

Pre-bid queries on 'RFP for Identification of SP for Supply of Software, Implementation and Support for CAT for Question Bank Creation' by Staff Selection Commission (SSC)

| Sl.No. | Bidding Document Section | Bidding Document Reference Page No. | Content of the RFP requiring clarification | Points of Clarification | Remarks/Suggestions | Comments /Clarifications of the Committee |
|--------|---|-------------------------------------|--|--|---|---|
| 1 | Clause 3.10.3 O&M Support Structure & Strength | 46 | In order to maintain the O&M for CAT infrastructure, a minimum following support structure along with the minimum roles must be deployed during the project. | We would request SSC to confirm whether the said resources to be deployed at onsite [SSC] or offsite [Vendor Location] or a combination of Onsite and Offsite. | | Onsite |
| 2 | Clause 3.10.3 O&M Support Structure & Strength; Sl.No. 3; 4; 5; 6 | 47 | L1- Functional Engineers L2- Software Support Engineers L2- Infra Support Engineers DBA | The CAT Infrastructure is a no tolerance of failure system at the time of examination. In order to do that we would request if SSC would quantify the number of people required to support. For L1, L2 and DBA SSC has suggested the number to be as required to meet SLA. We would request SSC to objectify it with | We request SSC to kindly provide the minimum number of Support staff amongst L1, L2 and DBA required to meet the SLA. | Not agreed. Therefore, no change. |

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| | | | | minimum numbers required. | | |
| 3 | Clause 6.4 Technical Evaluation Criteria with Marks; TQ Sl.No. 3 | 66 | Net Profit for FY 2022-23 (as % of turnover) of the company | We would appreciate if SSC would consider 3 years of net profit. | Average Net Profit for last three financial year 2020-21, 2021-22 and 2022-23 (as % of turnover) of the company | Agreed (Amendment to be issued). |
| 4 | Clause 7.1; Commercial Bid; Sub Clause 7.1.1; Point No. 4) d) | 74 & BOQ | Annual rates quoted as per Item no (2) of section 7.1.1 (say P2) applicable for 3 years. Then the bid price for these items would be P2*3. AND BOQ Sl.No.2 : The start date of O&M will be from date of successful completion of Milestone 7 (1st Live Examination) and will be applicable up to 3 years from the date of signing the contract. | The two lines are contradicting. 1st part states that O&M shall be for a duration of 3 years from Go Live of Milestone 7 and O&M shall be for 3 years, whereas BOQ SL.NO.2 states that O&M shall be applicable for 3 years from the date of signing the contract. We would request SSC to confirm the overall duration of the project between Implementation and O&M. | BOQ SL.No.2 should be read as start date of O&M shall be from completion of Milestone 7 and shall be applicable for 3 years thereafter. | It is clarified here that the Contract period is for 3 years and period of 3 years will be counted from the date of signing of contract. The O&M will become effective only on the date when the software |

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| | | | | | | becomes live. Therefore, the O&M will be applicable for the remaining period of the contract. |
| 5 | Clause 7.4 Terms of Payment; SI.NO.1 Schedule of Payment for one time charges quoted for the CAT software delivery; Point No. b | 77 | 15%- After Delivery of Milestone 6 | We would appreciate if from a cashflow perspective, some of the percentage of payout to be increased for Milestone 6. | Request the Authority to consider: a) 10% at the time of signing of contract against Bank Guarantee, which would be refunded after first Live examination (Milestone 7). b) 25% After delivery of Milestone 6. c) 25% on successful completion of 1st Live examination (Milestone 7). d) The remaining 40% of one time | No Change |

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| | | | | | charge quoted for item 1 of Section 7.1.1 will be paid in equal installments in each quarter following successful completion of Milestone 07 (1st Live Examination) for remaining duration of contract. | |
| 6 | Clause 7.4 Terms of Payment; SI.NO.2 O&M quoted for the CAT software delivery; Point No. b | 77 | The entire O&M price of the year will be divided in four quarterly segments. | In order to efficiently manage the cashflow during the O&M phase, we would request the Authority to relax the cycle for payouts during O&M phase. | Request the Authority to consider: The entire annual O&M price of the year will be divided in monthly segments and payments shall be made on monthly basis. | No change. |
| 7 | 5.31 | 61 | Consortium in any form is not allowed in this bid process and the Service Provider shall not subcontract services | J/V Consortium | To have a larger participation of the prospective bidders, we request the department to | No change |

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| | | | | | consider JV/Consortium partners. | |
| 8 | 6.3 SI. No.6 | 63 | <p>The bidder should have an annual turnover of at least <u>Rs 20 Crore from software development and/or software services</u> in each of the last three financial years (FY 2020-21, 2021-22 and 2022-23).</p> <p>The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/ sister concerns etc. from software development and/or software services. The turnover should exclude sales of system software or COTS/hardware/hosting/non-development services.</p> | Turnover | We request the department to consider average turnover of Rs 5 Cr during the last 3 financial years (2020-21, 2021-22 & 2022-23) from similar online and offline educational services instead of limiting it from Software Development and/or Software services | No change |
| 9 | 6.4 SI. No 3 | 66 | <p>Net Profit for FY 2022-23 (as % of Turnover) of the Company.</p> | Eligibility | We request department to consider positive net worth as well along with Net Profit | No change. |

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| | | | <p>a) Net Profit $\geq 20\%$: [5 marks]</p> <p>b) Net Profit $\geq 15\%$ but $< 20\%$: [4 marks]</p> <p>c) Net Profit $\geq 10\%$ but $< 15\%$: [3 marks]</p> <p>d) Net Profit $\geq 5\%$ but $< 10\%$: [2 marks]</p> <p>e) Net Profit ≥ 0 but $< 5\%$: [1 marks]</p> | | | |
| 10 | 8.8 Hardware Specifications | 87 | The hardware specifications which SSC needs to be provide for enablement of the solution, needs to be provided by the bidder along with the bid | Do we need provide the specifications for all the 4 environments mentioned? | Based on the initial discussions and analysis this might change, so pls be aware of this | Yes for all the environments |
| 11 | 7.3.6. Service Level Agreements | 76 | 99.5% uptime | 99.5% uptime | Uptime depends on the CSP as well, so the delays due to the CSP and Network should be considered while calculating the | SSC is considering on premise. |

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| | | | | | uptime. Are the CSPs hyperscalers? | |
| 12 | 5.2 Mode of Submission | 53 | Submission of the bid through CPP portal | CPP portal | In CPP portal there is only one document that can be submitted under technical proposal, since all the documents like contracts, declarations, annexures, Tech solutions, case studies everything needs to be merged and submitted, so we might face an upload size issue. Can you pls have multiple document upload options under the tech proposal in the CPP portal which will help the submission process | As per the guidelines of CPP Portal. |

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| 13 | 3.2.2.6 | 18 | ERI | | Does this proposal also include the last mile delivery of exams into exam centers as software delivery in the scope of project? | Not in scope |
| 14 | 3.2.2.6 | 18 | ERI | | Can you confirm whether Randomisation of Questions in Question Paper is in the scope of the project? | Not in scope |
| 15 | 3.2.2.6 | 18 | | | Can you confirm whether Evaluation of Candidate responses in the exam against keyset is in the scope of the project? | Not in scope |
| 16 | 7.1.1 | 39 | Milestone 07 (1st Live examination) | | What should be the assumption regarding the first Live examination, what will be the minimum duration between milestone 06 and milestone 07 assuming | It will be discussed with successful bidders |

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| | | | | | milestone 06 happens on 24 weeks | |
| 17 | 7.1.1 | 39 | Milestone 07 (1st Live examination) | | Since it's a national level applicaiton which is of great importance, we recommend to include a pilot phase(apart from UAT) to ensure that the applications and integrations are working end to end in production. Pls consider | It will be discussed with successful bidders |