

Times of India (English)  
Date 30.09.2025



**SANJAY GANDHI POSTGRADUATE INSTITUTE OF MEDICAL SCIENCES**

RAEBARELI ROAD, LUCKNOW-226014 (U.P.), INDIA  
Tel: 0522 2494038, 2494095  
Email: sgpgicontractcell@gmail.com, Website: www.sgpgi.ac.in

**EXPRESSION OF INTEREST (EOI)**

Sanjay Gandhi Postgraduate Institute of Medical Sciences, Lucknow (hereinafter referred to as the "Institute") is committed to providing efficient, state-of-the-art services for which efficient and skilled manpower having in-depth knowledge of their respective subjects is required.

The Institute offers postgraduate medical training and operates a tertiary-care referral hospital that provides affordable medical care. It caters to patients referred not only from the entire State of Uttar Pradesh and neighbouring States such as Bihar, Madhya Pradesh, Chhattisgarh, Uttarakhand, Odisha, and West Bengal, but also from across India and neighbouring countries including Nepal, Bangladesh, Pakistan, Sri Lanka, Bhutan, and several Middle Eastern countries. The Institute is also emerging as a destination for medical tourism.

This autonomous Institute is a University established by the Government of Uttar Pradesh. Located on a sprawling 550-acre campus, the Institute awards its own degrees, which are duly recognized by the National Medical Commission. It offers DM, MCh, MD, PhD, post-doctoral fellowships and post-doctoral certificate courses, senior residency in various specialties, as well as paramedical and allied health sciences programmes, including College of Nursing courses.

The Institute presently has 275 faculty members across 37 academic departments engaged in teaching, training, patient care and research. To ensure optimal healthcare delivery, non-academic support wings such as paramedical services, hospital services, engineering, and ministerial/secretarial services provide essential inputs to the management of patient-care services.

The Institute is in the process of recruiting various categories of support staff and anticipates receiving approximately 1,00,000 applications for the said examination. To facilitate this, the Institute intends to empanel Government Public Sector Undertakings (PSUs) for providing Online Examination Services (Computer Based Test) for conduct and processing of various examinations.

The Institute hereby invites **EXPRESSION OF INTEREST (EOI)** from interested Government PSUs for empanelment for "Online Examination Services (Computer Based Test): Conduct and Processing of Various Examinations of Sanjay Gandhi Postgraduate Institute of Medical Sciences, Lucknow."

The relevant documents regarding Scope of work are available on the Institute's website [www.sgpgims.org.in](http://www.sgpgims.org.in).

The interested Government PSUs are required to send their proposals, addressed to the Director, of the Institute through Registered Post/Speed Post/Courier to the following address on or before 13th October 2025 (Monday), 05:00 P.M.

**RSD Cell, Room No. 101, Administrative Block, Sanjay Gandhi Postgraduate Institute of Medical Sciences, Lucknow-226014, Uttar Pradesh**

The Institute shall not be responsible for any postal delay and will not entertain any proposals received after the prescribed date and time.

The proposals so received shall be duly reviewed by the Institute, and invite the suitable Public Sector Undertakings (PSUs) for Power Point presentation on fixed date and time, which will be communicated separately.

Ref. no. I/30/Contract Cell/Online Exam. Various Services/2025-26  
Dated: 29.09.25

**DIRECTOR**

**SCOPE OF WORK**

1. Scope of work is related to Registration, Conducting and Processing of Online Examinations of SGPGIMS, which contains as under:-
  - (a) There shall be entrance and exit exams for DM, MD, PDCC, M. Ch., B.Sc. (Nursing), M.Sc. (Nursing), B.Sc. (Med Technology) and M.Sc. (Med. Technology) and other courses.
  - (b) Recruitment of Faculty and Non-Faculty posts.
  - (c) The examination shall be conducted in the following manner:
    - (i) M.C.Q. (Multiple Choice Questions)
    - (ii) Online Evaluation of subjective answer sheets (optional -on need basis).
2. The successful Bidder /Agency shall ensure the following:-

**Deliverables**

The deliverable of the project is the successful Conduct and processing of various examinations of the Institute in online mode (Computer Based Test).

The agency will be responsible for setup and maintenance of command center at Examination Section, SGPGIMS with adequate and technically qualified manpower to successfully execute and monitor the following 03 (three) phases/categories of deliverables as given below:

- ☐ **PRE- EXAMINATION WORK**
- ☐ **CONDUCT OF ONLINE EXAMINATION**
- ☐ **POST- EXAMINATION WORK**

**PHASE/CATEGORY PRE EXAMINATION WORK**

- (a) Designing the online Registration , Examination plan and Examination process under consultation with Examination Section for:
  - Selection of online Examination Centers /Venues
  - Complete Security Management Processes (Physical and Technical for all online examination centers, servers, Desktops, LAN etc)
  - Candidate handling & identification process at Examination Center.
  - Detailed Audit of Software and Hardware i.e. Server/Desktop/LAN etc. to be used at Examination Centers.
  - Other related processes involved for conducting SGPGIMS online exams as required by the Examination Section.
- (b) To prepare and provide documentary manuals of all processes, for safe and secure Conduct of examination, to be followed along with rules for contingency and exception handling/ emergency procedures.

- (c) To provide specifications of Hardware and Software being used at all stages of the SGPGIMS online exams at online Examination Centers and Devices and systems being used for authentication and audit trail mechanisms of SGPGIMS online exams.
- (d) To provide consultancy, training and manpower support to handle the entire SGPGIMS online exams project at the Examination Section. The required Hardware, Software, networking shall be installed by agency at Examination Section, SGPGIMS, Lucknow.
- (e) To provide and setup secured software for Authoring and Complete Examination Management Process at Examination Section, SGPGIMS, Lucknow.
- (f) To provide training/ manpower for generation of encrypted confidential data that will be used for test delivery across various centers.
- (g) To provide Online Examination (CBT) delivery software as per customization of the SGPGIMS.
- (h) To identify required secure Test Centers in various cities as per requirement of Examination Section, SGPGIMS after receiving intimation regarding city locations and approximate number of candidates and provide details in writing within a month along with details of the facilities offered at each of center.
- (i) The location of examination centers/venues should be easily accessible to the candidates and well connected to public transport. As far as possible it should be in a centrally located within the City limits. Centers must be accessible by differently abled candidates.
- (j) While providing computers and relevant software with necessary security systems, the agency shall keep in view the requirements of differently abled candidates.
- (k) Each exam center should be of minimum capacity of 160+10% buffer i.e.16 per 160 systems as buffer and total 176 systems for each online examination slot/session (in very exceptional circumstances it may vary).
- (l) At each examination center there should be sufficient no. of **additional switches** that can be used at the time of emergency.
- (m) To ensure that Test Center has the required suitable Hardware, Software, Internet and LAN connectivity for Conduct of SGPGIMS online exams.
- (n) To ensure 3 tier Electric power supply availability and power backup through Uninterrupted Power Supply (UPS) and Generator for at least 4 hours at each Test Center.
- (o) Minimum one center at each city should be OPH friendly.
- (p) To ensure that sufficient no. of Air conditioners should be available in the examination lab and they should be working properly during the

4



examination.

- (q) To carry out periodic audit at Test Centers for:-
1. Hardware - Processor Speed, RAM, Network and internet connectivity, Key Boards etc.
  2. Software - Operating System, Screen resolution, band width for internet and LAN connectivity, Browser compatibility.
  3. Working conditions of UPS and Generator.
  4. Adequate Air-conditioning in labs.
- (r) To ensure drinking water for candidates (500 ml ISI marked packed water bottle to each candidate during examination.
- (s) Separate toilet facilities for both Boys and Girls, at each floor of examination center.
- (t) To ensure availability of proper security, frisking at the examination centers. Separate frisking facilities for Female candidates. Only Female staff will frisk the female candidates, however, female frisking process should be conducted in three side covered enclosure.
- (u) "Hand Pat Frisking with HHMD (hand held metal detector) would be suffice for frisking however general precautions regarding any pandemic infection need to be followed, if enforced at that time."
- (v) To provide facility of mock test for candidates through website and any support required in this regard is to be provided through call center. Help desk with email and landline no. would be suffice between 9.00 am to 6.00 pm.
- (w) To ensure the functioning of Online Test delivery system by conducting adequate mock drills of actual test delivery system at all examination centers before and Final mock drill to be conducted a day before actual examination on all centers at same time just like simulating the examination day. All computers including buffer computers to be used on examination day shall logged in through dummy roll numbers and report shall be submitted to the Examination Section.
- (x) To provide Hardware and Software required to setup SGPGIMS Command Center for Monitoring, Administration and Control of all activities at all stages during Online Exam.
- (y) The agency shall ensure CCTV in each room of exam center, which shall be accessible to control room of SGPGIMS. However, successful agency shall ensure (i) visibility of all the cameras/rooms in control room/rooms, entire path leading from exam center upto gate of gents and ladies toilets (ii) unedited CCTV footage shall be provided by the successful agency to the Institute.
- (z) To ensure biometric capture of candidate before starting of the examination and after each bio-break taken during examination however

general precautions regarding any pandemic related issues needs to be followed, if applicable.

- (aa) The various blocks of Exam center to be used for online examination should be within the same premises not very far from each other. The entire premises should be secure and not be accessible to unauthorized individuals. There should be a secure entry & exit gate that can be closed to prevent unauthorized entries.
- (bb) The backup server should be properly configured to ensure the redundancy in case the primary server fails.
- (cc) Specification of desktop/laptop must be updated with latest OS and antivirus and no other application apart from exam must be there.
- (dd) Any other work decided by the Examination Section on the basis of requirement of the individual examination.
- (ee) Each examination Center must have facilities of proper security and access control systems including video surveillance etc, to the satisfaction of the Examination Section, SGPGI. This may include, but is not restricted to, using technology for secure access, video surveillance, recording of video surveillance and availability of such recording on demand by the Examination Section, SGPGI. It would be desirable to have facilities for keeping belongings of candidates in Examination Center.

**PHASE/CATEGORY II CONDUCT OF ONLINE EXAMINATION**

- (a) Minimum manpower deployment at each examination center must as per following requirement: -

Each Exam Center of capacity of upto 200 including 10% buffer should have the minimum following personnel's to be deployed by the agency.

Test Center Administrator	1 (One for each center)
IT Manager	1 for each 200 candidates
Invigilators	2 per 24 candidates
Support Staff	2 per 100 candidates (one male and one female)
Security Guards	4 per 100 candidates (two male and two female)
Electrician	1 (One for each center)

**Note:**

*Above staff should be increased proportionately on the basis of candidates allotted to that center.*

- (b) The Conduct of examination would be multidisciplinary / multiple subject/ multilingual as per scheme of examination. Henceforth the

4

test delivery system should be able to handle this aspect of multidisciplinary / multiple subjects/ multilingual very well.

- (c) Language of question papers shall be Bilingual language of English & Hindi.
- (d) To host the exam and manage the test delivery process through intranet based solution at Examination Centers, the computer systems, servers and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
- (e) To securely transmit, download, install and implement confidential data received from Examination Section. The Question Paper installation and implementation shall be as per requirement and instruction of Examination Section, SGPGIMS in real time situation.
- (f) To arrange frisking of candidates at examination center, to disallow any electronic gadgets, pen, paper (other than admit card), bag, purse (Except wallet), any ornaments etc. as per the guidelines of the SGPGIMS.
- (g) To complete registration process of the candidates before start of examination (digital photo, bio-metric finger print etc) and after that allow candidates to appear for test at Examination Centers.
- (h) To arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Online Examination Centers.
- (i) To maintain step by step complete log of all candidate activities during the course of examination, to enable complete audit ability of the assessment process.
- (j) To obtain candidate's feedback through online Feed Back Form, after examination is over.
- (k) Candidate responses to a question paper should be sent back to the central server (Data center) from the server of exam center within one hour from the conclusion of examination in case internet speed is low. However, successful agency shall provide proof in this regard.
- (l) To arrange Video Surveillance at all examination centers. Video Surveillance with recordings has to be submitted after its proper sealing. It would be a compulsory feature and will be utilized as per need of the Examination Cell, SGPGIMS.
- (m) Installation of Jammer in each center.
- (n) 1 No. Landline in each center for communication with every cell to be recorded and recording submitted to SGPGIMS after the exam within 03 days.
- (o) To devise and setup system for monitoring and supervision of

Examination Center activities (Center level/ Candidate's level) at designated office.

- (p) To transfer/export the data in encrypted format including raw score data from local server to Central server and vice versa as per the instruction of Examination section, SGPGIMS.
- (q) To provide blank paper sheet/s to the candidates as per requirement.
- (r) Successful agency shall provide unedited PDF/HTML of candidate response sheet, Ink/Digitally signed supplemented by Hard copy at the end of the test to Examination Section, SGPGIMS.
- (s) "Provision of online link where candidates can logon and view his/her response sheet, or emailing of response sheet to candidates within 48 hours of conduction of examination, by the successful agency"
- (t) To send confidential data of examination as per instruction of Examination Section, SGPGIMS.
- (u) Contingency plan for Student management/Shifting in case of any emergency.
- (v) Proper care and handling of all the logistics provided by SGPGIMS for Conduct of Examination.
- (w) Agency shall provide question bank, if Institute desires so, Question bank for the post of Nursing, Technician, Pharmacist, Physiotherapist, Clerical, Stenographers, Data entry operator, Assistant Accountant, Store keeper, Medical Record Technician, Librarian, Jr. Engineers, Liftman, Lineman, Helper, Attendant, Hospital Attendant, Medical Social worker, Assistant Dietician, Receptionist etc. shall be provided by the successful agency.

**PHASE/CATEGORY III POST EXAMINATION WORK**

- (a) To conduct post examination work under the General direction /guidance of the Examination section or equivalent Committee formed at SGPGIMS
- (b) To calculate marks obtained by each candidate as per requirement of Examination Section, SGPGIMS.
- (c) To carry out other works related to post processing of responses & other confidential data and providing data as required by the Examination Section, SGPGIMS.
- (d) To provide Post Examination Analytics Report in the following manner:
  - i) Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.)
  - ii) Student performance Analysis
- (e) To provide Hardware and Software required for Biometric verification of candidates at various stages starting from conduct of

examination to final selection of the candidates & joining.

- (f) Evaluation of online subjective answer sheet must be done by successfully agency and in this regard it was clarified that (i) Internet based online evaluation shall be done by the successful agency, (ii) there shall be no center/nodal place, but shall be done from remote places of the concerned experts/ examiners, (iii) rates for each evaluation answer sheet must be quoted, (iv) subjective exam shall be conducted by Institute.
- (g) To provide documented inputs and support for handling
- ☐ Students queries
  - ☐ Press interaction
  - ☐ RTI queries
  - ☐ Court Cases

Note:

The agency shall have to carry/demonstrate complete System Test Run (STR) with test data to the SGPGIMS before implementation. The agency should also be able to demonstrate click by click audit trail for any type of enquiry.

- (h) Result/ Merit list to be provided in PDF Format and to be accessible to the authorized/ nominated persons as informed by Exam Cell. Result should be password protected and should only be accessible after punching of three separate password (OTP) forward to authorized persons at the time of declassification on their mobiles.
- (i) Result or any other document should bear their signatures and stamp of the agency on each document asked by the exam cell/nodal officer or any person authorized by the Director.
- (j) Penalty would be imposed on the agency in case of malpractice or involvement of its employees/ persons engaged by it in cheating or any sort of compromise of any exam center. In such a situation the firm/agency will be blacklisting and penalty will also be imposed on it which will include (but not limited to) forfeiture of security money.
- (k) In case of any of the acts mentioned in clause (j) or malpractices the entire responsibility will be of the Exam conducting agency. Lodging of FIR would also be responsibility of exam conducting agency.
- (l) Installation of duplicate server at the exam cell which will record the duplicate logs as being recorded in main server for exam conducting agency will comply and make provision for making good all the requirements in ensuring fair conduct of the exam.
- (m) Mode of Communication with SGPGIMS would be through dedicated mail ids only.