

Pre-bid queries

S. No	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Points of Clarification	Remarks/ suggestion	Response
1	NA	NA	NA	Is it right to assume that SLA's as mentioned in the RFP will be applicable only when the new requirements/ modules go live.		The SLAs does not have any dependency on the new requirements/ modules. Therefore the SLAs will be applicable as per Note-1 (Para-24.6)
2	5	5	The operation and maintenance of the website, hardware and software resources, and the IT related examinations activities are handled by M/s Wipro. Now the Commission intends to engage a Service Provider/ vendor	It is assumed that all the existing Infrastructure, credentials and source code of all the existing software's will be handed over to selected vendor and No proprietary tool/ applications has been used.	Please confirm the assumption is correct	Yes. Existing infrastructure, credentials and source code of all existing software will be handed over to the selected vendor. Details of tools/ applications used are given at Para-6.
3	6	6	In addition, the following software/ Apps are being used for the overall management of the Portal:	Is the listed software/ apps is the exhaustive list or should we expect other technologies?		Yes, details of tools/ applications presently being used are given at Para-6.
4	6 (iii) Operation and Maintenance of the Website:	9-10	Maintaining two older website(s) of the Commission	Request to provide the two older websites which are part of the scope		The URLs of two older websites which are to be maintained are: http://sscold2.nic.in/ and https://doc.ssc.nic.in/sscold/SSC.html.

5	6 (ii) Development of new web-application using latest and scalable architecture to meet future requirements	8-9	The work will be completed within 8 months from the date of issue of the work order.	Wherever the timeline has not been mentioned, Does the selected vendor has to complete the new requirements/modules listed in the RFP also with in the 8 months of the timeline?		The timelines has only been specified for development of new module. Remaining are the working modules/ processes which have to be taken over and maintained by the new vendor as per timeline given at Note-1 (Para-24.6).
6	6 (iv) – (f)	10	Pre and post examination data will be shared between the agencies conducting examination and the service provider	It has been mentioned that examinations will be conducted by separate vendor or by the commission. The data that should be shared with bidding vendor, what are the modes and format that this data will be shared?		A secure web-based mode of data access/ sharing will be provided. Format of data varies from exam to exam and will be shared as and when required.
7	6 (iv) (c) Online application forms for various examination	11	A facility is to be provided to capture live photo of candidates. In addition, artificial intelligence will be used to the maximum extent to ensure that the photographs and signatures with desired characteristics are captured/ uploaded in the online applications.	It is assumed that live photograph functionality is an option		The functionality is not optional. It has to be essentially provided but there will also be other options like uploading of photo in JPG format.

8	6 (iv) (h) Allocation of Examination Centres/ roll numbers to the candidates:	14	By using the randomization formula and on the basis of preferences given by the candidates in the online application forms or as per the criteria given by the Commission/ Regional Offices, examination venues will be allocated by the Service Provider to the candidates and the data will be shared with the Regional Offices.	During pre-bid it was mentioned that admit card creation is part of the scope for selected vendor. Kindly confirm	Is yes, Please add this as a part of the scope	The scope will be as per Para 6 (iv) (h). However, the design should be such that admit card generation is provisioned for through this system for later use.
9	6 (iv) (j) Checking of examination photographs	15	Further, examination photographs of candidates will be compared with the photograph database of impersonators and the examination photographs will be compared with each other to check if any candidate has appeared in the examination multiple times and to identify impersonators at 80% accuracy, if any	Kindly confirm if impersonators database currently exists or need to be build?		Impersonators database needs to be built.
10	6 (iv) (j) Checking of examination photographs	15	Examination photograph of the candidate will be checked with their respective application photograph to identify impersonation cases	Till the new module is designed and developed, Is it right to assume that these checks will be conducted by regional offices and selected vendor scope is limited to provide all the necessary details required for checks?		6 (iv) (j) will be started by the bidder within 4 months from the date of signing of agreement.

11	6 (iv) (k) Conduct of skill test	17	The software for conducting Skill Tests which was developed by NIC and available with the Commission will be suitably modified/ upgraded in consultation with SSC.	We understand that software to conduct skill tests exists with SSC, but customizations would be required for each year and this would be scoped under development of new software modules. Kindly confirm?		The software to conduct the skill test exists with SSC. Initial upgradation of the software is part of the RFP. Later on, if additional requirements are there, they can be covered under development of new software modules.
12	6 (iv) (k) Conduct of skill test	17	The software for conducting Skill Tests which was developed by NIC and available with the Commission will be suitably modified/ upgraded in consultation with SSC.	What are the modifications/Improvements expected in this software?		The following will be few of the improvements required: 1.Availability of additional keyboard layout for Hindi Typing. 2.The text typed by the candidate in Skill Test should be periodically auto saved. 3.Response of the candidates saved on the server should be in non-editable. Additional minor customization may also be required.

13	6 (iv) (s) Document Verification Module	19	There should also be provision for electronic capture of thumb impression and photograph of the candidates. The biometric information so captured shall adhere to ISO Standards. The Service Provider should be able to compare the biometric thumb impression with the ones captured at the time of previous examination stage(s).	<p>It is assumed that the devices required to capture thumb impression and photography will be provided by SSC, which has capability to provide API.</p> <p>The scope of the selected vendor is to integrate the deployed devices API's to the module/application where biometrics will be compared.</p> <p>The module/application would be a third party tool and the cost would be paid by SSC</p>		<p>1. The devices required to capture thumb impressions will be provided by SSC. Specifications of the devices will be provided by the bidder. Relevant API to retrieve the biometric information will be shared.</p> <p>2. Third party tools, if any, required to meet the requirement will be arranged by the bidder. Costs, if any, will be incurred by the bidder. Bidder may submit their proposals accordingly.</p>
14	6 (viii) Development of new Software Modules:	22	In the examination process, the demands of new software modules/ applications keep arising depending upon the requirements of recruitment examinations. Therefore, the Service Provider is required to develop such software modules as and when required.	Is it right to assume that these modules/software's are in addition to the one's part of the scope e.g., court module, work order module etc?		Yes.

15	6 (xi) Facility of Help Desk:	24	Main equipment will have the capacity of 12 lines, whereas individual equipment's will be supplied for 3 personnel. Operation and maintenance of all the equipment's will be handled by the vendor for the entire duration of contract.	It is assumed that for help desk, Sitting area and telephonic line and desks to operate will be provided by SSC. Kindly confirm		Only office space and table-chairs will be provided by SSC. All other arrangements have to be made by the bidder. Telephone lines, etc will be arranged by the bidder. However, documentation will be signed by the authorised person of SSC and monthly bills of the telephone lines, etc will be paid by SSC.
16	10 (iii)	28	The Service Provider shall maintain documentation related to the project with adequate traceability matrix and version control wherever necessary.	We assume that all project documentation exists from 2018 and will be handed over to selected vendor. Kindly confirm		Partially available documentation will be provided. However, there will be knowledge transfer from the existing vendor as per the provision of RFP.
17	11	28	Roles and Responsibilities of Service Provider: The detailed scope of work and responsibilities for the selected vendor are discussed in earlier sections of this document. In addition to these roles and responsibilities, the responsibilities of the selected vendor will also include but will not be limited to the following:	Apart from the detail scope defined in section 6, we are assuming that the statement "will not be limited to" meaning only IT activities. Kindly Confirm		Yes.

18	11 (ii)	28	Provide training to individuals/ staff/ support staff and Government officials as required.	Is it right to assume that these trainings are related to only IT activities scoped in this RFP and these trainings will be conducted virtually and/or SSC HQ		The trainings can be conducted physically/ virtually at the office of SSC-HQ and at other locations in Delhi.
19	11. Roles and Responsibilities of Service Provider	29	(ix) Ensure maintaining sanctity of the examinations at all cost. This includes confidentiality of: (a) Candidates' data (b) Examination data (c) Results (d) Marks of candidates (e) Information about subject experts (f) Question Papers (g) Answer Keys (h) User Departments, etc. (i) Software, hardware, network and other support infrastructure	We assume that the selected vendor will not be the custody of question papers, Answer keys. Kindly confirm		Yes.
20	23.5 Commercial Bids	49		The scope related to 6 (ix) (x) (xii) is a one time effort. We would like to clarify where we have to include the pricing of this scope in the bidding table 23.5		The pricing of new modules mentioned in the RFP to be included in item 23.5 (1)

21	24.7	57		It is unclear about how the payment terms for Handling 12 examination related IT Activities will be.	We suggest that section 24.7 (C) should be read as <i>Operation and Maintenance of IT Infrastructure, website of the Commission, Handling of regular examination activities and providing Help-desk facility:</i>	Yes. The heading may be read as <i>"Operation and Maintenance of IT Infrastructure, website of the Commission, Handling of regular examination activities and providing Help-desk facility"</i>
22	6	6	Table of Software/Apps	The Current software appears to have been developed using Microsoft .net 4.7.2 and WCF. and the same are obsolete. Microsoft itself has abandoned .net framework and have moved on to a new framework called .net Core. Please note that .net 4 cannot be auto upgraded to .net core. The upgrade involves significant rewriting (nearly 100%).	Can the vendor re-develop the application stack using truly open source languages such as Java or Python etc.	Yes.

23	6.i.d	7	Configuration, Operation and Maintenance	Maintenance and performance management of such a large scale and critical software requires use of DevOps and Enterprise management tools. Does SSC or NIC have these tools that can be used by the Vendor	If not, Please suggest if such tools need to be supplied as a part of the response. Please include details of required software if any.	At present, these tools are not available. However, if required, bidder can use these tools to deliver the services as per the requirements of this RFP.
24	6.i.h	7	Backup	Does SSC or NIC have requisite backup software and systems. Please clarify	If not, Please suggest if such tools need to be supplied as a part of the response. Please include details of required software if any.	Yes.
25	6.i.i	7	Tools	Does SSC or NIC have requisite tools/ software and systems. Please clarify	If not, Please suggest if such tools need to be supplied as a part of the response. Please include details of required software if any.	Yes. These tools are available for the existing portal.
26	6.ii.b	8	Microservices	Dockerization and Containerization are formal part of Microservices architecture. Please clarify if this is required		Yes. It is required as these are essential elements of Microservices.

27	6.ii.i	9	OSS	Since it is mandated to use OSS technologies, we assume that applies to languages, frameworks, tools etc.	Please clarify if continued use of Microsoft Framework can be foregone.	Yes.
28	6.ii	9	Software Development	Is there any need for Mobile applications? If so please specify details		Please refer to Para-6 (vii) at Page No-22.

29	6	8 to 26	Software Development	<p>It is noted that the site and applications will require significant</p> <ol style="list-style-type: none"> 1. Development of New Modules 2. Number of Changes to Existing Module 3. Change of Architecture to Microservices 4. Protection against Technology Obsolescence 5. Performance Improvement 6. Usability Improvement <p>Given this highly Dynamic technology Environment, How does SSC propose to deal with the change management scenario</p>	<p>Today, globally, the use of Low-Code/ Nocode platforms have demonstrated rapid improvements in Speed of development, speed of change management, speed of maintainability, usability and security. We propose that please mandate use of such LCNC (Low-Code/No-Code) platforms with following essential elements for the benefit of SSC in Speed, cost, reduced manpower etc. These Elements of LCNC to include</p> <ol style="list-style-type: none"> 1. Drag and Drop Forms Engine 2. Drag and Drop Workflow Engine 3. Drag and drop Rules Engine 4. Drag and drop Reports Engine 5. Low Code Automation and messaging 6. Low Code API builder 7. Low Code API consumer 	<p>The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.</p>
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30	6	8 to 26	Software Development	Various	We Request that the following features of the software be considered for the benefit of SSC	The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.
				Authentication	Authentication based on Internal dB based and External LDAP or MS-AD based authentication Support for SSO integration	
				Audit Trails	Audit trails for all or any selected transactions, records or fields	
				Access Controls	Access Controls for software features based on Access Control List View only or Add/ Edit Data Access control at Table, Row or Columns User, Roles and Rights Management: Ability to define User and Role classes, define organizational structures and cross link them to arrive at effective security and access control schema, without having to write code.	

				Application Portal Pages	All applications also need to have content pages from within which the application pages can be embedded or called. Development and design of such pages must be codeless and produce attractive and user friendly design.	The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.
					Support for CSS 2.x	
					Support for CSS 3.x	
					Support for CSS 4.x (Optional)	
				e-Forms	E-Forms engine to design, render and develop e-	
					forms that can be deployed without having to write code for forms, dropdowns, multilingual interfaces, validations, error messages, persistence data model and integration.	
					Built in, all of these screen controls: Text, Boolean,	

					Numeric, Decimal, Dropdown, Lookup, Images, Attachments, Lat/ Long, Currency, Date/Time,	The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.
					Multi Line, html editor, Radio, Checkbox, Phone,	
					email, URL,	
					Built in all of the advanced controls for Dependent	
					Lookup, Multi dependent Lookup, Checkbox List, Multi Column List Grid, Dependent List Grid, Pickup list, Auto Complete	
					Built in RegEx for common data types and Ability to	
					build Custom RegEx	
					Basic Validations such as default value, min-max	
					range, mandatory fields	
					Control of Audit trailing at field level	
					Control of Form Layout in multi column or Card	
					Layout	
					Multi Lingual Forms	
					Field level help text customization	

					Field level error message customization	<p>The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.</p>
					Custom Validations at field level	
					API based interlinking at form or field level	
					Control of Field level visibility, editability based on	
					rules of workflow stages	
					Skip logic for field level conditional formatting,	
					visibility, mandatoryness, Show, Hide, Enable, Disable fields based on rules	
					Support for Multi-Tab, Multi Section Forms	
					including wizard type form flow for ease of use	
					Support for embedding child-tables, multirow tables	
					within the forms	
					Browser based Visual Forms designer	
					Formula Builder: Ability to define complex on form	
					computations using Excel like formula builder	

				Database Structure and Maintenance	Enterprise class DB persistent model along with DR,	
					Memory scaling, partitioning, dB monitoring, dB operations from creation of tables associated with the forms must be automated without having to write code or knowhow of the DB. The product must be able to operate without code change for most of the commercially available DBMS	The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.
					Must be supported on current versions of Postgress,	
					MS-SQL, Oracle, DB2, My-SQL	
					Form design must propagate to creation, versioning	
					and update of table structures without having to get into dB level administration or changes	
				Workflow	Drag-&-Drop Workflow designer to render and	

					develop electronic workflows that can be deployed without having to write code for processes,	<p>The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.</p>
					escalation, branching, SLA management, validations, error messages, persistence data model	
					and integration, both actor driven or rule driven propagation BPMN 2.0 or wMFC compliant process modeler	
					Browser based Visual Workflow designer	
					Task Portal: Ability to view, Assign, Pull back,	
					Forward, Escalate tasks with SLA and rule based task management such as FIFO, LIFO, Round Robin etc.	
					Complex Rules based Tasks routing	
					User Configurable Task list	
					Intuitive Dashboards for Approvals	

					Notifications/Escalation/Re-assignment	<p>The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.</p>
					Reminder Service for Workflow instances crossing a defined SLA	
			Business Rules		Business Rules engine to design, render and develop	
					business rules that can be deployed without having to write code for business rules, validations,	
					workflow branching, error messages and exception handling.	
			Automation of Actions		Support for automation of tasks such as messaging.	
					Robotic Process Automation to design, render and develop task automation that can be deployed without having to write code for handling simple (single step) process based and image-based computation steps.	
					Support for DB event based design and execution of	
					Actions	
					Support for timer based design and execution of	

					Actions	<p>The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.</p>
					Batch jobs: Automation tools for creation of CRON	
					jobs at the OS level to conduct automated nightly operations.	
			Reports and MIS		Reports engine to design, render and develop reports	
					and MIS that can be deployed without having to write code for ad-hock reports, document generation, multidimensional cubes, search and filters	
			Creation of APIs		Integration touch points from this system may run	
					into 100s and it is expected that the system is based on modern tools such as GraphQL to build API interfaces that can be published for consumption of data by other applications within the security boundaries already defined.	

				Consumption of 3rd party APIs	This system is expected to consume a large number of other APIs provided by other systems and it should be possible to define automatically all such consumption of API at the event stage without having to write code.	
				CI/CD:	CI/CD must be available as intrinsic part of the proposed solution.	The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.
				Code/System Documentation	The system should automatically version control the artefacts developed, manage the life cycle of these artefacts and produce code level documentation of the generated code without having to spend time and effort.	
				DevOPS:	Frequent changes demand that the DevOps must be automated and streamlined without having to require specialist intervention routinely and bringing together Business Analysts / developers / Testers	

					into 100s and it is expected that the system is based on modern tools such as GraphQL to build API interfaces that can be published for consumption of data by other applications within the security boundaries already defined.	
				Consumption of 3rd party APIs	This system is expected to consume a large number of other APIs provided by other systems and it should be possible to define automatically all such consumption of API at the event stage without having to write code.	The requirements of SSC have been given in the RFP. The bidder has to fulfil all these requirements. The bidder is free to use any new technology to provide a robust system and deliver the services as per requirement.
				CI/CD:	CI/CD must be available as intrinsic part of the proposed solution.	
				Code/System Documentation	The system should automatically version control the artefacts developed, manage the life cycle of these artefacts and produce code level documentation of the generated code without having to spend time and effort.	

				DevOPS:	Frequent changes demand that the DevOps must be automated and streamlined without having to require specialist intervention routinely and bringing together Business Analysts / developers / Testers	
31	23.4.1 (Point No 2)	46	Turnover of the Company in each of the three financial years 2019-20, 2020-21 and 2021-22 (Turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/ sister concerns, etc. The turnover should exclude sales of system software or COTS/ hardware.		The past 2 to 3 years the online recruitment examination has been drastically reduced due to the pandemic situation and most of the companies had a drop down in Turnover. We kindly request you to relax the clause as per the requested details	The clause in the RFP remains unchanged.

32	23.4.1 (Point No 3)	46	Net Profit (as % of Turnover) of the Company in each of three financial years (FY 2019- 20, 2020-21 and 2021-22)		The past 2 to 3 years the online recruitment examination has been drastically reduced due to the pandemic situation and most of the companies had a drop down in the Net profit percentage. We kindly request you to relax and re-visit the clause as "The company should not have incurred any loss in the last 5 financial years"	The clause in the RFP remains unchanged.
33	23.4.1 (Point No 5)	47	Handling of online applications/ Orders/ Bills/ Invoices/ Processing of results during last 2 financial years (FY 2020-21 and 2021-22)		As you aware due to COVID most of the Government recruitment examinations were on hold/Postponed for almost 2 years and since the scope of work is related to recruitment we kindly request you to relax the clause to submit the details of last 5 years because as per this condition the core recruitment agencies will not have the required number of projects.	The clause in the RFP remains unchanged.

34	23.3 (Point No 7)	45	The bidder should have positive net worth/ valuation of Rs 100 Crore during the financial year 2021-22.		Only very few recruitment and related service providers will have a positive net worth more than 100 crore and to your notice, that most of the government tenders will have the eligibility condition that the company should have positive net worth and should not have incurred any loss. So request to relax the clause that "The bidder should have positive net worth/ valuation of Rs 10 Crore during the financial year 2021-22."	The clause in the RFP remains unchanged.
35					Please Clarify, whether you will hand over the entire source code and architecture of the existing portal?	Yes
36					Please clarify, whether Existing Application is designed as micro services?	No

37					Please do give us the data sizing & Entire Architecture of infrastructure for our better understanding.	Data sizing details are provided at Para-6. Architecture details will be shared after the finalization of RFP.
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