ONLINE EXAMINATION TENDER: PRE-BID QUERY/ SUGGESTIONS

Clarification in response to Pre-Bid Queries for Request for Proposal (RFP) for facilitation to conduct Online Computer Based Examination held at 10:00 AM on Tuesday, 30th October, 2014 at Conference Room No. 4009, Electronics Niketan, 6, CGO Complex, New Delhi 3

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1	1	General Information	Last date of submission of Bid is Thursday 13th November, 2014 12:00 Hrs	NSEIT: We request extension of Bid submission by 2 additional weeks from the date of replies of pre-bid queries. APTECH: As discussed during the pre bid meeting, we request you to kindly extend the date of tender submission if the changes suggested by us are accepted by the committee, we are requesting this extension as the RFP is very exhaustive and needs time to prepare, hence please extend the date of submission for at least two week from the last date of submission.	Agreed, the date of submission of Bid is extended by three weeks from date of publishing of clarification on pre-bid queries on the website
2	18	8	The selected bidder will deploy technically qualified, experienced, adequate manpower to manage the entire examination process at each exam centre as per SOP of the examination. There should be at-least one technical person directly from the Bidder Organisation managing LAN (server) and one person as Center In-charge/ Examination Superintendent at the Examination centre.	NSEIT: NSEIT will have a SPOC at every Test center managing the Test Software Servers. The IT Support at Test Center Venue is normally managed by the third party Venue provider. Sify: For how long (in weeks or months) are these resources need to be deployed? We assume full time till renewal of contract. Pls confirm.	As per RFP. The Center In-charge must be competent enough to handle the examination centre but may not be directly from the bidder organisation.
3	17	5.2 point-11	Online Registrations Module: This module will be required for online registration of candidates with their statistical, biometric and authentication information.	TCS: TCS would request NIELIT to provide a clarity if biometric data has to be uploaded during the online registration. Uploading biometric data during registration would pose a challenge as there is non uniformity in the biometric devices available at various locations. Sify: We assume that biometric information shall be captured at the time of appearing at examination center, and not at the time of registration. Please confirm.	As per RFP. In the absence of UIDAI Aadhaar number, Biometric details of the candidate are to be captured in only non-Aadhaar States. But even for non-Aadhaar States facility for Aadhaar registration will be provided at NIELIT Centres and/or CSC Centers. Where Aadhaar details are not available, Bio-Metric shall be captured at Exam Venue and shall be verified.

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4	17	5.2 point-14	Honorarium/Payment Module: This module would be used to draw and disburse amounts to staff and other human resources as well as to other agencies.	TCS: TCS would request NIELIT to provide clarification on this module. Sify: What is the need of adding this module within the examination system? Also, does it imply that NIELIT's legacy payroll system/ vendor mgmt system needs to be integrated with Exam portal?	Agreed.
5	17	5.2 point-16	Examination Centre Allocation & Scheduling Module: This module would provide optimal solution to the candidates in centre allocation by providing choice/availability of centre.	TCS: The candidate would be able to select the preferred city. We suggest NIELIT that center selection should not be given to candidates as that would increase chances of malpractise by enabling a group of candidates/friends to opt for the same center.	Agreed, the candidate will be able to give preference for the city not the examination centre.
6	17	5.2 point-18	Online Attendance Module: This module would integrate with biometric devices and would provide online status of attendance at each centre.	TCS: NIELIT would have an access to Command Center module and can view the status of present candidates once the log in is done. TCS would request NIELIT to provide clarification on this module.	As per RFP. The Bio-Metric attendance of the ES, Observer and Invigilation staff will also be captured to ensure their presence and fixing responsibilty, in addition to candidates taking examination.
7	18	5.3 Point 1.	To conduct Computer Based Evaluation in a smooth and fair manner at a short notice period (Typically One Week). Depending upon urgency Examination may have to be conducted on a 15 Days Notice although NIELIT will provide actual candidate data at least 7 days prior to conduct of examination.	NSEIT: Given the large volume of exams going Online. It is our request that NIELIT provide candidate data at least 4 weeks in advance in order to make Test Center venue booking.	As per RFP. This will be generally for small exam to the tune of normally 10000 candidates in selected cities, for larger exams due time shall be given.
8	19	5.4	End to End Services and Support – Within 2 months of award of contract. Two months period is meant for initial preparations first time after award of contract (one month for system study and customisation as per NIELIT requirement and one month for deployment and testing before going live).	NSEIT: Given the Scope of Work, we estimate design, development & NIELIT specific customization. Hence we request at least 6-8 months for Go-Live from award of contract. Examination services can be started immediately on an as is basis.	As per RFP

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9	19	5.3 point-17	Managing large Bilingual Question Bank with absolute secrecy	Sify: Bilingual - we assume the languages in discussion are Eng and Hindi. Q. Bank - How many questions in total are expected to be in Q Bank? What shall be the subject matter of questions? What kind of question formats shall be there (MCQs, fill in the blanks, etc.) TCS: TCS requests NIELIT to share the choice of languages for candidates. Pls confirm how many and which all languages the software should support.	As per RFP. It is as per candidate choice and availability of QB in that language otherwise by default English and Hindi. Hindi language will get replaced by Regional Language based on the choice given at the time of filling examination form by the candidate.
10	23	D. Software Ownership	The bidder should have its own developed software which can be customized as per the requirements of NIELIT. Organization should own the complete source code of the software being used for conducting the exam.	APTECH: Since the objective of NIELIT is to make changes in software as per their requirement we request you to kindly accept change as Software should be owned/ licensed by the agency which should be in use at least for the last 3 years, for conducting examination for government clients. Agency should have made changes in the software in past for government clients as per their requirement which should be supported by client testimonials. And the agency should be able to make changes in any of the modules of all the software to meet the requirement of NIELIT w.r.t Scope of Work.	As per RFP
11	23	similar project	The bidder should have successfully executed similar project(s) on all India basis, out of which at least one should be conduct of National Level Computer Based Examination in more than 200 cities or more during last 1 year.	APTECH: We suggest that the bidder should be evaluated on the basis of capability we request you to consider bidders who have done examination in between 150 to 200 cities. It is reflection of the capability that bidder who has done more than 150 cities they can also scale up to more than 200 cities. Sify: We request you to relax this clause. The bidder should have successfully executed similar project(s) on all India basis, out of which at least one should be conduct of National Level Computer Based Examination in more than 100 cities or more during last 1 Year.	The bidder should have successfully executed similar project(s) on all India basis, out of which at least one should be conduct of National Level Computer Based Examination in more than 150 cities and 200 venues or more during last 1 year. The documentary evidence in form of job order and supporting documents along with client report must be enclosed.

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12	23	C. point-II	The bidder should have conducted National Level Computer based Examination of at least 1,00,000 candidates in a single Exam Cycle in a single day in more than 200 cities. The documentary evidence in form of work/contract and client report must be enclosed	APTECH: One lac in day translates to about 25000-30000 in a single slot assuming two to three hour test, hence we request you to please evaluate bidders on conduct of single slot capacity of 25000-30000 as duration and number of days of examination is specific to every client and agency does not have control on that. You may further ask for experience of conducting one or two slots of 25000-30000 in a single day. NSEIT: We request if the Tender Clause can read as follows: The bidder should have conducted National Level Computer based Examination of at least 1,00,000 candidates in a single Exam Cycle in more than 200 cities. The documentary evidence in form of work/contract and client report must be enclosed.	The bidder should have conducted National Level Computer based Examination of at least 1,00,000 candidates in a single Exam Cycle of not more than two days in more than 150 cities and 200 locations. The documentary evidence in form of job/work order and supporting documents along with client report must be enclosed.
13	24	f	Also, the Bidder should have successfully completed Online Computer based Examination, in more than 200 cities in India in a single examination cycle for Upwards of 1,00,000 candidates with minimum conducted capacity of 25,000 Candidates in a single shift. The completion certificate should be submitted along with payment transaction proof to the bidder from the client.	NSEIT: We also request if this point can be relaxed and read as follows: Also, the Bidder should have successfully completed Online Computer basedExamination, in more than 200 cities in India in a single examination cycle for Upwards of 1,00,000 candidates in a single exam cycle. The completion certificate should be submitted along with payment transaction proof to the bidder from the client. Sify: We request you to relax this clause. Also, the Bidder should have successfully completed Online Computer based Examination, in more than 100 cities in India in a single examination cycle for upwards of 100000 candidates with minimum conducted capacity of 15000 candidates in a single shift/50000 in a single day. The completion certificate should be submitted along with payment transaction proof to the bidder from the client.	Also, the Bidder should have successfully completed Online Computer based Examination, in more than 200 venues in atleast 150 cities in India in a single examination cycle for Upwards of 1,00,000 candidates with minimum conducted capacity of 20,000 Candidates in a single shift. The completion certificate should be submitted along with payment transaction proof to the bidder from the client. The documentary evidence in form of job order and supporting documents along with client report must be enclosed.
14	28	7.2.2 a	30% (At least three) of the human resources at each exam centre should be females	NSEIT: As a service provider we will try and have at least 30% female staff at each exam centre. Having said that it may not always be required or available. Hence request you to consider relaxing this point.	Relaxed to the extent that only at exam center with any female candidate, the criteria is to be met out as per RFP.

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15	28	7.2.2 k	To transfer/export the data in secure and encrypted format from Examination Centre to Central server at NIC Data Centre and vice versa as per Online Examination Process.	TCS: TCS requests NIELIT to consider the option of Cert-in certified data center along with NIC data center.	To transfer/export the data in secure and encrypted format from Examination Centre to Data Center and vice versa as per Online Examination Process. Data Center shall be hosting a Central server at Cert-in certified Data centre in India as per Govt of India guidelines issued from time to time.
16	29	7.2.3 d	To prepare certificates valid for lifetime, maintain data and provide digital distribution and verification services.	TCS: TCS requests NIELIT to provide clarity on the below points: 1. Do we need to provide hardcopy of the certificates? Kindly specify security features as well. 2. For how long do we need to store and maintain the data, in case the certificate has to be provided as a soft copy?	As per RFP. Digitally Signed Secure Certificates needs to generated and distributed online only.
17	35	8. b	The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run.	TCS: TCS requests for change as mentioned below: The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run attributable to vendor.	As per RFP.
18	38	15	Penalty Clause / Liquidated Damage: If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the contractor and not in any way attributable to the delay on the part of NIELIT, a penalty @ 2.5% of the bid value of the delayed stage of the item, (subjected to maximum 20%) may be imposed and accordingly the time for the next stage be reduced by NIELIT, to account for the delay.	TCS: TCS requests to reduce the maximum penalty to 10%. NSEIT: We request reducing the Maximum 20% penalty to 10%	As per RFP.
19	39	16	The Bidder shall not subcontract the awarded contract or part thereof.	NSEIT: Please note that the Test Center Venue & Supporting Staff, like Test Administrators, IT Technical Support Engg, Peon & Guards are arranged for by the Test Center Venue provider. This activity is outsourced to Third party Test Center venue providers. Hence request you to consider the sub-contracting clause.	As per RFP. Core activity of software, Examination System and Exam Center Management will rest with the bidder, other support in terms of peon, invigilator, venue etc. can be arranged at bidders own discretion and risk.

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20	55		Webcam (Column iv and v) includes the services as per RFP Document Webcam recordings on all the systems have to be submitted after its proper sealing in offline mode but provision for online option is kept open.	NSEIT: Please clarify if Webcam is required only at the Verification Desk or it is required on every Test Terminal to capture candidate activity.	If required, the webcam and other facilities, whether online or offline, will be intimated in advance.
21	22	2. a	The Bidder should be an ISO-27001 and ISO 9001 certified company and SEI CMMi Level 3 certification or Higher for the Software and services. Copies of the valid certification to be submitted.	APTECH: We would request NIELIT to drop the requirement of CMM certification while keeping the ISO9001 and IS27001 certification as eligibility criteria. ISO9001 fulfils the quality requirement and ISO27001 fulfils the data security and confidentiality requirement.	As per RFP. It is also clarified that Organisation should have a valid certification on the day of issue of RFP. NIELIT is seeking ISO 27001 Certificate so that data security can be ensured, ISO 9001 for the quality of service and SEI CMM Level 3 for very basic quality in terms of software coding practice, management and implementation.
22	18	5.3 Point 5	Help desk setup of 5 seats minimum at premium location (Background Noise Free) to provide 24 X 7 support during the period of contract.	NSEIT: We request that Helpdesk be Setup Monday to Saturday – 9:00 AM to 6:00 PM	Help desk setup of 5 seats minimum at premium location (Background Noise Free) to be provided from 8:00 AM to 8:00 PM on all days support during the period of contract.
23	24	2. G	The bidder should have infrastructure capability in at least 300 districts across India in view of National Digital Literacy Mission project where NIELIT has to conduct examination in all the Districts of India in coming three years. Documentary evidence should be submitted as a proof of infrastructure capability.		The bidder should have infrastructure capability in at least 300 districts across India in view of National Digital Literacy Mission project where NIELIT has to conduct examination in all the Districts of India in coming three years. Undertaking in this regard is to be submitted along with Technical Bid. Documentary evidence should be submitted as a proof of infrastructure capability, before commencement of each examination.