



**HRM GROUP**  
**NATIONAL PRODUCTIVITY COUNCIL**  
**(Ministry of Commerce & Industry, GoI)**  
**Utpadakata Bhavan, 5-6 Institutional Area, Lodi Road, New Delhi – 110003**

**INVITES EXPRESSION OF INTEREST (EOI) FROM REPUTED NATIONAL LEVEL  
AGENCY FOR PROVIDING END TO END SOLUTION FOR OFFLINE /ONLINE  
EXAMINATION ON TURNKEY BASIS**

National Productivity Council (NPC) is national level organization to promote productivity culture in India. Established by the Ministry of Industry, Government of India in 1958, it is an autonomous, multipartite, non-profit organization with equal representation from employers' & workers' organizations and Government, apart from technical & professional institutions and other interests. NPC is a constituent of the Tokyo-based Asian Productivity Organisation (APO), an Inter Governmental Body, of which the Government of India is a founder member.

NPC teams up with its clients to work out solutions towards accelerating productivity, enhancing competitiveness, increasing profits, augmenting safety and reliability and ensuring better quality. It provides reliable database for decision-making, improved systems and procedures, work culture as well as customer satisfaction both internal & external. The solutions can be all-encompassing or specific depending on the nature of the problem. Promotional and catalytic in nature, NPC's services have bearings on economic growth and quality of life. The Council promotes a comprehensive view of productivity focused on improving triple bottom line – economic, environmental and social and adds value for all the stakeholders through generation & application of advanced knowledge for inclusive Growth. For further details, please visit our website: [www.npcindia.gov.in](http://www.npcindia.gov.in)

NPC on behalf of its clients (Government/ PSUs/Private) conducts various examinations (Recruitment or departmental promotion Examination) in offline and online mode in various cities spread across India.

NPC intends to engage an agency to assist it in conducting the examination for its clients in various states in India in a safe, secure, hassle free and transparent manner.

**ASSISTANCE TO BE PROVIDED TO NPC**

The interested agency may submit their interest in the form of a technical proposal containing all relevant information and past experience of having provided such end-to-end services or part of services to any reputed Government Organisation.

The assistance is envisaged to be a comprehensive end-to-end support including technical, operational, logistic and manpower related support for the conduct of examination including, but not limited to, the following activities:

### **Pre Examination Activities**

- a) Design, develop, test, host & receive the Online Applications duly approved by NPC along with Secured & SSL encrypted Payment Gateway (CERT-IN empanelled), which shall be completely managed by the agency.
- b) Integrate the payment gateway with the Bank account to be provided by NPC, reconcile payments and submit reports as required by NPC.
- c) Develop a dedicated web based portal exclusively for the specific recruitment project and provide link as required by NPC. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.
- d) Able to support the entire solution on a 24 x 7 basis with a maximum response time of 3 hours.
- e) Must employ multiple backup systems including offline backups to securely maintain the online application software along with owning its corresponding source code.
- f) Online registration with facilities to upload scanned soft objects viz. photograph and signature in the application form. Candidates Validation and screening at the time of registration, as per rules and requirement specified.
- g) Identification, selection and preparation of centres for Offline (MCQ/ Descriptive Pen and Paper Examination) or Computer Based Test (CBT) Examination
- h) Preparation and issue of downloadable e-Admit Cards as per requirement.
- i) Conduct mock test as per the requirement of NPC.

### **Examination Activities**

- j) Security & frisking, Invigilation, Video surveillance, Public Awareness System(s), Aadhaar/non-Aadhaar based Biometric registration with photo of candidates (before the start of Exam) and their verification during examination along with provision of manual attendance
- k) Conduct of Offline/CBT Examination in smooth and transparent manner maintaining all prescribed standards for confidentiality and secrecy.
- l) Conduct of Examination either in single batch or multiple batches on multiple days, obtaining all statutory clearances for smooth conduct of examination including information & arrangement of police personnel at the exam centre.
- m) Arrangement in the venue as per guidelines of government w.r.t. COVID-19 like sanitisers, masks, thermal checking of temperature, maintain social distancing etc.
- n) Setting up of Command Centre/Control Room in NPC with robust dashboards for real-time monitoring of examinations.
- o) Maintain real time backup of conduct of examination (CBT Examination) including the CCTV footage or arrange for packing / sealing of both used and unused exam material at exam centre (Offline Examination) under supervision of NPC as per requirement.
- p) To transport back exam material both used and unused directly from the exam centres to NPC HQ at New Delhi under supervision of NPC.

### **Post Examination Activities**

- q) Scanning and processing of responses in OMR answer sheets or CBT Examination, preparation of merit list as per the guidelines provided by NPC.
- r) Scanning of descriptive answer sheets and create searchable database for answering to RTI.
- s) Maintain security of database and submission of merit list/result in the format as required by NPC.

### **IMPORTANT INSTRUCTIONS**

- i. Even though proposal may satisfy the above requirements, the same may be disqualified for the following reasons:
  - If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
  - If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
  - If confidential inquiry reveals facts contrary to the information provided by the bidder or unsatisfactory performance in any of their previous engagement.
  - If bidder is engaged in any activity which can influence the conduct of exam such as conducting of coaching classes etc.
- ii. Possession of competency for preparation and providing confidential content (question papers) on various subjects shall be an added competency to be considered.
- iii. All interested agencies may send their credentials at [sp.tripathi@npcindia.gov.in](mailto:sp.tripathi@npcindia.gov.in) by 25<sup>th</sup> April 2021.