the process.
2. Bidder will have to install QR code/barcode scanner integrated hand-held portable device/ Tablets, along with manpower at each & every Examination centre at the time of examination.

3. Bidder's manpower should reach the examination center at least two hours before the exam time on the day of examination and download the candidates' data on a tablet.
4. The implemented solution should have the provision of real-time attendance monitoring system through secured web server.
5. Bidder has to maintain the entire database and application server at two different seismic zones within India, making one site as DC (Data centre) and other site as DR (Disaster recovery).
6. Bidder's manpower present at the center will have to scan the QR code/barcode containing details of the candidate to auto-fetch the candidate's details from the Application Database (provided by UPSC). During the scanning process the student's information is immediately retrieved and the same can be instantly matched and verified.
7. The entire scanning process should be completed through a Tablet device loaded with E-Admit Card QR Code/barcode Scanning software. All activities should be completed before the beginning of examination.
8. The bidder has to perform physical verification of Candidate photo with application database (provided by UPSC) at the time of security gate entry.
9. QR code/barcode scanning activity shall not be stopped on any ground and scanning/verification work must be completed during the stipulated time period of the examination.
10. The bidder should not take away any data either in hard copy or soft copy and the work is to be carried out in the designated exam centres.
11. The bidder will depute at least One QR code/barcode scanner integrated hand-held portable device/Tablets per manpower on every 30 candidates during the Examination and subsequent stages of the process as & when scheduled by UPSC. Additional Hand-held devices should be made available as per normal practice in case of emergency.
12. The bidder will have to ensure that the all the devices must be functional and QR code/barcode of each and every candidate's e-admit card who have appeared in the examination at each centre is scanned.
13. If the examination is conducted in two or more shifts in a day at a centre, the activity should be performed separately in all the shifts during the duration of examination.
14. After completion of work, the bidder has to submit self-attested centre-wise work completion certificate to the UPSC.
15. Solution should not be Laptop/PC based. It should be QR code/barcode scanner integrated hand-held portable device/ Tablets only.

**B. For Digital Finger-Print Capturing**

**Project Objective:**

UPSC is keen to implement digital finger-print capturing facility for candidates in the examination hall which provides an added layer of security to authenticate a candidate's identity during Commission's examinations at the various cities/ sub-centres across the country under secure environment. Depending upon number of candidates and the centres in the Examination, requirement of the scanning of QR code, Digital Fingerprint capturing and biometric authentication facilities may vary from 9 to 2600 venues in 9 to 79 centres. Personality Test/Interview will be done in Delhi. At least one hand-held portable device/ Tablets is required for every 30 candidates. The examination schedule and the detailed list of examination centers/venues will be provided by UPSC to the successful bidder at least two weeks prior to commencement of the examination. The bidder will have to ensure the implementation of Digital finger-print capturing against e-Admit Card Roll Number in the Examination Hall with the following functionalities:-

1. UPSC will provide centre-wise data (Roll numbers, Photos, Name, Exam date/shift etc.) of all registered candidates to the bidder. Bidder will then upload this data on their cloud against respective center details for all shifts. Uploaded data will be used for Finger-print capturing against Admit Card Roll Number in the Examination Hall and candidate verification during the subsequent stages of the examination process.
2. Bidder will have to deploy QR code scanner integrated hand-held device for Fingerprint capturing & Face recognition along with manpower at each & every Examination centre to carry out biometric capturing activity.
3. Center/Venue-wise candidate data to be downloaded in hand-held devices deployed at respective centers/venues, this activity should be done one day before the examination. All devices should have data stored in secure & encrypted format to ensure that it cannot be reverse engineered.
4. QR code containing roll number on the Admit card of the candidate should be scanned/read to auto-fetch the candidate details from Application Database (provided by UPSC) and in case, QR is missing on admit card, then manual entry of roll number with candidate's information has to be made. This will be followed by capturing of candidate's Fingerprint data by the Hand-held device. This activity shall be performed in the entry of the examination hall and in each and every shift. All activities should be completed 30 minutes before commencement of an examination.
5. Solution should have provision of real-time attendance monitoring system through a secured central web server.



6. Bidder has to maintain the entire database and application server at two different seismic zones within India, making one site as DC (Data centre) and other site as DR (Disaster recovery).
7. During the above activity it should be ensured that:
  - A candidate assigned at center C1 cannot be enrolled at any other center C2.
  - While manually entering candidate's Roll No. during enrolment process, 2 candidates with different Roll Nos should not be enrolled on a single Roll No. due to any typo error.
8. System should have provision for real time monitoring of the enrolment activity with GPS coordinates against every enrolment and time stamp to ensure that enrolment is done during the defined shift.
9. Bidder should deploy de-duplication algorithm across the database to avoid the duplicity of enrollment records.
10. Biometric activity shall not be stopped on any ground and data capturing /identification work must be completed during the stipulated time period of the examination.
11. After the completion of activity as per scope, the bidder will hand-over the entire captured data in HDD in a sealed manner with super scribing Exam Name along with report and forwarding letter duly signed by the bidder to the UPSC, on the day of examination.
12. The bidder shall not be allowed to take away any data either in hard copy or soft copy and the work is to be carried out in the designated exam centres.
13. The Bidder must verify identity of the candidates from the captured data taken during the examination at the time of interview/verification process as scheduled by UPSC.
14. The bidder will depute at least One Hand-held Fingerprint scanner / Face recognition device per manpower on every 30 candidates during different Examination stages as & when scheduled by UPSC. Additional Hand-held devices should be made available as per normal practice in case of emergency.
15. The bidder will have to ensure that the all the devices must be functional and has captured Fingerprint& Photographs of each and every candidate who have appeared in the examination at each centre.
16. If the examination is conducted in two or more shifts in a day at a centre, the activity should be performed separately in all the shifts during the duration of examination.
17. After completion of work, the vendor has to submit self-attested venue-wise work completion service certificate duly signed/verified by Venue Supervisor to the UPSC.
18. Solution should not be Laptop/PC based. It should be Hand-held device integrated with STQC approved Hand-held scanner only.

**Annexure-IA**

**List of Cities where UPSC is planning to conduct the upcoming Exams/RT's i.e. Civil Services (Prelims) Examination, 2023, Recruitment Tests for Enforcement Officer/Accounts Officer and Assistant Provident Fund Commissioner in EPFO etc.**

<b>S.No.</b>	<b>Centre Name</b>
1	1 - Ahmedabad
2	2 - Prayagraj
3	3 - Bengaluru
4	4 - Bhopal
5	5 - Mumbai
6	6 - Kolkata
7	7 - Cuttack
8	8 - Delhi
9	9 - Dispur (Guwahati)
10	10 - Hyderabad
11	11 - Jaipur
12	12 - Chennai
13	13 - Nagpur
14	14 - Dehradun
15	15 - Patna
16	16 - Shillong
17	17 - Shimla
18	18 - Srinagar
19	19 - Thiruvananthapuram
20	20 - Puducherry
21	21 - Aligarh
22	22 - Jodhpur
23	24 - Kochi
24	26 - Lucknow
25	34 - Jammu
26	35 - Chandigarh
27	36 - Panaji(Goa)
28	37 - Port Blair
29	38 - Aurangabad
30	39 - Dharwar

31	40 - Madurai
32	41 - Ranchi
33	42 - Gangtok
34	43 - Kohima
35	44 - Imphal
36	45 - Agartala
37	46 - Jorhat
38	47 - Aizawl
39	48 - Itanagar
40	49 - Raipur
41	50 - Tirupati
42	51 - Vishakhapatnam
43	52 - Udaipur
44	53 - Sambalpur
45	54 - Bareilly
46	56 - Coimbatore
47	57 - Kozhikode
48	58 - Gautam Budh Ngr
49	59 - Ghaziabad
50	60 - Gorakhpur
51	61 - Varanasi
52	62 - Vijayawada
53	63 - Gurgaon
54	64 - Faridabad
55	65 - Navi Mumbai
56	66 - Pune
57	67 - Thane
58	68 - Jabalpur
59	69 - Gwalior
60	70 - Ludhiana
61	71 - Ajmer
62	72 - Rajkot
63	73 - Mysuru
64	74 - Vellore
65	75 - Tiruchirapalli
66	76 - Ananthapuru
67	77 - Bilaspur
68	78 - Indore
69	79 - Agra

70	80 - Gaya
71	81 - Siliguri
72	82 - Warangal
73	83 - Leh
74	84 - Srinagar(UK)
75	85 - Almora(UK)
76	86 - Nashik
77	87 - Surat
78	88 - Dharamshala
79	89 - Mandi

**Annexure-IB****List of Examinations/Recruitment Tests in which Biometric Authentication, Digital Fingerprint Capturing and QR Code Scanning are proposed to be implemented:-**

<b>S. No.</b>	<b>Name of Exams/RTs</b>	<b>Date of Conduct of Examinations/RTs</b>	<b>Tentative Number of candidates applied</b>	<b>No. of Shift</b>
1	Civil Services (Preliminary) Examination, 2023	28.05.2023	10,27,513	2 Shifts
2	Combined Geo-Scientist (Main) Examination, 2023	24 & 25 June, 2023	2,152	2 Shifts
3	Civil Services (Main) Examination, 2023	15, 16, 17, 23 & 24 September, 2023	13,810	2 Shifts
4	Civil Services (Personality Test/Interview) Examination	January- April, 2024	2,770	40-50 candidates per day spread over 3-4 months
5	Combined Geo-Scientist (Personality Test/Interview) Examination, 2023	September, 2023	720	40-50 candidates per day spread over 2 weeks
6	APFC & AO/EO in EPFO RTs	02.07.2023	10,47,485	2 Shifts
7	APFC & AO/EO (Personality Test/Interview) in EPFO RTs	September-October, 2023	1,450	50-60 candidates per day spread over 3 months time
<b>TOTAL CANDIDATES</b>			<b>20,95,900</b>	

**Note:**

Bidders are advised to take into account the above-mentioned total number of candidates while quoting their rates. However, the work order for S. No. 6 and 7 may or may not be placed, which will be at the sole discretion of UPSC.

**ANNEXURE-II**

**Compliance Report w.r.t. Scope of Work**

We (Name of Firm) \_\_\_\_\_ hereby furnish the technical compliance report as per NIT as under:-

<b>Sr. No.</b>	<b>Particulars</b>	<b>Compliance Report ( Yes or No)</b>	<b>Page No.</b>
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 its own/rental site of Tier-3 Data centre and Disaster recovery at 2 different locations within India for storage of sensitive data of examination.		
3	Bidder should have Signed scanned copies of ISO 9001:2015 and ISO 27001:2013 (Information Security Management System Standard)/STQC certificate.		
4	Please confirm that at least one QR code/barcode scanner integrated hand-held portable device/Tablets per manpower on every 30 candidates during the Examination		

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

The following are the deviations in activities/scope w.r.t. tender document conditions:-

<b>Dated:</b>	<b>Signature:</b>
<b>Name of Firm:</b>	
<b>Company Seal:</b>	

**ANNEXURE-III**

We \_\_\_\_\_  
\_\_\_\_\_ (Name & Address of the Firm) have in response to your NIT Dt. \_\_\_\_\_ submitted a technical & financial bid for the said tender. As required under NIT, we hereby certify as under: -

1. That all the terms and conditions of the tender are acceptable to us.
2. That we have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
3. That we fully understand the Scope of Work specified in the NIT and our bid is strictly in accordance with the Scope of Work.
4. That we shall maintain data security and confidentiality and shall not divulge any details, whatsoever, pertaining to the project to anybody without the prior permission of UPSC.
5. That we have not been debarred/blacklisted by any Organization/Board/Council/University/Commission and any other Government/PSU/Government undertaking organization in the last five years.

(Authorized Signatory)  
Name & Address of the Firm  
Phone No. of Authorized Signatory

**ANNEXURE-III**

**UNDERTAKING**

We \_\_\_\_\_ (Name of the Firm) hereby affirm that we have the capability to conduct the project for implementation of biometric authentication, digital fingerprint capturing of candidates, QR Code scanning of e-Admit cards during UPSC Exam/RT venues for at least 11,00,000 candidates in a single slot in the \_\_\_\_ centres as mentioned in Annexure-IA of this document.

(Authorized Signatory)  
Name & Address of the Firm/Bidder  
Phone No. \_\_\_\_\_



**ANNEXURE-IV**

**DECLARATION**

I \_\_\_\_\_ s/o/d/o Shri  
\_\_\_\_\_ hereby declare that none of the relatives  
of any employee of my firm is 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)  
Phone No. of Authorized Signatory

**ANNEXURE-V**

**Financial Bid/Price Schedule**  
**(To be uploaded on GeM portal in BOQ format only)**

S. No.	Particulars	Rate per Candidate per Shift (inclusive of Taxes) (in Rs.)	Effective rate of tax in % as applicable on date of tender
1.	Biometric authentication/digital fingerprint capturing of candidate		
2.	QR Code scanning of e-Admit card		
Total			

Note:

1. Rates should be quoted inclusive of taxes.
2. Taxes will be taken into account for financial evaluation.
3. Payment will be made by taking into account the effective rate of tax as applicable at the time of payment.

**ANNEXURE–VI****CHECKLIST**

S. No.	Particulars	Whether enclosed/not	Page No.
1	Whether Earnest Money Deposit (EMD) amounting to Rs. 32,00,000/- enclosed.	Yes/No	
2	Whether copies of PAN card enclosed.	Yes/No	
3	Whether copies of Goods and Services Tax Registration certificate enclosed.	Yes/No	
4	Whether copies of I.T. returns for the preceding 3 years i.e. 2019-20, 2020-21 & 2021-22 enclosed.	Yes/No	
5	Whether copies of Audited Balance Sheets, Profit & Loss Account of the firm for the preceding three years i.e. 2019-20, 2020-21 & 2021-22 enclosed.	Yes/No	
6	Whether copy of Certificate of Incorporation of the company enclosed.	Yes/No	
7	Whether copies of Work Order and Completion Certificate during the last five years enclosed.	Yes/No	
8	Whether ISO 9001:2015 and ISO 27001:2013 (Information Security Management System Standard)/STQC certificate enclosed	Yes/No	
9	Whether copy of Technical Compliance Report (as at Annexure-II) w.r.t. Scope of Work (Annexure-I) enclosed.	Yes/No	
10	Whether copy of Certificate (as at Annexure-III) duly signed by the authorized signatory enclosed	Yes/No	
11	Whether copy of Undertaking (as at Annexure-III A) duly signed by the authorized signatory enclosed.	Yes/No	
12	Whether copy of Declaration (as at Annexure-IV) duly signed by the authorized signatory enclosed.	Yes/No	
13	Whether documentary proof that the bidder has its own/rental of Tier-3 Data Centre and DR recovery at 2 different locations within India for storage of sensitive data of examinations enclosed.	Yes/No	

Authorized Signatory  
Name & Address of the Firm with Tel.No./Mobile No./ Fax No.