

Replies of Pre-Bid Meeting held on 4th August 2016 in respect of “ RFP for Hiring the services of Vendors for Online Remote Proctor Based Examinations conducted by NIELIT (e-Tender ID : 2016_DIT_109089_1)

The queries and their replies are tabulated as below and henceforth, these will become a part of the RFP (Signed copy of this document is also to be uploaded and submitted by the bidders)

Sr no.	Page no	Clause no	Name of the Bidder (s)	Content of RFP requiring clarification	Points of clarification required	Reply
1	26	Chapter 6; 2(e)	Trimax	Financial Capability to conduct exams: I. The Bidder should have successfully completed Online Computer Based Examination, during last 5 years ending FY 2015-16, where, at least two assignments of providing same to any two Government organization/Clientele in India where the value of each contract/project/assignment should be equal or more than Rs. 50 Lakh (INR). The assignments from 2 different customers will only be considered. The proof of contract value along with the completion certificate from the customer shall be submitted.	Request for following amendment: Financial Capability to conduct exams: I. The Bidder should have successfully completed Online Computer Based Examination, during last 5 years ending FY 2015-16, to Enterprise or Government organization/Clientele in India, where the total value of such contracts/projects/assignments during the 5 years should be at least Rs. 1 crore. The contract should include at least 2 government organizations/clientele.	The clause shall be read as: "I. During last Five years ending FY 2015-16 , the bidder should have satisfactorily completed Online Computer Based Examination for either of the following: a) at least 01 (one) assignment of providing Online Computer Based Examination to any Government organization / Clientele in India where the value of the single contract / project /assignment shall be equal or more than Rs. 1Crore (INR) , or; b) at least 02 (two) assignments of providing Online Computer Based Examination to any Government organization / Clientele in India where the value of each contract / project /assignment shall be equal or more than Rs. 50 Lakh (INR). c) at least 04 (four) assignments of providing Online Computer Based Examination to any Government organization / Clientele in India where the value of each contract / project / assignment shall be equal or more than Rs. 25 Lakh (INR).
2	54	Annexure-6	Trimax	The quoted rates i.e. Total Amount shall be inclusive of all cost as well as duties and taxes paid or payable. The quoted rates shall be final and firm and shall not be increased under any circumstances including increase in volume of work.	In case rate of taxes increased/decreased during the contract period or introduction of any new taxes , in such case recommended to consider prevailing rate applicable at the time of billing /payment. Request for incorporation of this clause in the tender.	Agreed, In case rate of taxes increased/decreased during the contract period or introduction of any new taxes , in such case, prevailing rate shall be applicable at the time of billing /payment. Accordingly, Annexure-11 Sl. No. 2- F-1 stands modified.

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3	57	Annexure-8	Trimax	These figures are indicative only and does not guarantee volume of business	1)Requested to share the projected volumes of candidates and examinations for the next five years. 2) It is also requested to incorporate a minimum guaranteed revenue for the bidder (overall and for each bidder). This would enable all the participating bidders to quote at an equal level and understanding.	Refer Annexure-8 . As per RFP
4	9	8.1	Trimax	The bidder shall upload scanned copy of EMD of Rs.4,00,000/- (Rupees Four Lakhs only) in the form of a Account Payee Demand Draft/Banker’s Cheque drawn on any Scheduled commercial bank in favour of "NIELIT" and payable at “New Delhi”, with the Technical Bid. The Demand Draft shall physically be sent to NIELIT at the address mentioned in the RFP so as to reach on or before the last date and time for submission of the e-Bid.	Recommended to consider the submission of EMD in the form of BG.	Submission of EMD in the form of BG is acceptable, however, such bids shall be considered technically qualified only subject to verification of authenticity of BG from issuing bank and meeting other criteria as mentioned in the RFP.
5	11	Chapter 4; 12	Trimax	In this regard, the order may be placed on a maximum of Six bidders at the lowest quoted price (at the L1 rate) in the ratio of L1, L2, L3, L4, L5 and L6 (25%, 15%, 15%, 15%, 15% and 15% respectively) (i.e., L1 at 25% and other five bidders equally on 15% each for the total expected volume of candidates appearing for examination each month or as	If in case any of the bidders, except L1, refuse to match price of L1, than what will be the method of distribution of work?	Refer Page no. 82 Annexure -17 , DIVISION OF WORK AMONG DIFFERENT BIDDERS

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6	30	Chapter 8	Trimax	List of key position	What is the minimum number of resources category wise? Requested clarification on the same.	As per RFP Chapter 6, D-II: The bidder should have on its payroll at least 20 IT Professionals including One Project Manager, minimum two Software Developer, one DB/System Administrator and one Quality Analyst.
7	35	10.1; 7 (c)	Trimax	The initial two year contract period shall be extended on satisfactory completion/performance of existing contract on the same rate with same terms and conditions on yearly basis not exceeding further period of three years, i.e. a total of five years.	Request the contract period to be kept at 5 years from the date of go-live.	As per RFP
8	35	10.1; 8(D)	Trimax	i)75% after successful conduction of the examination of respective examination cycle against pre-receipt of invoices along with all supporting documents. ii)Remaining 25% after 30 days of the successful completion of the examination Cycle, if no violation of contract terms by the bidder is detected within this period.	i)What is the period of examination cycle? ii) What is the period of successful completion of the examination cycle.	i) w.r.t clause 10.1 Terms of Payment: Payment will be done at the end of each month on the basis of number of appeared candidates during that month and that shall be considered as exam month cycle. ii) Successful completion of examination cycle includes appearing of candidate in the exam till issuance of certificate.

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9	z*/	10.1; 13 And 8.2	Trimax	<p>Performance security @ 10% of the total order value as demanded by NIELIT in the form A/c payee Demand Draft/ Pay Orders/ Bank Guarantee/ FDR of any of the nationalized bank in favour of NIELIT, New Delhi within 15 days from the award of the contract which remains valid up to 180 days beyond the date of completion of all contractual obligation of the firm/company.</p> <p>The Performance Security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations</p>	<p>As per the clause 8.2 on Page no. 10, Specified Performance security deposit validity of the PSD (Performance Security Deposit) is 60 days. On the other hand, under clause 10.1 (13) on Page no. 36 separate clause specified Performance security Validity period of 180 days.</p> <p>Is it two different Performance security required ? If this is same and only one performance security of 10% is required then validity period should be same. Requested clarity on the same.</p>	The clause at page no. 10, 8.2 Validity of PSD be read as:" i) The Performance Security shall remain valid for a period of 180 days beyond the date of completion of all contractual obligations.
10	38	10.1; 15(l)	Trimax	Notwithstanding NIELIT's right to cancel the order, liquidated damages for late delivery and commissioning at 2.5% (Two and a half percent) of the order value per week will be charged for the specified delivery schedule subject to a maximum of 10% of the value of the order value.	Recommended to keep the maximum cap of LD up to 5% on value of delayed portion.	As per RFP
11	38	10.1; 15(l)	Trimax	In the event of failure of maintaining the SLA, penalty of 2.5% of the cost of the total order value per day would be levied subject to a maximum of 10% of the total ordered value.	Recommended to keep the maximum cap of Penalty up to 5% on value of the total ordered value.	As per RFP

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12	71	15; Annexure 14	Trimax	<p>1)Online examination services during exam time SLA: >=99.5% for each round of examination Penalty: NIL SLA: <=99.5% for each round of examination Penalty: 10% of the billable value for the relevant examination cycle</p> <p>2)Change of request/ customization within 15 days Penalty: Rs. 1000/- per day of delay or part thereof for each change request</p> <p>3)Delay in GO LIVE Penalty: 0.5% of the contract value</p>	<p>1)Online examination services during exam time SLA: >=99.5% for each round of examination Penalty: NIL SLA: <=99.5% for each round of examination Penalty: 3% of the billable value for the relevant examination cycle</p> <p>2)Change of request/ customization within 15 days Penalty: Rs. 500/- per day of delay or part thereof for each change request</p> <p>3)Delay in GO LIVE Penalty: 0.25% of the contract value for every week of delay or part thereof.</p> <p>4)Non-availability of application in full working</p>	As per RFP

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13	18	5.2.2.5	Trimax	The system should support the following type of questions and have the ability to bulk upload or piece-meal upload these questions in encrypted form: I. Multiple Choice Questions II. Multiple Choice Questions with Partial Grading III. Multiple Choice Questions having multiple answers correct IV. Multiple Choice Questions having multiple answers correct with Partial Grading V. True/False VI. Yes/no VII. Image based questions VIII. Group of questions based on a Passage/Image/Video IX. Fill in the blanks X. Match the following XI. Short Answers(3-4 lines) XII. Long Answers or essay XIII. File Upload type XIV. Coding Questions XV. Simulators such as Typing, Coding, English Comprehension	The question type includes coding simulations and Typing . Please clarify what all coding languages need to be supported and also would it be required for auto grading/evaluation of the code snippet. Similarly, typing test needs to be conducted in English only or all Indian languages.	Requirement w.r.t coding simulation and Typing test (i.e XIV, XV) only is withdrawn.
14	19	5.2.2.12	Trimax	Ability to get the Questions from entirely separate server/database as per NIELIT format.	It is assumed that the questions will be imported using a secured web service and NIELIT will develop the adaptor/integration to their database to be accessed for pulling questions.	NIELIT shall provide secured web service , however, bulk upload facility of questions from excel file is to be provided by the bidder.
15		5.2.3.3	Trimax	Facility for Candidate Biometric/ Aadhaar authentication - Validating through candidate's Finger print or Iris Scan	For any biometric authentication, NIELIT will provide the connectio to the database where biometrics are stored for authentication. In case of Aadhar, we will have the right to use the AUA/ASA connectivity of NIELIT at no additional cost.	NIELIT will help the successful Bidder in getting access to UIDAI Aadhaar services for verification of candidates for use in particular examination, if required. No Aadhaar data shall be captured or stored in the examination system to maintain the privacy of the individual.

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16		5.2.3.11	Trimax	Setting up the Browsing Tolerance Limit-The assessment engine should display warning message if the candidate tries to do any prohibited activity and should close the exam after third warning with proper message displayed to the candidate .	Since the exam application will not allow candidate to perform any prohibited activity, there should be no need to display warning message and auto end the exam.	As per RFP
17	19	5.2.4.14	Trimax	Limit the number of times candidate from moving away from test window.	As per the section 5.2.3.11, candidate will not be allowed to navigate away from the exam window. In which case this condition should not hold.	The assessment engine should display warning message if the candidate tries to do any prohibited activity and should close the exam with proper message displayed to the candidate, once the candidate cross the specified number of limits set in the application.
18	20	5.2.4.23	Trimax	Search for any candidate attempting the test	Please clarify if the search by proctor is for any candidate attempting the test and being proctored by any proctor, or search for candidate being proctored by him only.	It could be any of the conditions depending upon the roles defined by the administrator.
19	20	5.2.4.25	Trimax	Ability to detect imposter or additional person	The application will not be able to detect imposter/additional person automatically. This activity will be performed by the remote proctor based on the live stream of the examination.	Application software must have the ability to detect the presence of additional person.
20		5.2.5.6	Trimax	Ability to view and record the live examination feed from webcam and/or CCTV at the examination centre and retrieve previously recorded footage as and when desired. Preference shall be given if audio along with video is also captured.	Is this applicable for all examination conducted through remote proctor systems or only for center based competitive/recruitment exams?	Ability to view and record the live examination feed through webcam shall be applicable to all examination conducted through remote proctor system. However, software should have the facility to integrate with CCTV and accordingly, view and record the live feed in case of specific exam centres only.

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21		5.2.6.2	Trimax	Data analytics supported by the data pertaining to all aspects of tests like questions, time taken, language, level of questions.	Data Analytics needs to be defined on what kind of analysis is required. This may have severe implication on the costs if analytics is not defined properly.	As per RFP
22	NA	General	Trimax		It is not clear from the document if providing the Proctor is in scope of the bidder or not. Please clarify?	Deployment of Proctors are not in the scope of Bidder
23	17	5.2.1	Attest Testing Services Limited	Online Registration:	Request you to please clarify what is the maximum duration for which registration portal is to be kept LIVE	It may vary according to the specific course. e.g. For digital literacy courses, registration is open throughout the year. For some other examination, registration may be done for a specific period.
24	18	5.2.2.5	Attest Testing Services Limited	Coding Questions	Request you to please describe Coding Questions	Facility for Coding questions is withdrawn for Remote proctor examination
25	18	5.2.2.5	Attest Testing Services Limited	Coding Questions	Request you to please describe Coding Questions	Coding question category is withdrawn
26	19	5.2.3	Attest Testing Services Limited	Ability to display questions in multiple languages. Application should support at least all Scheduled Indian languages.	Request you to please provide the languages	System must be Unicode compliant so that all schedule Indian languages must be supported in future without change in source code. Presently, NIELIT is conducting exam in Hindi, English, Bengali, Marathi, Telagu, Tamil, Malyalam, Urdu and Gujarati language.

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27	19	5.2.3	Attest Testing Services Limited	Facility for Candidate Biometric/ Aadhaar authentication - Validating through candidate's Finger print or Iris Scan	Request you to please clarify that at which stage of examination Aadhaar authentication is required. Also we understand that NIELIT will help the bidder in getting Aadhaar data	Aadhaar authentication is required at the start of exam and also at the end of examination . NIELIT will help the successful Bidder in getting access to UIDAI Aadhaar services for verification of candidates for use in particular examination, if required. No Aadhaar data shall be captured or stored in the examination system to maintain the privacy of the individual.
28	19	5.2.3	Attest Testing Services Limited	Setting up the Browsing Tolerance Limit-The assessment engine should display warning message if the candidate tries to do any prohibited activity and should close the exam after third warning with proper message displayed to the candidate	Request you to please clarify if this activity is to be done by invigilator or will be automatically done by exam software	This shall be automatically handled by exam software to be provided by the bidder.
29	19	5.2.4.3	Attest Testing Services Limited	Option to pre-allocate proctors to candidates or follow Automatic dynamic allocation of candidates to proctors	We understand that candidate can take examination from anywhere - anytime and proctor has to monitor candidate's examination remotely. Also we understand that proctor could be preallocated to candidate or could be allocated on runtime basis.	Yes
30	19	5.2.4.6	Attest Testing Services Limited	Allow a proctor to remotely monitor live video and audio of candidate through a webcam and mic and should be able to record the same, if required.	We understand that for this, candidate will have to install software of the bidder with web camera and connect to bidder's software to give the exam and proctor has to monitor the examination remotely.	A candidate requires only a PC/Laptop with web camera and Aadhaar enabled device for verification to appear in the exam. No other software is required to be executed by candidate.
31	19	5.2.4.11	Attest Testing Services Limited	Biometric Authorization of both candidate and local invigilator	We understand that biometric device is to be arranged by candidate on their own.	Yes, biometric device is to be arranged by candidate .

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32	19	5.2.4.15	Attest Testing Services Limited	Provide an option to candidates for choosing the slot of examination/ language of examination	When do we need to give this option to select exam slot and exam language? Do we need to make a booking system for the candidates?	Yes, Candidate must be able to choose the slot of examination and before starting the exam, he may select any one language out of available list of languages
33	19	5.2.4.16	Attest Testing Services Limited	Capture candidate information as well as photograph and ID proof at the beginning of the test	How to capture id proof of candidate	Image of ID proof needs to be captured through application software using web camera
34	20	5.2.3	Attest Testing Services Limited	Ability to reserve examination centres	Do we need to conduct these exams at exam centres? Do we need to provide slot booking system so that they can book their exam centre? Will the candidates go and give exam in exam centres? Also request you to please clarify where have NIELIT asked for commercials for examination centers.	Identification and engagement of examination centres are not under the scope of work of Bidder. NIELIT will provide the list of such examination centres and Bidder is required to reserve those exam centres for specified period using booking system.
35	20	5.2.4	Attest Testing Services Limited	Ability to manage and monitor performance of proctors	Please describe your expectations with this clause.	Complete log of Proctors stating their activities day wise in report form at dash board .
36	29	7.1	Attest Testing Services Limited	Online Audit of candidate examination etc.	Please describe your expectations with this clause.	Complete log of a candidate must be available
37	29	7.2	Attest Testing Services Limited	To complete authorization process of the candidates before start of examination (digital photo, bio-metric finger print, etc.) and allow candidates to appear for examination at Examination Centre.	We understand that this exam is online computer base exam which can be taken any time anywhere. If exam is to be conducted at examination center, request you to please clarify the frequency of exam, Cities with required capacity, number of exams, duration of exam cycle etc.	Primarily the exam will be on based on Anywhere Anytime" model , however, in some special examination, examination may be conducted at specific exam centres. Frequency of exam, centre cities and duration will be intimated to the bidder well in advance before commencement of exam.