

SL. No.	Content of Tender Doc. for Clarification	Our Points	Points for Clarifications	Replies
1	Certificate for CTO	Certificate from CTO of site owned by service provider, 3rd party audit certificate/ client's audit certificate	We assume authorized signatory will suffice the requirement, please confirm	At the time of submission of bid self certified declaration on bidder's letterhead will suffice. However prior to issue of work order the documents as mentioned in bid document needs to be provided
2	Manpower	Declaration by the Company Secretary, HR Head where there is no CS.	We assume declaration for HR will suffice the requirement please confirm	Yes
3	Power Of Attorney	Valid Power of Attorney in original	We assume that the scanned copy itself is to be uploaded and not be couriered	Yes
4	Annual Turnover of the last three years	The Bidder should have an annual turnover of at least Rs . 15 lacs during each of the last three financial years (i.e. 2017-2018, 2018-19, 2019-20)withpositive net worth as on 31.3.2019 and should have conducted exams for Govt . & Govt. related Organizations.	As all vendors have now received the Audited reports we request that the Annual turnover of the last 3 years be considered as 2018-19, 2019-20 and 2020-21	The turnover will be considered as per years mentioned in the bid document
5	Technical Evaluation Criteria point 7.2.1. Point 1	Average turnover of the company for the last five financial year ending 2019-2020. The document to be certified by CA and uploaded .	Also the Turnover to be considered should be specifically from the business related to Conduct of Online Exams/ CBT only not total turnover	Turnover to be considered as whole
6	Netprofit - point 2	Net Profit (as % of Turnover) of the Company for the last five financial year ending 2019-2020. The document to be certified by CA and uploaded .	We request that the CA certificate with the Net profit as a value or percentage be also accepted	CA certificate as a value and as well as percentage to be accepted
7	Data Center – point 4	Audit certificate from any 3rd Party Auditor of DC & DR / Cert-in certification	We request that Vendors be also allowed to submit Self-declaration along with physical visit to the Data center for DC & DR owned by Vendor	Self-declaration on owned DC & DR Infrastructure will only be accepted if valid CERT-IN certificate will be provided
8	Conduct of Computer Base Exam	a. Conduct of Computer Based Examination	A. We assume exams will be required to be conducted only on Sat/Sun. Please confirm	Preferably on Sat/Sun
			B. Please confirm if the exam is to be conducted in Single or Multiple consecutive days	Depending upon the number of candidates the matter will be discussed with bidder to whom the contract will be awarded
			C. How many such exam event/drives are expected to happen in a year?	It will be intimated well in advance from Corporation's end
			D. Please share historic trend of city wise candidate counts for various Online exams	It cannot be shared as Corporation is conducting such kind of examination for the first time.
9	Preparation of Question bank	Preparation of question banks in English & Hindi language and provision for secured question paper authoring software	A. Please share list of disciplines/subjects/ Topics/ Syllabus for QP content development by bidder	All such details will be discussed with the selected bidder
			B. Please share number of questions per paper (min and max.)	
			C. Please confirm total modules for which QP needs to be prepared	
			D. Please confirm duration of exam min. and max for different exam modules.	
			E. We assume there is no requirement for Frisking, CCTV, Help desk etc. If required there will be impact in cost estimated. Please confirm	Mandatorily required
			F. Please share the percentage of PWD candidates.	All such details will be discussed with the selected bidder
			G. We Assume that the PWD candidate can bring his/her own scribe for exam? Please confirm	Scribe is to be provided by the vendor

10	Helpdesk	a. Setting-up Help Desk	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.	The timing will be from 09:00 a.m. - 06:30 p.m. helpdesk on working days will suffice. However, provision sharing call logs should be kept.
			B. We assume the language of the helpdesk is English & Hindi will suffice the requirement. Please confirm.	Yes
			C. Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm	As per feasibility and the number to be shared with Corporation.
11	Screening and short listing	Screening and short-listing	Kindly elaborate the process of scrutiny. Do you require physical scrutiny of the documents submitted by the candidate at the application stage – which we would advise against as its more time consuming and adds to the cost	Initial scrutiny will be as per system based with the required criteria. However appointment of the selected candidates will be subject to the physical verification of the documents at Corporation's end
			Or Scrutiny only of the Application fields to match on the system with the required criteria	
12	Invigilators - 2 per 20 candidates	To provide adequately trained manpower as per the below mentioned ratio	Invigilators - 2 per 50 candidates	Agreed
	Support Staff - 2 per 100 candidates		Support Staff - 1 per 100 candidates	No change
	Security Guards - 2 per 100 candidates		Security Guards - 1 per 100 candidates	
	Peons - 2 per 100 candidates		Peons - 1 per 100 candidates	
13	Test Data Archiving	Test Data Archiving: Agency/Bidder shall archive the result and other examination data for future references after specified time, as per requirement of JCI.	Please provide the duration required for "Test Data Archiving"	CBT Exam data to be archived for 8 years
14	Local server to central server within 1 hour from each exam center	At the end of the exam, transfer/export candidate response and audit trails on secured channel from local server to Central server of the Agency/Bidder within 1 Hour from each exam centre. Other data such as attendance sheet, photograph, video recording, seating plan etc. (if any) should be sent to JCI within 3 days of conclusion of each exam.	There are various external factors which delay the process; So candidate Responses can be provided in 3-4 hours. Hope that will suffice the requirement.	This is a mandatory requirement.
15	Document inputs and support for RTI Queries, court cases and Candidate queries	To provide documented inputs and support for handling – - Candidate queries. - RTI queries. - Court Cases.	We assume that vendor's Support is limited to providing document and related data only	Draft reply alongwith supporting and related data, document to be provided to the Corporation as and when required basis
16	Covid19 Precaution Measures	Regarding Commercial Bid Format	We request that in view of the current situation that is expected to continue for the next 6-8 months and due to the Govt's mandate on Precautionary measures to be followed we request the points below be included in the tender in the financial Bid format as this would have a cost impact - so the rate should include COST of conducting Exam adhering to Covid 19 compliance. We request the cost of Conducting Computer based Exam + Covid 19 additional cost together be considered for computing the Total L1 Rate	Revised financial bid is enclosed
17	Scoring Matrix Table	Technical evaluation table.	In point no 1, 2, 4, 6, 10, 8 and 9 Max marks need to be changed. Like Avg. Turnover of the company Turnover >= 1Cr should get 15 marks instead of 10.	The scoring sheet has been revised and updated accordingly
			We assume Self declaration of having own data center with certain certificate will suffice.	Agreed
18	Scoring Matrix Table Point 4	Technical evaluation table.		

19	Scoring Matrix Table Point 5		we request to please change this to :  Owned/ Captive Nodes (available 24X7 ) Capability across India (Proof to be submitted) As it would not be possible to submit thousands of pages of MOU copies with the Tender submission due to Data size constraint- we request that Bidders be allowed to submit a list of the centers/ cities/ nodes etc with a declaration that MOUs are available and will be submitted by the successful bidder on PO release	Self-declaration on bidder's letterhead at the time of bid submission will suffice. However prior to issue of Work Order, all the documents as RFP will have to be provided by the vendor.
		Technical evaluation table.		
20	Photo and Bio-metric data to be shared in PDF format	Service provider will collect biometric information from each candidate appearing for examination, in the form of (i) Thumb impression (ii) Photograph. This information must be transferred to the JCI as "PDF file" and as "digital data".	We assume that sharing photo and bio-metric in image format will also suffice requirement, kindly confirm.	This is mandatory requirement
21	Test Engine Software should support different types of MCQs	Test Engine software should support different types of MCQ's.	Request to elaborate on different types of MCQs, if possible please share few samples.	The details will be discussed with the vendor after award of the contract
22	Downloadable software for mock test	To provide facility to candidates in coordination with the JCI for mock test through downloadable software within a fortnight before the date of written test. The same facility should also be available online to be run through web server. The mock test should be replica of the examination.	We assume hosting mock test online for candidates will also suffice the requirement, kindly confirm.	Agreed
23	Application portal to be available in 15 days from work order	Availability of Web Portal for applicants to fill in applications. To be available 15 days after the issuance of work order	The time line for portal should be discussed with selected bidder after providing all the required details of requirement.	The requirement will be discussed with the vendor and once finalised, the portal should be ready within 15 working days.
24	Service Level Agreement	Servie Level agreement document.	Request JCI to consider the following modification in the clause : 1) Penalties listed under the SLA are very steep, hence request JCI to reduce the quantum of penalty to be imposed 2) The total cumulative penalty of the service provider to be limited /capped to 5% of the invoice value of that particular examination giving rise to such liability . 3) Any non compliance in conducting the examination shall be solely and directly attributable to the service provider . 4) upon award of contract, both the parties shall prepare detail Standard Operating procedure for successful conduct of the examination . any deviations in the approved SOP by the service provider , the service provider shall be liable for penalty.	1. Point no 4 can be included in General Terms and Conditions. 2. No Change in SLA
25	Service provider shall be liable to pay damages to the corporation not exceeding 10% of the order, addition to forfeiture of security deposit account.	In case of breach of any / all obligations stipulated in the work order by the Service Provider and/or if the Service provider fails to perform, execute and/or maintain the required progress of work awarded under the contract , to the satisfaction of the Corporation, the Service Provider shall be liable to pay damages to the Corporation not exceeding 10% of the order / contract value, addition to forfeiture of security deposit account .	Request JCI to reduce the damages to be imposed and restrict it to 5% of the invoice value of that particular examination giving rise to such liability .  Any breach/failure to conduct the examination should be solely and directly attributable to the service provider .	No Change in SLA
26	Limitation of Liability	Not in the Bid document	Request JCI to include the following clause  Neither party shall be liable to the other for any special , indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages .  b) The total cumulative liability of either party arising from or relating to this Agreement shall not exceed 5% of the invoice value of that particular assignment. however, that this limitation shall not apply to any liability for damages arising from (a) willful misconduct/negligence or (b) indemnification against third party claims for infringement.	No Inclusion as requested

27	Covid Guidelines	Not in the Bid document	Considering the current COVID 19 pandemic situation, there is no guidelines have been given for conducting examination. Request to please provide the guidelines to be followed and include the same separately in the price bid.	Protocols followed by SSC / PSC during pandemic may be followed
28	Scope of Work	Agency/Bidder should ensure all the venues should be sufficiently high standards fulfilling the criteria stated in the "Venue Clearance Certificate".	Agency/Bidder should ensure all the venues should be sufficiently high standards fulfilling the criteria stated in the "Venue Clearance Certificate"	Format for venue clearance certificate will be shared by Corporation with criteria incorporated to the selected bidder.
29	Test Venue Prerequisites	Agency/Bidder should be capable of providing live CCTV coverage of the exam centre/venue and in a position to provide complete footage of the exam & registration process of each centre/venue to JCI within a day after the exam.	Agency/Bidder should be capable of providing live CCTV coverage of the exam centre/venue and in a position to provide complete footage of the exam a registration process of each centre/venue to JCI within a day after the exam.	This is a mandatory requirement
30	Test Venue Prerequisites	To identify required Exam Centres in each of the cities with minimum capacity of 100 & maximum capacity of 400 in each venue + 10% as reserve/buffer.	To identify required Exam Centres in each of the cities with minimum capacity of 100 & max' capacity of 400 in each venue + 10% as reserve/buffer.	There will be no such restriction, however if the Corporation intimates that Covid-19 protocol will be followed accordingly all the arrangements to be done
31	Minimum System Specification	Must support at least 100 clients without any degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp (in milli seconds) for audit purposes. Response time for question/page loading must be less than one milli-second. All responses to be acted upon in real time.	Must support at least 100 clients without any degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp (in milli seconds) for audit purposes. Response time for question/page loading must be less than five milli-second. All responses to be acted upon in real time.	Agreed
32	Pre-Qualification Criteria	Valid Power of Attorney in original	Being a large organization, it would not be logically feasible to provide an original power of attorney. Requesting you to allow submission of self attested photocopy of the power of attorney instead.	Self attested photo copy of the power of attorney to be uploaded.
33	Pre-Qualification Criteria	The Bidder should have an annual turnover of at least Rs. 15 lacs during each of the last three financial years (i.e. 2017-2018, 2018-19, 2019-20) with positive net worth as on 31.3.2019 and should have conducted exams for Govt. & Govt. related Organizations.	We would request the following changes to the clause : The Bidder should have an annual turnover of at least Rs. 15 lacs during each of the last three financial years (i.e. 2018-2019, 2019-20, 2020-21) with positive net worth as on 31.3.2019 and should have conducted exams for Govt. & Govt. related Organizations.	It will remain same as per bid document
34	Technical Evaluation Criteria	Certificate from CTO Of site owned by service provider, 3 party audit certificate/ client's audit certificate.	Request to allow submission of sample agreements with the self certified city wise node count. The agreement can be shared on request.	Submission of sample agreements with the self certified city wise node count/ leased. The agreement can be shared on finalization of the bidder
35	Service Level Agreement	In case of breach of any / all obligations stipulated in the work order by the Service Provider and/or if the Service provider fails to perform, execute and/or maintain the required progress of work awarded under the contract, to the satisfaction of the Corporation, the Service Provider shall be liable to pay damages to the Corporation not exceeding 10% of the order / contract value, addition to forfeiture of security deposit account.	We request the following changes to the clause : In case of breach of any / all obligations stipulated in the work order by the Service Provider and/or if the Service provider fails to perform, execute and/or maintain the required progress of work awarded under the contract, to the satisfaction of the Corporation, the Service Provider shall be liable to pay damages to the Corporation not exceeding 10%.	No Change in SLA
36	Limitation of Liability	Not in the Bid document	Inclusion of limited liability clause	Will not be included
37	Extention for time of submission		At least 10 days after releasing of corrigendum	Extention of submission date for 10 days from the date of uploading of corrigendum
38	Type Test	Type Test Required for Junior Assistant	Type Test To be conducted for Junior Assistant	After the online examination, the type test to be conducted on the same date and at the same venue

7.2 Technical Evaluation Criteria:

7.2.1 Technical Evaluation Criteria with marks:

The following table depicts the broad technical evaluation criteria used to arrive at the Technical Score (T<sub>s</sub>) for the bidder:

Sl.No.	Details	Evaluation	Marks
			<b>100</b>
<b>1</b>	<b>Average Turnover of the Company</b>	<b>Units</b>	<b>15</b>
	Turnover >=1 Cr	15	
	Turnover >=90 lacs but <1 Cr	10	
	Turnover >=80lacs but <90lacs	9	
	Turnover >=70lacs but <80 lacs	6	
	Turnover >=60 lacs but <70 lacs	2	
	Turnover >=10lacs but <20lacs	1	
	Turnover <10 lacs	0	
	<b>Proof: Average turnover of the company for the last five financial year ending 2019-2020. The document to be certified by CA and uploaded.</b>		
<b>2.</b>	<b>Net Profit (as % of Turnover) of the Company for the last five financial year ending 2019-2020. The document to be certified by CA and uploaded.</b>	<b>Units</b>	<b>10</b>
	Net Profit >=15%	10	
	Net Profit >=12% but <15%	7	
	Net Profit >=10% but <12%	5	
	Net Profit >=7% but < 10%	4	
	Net Profit >= 5% but <7%	1	
	Net Profit but <5% or No profit	0	
<b>3</b>	<b>Conducting of Computer Based exams for GOVERNMENT/PSU/Govt. Undertakings for the FY 2015-16,2016-17, 2017-18,2018-19 2019-20 through CBT (with minimum candidates per exam)</b>	<b>10,000</b>	<b>10</b>
	Conducted more than 5-7 exams	10	
	Conducted 4-6 exams	8	
	Conducted 5-6 exams	5	
	Conducted 2-3 exams	3	
	Conducted 1 exam	1	
	<b>Proof: Client's Certification (or) Work order from any client to be uploaded.</b>		
<b>4</b>	<b>Infrastructure for Data Centre / Disaster Recovery (DR)</b>	<b>Units</b>	<b>10</b>
	DC & DR Owned by Service Provider	10	
	DC owned by Bidder, DR Hired from different sources	7	
	Both DC & DR Hired	5	
	Solution offered through Cloud (within India)	2	
	Solution offered through cloud (cloud outside Indian territory) will not be considered		
	<b>Proof: Audit certificate from any 3<sup>rd</sup> Party Auditor of DC &amp; DR / Cert-In certification</b>		
<b>5</b>	<b>Type of ownership of Computer Nodes</b>	<b>45,000 units CountryWide</b>	<b>10</b>
	Ownership		

	Ownership of 100% of the nodes	10	
	Ownership of at least 50% of the nodes	7	
	Ownership of at least 25% of nodes	4	
	Ownership of at least 10% of nodes	3	
	Not owned, but hired/Leased completely	1	
	<b>Proof: Certificate from CTO of site owned by service provider, 3<sup>rd</sup> party audit certificate/ client's audit certificate</b>		
<b>6</b>	<b>General Manpower Strength of Service Provider on their pay roll as on 31<sup>st</sup> March 2020</b>	<b>Units</b>	<b>10</b>
	>=500	10	
	More than equal 450 but <500	8	
	More than equal to 400 but <450	6	
	More than equal to 300 but <350	5	
	More than equal to 150 but < 250	4	
	More than equal to 100 but <150	3	
	More than equal to 50 but <100	2	
	Less than 50	1	
	<b>Proof: Declaration by the Company Secretary, HR Head where there is no CS.</b>		
<b>7</b>	<b>General Security of the overall system (Declaration in Company's letterhead or proof of document to be submitted).</b>		<b>10</b>
	<b>Software Security</b>		
	Application hosted in Secure environment	2	
	Application ensure data transfer with encryption	1	
	Application hosted exclusively at each site	1	
	Application keeps timestamp of entries	1	
	<b>Infrastructure Security</b>		
	Each system being sanitized before exam	2	
	Exposure of Server blocked beyond DC	1	
	Only Application is installed in terminals	1	
	Local terminal/system does not hold data	1	
<b>8</b>	<b>ISO Certification</b>		
<b>8a</b>	<b>CMMi Level in Development (Proof of Document to be uploaded).</b>		<b>5</b>
	CMMi Level 5	5	
	CMMi Level 4	3	
	CMMi Level 3//Equivalent ISO9001	1	
	<b>CMMi certification as proof</b>		
<b>8b</b>	<b>CMMi Level in Services (Proof of Document to be uploaded).</b>		<b>5</b>
	CMMi Level 5	5	
	CMMi Level 4	3	
	CMMi Level 3	1	
<b>9</b>	<b>Presentation</b>		<b>15</b>

Minimum 70% required to qualify in the Technical Bid. Bidders who secure less than 70% marks will be considered as DISQUALIFIED

7.4 Commercial Bids

Sr. No	Item	Basic unit price i.e. charges per candidate per shift (exclusive of all statutory taxes, duties and levies)	GST & any other taxes	Any other statutory levies/ taxes/ duties	Units Price inclusive of all statutory taxes, duties and levies (F=C+D+E)
A	B	C	D	E	F
1	Computer Based Examination Services per candidate (both in figures & words)				

Note:

- The cost quoted by the bidder shall be the total cost per candidate per exam (inclusive of application processing & examination)
- The successful bidder will receive the cost towards conduct of examination (CBT) per candidate only for those cases/candidates who appear for examination.
- Price should be written both in figures and words.
- Rates shall be quoted based on “per candidate per shift” and shall include all levies in respect of things mentioned in the paras related to the scope of work including any incidentals thereof.
- Lowest Commercial bid will be determined on the basis of total amount quoted in column C of the Commercial bid.
- The bidder will have to substantiate the taxes and levies claimed by him in each bill. The bidders will thus be required to provide documentary evidence of the rates of tax as applicable on the basic unit cost quoted at the time of claiming payment consequent upon the award of the contract arising out of this RFP.
- Scores would be considered for the purpose of QCBS (Quality cum cost based system) based final evaluation, explained below.
- JCI reserves the right to cancel/reschedule any examination.
- The quoted price should be firm for the contract period.

Bidders are advised to quote their rate as per illustration given below

### ILLUSTRATION

Rate to be quoted per candidate (A) = (B X 20%) + (C X 80%)

Where, B = Rate per candidate, following Pandemic Protocol

C = Rate per candidate during normal time

Let us assume:-

- ❖ Events Under Non Pandemic situation :- **80%**
  
- ❖ Events Under Pandemic situation :- **20%**
  
- ❖ Rate per candidate, following Pandemic Protocol (B) = Rs. 500
  
- ❖ Rate per candidate during normal time (C) = Rs. 250

Therefore, Quoted rate (A) = (500 X 20%) + (250 X 80%) = 300