

DRAFT

**REQUEST FOR PROPOSAL
FOR
OUTSOURCING
OF
DEPARTMENTAL AND DIRECT RECRUITMENT EXAMINATIONS
PROCESS OF DEPARTMENT OF POSTS
ON
TURNKEY BASIS**

DEPARTMENT OF POSTS, INDIA

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DISCLAIMER

1. The information contained in this Request for Proposal (RFP) document or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of Department of Posts, India, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
2. This RFP is not an agreement and is neither an offer nor invitation by India Post to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP.
3. Information provided in this RFP to the Applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
4. Department of Posts also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon the statements contained in this RFP.
5. Department of Posts may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
6. The issue of this RFP does not imply that Department of Posts is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the specified process for conducting the Departmental and Direct Recruitment Examinations of the Department of Posts on turnkey basis and Department of Posts reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
7. The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by Department of Posts or any

SECTION- I

F. No. 60-9/2009-SPB-I
Government of India
Ministry of Communications & IT
Department of Posts
(Departmental Examinations Section)

1. Sealed bids (both Technical and Financial) are invited from reputed firms for undertaking specified processes for Department of Posts (DOP) in connection with the conduct of various Departmental and Direct Recruitment examinations on **turnkey basis** (details given in **Annexure-VIII**). The process shall include assistance in designing of advertisement*, application handling, admit card generation, conduct of examination including computer/typing test* and result processing.

2. The tender documents with all necessary details may be obtained from the Assistant Director General (DE), Room No.111, Dak Bhawan, New Delhi on all working days between 02:30 P.M. to 04:00 P.M from 29-03-2010 to 27-04-2010. Bid documents shall be issued to reputed firms on request at a non refundable Tender fee of Rs. 500/- (Rupees five hundred only) in the form of Demand Draft/Pay Order payable in favour of Secretary, Department of Posts payable at New Delhi. The last date for submission of completed bids is 28-04-2010 by 02:00 P.M.

3. The notice inviting tender and the bid document are also available on DOP's website www.indiapost.gov.in and can be downloaded from the website. However, such firms who submit bids by downloading it from website will have to submit a separate Demand Draft/Pay Order of Rs. 500/- (Rupees five hundred only) towards the cost of bid document along with the technical bids failing which the bid will be rejected summarily.

***(For Postal Assistants/Sorting Assistants of Direct Recruitment only)**

4. (a) Sealed bids (both Technical and Financial sealed separately) should be dropped in the tender box marked as “**REQUEST FOR PROPOSAL FOR OUTSOURCING OF DEPARTMENTAL AND DIRECT RECRUITMENT EXAMINATIONS PROCESS OF DEPARTMENT OF POSTS ON TURNKEY BASIS**” or sent by Registered Post to the Assistant Director General (DE), Room No.111, Dak Bhawan, New Delhi so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for Postal delay or non-delivery/ non-receipt of bid documents. Bids sent by FAX or e-mail will not be considered.

(b) An authorized representative of the Firm shall put his initials on all pages of the original Technical and Financial Bids and these shall be marked “ORIGINAL”. The vendor will intimate the name and details of their authorized representative separately.

(c) The Technical Bid shall be placed in a sealed envelope clearly marked “TECHNICAL BID” as per Annexure-IX of RFP. Similarly, the Financial Bid shall be placed in a separate sealed envelope clearly marked as “FINANCIAL BID” in the prescribed format as per Annexure-X of RFP followed by the name of the project. The envelopes containing the Technical Bid, Financial Bid and EMD shall be placed in another sealed envelope. This outer envelope shall bear the submission address, and reference number clearly marked “DO NOT OPEN BEFORE {time and date of the opening indicated in the Data sheet}”. The Department shall not be responsible for misplacement, loss or premature opening, if the outer envelope is not sealed and/or marked as stipulated. This circumstance may lead to rejection of the Proposal. If the Financial Bid is not submitted in a sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive. **The Technical and Financial Bid formats are given at Annexure-IX & X.**

5. The sealed bids (Technical only) will be opened on 28-04-2010 at 04:00 P.M. in the Committee Room (2nd Floor) of Dak Bhawan, New Delhi.

6. The tender box will be placed in the Reception Room of Dak Bhawan, New Delhi. Sealed Tenders can be dropped in the box between 9.00 to 17.00 hrs during working days on 26-04-2010 and on 27-04-2010 and between 9.00 to 14.00 hrs on 28-04-2010.

7. The bidders may depute their representatives, duly authorized in writing, to attend the opening of bids on the due date and time. Initially, the technical bids will only be opened on the time and date mentioned above. The date of opening of commercial bids will be intimated after acceptance of technical bids. Commercial bids of only those firms will be opened, whose technical bids are found compliant/suitable, after technical evaluation is done by the Department of Posts.

8. The bid should be forwarded by the bidders under their original memo/letter pad interalia furnishing details like TIN Number, VAT/CST Number, Bank address etc and complete Postal and email address of their office along with the supported copies of documents duly attested.

9. A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Department of Posts in writing about the clarifications sought not later than 14 (fourteen) days prior to the date of opening of the bids. Copies of the query and clarification by the Department of Posts will be sent to concerned bidders who have received the bidding documents.

10. During evaluation and comparison of bids, the Department of Posts may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

11. The bids should remain valid for 180 days from the last date of submission of the bids.

12. Bidders are required to submit Earnest Money deposit (EMD) for amount of **Rs.22,00,000/- (Rupees twenty two lakhs only)** along with their bids. The EMD shall be deposited in the form of a Demand Draft/Pay Order payable to the Secretary, DOP at New Delhi failing which the bid will be summarily rejected. No exemption would be permitted from submission of EMD under any circumstances. Further, under no circumstances, interest on EMD/Performance Security would be payable by DOP.

(L. Mohan Rao)
Assistant Director General (DE)

SECTION- II

ESSENTIAL DETAILS OF TECHNICAL SPECIFICATIONS

1. The essential technical details for outsourcing of Departmental and Direct Recruitment Examinations are mentioned in the **Annexure-I to VIII**.
2. Apart from the essential technical details mentioned in the Annexure-I to VIII, the bidders are required to submit their capability on the following Parameters mentioned in the technical bid. The bidder should enclose the relevant certificates in support of the technical parameters mentioned in Para 3 to 8 below.
3. The bidder must be an established company of repute, have a high credibility in handling recruitment/selection activities and should have successfully handled recruitment examination activities for Ministry/Departments of Central Government/ PSUs during the last three years from 1-4-2006 to 31-03-2009.
4. The bidder should have handled at least 10 examination activities against different advertisements for 5 different organizations. The examination mentioned in Annexure- I to VI would be in different cities simultaneously on All India/Zonal/regional basis covering 22 to 70 cities as per the need.
5. The bidder must have processed a total number of applications above 2000 per recruitment with at least one recruitment consists of 2.0 lakhs or more applications against single advertisement.
6. The bidder should enclose the details of their technical capabilities/competencies and infrastructure with specific mention regarding availability of the own secured printing press or the printing unit under same management to handle the sensitivity and security involved in the printing activities. The onus of secured printing and its confidentiality lies with the vendor.

7. The bidder should have at least 40 offices running under the banner of bidding company across India. The details like addresses, contact number etc to be submitted for the establishment of the required geographical reach across India
8. The bidder should have at least 300 persons working on permanent roll of the company
9. The successful bidder has to conduct the departmental examinations (as mentioned in Annexure-I to VI) as per the calendar of examinations. The Department of Posts will provide calendar of examinations each year with the tentative schedule for the Departmental and Direct Recruitment examinations proposed for outsourcing. On non performance of successful bidder as per the prescribed calendar/schedule of examinations the liquidity damage will be imposed on the bidder as per the LD provisions in the standard conditions of contract.
10. The bidders should submit their technical quote on each and every Para mentioned in the Annexure- I to VIII and the parameters mentioned in Para 3 to 8 above. The Technical Bid format is given at Annexure-IX.

SECTION-III

STANDARD CONDITIONS OF CONTRACT

The bidder is required to give confirmation of their acceptance of the standard conditions of the contract for proposal mentioned below which will automatically be considered as part of the contract concluded with the successful bidder as selected by the Department. Failure to do so may result in rejection of the bid submitted by the bidder.

1. The contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the republic of India.

2. The contract shall come into effect on the date of signatures of both the parties on the contract **(Effective Date)** and shall remain **valid for two years** from the effective date of the contract. The contract will be further extended for two years on year to year basis on the same terms and conditions and rates, if the performance of the bidder is found to be satisfactory and on mutual agreement between the parties.

3. All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the contract or relating to performance, which cannot be settled amicably, may be resolved through arbitration. The arbitrator will be appointed by Secretary (Posts) as agreed upon by both the parties. The option of approaching the Ministry of Law for appointment of Arbitrator can also be exercised. The arbitration proceeding shall be conducted under the extant Indian Arbitration and Conciliation Act 1996 and the award of such Arbitrator shall be enforceable in Indian Courts only.

4. The contract may be terminated in the following circumstances:

- (a) When the supplier fails to honour any part of the contract including failure to render the contracted services in time.
- (b) When the contractor is found to have made any false or fraudulent declaration or statement to get the contract or he is found to be indulging in unethical or unfair practices
- (c) When both parties mutually agree to terminate the contract
- (d) Any special circumstances, which must be recorded to justify the cancellation or termination of a contract.

5. The bidder undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any to any person in service of the Department or otherwise in procuring the contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present contract or any other contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present contract or any other contract with the Government of India. Any breach of the aforesaid undertaking by the bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the bidder) or the commission of any offence by the bidder or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Department to cancel the contract and all or any other contracts with the bidder and recover from the bidder the amount of any loss arising from such cancellation. A decision of the Department or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the bidder towards any officer/employee of the Department or to any other person in a position to influence any officer/employee of the Department for showing any favour in relation to this or any other contract, shall render the bidder to such liability/penalty as the Department may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Performance Bank Guarantee and refund of the amounts paid by the Department.

6. Except with the written consent of the Department/bidder, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

7. In the event of the bidder's failure to render the services in time as specified in this contract, the Department may, at its discretion, withhold any payment until the completion of the contract. The Department may also deduct from the bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the rendered services mentioned above for every week of delay or part of a week, subject to the maximum value of the liquidated damages being not higher than 10% of the total value of that examination.

8. The Department shall have the right to terminate this contract in part or in full in any of the following cases:

- a) The rendering of the services is delayed for causes not attributable to Force Majeure after the scheduled date of delivery.
- b) The bidder is declared bankrupt or becomes insolvent.
- c) The rendering of the services is delayed due to causes of force Majeure by more than prescribed period provided in force Majeure clause is as included in contract.
- d) As per decision of the Arbitration Tribunal.

9. No provision of present contract shall be changed or modified in any way (included this provision) either in whole or in part except by an instrument in writing made after the date of this contract and signed on behalf of both the parties and which expressly states to amend the present contract.

10. All taxes, duties, levies and charges which are to be paid for the rendering of the services shall be paid by the contractor. The taxes and duties to be borne by the Department as a user of services will be reimbursed subsequently as per the extant provisions and guidelines of the Department on actual basis.

11. **The bidder will not be paid any advance before rendering services.** The payment will be made to the bidder as per the following payment schedule, which is based on completion of specific examination activities:

Sl. No.	Examination Activity	Stage	Payment to be made to the vendor in respect of a particular examination
1.	After handing over of Application Form Kit to the Department.	First	5% of Total cost (as per estimated No. of applicants x rate accepted by the Department)
2.	After dispatch of Admit Card to the candidates.	Second	35% of Total cost (based on the number of admit cards issued x rate accepted by the Department) The difference will be reconciled from 1 st stage payment after deriving the actual cost based on the number of admit cards issued. i.e. The

			total payment at this stage including the payment at the first stage will be limited to 40% of total cost of the particular examination.
3.	On receipt of Merit List by the Department.	Third	50% of Total cost (based on the number of admit cards issued x rate accepted by the Department)
4.	**After declaration of final result.	Final	Balance of the total cost

**Note: After scrutiny, if Department is satisfied with the performance, the rest 10% amount will be paid after declaration of the final result by the Department.

SECTION-IV

SPECIAL CONDITIONS

The bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the contract concluded with the successful Bidder (i.e. bidder in the contract) as selected by the Department. Failure to do so may result in rejection of bid submitted by the bidder.

1. The bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a schedule bank authorized to conduct government business for a sum equal to 5% of the contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 90 days beyond the date of expiry of contract. **In the event of the work not being completed as per the quality and time schedule, the Performance Bank Guarantee is liable to be forfeited by DOP.**

2. **Payment of Bill**

The payment of bills will be made on submission of the following documents by the bidder to the Paying Authority:

- i) An ink-signed copy of the Bill duly impressed with the stamp/seal of the firm
- ii) An ink-signed copy of all the details relating to the examination conducted
- iii) A copy of the agreement signed between the Department of Posts and the selected firm relating to Departmental Examinations
- iv) A copy of the order of the Department of Posts awarding the Examination work to the firm
- v) Completion Report of the firm
- vi) Completion Report/Certificate from the DE Section of Postal Directorate
- vii) Any other document/certificate required in support of the claim

3 (a). Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of rendering of services under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

b. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

c. The party, for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (ten) days from the moment of their beginning.

d. Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or respective organization shall be a sufficient proof of commencement and cessation of the above circumstances.

e. In the event of impossibility of complete or partial performance of an obligation lasts for more than 3 (three) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the services received.

SECTION -V

EVALUATION CRITERIA & PRICE BID ISSUES

The broad guidelines for evaluation of bids will be as follows:

- a. Only those bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the RFP, both technically and commercially.
- b. The technical bids in the format given at Annexure-IX forwarded by the bidders will be evaluated by the Department with reference to the technical parameters mentioned in the Annexure I to VI and Para 3 to 8 of Section-II of the RFP. The compliances of Technical Bids would be determined on the basis of the parameters specified in the RFP. The Price Bids of only those bidders will be opened whose Technical Bids would clear the technical evaluation. The date, time and venue of opening of Price Bids will be intimated to concerned parties in due course.
- c. The Lowest bid will be decided upon the lowest price quoted by the particular bidder as per the Format of Financial Bid given in Annexure-X.
- d. The bid should incorporate all taxes and duties. The ultimate cost to the Department would be the deciding factor for ranking of bids.
- e. The payment to contractor shall be made based on actual number of hall permits issued to the candidates for taking the examination.

Annexure-I

Scope of work for Postal Service Group 'B' Examination on turnkey basis

1. The details of this examination are as under:

- i. Number of papers will be four as follows with their contents indicated against each:

Paper	Contents
I	Postal Manuals
II	Postal Manuals and CCS (Conduct) Rules, CCS (CCA) Rules etc
III	Accounts FRs & SRs, FHB etc
IV	Precis Writing & General Knowledge with reference to Postal Management

- ii. Examination will be conducted for two days covering two papers each day
- iii. Each paper will be for 100 marks and duration of each paper will be for three hours
- iv. Qualifying Marks: 50 marks in each paper subject to average of 50% for General Category and 40 marks in each paper subject to average of 40% for SC/ST.
- v. Selection is based on All India Merit from among the Qualified candidates to be communicated to the Postal Directorate for declaration of the result
- vi. Total likely number of vacancies every year – 60 to be intimated by Postal Directorate
- vii. Total number of candidates likely to be appeared for the examination approximately 1000 every year.
- viii. Total likely number of Centres - 50

2. Application Handling:

- i. Bidder shall design the Application Form Kit comprising of Envelopes, Bar-coded/Number ICR/OMR applications forms (Carbonless copy) along with acknowledgement card seeking

- required data/information from the applicants as per the scrutiny parameters/guidelines of Department of Posts.
- ii. Application forms kit shall be printed, prepared and supplied by Bidder to each Circle as per their requirements.
 - iii. Bidder team shall scan the filled up received application forms to capture the data from the application forms along with attested copies of certificates, photographs and signature.
 - iv. Bidder shall screen the applications as per the DOP's guidelines and generate the candidate list with 'Eligible', 'Ineligible', 'Duplicate' categories. The bidder will send the list of ineligible candidates immediately to Department of Posts.
 - v. Bidder shall generate roll numbers for the applicants and issue Admit Cards to them.
 - vi. Bidder shall intimate the ineligible candidates about their ineligibility with reasons.
 - vii. Bidder shall print attendance sheet with scanned image of Applicant's photograph and signature. The bidder will send the list of ineligible candidates immediately to Department of Posts.
 - viii. Bidder shall print the Attendance sheet, Alpha list, city wise, circle wise, Roll no. wise, category wise etc. or in any other format required by DOP.
 - ix. Bidder shall print the Centre List and other related reports.
 - x. Bidder will print Instructions to Centre Supervisor/Invigilator/ Assistant Supervisor/Central Observer.

3. Question Paper work:

Role of Bidder will include:

- i. Setting and printing of bilingual multiple series objective Type Test Booklet with reference to departmental syllabus as per DOP's Recruitment Rule and Question bank/material provided by the Department of Posts for all the four Papers. For each paper, four different sets of Question Papers (i.e. A, B, C & D) should be prepared. Each set of Question Paper should consist same questions but with different serial numbers.
- ii. For Paper-IV, in addition to the bilingual multiple series objective Type Test Booklet, the bidder will also be responsible for setting the Question on Precis Writing and its evaluation.

- iii. The delivery as well as collection of Question paper at and from the examination centre shall be handled by Bidder.

4. OMR Answer Sheet Designing and Printing as specified in Annexure-VII:

Role of Bidder will include:

- i. OMR answer sheet design (Ball point pen markable)
- ii. Printing of OMR answer sheets with provision for carbonless copy
- iii. Delivery and collection of OMR Answer Sheets at and from examination centres.
- iv. The vendor shall dispatch the carbonless copy of the OMR Answer Sheets immediately after completion of the examination directly to DE Section of Department of Posts.

5. Conduct of Examination (In Multiple cities All India/ Circle wise)

Role of Bidder will include:

- i. Booking of Test Center (Covering All India/Circle wise cities decided mutually)
- ii. Printing of Center-wise, Roll No. wise, Name wise list of applicants
- iii. Deployment of centre superintendent, invigilators and other staff at each Centre
- iv. Pre-defined centre seating arrangement
- v. Dispatch of sealed question paper & OMR sheets to Centre Superintendent
- vi. Printing of instructions to test centers
- vii. Collection of test materials e.g. Question papers, answer sheets, Admit cards on completion of examination and sealing under supervision of examination observer, centre superintendent and authorized officers. The answer sheet should be in duplicate. Immediately after completion of the test, the carbonless copy of the answer sheets should be sent to DE Section of Postal Directorate in sealed confidential cover.

6. Post Examination Activities:

- i. Opening of sealed answer sheets and tallying with attendance sheet to ascertain absentee data. A report along with the centre wise attendance sheet to be sent to DE Section of the Postal Directorate within a fortnight period.
- ii. Pre-validate all the answer sheets before scanning
- iii. Double scanning of answer sheets
- iv. Identification of double marking and other errors, highlighted by OMR machine
- v. Answer Database to be compared with correct answers to give the score for each applicant
- vi. Perform manual counter checking of results randomly
- vii. Generate checklist of error records and absentees
- viii. Final processing of answer data
- ix. Generation of All India merit list of candidates for each category as per the guidelines received from Department of Posts.

7) Preservation of hard/soft copy and transfer the same to the Department after completion of examination process

8) The Department will be having ERP based HRM System for Recruitment Management Module. Vendor shall maintain a recruitment portal for communication between the Department and Vendor. The inputs related to the recruitment will be exchanged between the Department and the said agency through the said Portal. Applicant can also check their status along with other updated status and notifications related to the recruitment through this portal. The contents of the portal will be managed by the Vendor in consultation with Department of Posts. Before the end of the contract, the inputs will be transferred to Department of Posts by the Vendor.

9) Bidder shall setup helpdesk/facilitation counters which will assist the candidates in case of non-receipt of admit card, wrong entries in the admit card etc. The contact details of helpdesk/ facilitation counters shall be published along with the advertisement/notification of the examination.

Annexure-II

Scope of work for Inspector of Posts Examination on turnkey basis

1. The details of this examination are as under:

- i. Number of papers will be five as follows with their contents indicated against each:

Paper	Contents
I	Postal Manuals
II	Postal Manuals and CCS (Conduct) Rules, CCS (CCA) Rules etc
III	Accounts FRs & SRs, FHB etc
IV	Law – CPC, CrPC, Evidence Act, CAT, Consumer Protection Act, Postal Acts etc
V	Essay & General Knowledge

- ii. Examination will be conducted for three days covering two papers for the first two days and one paper on the third day
- iii. Each paper will be for 100 marks and duration of each paper will be for three hours
- iv. Qualifying Marks: 40 marks in each paper subject to average of 45% for General Category and 33 marks in each paper subject to average of 38 for SC/ST.
- v. Selection is based on Circle wise Merit from among the Qualified candidates to be communicated to the Postal Directorate for declaration of the result
- vi. Total likely number of vacancies every year – 205 to be intimated by Postal Directorate
- vii. Total number of candidates likely to be appeared for the examination approximately 1500 every year.
- viii. Total likely number of Centres - 65

2. Application Handling:

- i. Bidder shall design the Application Form Kit comprising of Envelopes, Bar-coded/Number ICR/OMR applications forms (Carbonless copy) along with acknowledgement card seeking

- required data/information from the applicants as per the scrutiny parameters/guidelines of Department of Posts.
- ii. Application forms kit shall be printed, prepared and supplied by Bidder to each Circle as per their requirements.
 - iii. Bidder team shall scan the filled up received application forms to capture the data from the application forms along with attested copies of certificates, photographs and signature.
 - iv. Bidder shall screen the applications as per the DOP's guidelines and generate the candidate list with 'Eligible', 'Ineligible', 'Duplicate' categories. The bidder will send the list of ineligible candidates immediately to Department of Posts.
 - v. Bidder shall generate roll numbers for the applicants and issue Admit Cards to them.
 - vi. Bidder shall intimate the ineligible candidates about their ineligibility with reasons.
 - vii. Bidder shall print attendance sheet with scanned image of Applicant's photograph and signature.
 - viii. Bidder shall print the Attendance sheet Alpha list, city wise, circle wise, Roll no. wise, category wise etc. or in any other format required by DOP.
 - ix. Bidder shall print the Centre List and other related reports.
 - x. Bidder will print Instructions to Centre Supervisor/Invigilator/ Assistant Supervisor/Central Observer.

3. Question Paper work:

Role of Bidder will include:

- i. Setting and printing of bilingual multiple series objective Type Test Booklet with reference to departmental syllabus as per DOP's Recruitment Rule and Question bank/material provided by the Department of Posts for the first four Papers. For each paper, four different sets of Question Papers (i.e. A, B, C & D) should be prepared. Each set of Question Paper should consist same questions but with different serial numbers.
- ii. For Paper-V, in addition to the bilingual multiple series objective Type Test Booklet, the bidder will also be responsible for setting the Question on Essay and its evaluation.

- iii. The delivery as well as collection of Question paper at and from the examination centre shall be handled by Bidder.

4. OMR Answer Sheet Designing and Printing as specified in Annexure-VII:

Role of Bidder will include:

- i. OMR answer sheet design (Ball point pen markable)
- ii. Printing of OMR answer sheets with provision for carbonless copy
- iii. Delivery and collection of OMR Answer Sheets at and from examination centres.
- iv. The vendor shall dispatch the carbonless copy of the OMR Answer Sheets immediately after completion of the examination directly to DE Section of Department of Posts.

5. Conduct of Examination (In Multiple cities All India/ Circle wise)

Role of Bidder will include:

- i. Booking of Test Center (Covering All India/Circle wise cities decided mutually)
- ii. Printing of Center-wise, Roll No. wise, Name wise list of applicants
- iii. Deployment of centre superintendent, invigilators and other staff at each Centre
- iv. Pre-defined centre seating arrangement
- v. Dispatch of sealed question paper & OMR sheets to Centre Superintendent
- vi. Printing of instructions to test centers
- vii. Collection of test materials e.g. Question papers, answer sheets, Admit cards on completion of examination and sealing under supervision of examination observer, centre superintendent and authorized officers. The answer sheet should be in duplicate. Immediately after completion of the test, the carbonless copy of the answer sheet should be sent to DE Section of Postal Directorate in sealed confidential cover.

6. Post Examination Activities:

- i. Opening of sealed answer sheets and tallying with attendance sheet to ascertain absentee data. A report along with the centre wise attendance sheet to be sent to DE Section of the Postal Directorate within a fortnight period.
- ii. Pre-validate all the answer sheets before scanning
- iii. Double scanning of answer sheets
- iv. Identification of double marking and other errors, highlighted by OMR machine
- v. Answer Database to be compared with correct answers to give the score for each applicant
- vi. Perform manual counter checking of results randomly
- vii. Generate checklist of error records and absentees
- viii. Final processing of answer data
- ix. Generation of Circle wise merit list of candidates and also All India merit list for each category as per the guidelines received from Department of Posts.

7) Preservation of hard/soft copy and transfer the same to the Department after completion of examination process

8) The Department will be having ERP based HRM System for Recruitment Management Module. Vendor shall maintain a recruitment portal for communication between the Department and Vendor. The inputs related to the recruitment will be exchanged between the Department and the said agency through the said Portal. Applicant can also check their status along with other updated status and notifications related to the recruitment through this portal. The contents of the portal will be managed by the Vendor in consultation with Department of Posts. Before the end of the contract, the inputs will be transferred to Department of Posts by the Vendor.

9) Bidder shall setup helpdesk/facilitation counters which will assist the candidates in case of non-receipt of admit card, wrong entries in the admit card etc. The contact details of helpdesk/ facilitation counters shall be published along with the advertisement/notification of the examination.

Scope of work for Asst. Engineers (Civil & Electrical) Examination on turnkey basis

1. The details of this examination are as under:

- i. Number of papers will be two as follows with their contents indicated against each:

Paper	Contents
I	Engineering design & construction practice
II	General Engineering

- ii. Examination will be conducted in one day covering both the papers
- iii. Each paper will be for 300 marks and duration of each paper will be for three hours
- iv. Qualifying Marks: 150 marks in each paper for General Category and 120 marks in each paper for SC/ST.
- v. Selection is based on All India Merit and the result of the examination to be communicated to the Postal Directorate for declaration of the result
- vi. Total likely number of vacancies every year – Approximately 25 to be intimated by Postal Directorate
- vii. Total number of candidates likely to be appeared for the examination approximately 200 every year.
- viii. Total likely number of Centres - 25

2. Application Handling:

- i. Bidder shall design the Application Form Kit comprising of Envelopes, Bar-coded/Number ICR/OMR applications forms along with acknowledgement card seeking required data/information from the applicants as per the scrutiny parameters/guidelines of Department of Posts.
- ii. Application forms kit shall be printed, prepared and supplied by Bidder to each Circle as per their requirements.
- iii. Bidder team shall scan the filled up received application forms to capture the data from the application forms along with attested copies of certificates, photographs and signature.

- iv. Bidder shall screen the applications as per the DOP's guidelines and generate the candidate list with 'Eligible', 'Ineligible', 'Duplicate' categories. The bidder will send the list of ineligible candidates immediately to Department of Posts.
- v. Bidder shall generate roll numbers for the applicants and issue Admit Cards to them.
- vi. Bidder shall intimate the ineligible candidates about their ineligibility with reasons.
- vii. Bidder shall print attendance sheet with scanned image of Applicant's photograph and signature.
- viii. Bidder shall print the Attendance sheet Alpha list, city wise, circle wise, Roll no. wise, category wise etc. or in any other format required by DOP.
- ix. Bidder shall print the Centre List and other related reports.
- x. Bidder will print Instructions to Centre Supervisor/Invigilator/ Assistant Supervisor/Central Observer.

3. Question Paper work:

Role of Bidder will include:

- i. Setting and printing of bilingual multiple series objective Type Test Booklet with reference to departmental syllabus as per DOP's Recruitment Rule and Question bank/material provided by the Department of Posts for both the Papers. For each paper, four different sets of Question Papers (i.e. A, B, C & D) should be prepared. Each set of Question Paper should consist same questions but with different serial numbers.

4. OMR Answer Sheet Designing and Printing as specified in Annexure-VII:

Role of Bidder will include:

- i. OMR answer sheet design (Ball point pen markable)
- ii. Printing of OMR answer sheets with provision for carbonless copy
- iii. Delivery and collection of OMR Answer Sheets at and from examination centres.

- iv. The vendor shall dispatch the carbonless copy of the OMR Answer Sheets immediately after completion of the examination directly to DE Section of Department of Posts.

5. Conduct of Examination (In Multiple cities All India/ Circle wise)

Role of Bidder will include:

- i. Booking of Test Center (Covering All India/Circle wise cities decided mutually)
- ii. Printing of Center-wise, Roll No. wise, Name wise list of applicants
- iii. Deployment of centre superintendent, invigilators and other staff at each Centre
- iv. Pre-defined centre seating arrangement
- v. Dispatch of sealed question paper & OMR sheets to Centre Superintendent
- vi. Printing of instructions to test centers
- vii. Collection of test materials e.g. Question papers, answer sheets, Admit cards on completion of examination and sealing under supervision of examination observer, centre superintendent and authorized officers. The answer sheet should be in duplicate. Immediately after completion of the test, the carbonless copy of the answer sheet should be sent to DE Section of Postal Directorate in sealed confidential cover.

6. Post Examination Activities:

- i. Opening of sealed answer sheets and tallying with attendance sheet to ascertain absentee data. A report along with the centre wise attendance sheet to be sent to DE Section of the Postal Directorate within a fortnight period.
- ii. Pre-validate all the answer sheets before scanning
- iii. Double scanning of answer sheets
- iv. Identification of double marking and other errors, highlighted by OMR machine
- v. Answer Database to be compared with correct answers to give the score for each applicant
- vi. Perform manual counter checking of results randomly
- vii. Generate checklist of error records and absentees

- viii. Final processing of answer data
- ix. Generation of All India merit list of candidates for each category as per the guidelines received from Department of Posts.

7) Preservation of hard/soft copy and transfer the same to the Department after completion of examination process

8) The Department will be having ERP based HRM System for Recruitment Management Module. Vendor shall maintain a recruitment portal for communication between the Department and Vendor. The inputs related to the recruitment will be exchanged between the Department and the said agency through the said Portal. Applicant can also check their status along with other updated status and notifications related to the recruitment through this portal. The contents of the portal will be managed by the Vendor in consultation with Department of Posts. Before the end of the contract, the inputs will be transferred to Department of Posts by the Vendor.

9) Bidder shall setup helpdesk/facilitation counters which will assist the candidates in case of non-receipt of admit card, wrong entries in the admit card etc. The contact details of helpdesk/ facilitation counters shall be published along with the advertisement/notification of the examination.

Annexure-IV

Scope of work for Junior Engineers (Civil)/(Electrical) Examinations on turnkey basis

1. The details of this examination are as under:

- i. Number of papers will be three as follows with their contents indicated against each:

Paper	JE Civil	JE Electrical
I	Building material, construction practice, Plg & Mgt, Mortars and concrete, Surveying, Soil Mechanics and Foundation Engineering	Fundamentals of Electrical Engineering & Air Conditioning
II	Structural Design and Quantity Surveying	Electrical Machines and Pumps
III	Water supply and Sanitary Engineering, Sewage and Highway Engineering	Design and Estimation of Simple Electrical Installations

- ii. Examination will be conducted for two days covering two papers on the first day and one paper on the second day
- iii. Each paper will be for 100 marks and duration of each paper will be for three hours
- iv. Qualifying Marks: 40marks in each paper subject to aggregate of 45% for General Category and 33 marks in each paper subject to average of 38% for SC/ST.
- v. Selection is based on Circle wise merit from among the Qualified candidates to be communicated to the Postal Directorate for declaration of the result
- vi. Total likely number of vacancies every year – Approximately 50 to be intimated by Postal Directorate
- vii. Total number of candidates likely to be appeared for the examination approximately 500 every year.
- viii. Total likely number of Centres - 25

2. Application Handling:

- i. Bidder shall design the Application Form Kit comprising of Envelopes, Bar-coded/Number ICR/OMR applications forms along with acknowledgement card seeking required data/information from the applicants as per the scrutiny parameters/guidelines of Department of Posts.
- ii. Application forms kit shall be printed, prepared and supplied by Bidder to each Circle as per their requirements.
- iii. Bidder team shall scan the filled up received application forms to capture the data from the application forms along with attested copies of certificates, photographs and signature.
- iv. Bidder shall screen the applications as per the DOP's guidelines and generate the candidate list with 'Eligible', 'Ineligible', 'Duplicate' categories. The bidder will send the list of ineligible candidates immediately to Department of Posts.
- v. Bidder shall generate roll numbers for the applicants and issue Admit Cards to them.
- vi. Bidder shall intimate the ineligible candidates about their ineligibility with reasons.
- vii. Bidder shall print attendance sheet with scanned image of Applicant's photograph and signature.
- viii. Bidder shall print the Attendance sheet Alpha list, city wise, circle wise, Roll no. wise, category wise etc. or in any other format required by DOP.
- ix. Bidder shall print the Centre List and other related reports.
- x. Bidder will print Instructions to Centre Supervisor/Invigilator/ Assistant Supervisor/Central Observer.

3. Question Paper work:

Role of Bidder will include:

- i. Setting and printing of bilingual multiple series objective Type Test Booklet with reference to departmental syllabus as per DOP's Recruitment Rule and Question bank/material provided by the Department of Posts for all the three Papers. For each paper, four different sets of Question Papers (i.e. A, B, C & D) should be prepared for JE (Civil) and JE (Ele) separately. Each set of Question

Paper should consist same questions but with different serial numbers.

4. OMR Answer Sheet Designing and Printing as specified in Annexure-VII:

Role of Bidder will include:

- i. OMR answer sheet design (Ball point pen mark able)
- ii. Printing of OMR answer sheets with provision for carbonless copy
- iii. Delivery and collection of OMR Answer Sheets at and from examination centres.
- iv. The vendor shall dispatch the carbonless copy of the OMR Answer Sheets immediately after completion of the examination directly to DE Section of Department of Posts.

5. Conduct of Examination (In Multiple cities All India/ Circle wise)

Role of Bidder will include:

- i. Booking of Test Center (Covering All India/Circle wise cities decided mutually)
- ii. Printing of Center-wise, Roll No. wise, Name wise list of applicants
- iii. Deployment of centre superintendent, invigilators and other staff at each Centre
- iv. Pre-defined centre seating arrangement
- v. Dispatch of sealed question paper & OMR sheets to Centre Superintendent
- vi. Printing of instructions to test centers
- vii. Collection of test materials e.g. Question papers, answer sheets, Admit cards on completion of examination and sealing under supervision of examination observer, centre superintendent and authorized officers. The answer sheet should be in duplicate. Immediately after completion of the test, the carbonless copy of the answer sheet should be sent to DE Section of Postal Directorate in sealed confidential cover.

6. Post Examination Activities:

- i. Opening of sealed answer sheets and tallying with attendance sheet to ascertain absentee data. A report along with the centre wise attendance sheet to be sent to DE Section of the Postal Directorate within a fortnight period.
 - ii. Pre-validate all the answer sheets before scanning
 - iii. Double scanning of answer sheets
 - iv. Identification of double marking and other errors, highlighted by OMR machine
 - v. Answer Database to be compared with correct answers to give the score for each applicant
 - vi. Perform manual counter checking of results randomly
 - vii. Generate checklist of error records and absentees
 - viii. Final processing of answer data
 - ix. Generation of merit list of candidates Circle wise and also list of candidates of All India merit for each category as per the guidelines received from Department of Posts.
- 7) Preservation of hard/soft copy and transfer the same to the Department after completion of examination process
- 8) The Department will be having ERP based HRM System for Recruitment Management Module. Vendor shall maintain a recruitment portal for communication between the Department and Vendor. The inputs related to the recruitment will be exchanged between the Department and the said agency through the said Portal. Applicant can also check their status along with other updated status and notifications related to the recruitment through this portal. The contents of the portal will be managed by the Vendor in consultation with Department of Posts. Before the end of the contract, the inputs will be transferred to Department of Posts by the Vendor.
- 9) Bidder shall setup helpdesk/facilitation counters which will assist the candidates in case of non-receipt of admit card, wrong entries in the admit card etc. The contact details of helpdesk/ facilitation counters shall be published along with the advertisement/notification of the examination.

Scope of work for Lower Grade Official (LGO) Examination on turnkey basis

1. The details of this examination are as under:

- i. Number of papers will be three as follows with their contents indicated against each:

Paper	Contents
I	Essay & General English/Hindi and Grammar
II	Arithmetic and Tabulation
III	Postal Manuals & Guides

- ii. Examination will be conducted in one day covering all the papers
- iii. Each paper will be for 100 marks and duration of each paper will be for two hours
- iv. Qualifying Marks: 40 marks in each paper for General Category and 33 marks in each paper for SC/ST.
- v. Selection is based on Divisional Merit from among the Qualified candidates to be communicated to the Circle concerned for declaration of the result.
- vi. Total likely number of vacancies every year – 3450 to be intimated by the Circles
- vii. Total number of candidates likely to be appeared for the examination approximately 5000 every year.
- viii. Total likely number of Centres - 70

2. Application Handling:

- i. Bidder shall design the Application Form Kit comprising of Envelopes, Bar-coded/Number ICR/OMR applications forms along with acknowledgement card seeking required data/information from the applicants as per the scrutiny parameters/guidelines of Department of Posts.
- ii. Application forms kit shall be printed, prepared and supplied by Bidder to each Circle as per their requirements.
- iii. Bidder team shall scan the filled up received application forms to capture the data from the application forms along with attested copies of certificates, photographs and signature.

- iv. Bidder shall screen the applications as per the DOP's guidelines and generate the candidate list with 'Eligible', 'Ineligible', 'Duplicate' categories. The bidder will send the list of ineligible candidates immediately to Department of Posts.
- v. Bidder shall generate roll numbers for the applicants and issue Admit Cards to them.
- vi. Bidder shall intimate the ineligible candidates about their ineligibility with reasons.
- vii. Bidder shall print attendance sheet with scanned image of Applicant's photograph and signature.
- viii. Bidder shall print the Attendance sheet Alpha list, city wise, circle wise, Roll no. wise, category wise etc. or in any other format required by DOP.
- ix. Bidder shall print the Centre List and other related reports.
- x. Bidder will print Instructions to Centre Supervisor/Invigilator /Assistant Supervisor/Central Observer.

3. Question Paper work:

Role of Bidder will include:

- i. Setting and printing of bilingual multiple series objective Type Test Booklet for Paper-I & II. For each paper, four different sets of Question Papers (i.e. A, B, C & D) should be prepared. Each set of Question Paper should consist same questions but with different serial numbers.
- ii. For Paper-II, in addition to the bilingual multiple series objective Type Test Booklet, the bidder will also be responsible for setting the Question on Essay Writing and its evaluation.
- iii. For Paper-III, setting and printing of bilingual multiple series objective Type Test Booklet will be done with reference to departmental syllabus as per DOP's Recruitment Rule and Question bank/material provided by the Department of Posts.
- iv. The delivery as well as collection of Question paper at and from the examination centre shall be handled by Bidder.

4. OMR Answer Sheet Designing and Printing as specified in Annexure-VII:

Role of Bidder will include:

- i. OMR answer sheet design (Ball point pen mark able)
- ii. Printing of OMR answer sheets with provision for carbonless copy
- iii. Delivery and collection of OMR Answer Sheets at and from examination centres
- iv. The vendor shall dispatch the carbonless copy of the OMR Answer Sheets immediately after completion of the examination directly to DE Section of Department of Posts.

5. Conduct of Examination (In Multiple cities All India/ Circle wise)

Role of Bidder will include:

- i. Booking of Test Center (Covering All India/Circle wise cities decided mutually)
- ii. Printing of Center-wise, Roll No. wise, Name wise list of applicants
- iii. Deployment of centre superintendent, invigilators and other staff at each Centre
- iv. Pre-defined centre seating arrangement
- v. Dispatch of sealed question paper & OMR sheets to Centre Superintendent
- vi. Printing of instructions to test centers
- vii. Collection of test materials e.g. Question papers, answer sheets, Admit cards on completion of examination and sealing under supervision of examination observer, centre superintendent and authorized officers. The answer sheet should be in duplicate. Immediately after completion of the test, the carbonless copy of the answer sheet should be sent to DE Section of Postal Directorate in sealed confidential cover.

6. Post Examination Activities:

- i. Opening of sealed answer sheets and tallying with attendance sheet to ascertain absentee data. A report along with the centre wise attendance sheet to be sent to DE Section of the Postal Directorate within a fortnight period.

- ii. Pre-validate all the answer sheets before scanning
- iii. Double scanning of answer sheets
- iv. Identification of double marking and other errors, highlighted by OMR machine
- v. Answer Database to be compared with correct answers to give the score for each applicant
- vi. Perform manual counter checking of results randomly
- vii. Generate checklist of error records and absentees
- viii. Final processing of answer data
- ix. Generation of merit list of candidates Division wise and also Circle wise list of candidates for each category as per the guidelines received from Department of Posts.

7) Preservation of hard/soft copy and transfer the same to the Department after completion of examination process

8) The Department will be having ERP based HRM System for Recruitment Management Module. Vendor shall maintain a recruitment portal for communication between the Department and Vendor. The inputs related to the recruitment will be exchanged between the Department and the said agency through the said Portal. Applicant can also check their status along with other updated status and notifications related to the recruitment through this portal. The contents of the portal will be managed by the Vendor in consultation with Department of Posts. Before the end of the contract, the inputs will be transferred to Department of Posts by the Vendor.

9) Bidder shall setup helpdesk/facilitation counters which will assist the candidates in case of non-receipt of admit card, wrong entries in the admit card etc. The contact details of helpdesk/ facilitation counters shall be published along with the advertisement/notification of the examination.

Scope of work for Postal Assistants and Sorting Assistants Direct Recruitment Examination on turnkey basis

1. The details of this examination are as under:

- i. Number of papers will be two as follows with their contents indicated against each:

Paper	Contents
Aptitude Test	General Knowledge, Mathematics, English Language, Reasoning and Analytical Ability.
Computer/Typing Test	Typing and Data entry

- ii. Aptitude Test will be conducted in a single day.
- iii. Computer/Typing test will be conducted in next few days depending on the number of candidates.
- iv. The paper will be of 100 marks and duration of the paper will be one hour. The paper will have 50 questions of 2 marks each.
- v. Computer/Typing test will have one passage of 450 words in English and 375 words in Hindi with a speed of 30 words per minute. Data entry test will be done after the typing test.
- vi. Selection is based on Divisional Merit from among the Qualified candidates to be communicated to the Circle concerned for declaration of the result
- vii. Total likely number of vacancies every year – 3200 to be intimated by the Circles
- viii. Total number of candidates likely to be appeared for the examination approximately 3,50,000 every year.
- ix. Total likely number of Centres - 70

2. Advertisement: The bidder will assist the Department of Posts in the preparation and issue of advertisement and artwork for call of applications.

3. Application Handling:

- i. Bidder shall design the Application Form Kit comprising of Envelopes, Bar-coded/Number ICR/OMR applications forms along with acknowledgement card seeking required data/information from the applicants as per the scrutiny parameters/guidelines of Department of Posts.

- ii. Application forms kit shall be printed, prepared and supplied by Contractor to Department of Posts. These application forms will be made available through Post Office counters at a cost decided by the Department. The amount mobilized on this account (through sale of forms) will go to the Department of Posts.
- iii. Bidder team shall scan the filled up received application forms to capture the data from the application forms along with attested copies of certificates, photographs and signature. He will return all the Indian Postal Orders submitted by the candidates towards examination fee along with a list showing details of number of applications received immediately after issue of Admit Cards.
- iv. Bidder shall screen the applications as per the DOP's guidelines and generate the candidate list with 'Eligible', 'Ineligible', 'Duplicate' categories. The bidder will send the list of ineligible candidates immediately to Department of Posts.
- v. Bidder shall generate roll numbers for the applicants and issue Admit Cards to them.
- vi. Bidder shall intimate the ineligible candidates about their ineligibility with reasons.
- vii. Bidder shall print attendance sheet with scanned image of Applicant's photograph and signature.
- viii. Bidder shall print the Attendance sheet Alpha list, city wise, circle wise, Roll no. wise, category wise etc. or in any other format required by DOP.
- ix. Bidder shall print the Centre List and other related reports.
- x. Bidder will print Instructions to Centre Supervisor/Invigilator/Assistant Supervisor/Central Observer.

4. Question Paper work:

Role of Bidder will include:

- i. Setting and printing of bilingual, multiple series objective Type Test Booklet with reference to syllabus/contents as indicated above in respect of Aptitude Test. For this paper, four different sets of Question Papers (i.e. A, B, C & D) should be prepared. Each set of Question Paper should consist same questions but with different serial numbers.
- ii. For Computer/Typing test the bidder will also be required to set the question paper.

- iii. The delivery as well as collection of Question paper at and from the examination centre shall be handled by Bidder.

5. OMR Answer Sheet Designing and Printing as specified in Annexure-VII:

Role of Bidder will include:

- i. OMR answer sheet design (Ball point pen mark able)
- ii. Printing of OMR answer sheets with provision for carbonless copy
- iii. Delivery and collection of OMR Answer Sheets at and from examination centres.
- iv. The vendor shall dispatch the carbonless copy of the OMR Answer Sheets immediately after completion of the examination directly to DE Section of Department of Posts.

6. Conduct of Examination (In Multiple cities All India/ Circle wise)

Role of Bidder will include:

- i. Booking of Test Center (Covering All India/Circle wise cities decided mutually)
- ii. Printing of Center-wise, Roll No. wise, Name wise list of applicants
- iii. Deployment of centre superintendent, invigilators and other staff at each Centre
- iv. Pre-defined centre seating arrangement
- v. Dispatch of sealed question paper & OMR sheets to Centre Superintendent
- vi. Printing of instructions to test centers
- vii. Collection of test materials e.g. Question papers, answer sheets, Admit cards on completion of examination and sealing under supervision of examination observer, centre superintendent and authorized officers. The answer sheet should be in duplicate. Immediately after completion of the test, the carbonless copy of the answer sheet should be sent to DE Section of Postal Directorate in sealed confidential cover.

7. Post Examination Activities:

- i. Opening of sealed answer sheets and tallying with attendance sheet to ascertain absentee data. A report along with the centre wise attendance sheet to be sent to DE Section of the Postal Directorate within a fortnight period.
- ii. Pre-validate all the answer sheets before scanning
- iii. Double scanning of answer sheets
- iv. Identification of double marking and other errors, highlighted by OMR machine

- v. Answer Database to be compared with correct answers to give the score for each applicant
- vi. Perform manual counter checking of results randomly
- vii. Generate checklist of error records and absentees
- viii. Final processing of answer data
- ix. Generation of merit list of candidates Division wise and also Circle wise list of candidates for each category as per the guidelines received from Department of Posts.

8. Computer/Typing Test:

Once the Division wise list of candidates are finalized on the basis of written examination, the candidates 5 times the number of vacancies of each Division of each category (i.e. OC, OBC, SC and ST) for each Circle will be declared qualified for Computer/Typing Test based on the marks secured by them in the Aptitude Test. After doing this, the Outsourcing Agency will conduct Computer/Typing Test for these shortlisted candidates. PA/SA Direct Recruit examination will be considered as one day examination though it will spread over to two days for computer/typing test no separate charges will be paid by the Department to the vendor for said Computer/Typing Test on subsequent day. After completing entire recruitment process, the Contractor will hand over the Division wise list as well as Circle wise list of qualified and wait-listed candidates to the respective Circles for declaring the result.

9. Preservation of hard/soft copy and transfer the same to the Department after completion of examination process

10. The Department will be having ERP based HRM System for Recruitment Management Module. Vendor shall maintain a recruitment portal for communication between the Department and Vendor. The inputs related to the recruitment will be exchanged between the Department and the said agency through the said Portal. Applicant can also check their status along with other updated status and notifications related to the recruitment through this portal. The contents of the portal will be managed by the Vendor in consultation with Department of Posts. Before the end of the contract, the inputs will be transferred to Department of Posts by the Vendor.

11) Bidder shall setup helpdesk/facilitation counters which will assist the candidates in case of non-receipt of admit card, wrong entries in the admit card etc. The contact details of helpdesk/ facilitation counters shall be published along with the advertisement/notification of the examination.

Annexure-VII

SPECIFICATIONS OF OMR ANSWER SHEETS

S. No.	Description	Specifications
1.	Size	8.5x11.15"
2.	GSM	95-100
3.	Pattern	The answer sheet should be in duplicate. Immediately after completion of the test, the carbonless copy of the answer sheet should be sent to DE Section of Postal Directorate in a sealed confidential cover.
4.	Quality	Blemish free/dust free good quality paper
5.	Accuracy	The timing tracks & registration points have to be 100% accurate, as provided in the sample sheet attached.
6.	Type & Printing	Two colour printing
7.	Colour	The printing should be "Drop Out" colour
8.	Litho Code	100% accurate Litho Code printing without any duplication
9.	Sample sheets	10 Answer Sheets printed with Litho Code to pass through the OMRs successfully furnishing it's specifications duly signed by the bidder.
10.	Security Logo	The word "DOP" shall be printed as Security Logo in the OMR Answer Sheet. It shall not cause any hindrance in reading/processing of OMR Answer Sheets. The security logo should only be visible when subjected to ultraviolet light.

Annexure-VIII

Details of Departmental Examination of Department of Posts

Sl No	Name of the examination	No of Vacancies/ No of applications anticipated	No of papers	Total Marks	Duration	No of days	List to be issued
1	Postal Service Group 'B'	60/1000	4	100	3 hrs each	2 days	All India merit
2	Inspector of Posts	205/ 1500	5	100	3 hrs each	3 days	Circle merit
3	Assistant Engineers	25/200	2	300	3 hrs each	1 day	All India merit
4	Junior Engineers	50/500	3	100	3 hrs each	2 days	Circle merit
5	Postal Asst./Sorting Asst.	3200/ 350000	1	100	3 hrs	1 day (It will be considered as one day examination though it will spread over to two days for computer/typing test. Approximately 16000 candidates (i.e. 5 times of the vacancies) will appear for computer/typing test at different centres all over the country and no separate charges will be paid by the Department to the vendor.	Division/Circle merit list
6	Lower Grade Officials (LGO)	3450/ 5000	3	100	2 hrs each	1 day	Division/Circle merit list

Note: If necessary the above list may be added with any new departmental examination introduced by the Department during the currency of the contract

TECHNICAL BID FORMAT

Technical Bid should contain the following information and details so as to enable Department of Posts to assess the technical capability and infrastructure/resources of the Bidder to undertake the process of Departmental and Direct Recruitment Examinations on turnkey basis:

Part-I

Sl. No	Technical Requirement	Agreed/ Yes	Not agreed/No
1.	Indicate acceptance of the entire scope of work.		
2.	Indicate whether Earnest Money Deposit as per clause 12, Section-I of the RFP has been attached.		
3.	Indicate acceptance of payment terms as indicated in clause 11, Section-III of RFP		
4.	Indicate acceptance of terms and conditions given in Section-III and Section-IV of the RFP		

Part-II

Sl. No	Technical Requirement	Agreed/ Yes (Kindly mention the details and enclose supporting documents)	Not agreed/No
1	The bidder is an established company of repute, has a high credibility in handling recruitment/selection activities and have successfully handled recruitment examination activities for Ministry/Departments of Central Government/ PSUs during the last three years from 1-4-2006 to 31-03-2009.		

2	The bidder has handled at least 10 examination activities against different advertisements for 5 different organizations. The examinations mentioned in Annexure- I to VI would be in different cities simultaneously on All India/Zonal/Regional basis covering 22 to 70 cities as per the need.		
3	The bidder has processed a total number of applications above 2000 per recruitment with at least one recruitment consists of 2.0 lakhs or more applications against single advertisement.		
4	The bidder has enclosed the details of their technical capabilities/competencies and infrastructure with the mention of the own secured printing press or the printing unit under same management to handle the sensitivity and security involved in the printing activities. The onus of secured printing and its confidentiality lies with the vendor.		
5	The bidder has at least 40 offices running under the banner of bidding company across India. The details like addresses, contact number etc to be submitted for the establishment of the required geographical reach across India		
6	The bidder has at least 300 persons working on permanent roll of the company		

Part-III

Sl. No	Technical Requirement	Agreed/ Yes	Not agreed/No
1	All requirements as given in Annexure-I		
2	All requirements as given in Annexure-II		
3	All requirements as given in Annexure-III		
4	All requirements as given in Annexure-IV		
5	All requirements as given in Annexure-V		
6	All requirements as given in Annexure-VI		
7	All requirements as given in Annexure-VII		
8	All requirements as given in Annexure-VIII		

FINANCIAL BID FORMAT

Cost for conducting the examinations on turnkey basis per admit card issued to the candidates for appearing the examination, per day* (In Rs.)	Taxes and duties (In Rs.)	Total cost (In Rs.)

*PA/SA Direct Recruit examination will be considered as one day examination though it will spread over to two days for computer/typing test. Approximately 16000 candidates (i.e. 5 times of the vacancies) will appear for computer/typing test at different centres all over the country subsequently after preparation of the merit list based on Aptitude Test and no separate charges will be paid by the Department to the vendor for said Computer/Typing Test on subsequent day.