Reply to Pre-Bid Queries

Subject: Tender for Empanelment of Agencies for conduct of CBT for Various Clients of EdCIL.

Tender Ref.: EdCIL/OTAS/CBT /2022 dated 29.11.2022

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
1.			Tender Submission Date	We request that post release of the Pre-bid Queries response – Vendors be given 7-10 working days to work on the Tender documents –hence to please extend the submission date accordingly in case of a delay in release of the Pre-bid queries Response	The last date for submission of bid & original EMD has been extended to 23.12.2022 upto 01.00 PM and the opening of technical bid has been extended to 23.12.2022 at 03.00 PM at EdCIL House, Noida.
2.		82/83	EMD & Tender Fees	We assume the Tender does not have EMD submission and only Bid Declaration to be submitted – pl confirm	Bidder should submit EMD of Rs.40 Lakh (Rupees Forty Lakh only) in the form of Bank Guarantee/ Demand Draft in favour EdCIL (India) Limited. Bidders claiming exemption of EMD as per clause no.8.2 at page no.20 of tender document are require to submit bid securing declaration as per Annexure-18 of tender document.
3.			Credit period	Please request EdCIL to consider the following: The customer shall pay all undisputed invoices within 30 days (or the credit period as negotiated by the business team) from the date of invoice. In the event the customer does not pay the undisputed amounts within 30 days (or the credit days agreed between the client and customer), the same shall be constituted as an EOD by customer. A notice of EOD will be issued with a cure period of 15 calendar days (this is to be included only if there is a cure period made available to us for our EOD) and in the event the EOD is not cured within the cure period given , the service provider shall have a right to	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				terminate the contract without any further notice.	
4.			Financial Bid	Please confirm the vendor to submit a separate financial bid for every tender/contract We assume that Per Candidate means Per Scheduled candidate, per Session, per Exam as per the Admit card issued for Registration portal and also for Exam Activities. Please confirm the rate to be quoted does NOT include COVID Precaution (Social Distancing, Thermal Scanning, Hand sanitizers, face mask etc) as Exams are not conducted currently with Covid Protocols As this is a multi year contract We request that Vendors be allowed to quote GST/ Taxes extra instead of inclusive. Any govt hike in the rate would be accordingly borne by the client.	(a) Please refer clause no.11.2 at page no. 29. (b) The present tender excludes financial bid and thus reply is not possible at present. (c) Covid related requirements are excluded from the scope of work of this tender. (d) Conditions regarding GST/Taxes shall be clarified when the financial bid is invited from the empaneled bidders.
5.		86	Power of Attorney	We request that vendors be also allowed to use their existing Power of Attorney if available – pl confirm	The authorized signatory to the bid must have valid power attorney as on the date of submission of bid.
6.		33	PBG	We request that vendors be allowed to submit PBG either from Nationalized bank or Scheduled bank – pl confirm	PBG is accepted only from Nationalized bank.
7.	7.5	15	Examination Delivery Phase: The successful bidder shall deploy adequately pre-screened and trained manpower and ensure the required hardware and software for smooth conduct of examination at each Exam centre in consultation with EdCIL	Request EDCIL to elaborate more on pre-screened manpower. Is it related to verification of bidder resources or third-party centre resources? i) For third party centre resources bidder can only submit the resource govt. ID card and no relation certificate with EDCIL	The bidder is expected to deploy the desired manpower whether its bidder's own resources or third-party resources, but their background and antecedents should have been properly verified and they must be properly trained to undertake the assigned activities during conduct of CBT.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
8.	7.4.23.12	15	In case any examination centre is damaged causing operational break down/fire/water logging, etc., the successful bidder should have buffer provision for another examination centre including transportation in the same city within the municipal limit so as to shift the candidates and conduct the Examination	Request EDCIL to allow bidder to reschedule the exam on another date in this scenario	No change.
9.	14.17	32	The successful Bidder should be able to support the entire solution (in cities within India and outside India where the exam would be conducted) on 24 hours x 7 days basis with a maximum response time of 3hours	Request EDCIL to elaborate more on support entire solution, please also share frequency of International examinations to be conducted along with Country Name and no. of candidates.	Entire solution refers to the scope of work mentioned in the tender document. Cities outside India refers to conduct of CBT in Kathmandu, Nepal. In case there is a need to conduct CBT in any other city outside India, the bidder would be given mutually agreed sufficient response time.
10.	22 22.1	35	Penalty/liquated damages In case of non-fulfillment of the successful bidder's specific obligation as under the contract, which non-fulfillment leads to data loss/ non-compliance of event-based log/ data saving. The successful bidder shall indemnify EdCIL to the extent of any loss suffered by EdCIL as a result of such data loss/ non-compliance of event-based log/ data saving. However, the total liability of the successful bidder under this clause as well as under any other clause of the contract shall be limited to total amount payable for that particular exam by EdCIL to the successful bidder (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful misconduct or negligence.	Request EdCIL to consider the following: i) The penalty shall be imposed on the bidder only if the cause for such penalty is directly and solely attributable to the Bidder. ii) The total cumulative Penalty imposed on the bidder shall not exceed 5% of the total invoice of the particular service/examination of the respective Order for which the penalty arises. iii) EdCIL shall raise its concerns or objections to the Bidder/Service Provider within 30 days of the services provided. EdCIL shall not impose any penalty/ damages on the Service Provider if no objections are raised within the stipulated period. iv) The Bidder shall be given a cure period of 30 days to rectify/remedy any defaults / defects / shortcomings penalty before imposition	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				of any penalty or termination of contract. v) Any penalty/ damages shall be for proven defaults, solely and directly attributable to the bidder. vi) The Penalty/ damages shall be levied only if there is any deviation from the SOP, which, upon the award of the contract, both parties shall prepare in detail for provision of services and which shall form a part of the Agreement. vii) The bidder shall be given an opportunity of making a representation and of personal hearing before final imposition of penalty. An escalation matrix should be mutually decided between both the parties.	
11.	22.2 22.9	35	If the successful bidder fails or neglects any of the bid obligations under the contract, it shall be lawful for EdCIL to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure. If the delay adversely affects the conduct of examination the security deposit/ performance security will be forfeited and other legal action would be initiated as per terms and conditions of the contract.	Request EdCIL to consider the following: The bidder shall be given an opportunity of making a representation and of a personal hearing before forfeiture of Performance Security. The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder. The successful bidder shall be given a cure period of 30 days to rectify the breach.	No change.
12.	22.4	35	In case the successful bidder fails to fulfill the obligations as per the terms and conditions of the contract, the EdCIL may impose penalty to the extent of 100% of the total payment due for that Computer Based Examination. In addition, the Performance Security may also be forfeited	Request EdCIL to consider the following: The total cumulative Penalty imposed on the bidder shall not exceed 5% of the total invoice of the particular service/examination of the respective Order for which the penalty arises.	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
13.	22.6	35	If the successful bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, EdCIL shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 20% of the order value of the delayed Service(s) or unperformed Service(s).	Request EdCIL to consider the following: If the successful bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, EdCIL shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 5% of Contract Price of the order value of the delayed Service(s) or unperformed Service(s).	If the successful bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, EdCIL shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 10% of the order value of the delayed Service(s) or unperformed Service(s).
14.	22.8	36	In case the successful bidder fails to execute the contract for reasons solely attributable to the successful Bidder, EdCIL shall have the liberty to get it done through any other agency.	Request EdCIL to consider the following: In case the successful bidder fails to execute the contract for reasons solely attributable to the successful Bidder, EdCIL shall give the successful bidder one opportunity before EDCIL desires to get it done through any other agency.	No change.
15.	22.14	36	In case of default noted which is deemed to be of more serious nature compromising on the integrity of the exam, EdCIL reserves the right to recover any cost of damage as is imposed on EdCIL and additionally also recover cost of loss of brand while reserving its right to claim any legal damage as deemed fit.	Request EdCIL to remove this clause or we request EdCIL which shall be capped at a certain percentage.	No change.
16.		36	22.10 to 22.13	Request EdCIL to reconsider the penalties as they are too steep and not as per industry standards	No change.
17.	26	38	Force Majeure	Request EdCIL to consider adding the word "PANDEMIC" as an event of Force Majeure. Request EdCIL to consider the following: The party affected by such Force Majeure condition shall	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				forthwith notify the other Party/Parties, of the nature and extent thereof, in writing, within seven (7) days after the occurrence of such Force Majeure condition and shall, to the extent reasonable and lawful under the circumstances, use best efforts to remove or remedy such cause with all reasonable dispatch.	
18.	27.3	39	Termination for convenience	Request EdCIL to consider the following: Each party shall reserve the right to terminate the contract for reason of convenience by giving a written notice of not less than 30 days to the other party.	No change.
19.	27.2.1	39	EdCIL shall reserve the right to get work completed at the risk and cost of the Service Provider and to recover from the Service Provider any amount by which the cost of completing the work by any other agency shall exceed the value of the contract without prejudice to any other remedies/rights/claims etc. that may be available to EdCIL.	Request EdCIL to reframe this clause as follows: EdCIL shall reserve the right to get work completed at the risk and cost of the Service Provider and to recover from the Service Provider any amount by which the cost of completing the work by any other agency which shall not exceed the value of the for the particular examination/ service without prejudice to any other remedies/rights/claims etc. that may be available to EdCIL.	EdCIL shall reserve the right to get work completed at the risk and cost of the Service Provider and to recover from the Service Provider any amount by which the cost of completing the work by any other agency shall exceed the value of the contract (contract value for the particular examination) without prejudice to any other remedies/rights/claims etc. that may be available to EdCIL
20.	27.2.2	39	Performance Guarantee Bond/Security in any form submitted by the Service Provider shall stand forfeited.	Request EdCIL to consider the following: The bidder shall be given an opportunity of making a representation and of a personal hearing before forfeiture of PBG. The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder. The successful bidder shall be given a cure period of 30 days to rectify the breach.	No change.
21.	28.1	39-40	Intellectual Property Rights	Request EdCIL to consider the following:	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				Each Party shall continue to be the owner and hold their respective Intellectual Property Rights. The rights, title and ownership of the IPR shall not be transferred. The source code of the software shall belong to the software provider. Provision of license for the use of the software for the required term can be discussed between all the parties.	
22.	28.2	40	Notwithstanding the above clause, the successful bidder shall not approach or take over the recruitment services work of any of the existing/ targeted clients of EdCIL for online recruitment examination business during the currency of the Contract. Apart, the successful bidder shall not compete with EdCIL for similar business wherever EdCIL has already submitted its proposal/offer. In case of default a penalty of 3% of the last annual relevant contract value would be recovered from successful bidder.	Request EdCIL to remove this sentence – *"In case of default a penalty of 3% of the last annual relevant contract value would be recovered from successful bidder"*	Notwithstanding the above clause, the successful bidder shall not approach or take over the recruitment services work of any of the existing/ targeted clients of EdCIL for online recruitment examination business during the currency of the Contract. Apart, the successful bidder shall not compete with EdCIL for similar business wherever EdCIL has already submitted its proposal/offer and/or it is existing/old client of EdCIL.
23.	31	41	Integrity Pact (on a Non-Judicial Stamp paper of Rs.100/-): The vendors/ bidders are required to enter into "Integrity Pact" as notified by the CVC vide Circular No.02/01/2017 (fileNo.015/VGL/091 dated 13.1.2017) and amended from time to time. Only those bidders/ vendors who commit themselves to such a pact with EdCIL would be considered competent to participate in the bidding process.	Request the client for the circular along with the latest amendments to understand the legal clauses therein in order to sign the integrity pact with EdCIL	Clause is very clear. However, CVC website & notifications may be referred for better clarity.
24.	34.1.3	42	EdCIL may engage some other agency for the completion of suspended work, which will be carried out at the risk and cost of the Service Provider.	Request EdCIL to reframe this clause as follows: EdCIL may engage some other agency for the completion of suspended work, which will be carried out at the risk and cost of the Service Provider. The costs for completion of the suspended work shall not exceed the value of the contract	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				for the particular examination/service.	
25.	34	41	Suspension	Request EDCIL to consider the following: Payment of all undisputed invoices shall be made by the Client within a stipulated period of thirty (30) days from the date of invoice raised by the service provider. Any unpaid invoice shall be constituted as Event of Default (EOD) by the Client. A fifteen (15) days written notice of EOD shall be issued by service provider to the Client, providing a cure period for the stipulated time. In the event of non-payment of the invoice amount within the cure period, service provider shall have the right to terminate the Contract effective immediately, without any further notice.	No change.
26.	40	45	Indemnity	Request EDCIL to cap the total cumulative Indemnity of the successful bidder at 5% of the Invoice value for the particular service giving rise to such indemnity.	No change.
27.			Opportunity of Personal Hearing/Representation	Request EdCIL to consider the following: The service provider shall be provided an opportunity of personal hearing/ Representation to represent the facts before imposition of any penalty/liability or blacklisting.	Agreed.
28.			Assignment and Sub-contracting	Request EDCIL to consider the following: The successful bidder shall reserve the right to Assign or sub contract a part of the contract with prior written approval from EDCIL.	Clause no.42.6 at page no. 45 of the tender document may be referred.
29.	5.11	8	Descriptive & Skill	We request further clarity on descriptive type questions	The descriptive type questions examines the candidate's understanding of a particular topic. It's about how well they can express their thoughts in words.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
30.	5.5	8	Setting up of Help Desk (12 hrs per day x 7 days a week)	A. We assume the helpdesk with email and telephony support provided for candidates 9.00 am to 6.00 pm on working days will suffice. Please confirm. B. We assume the language of the helpdesk is English & Hindi will suffice the requirement. Please confirm. Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm	(a) The helpdesk service is required normally from 8.00 AM to 8.00 PM x 7 days a week which may slightly vary as per the requirement of end client provided all queries are handled on same day or next day. (b) The language of helpdesk will be English & Hindi and in case of any specific language need from EdCIL's end client then it will be appropriately informed to the bidder. (c) The mode(s) of helpdesk is to be proposed by the bidder.
31.	5.17	8	Reporting of any untoward incident/FIR to local police, as per the advice of EdCIL	A. For FIR related matters we will provide the necessary support and matter to EdCIL & EdCIL will take it forward with Police. B. We assume that vendor's Support is limited to providing document and related data only – pl confirm	No change. It will be the Bidder's responsibility to take care of EdCIL and its client in the matter.
32.	7.2.2	10	Development and hosting of Online Application Registration Portal	A. Please confirm tentative go live date for the Online Application Portal B. We assume duration of hosting in months for the Online Application will be for only 1 month. Please confirm	(a) The tentative go-live date for online application portal depends on the end client's requirement. (b) The duration of hosting of online application depends on the end client's requirement.
33.	7.2.3	10	Provide Link for Payment Gateway	A. For online payment we assume the transaction charges for online payment will be borne either by CLIENT or levied to candidates. Please confirm. B. We assume the registration fees collected through online payment will need to be credited directly into CLIENT bank account. C. Please confirm if the Third party Payment collector for integration will be provided	(a) The decision regarding transaction charges is the prerogative of end client. (b) The modality for collection of application registration fee depends upon the decision of the end client. (c) The payment gateway integration details shall be shared by EdCIL with the bidder.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				by CLIENT or need to be provided by the bidder	
34.	7.2.8	11	Intimation of e-Admit Cards through E-Mail and SMS alerts	A. Please confirm expected / Likely Exam Date(s) B. We assume exams will be required to be conducted only on Sat/Sun. Please confirm C. Please confirm if the exam is to be conducted in Single or Multiple consecutive days D. Please confirm if the exam is to be conducted in Single or Multiple sessions E. How many such exam event/drives are expected to happen in a year? F. Please share historic trend of city wise candidate counts for various Online exams A. Please share the percentage of PWD candidates. We Assume that the PWD candidate can bring his/her own scribe for exam? Please confirm	The information regarding expected/likely exam dates shall be decided mutually after the empanelment process is complete and the work is awarded. The bidder is required to conduct CBT on Saturday and Sunday failing which working days can also be utilized. The CBT can be conducted in single or multiple sessions in consecutive days keeping in view the total number of candidates registered a particular examination. The number of exams/drives depends upon the business available with EdCIL. It is difficult to give a forecast of PWD candidates. The PWD candidates are allowed to bring their own scribe or may ask to provide scribe at the centre which will be informed to the bidder before hand.
35.	7.2.12	11	Creation of question papers, moderation, translation and encryption	A. Please share list of disciplines/subjects/ Topics/ Syllabus for QP content development by bidder B. Please share number of questions per paper (min and max.) C. Please confirm total modules for which QP needs to be prepared Please share syllabus and topics for each of the disciplines / subjects mentioned in the tender for bidder to understanding the QP content development capability required as some of the streams are very niche	The list of disciplines/ subjects/ topics/ syllabus for question paper is dependent upon the requirement of end client which can not be envisaged now.
36.	7.5.1	15	Invigilators - 2 per 30 candidates	Standard ratio for Online CBT is as mentioned below:	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				Invigilators - 2 per 50 candidates We assume above ratio will suffice the requirement. More manpower will add to cost impact. Kindly consider above ratio for manpower.	
37.	3	19	Test Data Archiving	Please provide the duration required for "Test Data Archiving"	The test data should be archived for a minimum period of one year from the date of CBT or it's handing over to EdCIL whichever is later.
38.	5.9	8	Approval of Invigilators deployment policy from EdCIL.	Please share more clarity on the deployment policies.	The bidder is expected to provide the process of identification, educational background, experience, training and antecedent of the persons engaged for invigilation activities before their deployment and get an approval from EdCIL.
39.	7.2.1	10	Approved Process document for the execution of entire project requirement etc. [Project Plan, Deployment of Project Team at EdCIL office (8-10 members)] based on inputs received from end Client.	Need to understand the duration of manpower need to stay at EDCIL office and the level of people.	The required manpower is required to be deployed during the execution of entire project from time to time.
40.	7.2.6	11	Facility of Bulk e-mail & SMS	DLT registration on telecom platform for sending SMS is to be done by EdCIL.	EdCIL will arrange to provide DLT registration on telecom platform for sending SMS from end client. However, if any support desired on the matter will be informed to the bidder.
41.	7.2.7	11	To provide Mock Test Link for practice by the candidates at least 15 days prior to the date of examination. A Process flow video is required to be prepared for a better understanding of the candidates regarding the flow of CBT of that examination.	Need clarification on this, where the video needs to be uploaded, how the candidates are going to access and other relevant details	The process flow video of the mock test will be uploaded in the end client's website which will be accessed by the candidates through their user name and password.
42.	7.2.11	11	The Selected Bidder shall provide a question paper authoring tool that will ensure end-to-end security of the question paper with 256 bit AES encryption along with proper training for the usage of the software.	Need to understand which software and who would be trained.	Whenever, the questions are prepared by EdCIL's end client, the bidder is expected to provide the question paper authoring tool that will ensure end-to-end security of the question paper with 256 bit AES encryption along with proper training for

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
					the usage of the software by the authorized official of end client.
43.	7.2.13	11	The question paper of every candidate should have randomized questions and randomized MCQ responses on the consoles at various test centres. The test engine should have the capability to allow/disallow the revisiting of questions as per the requirements of the end client.	Present system allows candidate to visit any of the question at any time during exam, does this point mean candidates may have to be restricted to go back to previous question once they proceeded to next question, on some specific case/ exam.	The test engine should have the capability to allow/disallow the revisiting of questions as per the requirements of the end client. In case of capability to allow revisiting of questions, the candidate can see questions back and forth during the exam session and in case of capability to disallow revisiting of questions, the candidate once move away from a question and submit his answer can not go back to the same question again.
44.	7.2.21	11	Profile of Question Paper (QP) Setters (Academic Qualification & Work Experience without identifiable details).	Question paper setters are experienced professionals of their domain, request further clarity on what details need to be submitted.	The bidder is expected to provide the profile of question paper setter in terms of their academic qualification & Work Experience without identifiable details.
45.	7.2.28	12	Submission of city-wise availability of nodes on a Pan India basis every fortnight to EdCIL.	Need clarification on this point, details for which all cities to be submitted, availability of nodes on what basis, for some specific date range, request detailed clarification.	The bidder is expected to provide city-wise availability of nodes on a Pan India basis every fortnight to EdCIL so as to tentatively plan for examinations in consultation with end client.
46.	7.3	12	Conduct of computer-based test (Duration of exam may vary from single-multiple days and single-multiple sessions as per the requirement). Provision of downloadable Admit Card (e-mail, SMS alert) and hosting the admit card link on end client's website	Please clarify on the timeline mentioned to schedule the examination since multiple-day examinations would spread over different dates/days. We propose to share the admit card 7 days prior to the examination.	The tentative timeline given at page 12 of the tender document may require conduct of CBT in multiple days depending upon the total number of candidates registered for a particular examination and the decision regarding the timeline for hosting of admit card will be mutually decided with EdCIL's end client will be informed to bidder accordingly.
47.	7.4.1.1	13	Approved Process document for execution of entire project requirement etc. [Project Plan, Deployment of Project Team at EdCIL office (4-5 members)] based on inputs received from end Client. The CV of the project team shall be approved in advance from EdCIL.	Need more clarity on the mentioned point whose details and CV needs to be shared.	The CV of the project team to be deployed for entire project requirement need to be shared with EdCIL in advance.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
48.	7.4.23.4	15	The successful bidder shall also ensure that they have all statutory clearances at the examination centres for the deployment of jammers. However, the supply and installation of jammers shall be made through EdCIL's empanelled vendor.	Assuming our responsibility would be limited to getting necessary permission from the exam venue premises.	The bidder is required to comply with applicable statutory clearance if any for the deployment of jammers. However, EdCIL will inform/seek necessary approval Cabinet Secretariate for installation of low frequency jammers.
49.	7.4.23.5	15	The Test Centres should have separate Entry & Exit Gates with signage so that smooth entry and exit to/ from the Examination Centres is ensured for conduct of Examination.	There may be venues where the entry and exit points could be the same. In such cases, the entry for the next batch be post the exit of the previous batch.	The bidder is expected to organize test centres which is having separate Entry & Exit Gates in order to avoid chaos.
50.	7.5.1	16	EdCIL reserves its right to collect and verify the details (Identity) of Invigilators and staff deployed at various exam centre(s).	Need clarification on this point, what kind of background verification is expected.	The bidder is expected to verify the antecedents of the Invigilators and staff deployed at various exam centre(s).
51.	7.5.3	16	Performance Criteria Must support at least 400 machines clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with a time stamp for audit purposes.	Our server supports up to 250 clients at a time.	Performance Criteria Must support at least 250 machines clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with a time stamp for audit purposes.
52.	7.5.5	17	The successful bidder should be able to conduct the examination with a question paper prepared from battery type. In case of reliance on the question bank process of creation of question, the method of the randomness of selection of question may be pre-vetted by EdCIL and as per the guidelines provided by EdCIL.	Need clarification on this point.	As per Tender document.
53.	7.5.6	17	The Examination Software should have the technical capability to restrict the re-visiting of questions, if required.	Please clarify if the candidate should be allowed to review the question before final submission.	The candidate should be allowed to review the question before final submission, however, the Examination Software should have the technical capability to restrict the re-visiting of questions, if required.
54.	7.5.12	17	While the examination will be conducted on a local LAN, data of test progress should be transferred to central server every 10 minutes (or as specified by EdCIL) for monitoring purposes. The successful bidder	We presume this as the dashboard for exam monitoring.	The bidder is required to provide a dashboard for examination related statistical data monitoring.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
			should provide reports to EdCIL to view the test progress at all the Centres during the examination.		
55.	7.5.14	17	The successful bidder would arrange for the necessary servers to conduct the examination at each test centre. One main server and one backup server will be available for every 250 candidates at a test centre.	Point no 7.5.3 mentioned server strength as 400, we are considering this as the strength.	Please refer reply at S.No.51 clause 7.5.3.
56.	7.5.22	18	At the end of the exam, transfer/export of candidate response and audit trails shall be done by the successful bidder on secured channel from local server to Central server of the successful bidder within 4 hours from each exam centre. Other data such as attendance sheet, seating plan, application PDF etc. (if any) should be sent to EdCIL within 7-10 days of the conclusion of the examination.	Timelines for Submission of documents and CCTV Recording will be discussed mutually.	No change. Other data such as attendance sheet, seating plan, application PDF etc. (if any) should be sent to EdCIL within 7-10 days of the conclusion of the examination. CCTV recording and its data submission will be done by separate vendor.
57.	7.6.4	18	The successful bidder should be able to handover the raw responses/data to EdCIL immediately (same day) after the candidate's response is uploaded from local exam server. The software should have the capability to take the answer key post examination. The data also needs to be uploaded to a server at the Master Control Facility of the successful bidder. After confirmation of proper transfer of data to the server, the Test Administrators of the successful bidder in the presence of EdCIL representatives, should demonstrate complete automatic deletion of the responses and audit trails in the hard disc of the main and backup server.	The audit trails and other related details remain on the servers in encrypted format, which is not deleted immediately, the same is removed through a system level formatting after confirming all related data is retrieved at central server level.	The bidder is required to ensure adherence to the requirement mentioned in the relevant clause of the tender document incorporating the modalities adopted by them.
58.	7.6.5	18	The successful bidder should be able to provide link to each candidate its own response after the examinations in order to raise any objection/queries with respect to questions, candidate's response, and answer key (s).	We suggest to upload master question with correct answer only since that would reduce number of objections substantially.	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
59.	7.6.6	19	7.6.6 The successful bidder shall provide Post Examination Analytics Report in the following manner: 7.6.6.1 Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) as per requirements of EdCIL. 7.6.6.2 Candidate (s)performance Analysis (Post wise, Shift wise, Centre wise, area-wise, discipline wise, gender-wise, etc.); 7.6.6.3 Psychometric Analysis of Question Papers. 7.6.6.4 Analyse audit logs and provide a summary of audit logs like number of clicks, time log, MAC, IP address etc. 7.6.6.5 To provide audit trail & related report of result preparation in order to ensure that there is no tempering taken place during result preparation. 7.6.6.6 To provide forensic analysis report regarding proxy candidates, unfair means report etc. 7.6.6.7 Any other reports by analyzing the data stored, whenever required by EdCIL.	We suggest the required to be mutually discussed and finalized.	No change.
60.	9. Essential Pre-Qualification Criteria	21	Average turnover of the bidder should be minimum Rs.50 crores in last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22). Organization must be having positive net worth as on 31st Mar 2022.	We recommend to consider Total (not average) 50Cr minimum turn over in last 3 FY. Organization must be having positive net worth as on 31st Mar 2022.	Based on the pre-bid query point no. 3.1 of 'Essential Pre-Qualification Criteria' at page 21 of the tender document stands modified as below: Average turnover of the bidder should be minimum Rs. 25 crores in last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22). Organization must be having positive net worth as on 31st Mar 2022.
61.			Average annual turnover of the bidder from Computer Based Test should be minimum Rs. 10 crores in last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22).	We recommend to consider CBT based revenue to be kept at 10Cr in total and not average.	No change.
62.	Bidder's	22	The bidder must have successfully executed at least 5 (five) (conduct	Our Suggestion:	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
	experience in Computer Based Test (CBT) in INDIA		of CBT) projects of 01 (one) Lakh candidates each on all India basis, out of which at least one project should be Conduct of Computer based Examination of at least 50,000 candidates scheduled in a single shift.	The bidder must have successfully executed at least 1 (Three) (conduct of CBT) projects of 01 (one) Lakh candidates each on all India basis, out of which at least one project should be Conduct of Computer based Examination of at least 30,000 candidates scheduled in a single shift	Only the work orders for Government Departments or Central/State PSUs in India of the concerned bidding agency will be considered and not of the group companies or consortium or its subsidiaries / sister concerns etc.
63.	10.2 – 3 – 3.2	25	The average turnover of the bidder should be minimum INR 50 crores in last 3 consecutive financial years ending 31.03.2022. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries /sister concerns etc.	Request you to reduce the average turnover from INR 50 crore to INR 20 crore in the last 3 consecutive financial years ending 31.03.2022. Request you to consider points as below: Less than 20 Crore =20Crore and <=30 Crore >30 Crore and above	Based on the pre-bid query point no. 3.2 of 'Marking Criteria for Technical Evaluation of Bids' at page 25 of the tender document stands modified as below: The average turnover of the bidder should be minimum INR 25 crores in last 3 consecutive financial years ending 31.03.2022. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries /sister concerns etc. Less than 25 Crore (0 marks) >=25 Crore and <=50 Crore (3 marks) >50 Crore and above (6 marks)
64.	10.2 – 4 – 4.2	25	Maximum Number of candidates appeared in CBT in single shift during FY 2019-20, FY 2020-21 & FY 2021-22	Request you to reduce the no. of candidates in a single shift from 75,000 to 70,000 candidates Request you to consider points as below: <50,000 Candidates >=50,000 and <70,000 Candidates >=70,000 & Above Candidates	Based on the pre-bid query point no. 4.2 of 'Marking Criteria for Technical Evaluation of Bids' at page 25 of the tender document stands modified as below: Maximum Number of candidates appeared in CBT in single shift during FY 2019-20, FY 2020-21 & FY 2021-22 <50,000 Candidates = 00 Marks >=50,000 and <60,000 Candidates = 06 Marks >=60,000 & above Candidates = 08 Marks
65.	6- 5	9	Rs.40 Lakhs (Rupees Forty Lakh only) – To be submitted in the form of Bank Guarantee /	EMD should be exempt from MSME as per clause 8 Point No. 8.2 & 8.5	EMD as per clause no.8.2 at page no.20 of tender document are require to submit bid securing

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
			Demand Draft in favour of EdCIL (India) Limited payable at Noida. The bids without EMD shall be summarily rejected.		declaration as per Annexure-18 of tender document.
66.	10.2 – 1– 1.2.2	24	The organization should have in house100 technical personnel (Graduate with relevant IT knowledge) to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software	Request you to reduce the Technical Personnel from 100-75	No change.
67.	10.2 – 4– 4.3	25& 26	Number of academic/recruitment Assignments completed with 50,000 or more candidates in India during FY 2019-20, FY 2020-21 & FY 2021-22 Less than 3 assignments 3 to 5 assignments More than 5 assignments	Request you to reduce the No of Assignments Less than 2 assignments 2 to 3 assignments More than 3 assignments	No change.
68.	9-2-2.1	21	CMMI level certificate is necessary for Organization along with proof of result published on CMMI website at https//www.cmmiinstitute.com/pars/. The bidder's CBT software should be STQC certified or the processes meet ISO 9001 & 27001 standards. The CBT software should meet the cyber security audit requirements as specified by CERTIN.	Request you to revoke on CMMI published on the website https//www.cmmiinstitute.com/pars/. We will provide the CMMI Level 5 Certificate	Based on the pre-bid query point no. 2.1 of 'Essential Pre-Qualification Criteria' at page 21 of the tender document stands modified as below: CMMI level certificate is necessary for Organization along with online proof of result published on Certificate Issuing authority's website or CMMI website at https//www.cmmiinstitute.com/pars/. The bidder's CBT software should be STQC certified or the processes meet ISO 9001 & 27001 standards. The CBT software should meet the cyber security audit requirements as specified by CERTIN.
69.	10.2 – 7 – 7.1	26	Exam software system is able detect, log and prevent if any candidate utilizes another communication mechanism/ device (external or internal hardware in node) for cheating. The communication mechanism/ devices include Bluetooth, Wifi,	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
			Internet, KVM switch, USB, Hard Drive, Dongles, and Camera		
70.	10.2 – 7 – 7.2	27	Exam software system is able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external network to the exam nodes and the centre server.	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
71.	10.2 – 7 - 7.3	27	Exam software system is able to detect, log and prevent attempts which can interfere with the integrity of the exam on node. This should include addition of hardware, interference from unauthorized software or service and external network traffic.	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
72.	10.2 – 7 - 7.4	27	Strong access controls are maintained before, during and after the exam on the centre server and Central Server containing results data	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
73.	10.2 – 7 - 7.5	27	The bidder maintains integrity of the exam software installed on the exam node. Mechanisms are in place to assess the integrity of the software (version, executable and randomization of the questions/ answers) before usage during exam.	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
74.	10.2 – 7 - 7.6	27	The bidder generates and maintain accurate mapping of candidate to the centre, shift and exam node. All changes to the candidates exam node during exam is captured accurately.	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
75.	10.2 – 7 - 7.7	27	The bidder captures and records all user access logs of all critical IT infrastructure. The infrastructure includes exam centre servers (primary, backup, and registration), candidate node (candidate log), routers/switches used at the exam centres, and central server. The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed and what time).	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
76.	10.2 – 7 - 7.8	28	The bidder maintains accuracy of time during the conduct of the exam. This includes how time is maintained at exam centre (node time, exam start/stop, extra time, candidate breaks, and PwD) and the activities performed from Central Server (communication with centre servers).	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
77.	10.2 – 7 - 7.9	28	The bidder sanitizes the exam related data on the exam centre servers (primary, backup and registration), exam node and at Central Server after the execution of exam.	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
78.	10.2 – 7 – 7.10	28	The bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switch/router that is used in the conduct of the exam.	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
79.	10.2 – 7 - 7.13	28	Exam software system should have the capability to add video type questions	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
80.	10.2 – 7 - 7.14	28	Handling of network failure during exam (between center and HQ or center server and candidate computer)	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
81.	10.2 – 7 - 7.13	28	Detection and prevention of remote access of candidate computer.	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
82.	10.2 – 7 - 7.14	28	Encryption of network traffic between candidate node, servers and data center	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
83.	10.2 – 7 - 7.15	28	Security of question paper preparation and upload to bidder's software	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
84.	10.2 – 7 - 7.16	29	Detecting and preventing malpractice related to unscheduled candidates at exam center	We can provide a self-certificate	The bidder is expected to make a presentation on exam software system before the tender evaluation committee.
85.	Note: (c)	10	EdCIL reserves the right wherever necessary the work may be divided in two or more agencies.	We request more clarity on this point. Ideally work is awarded end-to-end. Ownership of project delivery will remain with one party. How will	The division here means CBT(s) [as per the scope of work mentioned in the tender document for a particular examination] to separate

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				commercials work in case work is divided?	empaneled vendor(s) as per the decision of EdCIL.
86.	7.2.16	11	Conduct of computer-based tests ensuring physical security, data security, web surveillance	Does this include live streaming? Please elaborate.	The scope of work under the subject excludes CCTV live streaming.
87.	7.4.23.2	14	The examination centres should have all necessary amenities/facilities for PWD Candidates, including wheelchair, ramp, toilet, etc.	Venues will not have wheelchairs. While other facilities can be provided, we request you to reconsider the point on wheelchair.	No change.
88.	7.23.14	15	The successful bidder shall also ensure that they have all statutory clearances at the examination centres for the deployment of jammers.	Since EdCIL is the exam conducting body, clearance to use jammers will be given to the exam conducting body. Bidder will be a third party and getting such clearances may not be possible	EdCIL will inform/seek necessary approval from Cabinet Secretariate for installation of low frequency jammers.
89.	7.5.10	17	Arrangement of scribe for and other amenities for PWD candidates as per GOI Norms	It is advised that the scribes be arranged by the candidates. For most exams scribes are arranged by candidates themselves only	The PWD candidates are allowed to bring their own scribe or may ask to provide scribe at the centre which will be informed to the bidder before hand.
90.	7.6.6	19	All points under this clause	These points need to be reconsidered. Forensic analysis, etc. are time consuming processes. Adequate time must be provided to do these analyses	The bidder will be allowed reasonable time to submit the analysis as and when required.
91.	10.2.1.1	24	Overall IT staff strength (Graduate with relevant IT knowledge) [Project Management/ Development/ Quality Assurance/ Implementation/ Operations] 1 -100 – 0 points 101 – 200 – 4 points 201-250 – 6 points 251 & above – 8 points	Since exams will be conducted with varied volumes, we think that a staff strength of around 200 will b sufficient to implement such high stake projects. We have successfully conducted high stake exam projects with this staff strength. We request you change the clause as under 1 -50 – 0 points 51 – 100 – 4 points 101-150 – 6 points 151 & above – 8 points	No change.
92.	10.3.2	25	Average Turnover Less than 50 Cr – 0 points >=50 Crore and <=75 Crore – 3 points >75 Crore and above – 6 points	We request you change the clause as under for Average Turnover Less than 40 Cr – 0 points >=40 Crore and <=60 Crore – 3 points >60 Crore and above – 6 points	Point no. 3.2 of 'Marking Criteria for Technical Evaluation of Bids' at page 25 of the tender document stands modified as below: The average turnover of the bidder should be minimum INR 25 crores in last 3 consecutive

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
					financial years ending 31.03.2022. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries /sister concerns etc. Less than 25 Crore (0 marks) >=25 Crore and <=50 Crore (3 marks) >50 Crore and above (6 marks)
93.	10.4.2	25	Maximum Number of candidates appeared in CBT in single shift during FY 2019-20, FY 2020-21 & FY 2021-22 <50,000 Candidates – 0 points >=50,000 and <75,000 Candidates – 6 points >=75,000 & above Candidates – 8 points	Request you to change the clause as under <40,000 Candidates – 0 points >=40,000 and <50,000 Candidates – 6 points >=50,000 & above Candidates – 8 points	Based on the pre-bid query point no. 4.2 of 'Marking Criteria for Technical Evaluation of Bids' at page 25 of the tender document stands modified as below: Maximum Number of candidates appeared in CBT in single shift during FY 2019-20, FY 2020-21 & FY 2021-22 <50,000 Candidates = 00 Marks >=50,000 and <60,000 Candidates = 06 Marks >=60,000 & above Candidates = 08 Marks
94.	21	34	Terms of Payment	Request that the payment schedule be made milestone based, as below · 30% of the payment to be made once admit cards are generated · 20% of the payment to be made upon submission of details of test venue · 20% payment to be made upon submission of reports · 30% payment to be made upon within a week of submission of final invoice	No change.
95.	22	35	Penalty & Liquidated Damage	The SLAs mentioned are very steep. This could be very subjective and could lead to dispute. Hence, we request you have a maximum penalty cap of 5% of project value	No change.
96.	5.13	8	Coordination in deploying jammer, CCTV surveillance &	Please confirm if all the equipment mentioned in the	The equipments w.r.t. jammer, CCTV surveillance & recording,

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
			recording, Biometric, Frisking through HHMD, Thermal Scanning, and Crowd Management facility obtained by EdCIL from separate vendor	section will be provided by different vendors	Biometric, Frisking through HHMD, Thermal Scanning, and Crowd Management facility obtained by EdCIL from separate vendor.
97.	5.14	8	Obtaining all statutory clearances for smooth conduct of CBT	Please elaborate the list of Statutory Clearance.	The clause is self-explanatory.
98.	5.17	8	Reporting of any untoward incident/FIR to local police, as per the advice of EdCIL	As per our understanding any untoward incident will be reported to EdCIL and further course of actions will be decided mutually.	The bidder is expected to report any untoward incident/FIR to local police as per the advice of EdCIL.
99.	5.22	9	Timely submission of specific data/inputs as may be required by any statutory/end client/legal authority. Submission of various customized reports as per the requirements of EdCIL	Please clarify based on previous experience what type of specific data / inputs are required. And also provide the timelines for submission of these data points. Provide format of customized report, if available	The specific data/inputs as may be required by any statutory/end client/legal authority for a particular project depends on the need of the end client and therefore, the bidder is expected to submit customized reports as per the requirement and the format of the same can be decided mutually. The reports are required to be submitted within a reasonable timeline.
100.	7.3.3(iii)	12	Setting up, moderation and translation of question papers	We request that you to kindly increase the timeline from 30 to 45 days, since some typical papers may take time depending upon the exam requirement and availability of Subject Matter Expert	The activity for setting up, moderation and translation of question papers is a parallel activity which can be started immediately after award of the work and in case of any typical paper, the timeline can be mutually decided keeping in view the requirement of end client.
101.	7.3.7	12	Inviting online representations from candidates related to questions and answers keys post examination	To get genuine requests, we request that EDCIL should integrate payment in the objection tracker	No change. However, whether to integrate payment for raising objection is to be decided by EdCIL's end client.
102.	7.5.1	15	Two per 30 nodes (minimum 2 in a room) with one additional invigilator for every next 30 candidates	We request you to change the Candidate, Invigilator ratio as 30:1 i.e One Invigilator Per 30 Nodes	No change.
103.	7.5.22	18	At the end of the exam, transfer/export of candidate response and audit trails shall be done by the successful bidder on secured channel from local server to Central server of the successful bidder within 4 hours from each exam centre.	Request you to kindly allow data transfer/export of candidate responses and audit trails within 8-10 hours after the end of the examination from each center	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
104.	Note Clause 3	19	Test Data Archiving: The successful bidder shall archive the result and other examination data for future reference after the specified time, as per the requirement of EdCIL	Please suggest the timelines to archive the result and other examination data for future reference	The test data should be archived for a minimum period of one year from the date of CBT or it's handing over to EdCIL whichever is later.
105.	8.3/8.6.3	20	The EMD of successful bidder will be retained till completion of the contract period	Please return the EMD to the successful bidder once the PBG has been collected from them	No change.
106.	9.1.1.3	21	Bidder should own the source code of the application software and all its components.	We request you to seek the document proof as Notarized Self-Declaration on Rs.100 stamp paper	Modified
107.	10.2.2	24	CMMI level (Organisation-Development/ Services) CMMI level 3 Development/ Services =01 Marks CMMI level 5 Development/ Services =04 Marks	We request you to kindly change the clause as CMMI level (Organisation-Development/ Services) CMMI level 3 and PCMMi Level 3 and above =02 Marks CMMI level 5 PCMMi Level 5 =04 Marks	No change.
108.	10.2.5.2	26	Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies = 04 Marks Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with Cert-in/ ISO Certified infrastructure = 08 Marks	Please change the clause as Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security Tier-III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies = 04 Marks Tier IV Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with Cert-in/ ISO Certified infrastructure = 08 Marks	No change.
109.	11.1	29	EdCIL shall be free to curtail the empanelment at any time during the period of empanelment, without assigning any reason.	We request EdCIL to provide suitable reasons to curtail the empanelment.	No change.
110.	22.2	35	If the successful bidder fails or neglects any of the bid obligations under the contract, it shall be lawful for EdCIL to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure.	EdCIL to provide reasonable time and opportunity to complied to scope of work's requirement. Any in case of any failure or neglect, EdCIL to provide reasonable time and opportunity to rectify defect before levying any penalty	No change.
111.	22.4	35	In case the successful bidder fails to fulfill the obligations as per the	We suggest capping 5% penalty of total value of work where not	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
			terms and conditions of the contract, the EdCIL may impose penalty to the extent of 100% of the total payment due for that Computer Based Examination. In addition, the Performance Security may also be forfeited	fulfilled after reasonable opportunity is given to rectify any defect.	
112.	22.6	35	If the successful bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, EdCIL shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 20% of the order value of the delayed Service(s) or unperformed Service(s).	We suggest maximum deduction to be changed to 5% of the order value of the delayed Service(s) or unperformed Service(s).	Based on the pre-bid query point has been revised as per below: If the successful bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, EdCIL shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 10% of the order value of the delayed Service(s) or unperformed Service(s).
113.	5	69	I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking /Autonomous bodies.	Please refer to the Clause 9.1.6.6 of Essential Pre-Qualification Criteria where it has been mentioned that *The bidder should not have been blacklisted for any corrupt and fraudulent practices by Central/ State Government Departments / Public Sector Undertakings / Autonomous Bodies/Central Vigilance Commission (CVC) with regard to the works executed by it as on the day of bid submission.* So, it is implied that the same clause applies here also.	Based on the pre-bid query point no. 5 of Annexure-11 at page 69 of the tender document stands modified as below: "I / We do hereby declare that our Firm has not been blacklisted for any corrupt and fraudulent practices by Central/ State Government Departments / Public Sector Undertakings / Autonomous Bodies/Central Vigilance Commission (CVC) with regard to the works executed by us as on the day of bid submission."
114.	7.2.9	11	Setting-up of Help Desk (12 Hours per day x 7 Days a week).	We request you to please keep it (9 Hours per day x 6 Days a week).	No change.
115.	21	34	Terms of payment	Please clarify the payment terms based on each milestone.	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				We also suggest you to make the provision of at least 30% advance before the commencement of the CBT exam.	
116.	Annexure-1 Point VII	49	No advance payment shall be made	We suggest 30% advance payment on signing of the contract	No change.
117.	10.2.5.2	25	Maximum Number of candidates appeared in CBT in single shift during FY 2019-20, FY 2020-21 & FY 2021-22 <50,000 Candidates = 00 Marks >=50,000 and <75,000 Candidates =06 Marks >=75,000 & above Candidates =08 Marks	Please change the clause as *Maximum Number of candidates appeared in CBT in single shift during FY 2019-20, FY 2020-21 & FY 2021-22* *<50,000 Candidates = 00 Marks* *>=50,000 and <60,000 Candidates =06 Marks* *>=60,000 & above Candidates =08 Marks*	Based on the pre-bid query point no. 4.2 of 'Marking Criteria for Technical Evaluation of Bids' at page 25 of the tender document stands modified as below: Maximum Number of candidates appeared in CBT in single shift during FY 2019-20, FY 2020-21 & FY 2021-22 <50,000 Candidates = 00 Marks >=50,000 and <60,000 Candidates = 06 Marks >=60,000 & above Candidates = 08 Marks
118.	10.2.1.1	24	Overall IT staff strength (Graduate with relevant IT knowledge) [Project Management/ Development/ Quality)	Request you to please amend under supporting documents requirement: EPF registration Certificate, EPF challan as well where number of employees mentioned with employee list.	No change.
119.	9.1.1	21	The bidder should be a company/firm registered in India. The bidder should be operating in India for a minimum of last 5 Financial Years ending 2021-22 with an objective of offering relevant Computer Based Test Services in examination-based projects to Government Departments or Central/State PSUs in India.	In light of the fact that this is a high stakes examination covering the entire country, only experienced companies having robust experience of more than 10 Years should be allowed to participate in the RFP. Hence , we request you to amend the clause as The bidder should be a company/firm registered in India. The bidder should be operating in India for a minimum of last 10 Financial Years ending 2021-22 with an objective of offering relevant	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
				Computer Based Test Services in examination-based projects to Government Departments or Central/State PSUs in India.	
120.	10.2.4.1	25	Number of Years in Computer Based Test (CBT) Less than & equal to 05 years = 00 Marks >= 5 Years to =10 Years = 2 Marks >10 Years = 4 Marks	Please change the clause as Number of Years in Online Test Less than & equal to 10 years = **00 Marks** >= 10 Years to =15 Years = **2 Marks** >15 Years = **4 Marks**	No change
121.	9.1.3.2	21	Average annual turnover of the bidder from Computer Based Test should be minimum Rs. 10 crores in last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22).	Since the number of candidates is expected to exceed 25 lakhs, we request that the committee should search for reliable and financially viable bidders. These bidders should be capable of completing the assignment on time. Thus, I request you to change the average annual turnover from CBT to 20 crores for the last 3 financial years (FY 2019-20, FY 2020-21, and FY 2019-20).019-20).	No change.
122.	10.2.3.1	25	The bidder's Average Annual Turnover during last three financial years ending 31.03.2022 should be INR 10 crores or more in India from Computer Based Examination Less than 10 Crore (0 marks) >=10 Crore and <30 Crore (3 marks) >=30 Crore and above (6 marks)	Please change the clause as The bidder's Average Annual Turnover during last three financial years ending 31.03.2022 should be INR 20 crores or more in India from Computer Based Examination Less than 20 Crore (0 marks) >=20 Crore and <30 Crore (3 marks) >=30 Crore and above (6 marks)	No change.
123.	9.3.1	21	Average turnover of the bidder should be minimum Rs.50 crores in last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22). Organization must be having positive net worth as on 31st Mar 2022.	We request you to change the minimum average turnover to Rs.35 Crores in the last 3 FY. Please change the clause as Average turnover of the bidder should be minimum Rs.35 crores in last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22). Organization must be having positive net worth as on 31st Mar 2022	Based on the pre-bid query point no. 3.1 of 'Essential Pre-Qualification Criteria' at page 21 of the tender document stands modified as below: Average turnover of the bidder should be minimum Rs. 25 crores in last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22). Organization must be having positive net worth as on 31st Mar 2022.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
124.	17	48	Indicate if organization has been blacklisted or unable to deliver Online Computer Based Examination for any of the offices of Centre or State Govt. or any of its other customers? If so, details may be provided	We request you to change the sentence as Indicate if organization has been blacklisted or unable to deliver Online Computer Based Examination for any of the offices of Centre or State Govt. or any of its other customers during last One year? If so, details may be provided	Based on the pre-bid query point no. 17 of Annexure-1 at page 48 of the tender document stands modified as below: Indicate if organization has been blacklisted or unable to deliver Online Computer Based Examination for any of the offices of Centre or State Govt. or any of its other customers in last one year? If so, details may be provided.
125.	Undertaking	56	'We certify that any owner/stakeholder/employee or group of persons of our company/firm has not been caught/involved/booked/charge-sheeted/convicted/ punished / debarred for unfair- means In any examination assignment undertaken by our company/firm'	We request you to change the cluse as We certify that any employee / group of persons of our company / firm has not been caught / involved / booked / charge-sheeted /convicted /punished / debarred for unfair means in any examination assignment undertaken by our company/firm in the last one year.	Based on the pre-bid query point stands modified as below: We certify that any owner/stakeholder/employee or group of persons of our company/firm has not been caught/involved/booked/charge -sheeted/convicted/ punished / debarred for unfair- means in any examination assignment undertaken by our company/firm in the last one year.
126.	5	69	I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking /Autonomous bodies	We request you to change the cluse as I / We do hereby declare that our Firm is not blacklisted/ debarred by any Govt. Department/Public sector undertaking /Autonomous bodies as on the day of bid submission	Based on the pre-bid query point no. 5 of Annexure-11 at page 69 of the tender document stands modified as below: "I / We do hereby declare that our Firm has not been blacklisted for any corrupt and fraudulent practices by Central/ State Government Departments / Public Sector Undertakings / Autonomous Bodies/Central Vigilance Commission (CVC) with regard to the works executed by us as on the day of bid submission."
127.	7.2.9	11	Setting-up of Help Desk (12 Hours per day x 7 Days a week).	Request to change the Help Desk support timings Timing: 9:00 AM to 6:00 PM From Monday to Friday	The helpdesk service is required normally from 8.00 AM to 8.00 PM x 7 days a week which may slightly vary as per the requirement of end client provided all queries are handled on same day or next day.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
128.	8.3/8.6.3	20	The EMD of successful bidder will be retained till completion of the contract period	*The MSME procurement policy exempts companies that are registered as MSEs from paying earnest money which includes EMD, Performance Guarantee and Security Deposit. Please clarify whether it is applicable for this tender.*	EMD as per clause no.8.2 at page no.20 of tender document are require to submit bid securing declaration as per Annexure-18 of tender document.
129.			Last date of submission of original EMD 15.12.2022 up to 01:00 PM at EdCIL Office, Noida.	Request you to kindly extend the bid submission date to 29.12.2022	No change.
130.		3	Tenderer who has downloaded the tender from the EdCIL website http://www.edcilindia.co.in/Etenders or Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/ modified in any manner, the tender will be completely rejected, EMD would be forfeited, and the tenderer is liable to be banned from doing business with EdCIL.	The tender is not available on **https://eprocure.gov.in/eprocure/app**. Request you to kindly check and revert.	The tender is available on EdCIL website http://www.edcilindia.co.in/Etenders, Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app and www.tenderwizard.com/EdCIL.
131.	9.4.2	22	The bidder must have successfully executed at least 5 (five) (conduct of CBT) projects of 01 (one) Lakh candidates each on all India basis, out of which at least one project should be Conduct of Computer based Examination of at least 50,000 candidates scheduled in a single shift.	Request you to kindly change the clause as The bidder must have successfully executed at least 5 (five) (conduct of CBT) projects of 75 thousand candidates each on all India basis, out of which at least one project should be Conduct of Computer based Examination of at least 30,000 candidates scheduled in a single shift	No change.
132.	5.13	8	Coordination in deploying jammer, CCTV surveillance & recording, Biometric, Frisking through HHMD, Thermal Scanning, and Crowd Management facility obtained by EdCIL from separate vendor	Please confirm if all the activities mentioned under this clause (Jammer, CCTV, Biometric, Frisking through HHMD, Thermal Scanning, and Crowd Management) will be obtained from separate vendors/agency.	All the activities w.r.t. jammer, CCTV surveillance & recording, Biometric, Frisking through HHMD, Thermal Scanning, and Crowd Management facility obtained by EdCIL from separate vendor.
133.	9.1.1	21	The bidder should be a company/firm registered in India. The bidder should be operating in	We request you to change the clause as	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
			India for a minimum of last 5 Financial Years ending 2021-22 with an objective of offering relevant Computer Based Test Services in examination-based projects to Government Departments or Central/State PSUs in India.	The bidder should be a company/firm registered in India. The bidder should be operating in India for a minimum of last 10 Financial Years ending 2021-22 with an objective of offering relevant Computer Based Test Services in examination-based projects to Government Departments or Central/State PSUs in India.	
134.	10.2.4.1	25	Number of Years in Computer Based Test (CBT) Less than & equal to 05 years = 00 Marks >= 5 Years to =10 Years = 2 Marks >10 Years = 4 Marks	We request you to kindly change the clause as Number of Years in Online Test Less than & equal to 10 years = 00 Marks >= 10 Years to =12 Years = 2 Marks >12 Years = 4 Marks	No change.
135.	7	5	The examination would typically up to 180 questions to be attempted in a single shift of 2 to 3 hours duration and number of candidates may vary from examination to examination	Please confirm All the examinations will be of Single Shift or any examination will be of multi shift.	The CBT can be conducted in single or multiple sessions in consecutive days keeping in view the total number of candidates registered a particular examination.
136.	5.9	8	Approval of Invigilators deployment policy from EdCIL	Please give more clarification about this policy	The bidder is expected to provide the process of identification, educational background, experience, training and antecedent of the persons engaged for invigilation activities before their deployment and get an approval from EdCIL.
137.	5.13	8	Auxiliary Services Management	Please give more clarification about this clause as our Seat no. generation is linked with Biometric capture of candidates	The auxiliary services management agency shall perform biometric capture of candidates and the data will be shared with exam conducting agency through API integration after which the exam conducting agency will generate the seat.
138.	5.15	8	Command /Control Centre as EdCIL	Please give specification for Command centre	The bidder is expected to depute adequate manpower at EdCIL/Client location on the day(s) of examination alongwith laptop in order to monitor online test progress data viz. registered number of candidates in each centre, candidates completed log-in, candidates reading

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
					instruction page, candidate started examination, other vital parameters viz. internet access detection, status of question paper download, uploading of drive to the main server after exam, etc.
139.	7.2.28	12	Submission of city-wise availability of nodes on a Pan India basis every fortnight to EdCIL.	Please give more clarification about this point	The bidder is expected to provide city-wise availability of nodes on a Pan India basis every fortnight to EdCIL so as to tentatively plan for examinations in consultation with end client.
140.	7.5.3	16	Must support at least 400 machines clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with a time stamp for audit purposes.	Please give more clarification about this point	Performance Criteria Must support at least 250 machines clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with a time stamp for audit purposes.
141.	7.5.5	17	The successful bidder should be able to conduct the examination with a question paper prepared from battery type	Please give more clarification about this point as clarification required for Size of database & no of QP sets for a specific batch	The size of data base and number of QP sets for a specific batch depends upon the total number of admit cards issued. This can be ascertained once the online registration process is completed.
142.	7.5.10	17	Arrangement of scribe for and other amenities for PWD candidates as per GOI Norms.	Please give clarification on Scribe payment if service provider has to arrange scribe	The PWD candidates are allowed to bring their own scribe or may ask to provide scribe at the centre which will be informed to the bidder before hand. The bidder will be reimbursed scribe fee as per the rate decided the financial bid.
143.	7.6.6.3	19	Psychometric Analysis of Question Papers.	Please give more clarification about this point	The bidder is expected to provide Psychometric Analysis of Question Papers whenever demanded by EdCIL's end client.
144.	7.6.6.6	19	To provide forensic analysis report regarding proxy candidates, unfair means report etc	Please give more clarification about this point	The bidder is expected to provide forensic analysis report on demand whenever proxy candidates appeared in the CBT or unfair means adopted in the CBT.
145.	22.4	35	In case the successful bidder fails to fulfill the obligations as per the terms and conditions of the contract, the EdCIL may impose	Please give more clarification about this point as word obligations appears here as subjective statement & also	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
			penalty to the extent of 100% of the total payment due for that Computer Based Examination. In addition, the Performance Security may also be forfeited.	no caping specified for this clause As 100 % penalty clause need to relooked.	
146.	22.1	35	The successful bidder shall indemnify EdCIL to the extent of any loss suffered by EdCIL as a result of such data loss/ non-compliance of event-based log/ data saving. However, the total liability of the successful bidder under this clause as well as under any other clause of the contract shall be limited to total amount payable for that particular exam by EdCIL to the successful bidder (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful misconduct or negligence	Please give more clarification about also no caping specified for this clause As 100 % penalty clause need to relooked.	No change.
147.	7.5.9	17	virtual numeric scientific keypad	Please give more clarification about this point	The bidder's software is expected to have the feature wherein virtual numeric scientific keypad can be seen on the candidate computer screen without use of keyboard.
148.	7.2.12	11	Creation of question papers, moderation, translation and encryption	Please give more clarification about this point	The bidder is advised to refer clause no.161 at page 33 of tender document.
149.	7.2.13	11	The test engine should have the capability to allow/disallow the revisiting of questions as per the requirements of the end client	Please give more clarification about this point	The test engine should have the capability to allow/disallow the revisiting of questions as per the requirements of the end client. In case of capability to allow revisiting of questions, the candidate can see questions back and forth during the exam session and in case of capability to disallow revisiting of questions, the candidate once move away from a question and submit his answer can not go back to the same question again.
150.	7.5.12	17	While the examination will be conducted on a local LAN, data of test progress should be transferred to central server every 10 minutes (or as specified by EdCIL) for monitoring	Does that mean that for all assessments including recruitment ones, the local servers at test centres during exams must be always connected with LIVE internet,	The data of test progress should be transferred to central server every 10 minutes (or as specified by EdCIL) for monitoring purposes which is done through

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
			purposes. The successful bidder should provide reports to EdCIL to view the test progress at all the Centres during the examination.	which otherwise is not standard market practice for CBT assessments?	backup server of the exam centre.
151.	9.1.1	20	The bidder should be a company/firm registered in India. The bidder should be operating in India for a minimum of last 5 Financial Years ending 2021-22 with an objective of offering relevant Computer Based Test Services in examination-based projects to Government Departments or Central/State PSUs in India.	We suggest you to kindly change the minimum operational experience of 10 Years. Please change the clause to The bidder should be a company/firm registered in India. The bidder should be operating in India for a minimum of last 5 Financial Years ending 2021-22 with an objective of offering relevant Computer Based Test Services in examination-based projects to Government Departments or Central/State PSUs in India.	No change.
152.	9.1.2	20	The bidder should have at least regular 100 technical employees (Graduate with relevant IT knowledge) employed in-house in India for conduct of exam development of software, maintenance of software, networking and data security.	We request you to change the minimum employee count to 50. **Please change the clause as** The bidder should have at least regular 50 technical employees (Graduate with relevant IT knowledge) employed in-house in India for conduct of exam development of software, maintenance of software, networking and data security.	No change.
153.	Undertaking	56	'We certify that any owner/stakeholder/employee or group of persons of our company/firm has not been caught/involved/booked/charge-sheeted/convicted/ punished / debarred for unfair- means in any examination assignment undertaken by our company/firm'	**Please change the clause as** *We certify that any employee / group of persons of our company / firm has not been convicted /punished for unfair means in any examination assignment undertaken by our company/firm.*	No change.
154.	10.2.1.1	24	Overall IT staff strength (Graduate with relevant IT knowledge) [Project Management/ Development/ Quality Assurance/ Implementation/ Operations] 8 Marks 1-100 00 101-200 04	Please change the clause as Overall IT staff strength (Graduate with relevant IT knowledge) [Project Management/ Development/ Quality 8	No change.

S. No.	Clause No.	Page No.	Clause as per Tender	Clarification Sought	Reply
			201 – 250 06 251 & above 08	Marks Assurance/ Implementation/ Operations] 1-50 00 51-100 04 101 –150 06 151 & above 08	
155.	10.2.1.1	23	The organization should have in-house 100 technical personnel (Graduate with relevant IT knowledge) to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software.	Please change the clause as The organization should have in- house 50 technical personnel (Graduate with relevant IT knowledge) to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in thesoftware.	No change.

Clause No.9 at page no.20 of the tender document stands revised as under

Revised Essential Pre-Qualification Criteria

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
1	**Bidder's Profile**		
1.1	The bidder should be a company/firm registered in India. The bidder should be operating in India for a minimum of last 5 Financial Years ending 2021-22 with an objective of offering relevant Computer Based Test Services in examination-based projects to Government Departments or Central/State PSUs in India.	Certificate of Incorporation/ Registration/ Partnership deed - Certificate of commencement of business (if applicable) along with copy of Memorandum of Association and Articles of Association of the Company	
1.2	The bidder should have at least regular 100 technical employees (Graduate with relevant IT knowledge) employed in-house in India for conduct of exam development of software, maintenance of software, networking and data security.	Proof of ESI/PF registration or Certificate from Company Secretary or self-declaration shall be submitted.	
1.3	Bidder should own the source code of the application software and all its components.	Self-Certificate by Authorised Signatory on Rs.100 non-judicial stamp paper duly notarized	
2	**Bidder's Certification**		
2.1	CMMI level certificate is necessary for Organization along with proof of result published on Certificate Issuing authority's website or CMMI website at https//www.cmmiinstitute.com/pars/. The bidder's CBT software should be STQC certified or the processes meet ISO 9001 & 27001 standards. The CBT software should meet the cyber security audit requirements as specified by CERTIN.	Copy of valid CMMI Level certificates; published on Certificate Issuing authority's website or CMMI website, copy of valid STQC/ISO certificate(s), Copy of valid Cert-In certificate	
3	**Bidder's Financial Turnover**		

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
3.1	Average turnover of the bidder should be minimum Rs.25 crores in last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22). Organization must be having positive net worth as on 31st Mar 2022.	Copy of the certified and audited Profit & Loss Account and Balance Sheet for FY 2019-20, FY 2020-21 and FY 2021-22	
3.2	Average annual turnover of the bidder from Computer Based Test should be minimum Rs. 10 crores in last 3 financial years (FY 2019-20, FY 2020-21 and FY 2021-22).	Certificate from practicing Chartered Accountant	
4	**Bidder's experience in Computer Based Test (CBT) in INDIA**		
4.1	The bidder should at least have five years of experience in Computer Based Test (CBT)	Copy of work order/contract for respective financial years	
4.2	The bidder must have successfully executed at least 5 (five) (conduct of CBT) projects of 01 (one) Lakh candidates each on all India basis, out of which at least one project should be Conduct of Computer based Examination of at least 50,000 candidates scheduled in a single shift.	Copy of work order / contract along with completion certificate from Client	
5	**Bidder's Infrastructure Capability**		
5.1	The bidder must have (owned/ outsourced) primary data centre with DR site infrastructure for Data Security. Both the data centres should be located in India in different seismic zones. The data centre must be Tier III & above and ISO certified. Data centre should be certified as per the Meity, Government of India Guidelines.	Copy of document in support of owned/outsourced Data Centre	
6	**Statutory Requirements**		
6.1	Permanent Account Number (PAN)	Copy of PAN	
6.2	Tax Deduction Account Number (TAN)	Copy of TAN	
6.3	Goods and Services Tax (GST) Registration	Copy of GST Registration Certificate	
6.4	Employees' Provident Fund (EPF) Registration	Copy of EPF Registration certificate	
6.5	Employees' State Insurance (ESIC) Registration	Copy of ESIC Registration Certificate	

Sl. No.	Criteria	Documents Required for Technical Evaluation	Compliance (Yes/No) with ref. page. No.
6.6	The bidder should not have been blacklisted for any corrupt and fraudulent practices by Central/ State Government Departments / Public Sector Undertakings / Autonomous Bodies/Central Vigilance Commission (CVC) with regard to the works executed by it as on the day of bid submission.	Undertaking duly attested by notary on non-judicial stamp paper of value Rs. 100/- (Rupees Hundred only)	

Revised Marking Criteria for Technical Evaluation of Bid.

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
1	**Bidder's Profile**	**16 Marks**			
1.1	Overall IT staff strength (Graduate with relevant IT knowledge) [Project Management/ Development/ Quality Assurance/ Implementation/ Operations]	**8 Marks**		EPF registration Certificate and self-declaration from the authorized signatory/ HR Head	
	1-100	00			
	101-200	04			
	201 – 250	06			
	251 & above	08			
1.2	**Software /Solution**	**08 Marks**			
1.2.1	Organization should own the source code of the application software.	04 Marks		Self-Declaration from Authorised Signatory for ownership of source code and capability/ willingness to change	
1.2.2	The organization should have in-house 100 technical personnel (Graduate with relevant IT knowledge) to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software.	04 Marks		Self-Declaration from the Authorized Signatory/ Departmental head for required technical	

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
				manpower	
2	**Bidder's certification**	**08 Marks**			
2.1	**CMMI level (Organisation-Development/ Services)**	**04 Marks**		Self-attested copies of relevant certificates	
	CMMI level 3 Development/ Services	01			
	CMMI level 5 Development/ Services	04			
2.2	**ISO & Other Certifications**	**04 Marks**		Self-attested copies of relevant certificates	
	ISO 9001 & ISO 27001 Certification	02			
	CBT Software STQC/ CERT-IN certified	02			
3	**Bidder's Financial Turnover**	**12 Marks**			
3.1	**The bidder's Average Annual Turnover during last three financial years ending 31.03.2022 should be INR 10 crores or more in India from Computer Based Examination**	**06 Marks**		Audited balance sheet and Certificate by Chartered Accountant	
	Less then 10 Crore	00			
	>=10 Crore and <30 Crore	03			
	>=30 Crore and above	06			
3.2	**The average turnover of the bidder should be minimum INR 25 crores in last 3 consecutive financial years ending 31.03.2022. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc.**	**06 Marks**		Audited balance sheet and Certificate by Chartered Accountant	
	Less than 25 Crore	00			
	>=25 Crore and <=50 Crore	03			
	>50 Crore and above	06			
4	**Bidder's experience in Computer Based Test (CBT) in India**	**20 Marks**			
4.1	**Number of Years in Computer Based Test (CBT)**	**04 Marks**		Customer experience certificate/ work order	
	Less than & equal to 05 years	00			
	>= 5 Years to =10 Years	02			
	> 10 Years	04			
4.2	**Maximum Number of candidates appeared in CBT in single shift during FY 2019-20, FY 2020-21 & FY 2021-22**	**08 Marks**		Customer experience certificate/ work order	
	<50,000 Candidates	00			

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
	>=50,000 and <60,000 Candidates	06			
	>=60,000 & above Candidates	08			
4.3	**Number of academic/recruitment Assignments completed with 50,000 or more candidates in India during FY 2019-20, FY 2020-21 & FY 2021-22**	**08 Marks**		Customer experience certificate/ work order	
	Less than 3 assignments	00			
	3 to 5 assignments	05			
	More than 5 assignments	08			
5	**Bidder's Infrastructure Capability**	**16 Marks**			
5.1	**Owned/Hired Certified Nodes (available with minimum 250 nodes in 80% of Total centers and atleast 100 Nodes in remaining 20% of Total centres) in India.**	**08 Marks**		(Self-Certified copy of State/City wise capacity of each to be attached)	
	<50,000 Nodes	00			
	>=50,000 <75,000 Nodes	06			
	>=75,000 & above Nodes	08			
5.2	Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security	**08 Marks**		Proof of data centre - self-declaration or ownership certificate	
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies	04			
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with Cert-in/ ISO Certified infrastructure	08			
6	**Approach and Methodology**	**08 Marks**			
6.1	The marks for Approach and Methodology will be awarded by the Committee based on the Presentation & Demonstration made by the bidder The break-up of marks would be as under: 1) Process Competence – 02 Marks 2) Technology Competence – 02 Marks 3) Team Competence – 02 Marks 4) Vulnerability Mitigation – 02 Marks	08			
7	**Exam Software System**	**20 Marks**			
7.1	Exam software system is able detect, log and prevent if any candidate utilizes	10*			

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
	another communication mechanism/device (external or internal hardware in node) for cheating. The communication mechanism/ devices include Bluetooth, Wifi, Internet, KVM switch, USB, Hard Drive, Dongles, and Camera				
7.2	Exam software system is able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external network to the exam nodes and the centre server.	5*			
7.3	Exam software system is able to detect, log and prevent attempts which can interfere with the integrity of the exam on node. This should include addition of hardware, interference from unauthorized software or service and external network traffic.	5*			
7.4	Strong access controls are maintained before, during and after the exam on the centre server and Central Server containing results data.	10*			
7.5	The bidder maintains integrity of the exam software installed on the exam node. Mechanisms are in place to assess the integrity of the software (version, executable and randomization of the questions/ answers) before usage during exam.	5*			
7.6	The bidder generates and maintain accurate mapping of candidate to the centre, shift and exam node. All changes to the candidates exam node during exam is captured accurately.	7*			
7.7	The bidder captures and records all user access logs of all critical IT infrastructure. The infrastructure includes exam centre servers (primary, backup, and registration), candidate node (candidate log), routers/switches used at the exam centres, and central server. The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed and what time).	10*			
7.8	The bidder maintains accuracy of time during the conduct of the exam. This includes how time is maintained at exam	5*			

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Technical Evaluation Committee	Supporting documents required	Page Reference
	centre (node time, exam start/stop, extra time, candidate breaks, and PwD) and the activities performed from Central Server (communication with centre servers).				
7.9	The bidder sanitises the exam related data on the exam centre servers (primary, backup and registration), exam node and at Central Server after the execution of exam.	4*			
7.10	The bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switch/router that is used in the conduct of the exam.	5*			
7.11	Exam software system should have the capability to add video type questions.	4*			
7.12	Handling of network failure during exam (between center and HQ or center server and candidate computer).	4*			
7.13	Detection and prevention of remote access of candidate computer.	5*			
7.14	Encryption of network traffic between candidate node, servers and data center.	5*			
7.15	Security of question paper preparation and upload to bidder's software.	10*			
7.16	Detecting and preventing malpractice related to unscheduled candidates at exam center.	6*			
	Subtotal 7.1 to 7.16	100*			
	Total Score	**100**			

The compliance sheet at at Annexure-2 of the tender document stands modified as per the above revised Essential pre-qualification criteria and marking criteria for technical evaluation of bid.

16.12.2022

(U.S. Gaikwad)
General Manager (OTAS)