

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
1	10.3 Pre-Qualification Criteria - Mandatory	47/66	For Slab 1 (=<50 Lakh candidates): The Bidder should have an annual turnover of at least Rs. 20 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018	Annual recruitment of candidates for job offers to be also considered for Pre qualification .		This RFP is specific to Computer based examinations. Annual Job Offers cannot be considered
2	10.3 Pre-Qualification Criteria - Mandatory	47/66	For Slab 2 (>50 Lakh candidates): The Bidder should have an annual turnover of at least Rs. 100 Cr from the business of conducting Computer based Examinations during each of the last three	Annual recruitment of candidates for job offers to be also considered for Pre qualification		This RFP is specific to Computer based examinations. Annual Job Offers cannot be considered
3	10.4.1 Technical Evaluation Criteria with marks:	48/66	Conducting of Computer Based exams in FY 2016-17 & 2017-18	We request the computer based exam expereince from internal training and recruitment to be considered		The clause in the RFP remains unchanged

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4	10.3 Pre-Qualification Criteria - Mandatory	47	<p><b>6. For Slab 1 (=&lt;50 Lakh candidates):</b> The Bidder should have an annual turnover of at least Rs. 20 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018.</p> <p><b>For Slab 2 (&gt;50 Lakh candidates):</b> The Bidder should have an annual turnover of at least Rs. 100 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2015-2016, 2016-17, 2017-</p>	<p>Please refer section 10.4 Technical Evaluation Criteria. The financial years referred for the purpose of evaluation is 2016-17 &amp; 2017-18. So to align the Pre-Qualification Criteria with the Technical Evaluation Criteria we would request SSC to change clause 6 as per the below mentioned suggested Alternative-1.</p> <p>Further we would like to highlight that as a general industry practice, which is based on DIT and CVC guidelines, the average turnover of the Company or the referred line of business is taken for the purpose of evaluation. So in case SSC wants to refer the last 3 financial years we would suggest SSC to change the clause as per Alternative-2.</p>	<p>Suggested alternatives: <u>Alternative-1:</u> <b>For Slab 1 (=&lt;50 Lakh candidates):</b> The Bidder should have an annual turnover of at least Rs. 20 Cr from the business of conducting Computer based Examinations during each of the last two financial years (i.e. 2016-17, 2017-18) with positive net worth as on 31.3.2018.</p> <p><b>For Slab 2 (&gt;50 Lakh candidates):</b> The Bidder should have an annual turnover of at least Rs. 100 Cr from the business of conducting Computer based Examinations during each of the last two financial years (i.e. 2016-17, 2017-18) with positive net worth as on 31.3.2018.</p>	<p>Please refer to the corrigendum for the modified clause.</p>

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5					<p><u>Alternative 2:</u> <b>For Slab 1 (= &lt; 50 Lakh candidates):</b> The Bidder should have an <b>average</b> annual turnover of at least Rs. 20 Cr from the business of conducting Computer based Examinations during the last three financial years (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018.</p> <p><b>For Slab 2 (&gt; 50 Lakh candidates):</b> The Bidder should have an <b>average</b> annual turnover of at least Rs. 100 Cr from the business of conducting Computer based Examinations during the last three financial years (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018.</p>	Please refer to the corrigendum for the modified clause

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6	10.4.1 Technical Evaluation Criteria with marks	48	1. Turnover of the Company  2. Net Profit (as % of Turnover) of the Company	For these clause we understand that the reference financial year is 2017-18. Please confirm our understanding.		Please refer to Para 10.3 sub-clause 6 .  It is hereby clarified that proportionate marks will be allocated for the absolute turnover figures reported by the bidder for each of the three financial years.

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7	10.4.1 Technical Evaluation Criteria with marks	48	<p>2. Net Profit (as % of Turnover) of the Company</p> <p>Net Profit <math>\geq 30\%</math></p> <p>Net Profit <math>\geq 20\%</math> but <math>&lt; 25\%</math></p> <p>Net Profit <math>\geq 15\%</math> but <math>&lt; 20\%</math></p> <p>Net Profit <math>\geq 15\%</math></p> <p>Net Profit <math>\geq 10\%</math> but <math>&lt; 15\%</math></p> <p>Net Profit <math>\geq 5\%</math> but <math>&lt; 10\%</math></p> <p>Net Profit Positive</p>	<p>The subject matter of the tender is conducting of computer based examination in India. In this context the profit margins of firms having income from export of software services to the international market is not relevant. Moreover companies focussing primarily on India cannot have the required dollar income to benefit from this parameter. So in view of the context and subject of the tender and to give equal &amp; fair opportunity to companies focussing in India we would request SSC to change the clause as per the following suggested alternative:</p> <p>Profit (as % of Turnover) of the Company from the business of conducting Computer based Examinations during the last two financial years (i.e. 2016-17, 2017-18)</p> <p>Profit <math>\geq 10\%</math></p> <p>Profit <math>\geq 5\%</math> but <math>&lt; 10\%</math></p> <p>Profit <math>&lt; 5\%</math></p>	<p>Suggested Alternative:</p> <p>Profit (as % of Turnover) of the Company from the business of conducting Computer based Examinations during the last two financial years (i.e. 2016-17, 2017-18)</p> <p>Profit <math>\geq 10\%</math></p> <p>Profit <math>\geq 5\%</math> but <math>&lt; 10\%</math></p> <p>Profit <math>&lt; 5\%</math></p>	<p>Please refer to the corrigendum for the modified clause</p> <p>It is hereby clarified that propotionate marks will be allocated for the absolute Net Profit figures reported by the bidder for each of the three financial years.</p>

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8	10.4.1 Technical Evaluation Criteria with marks	48	<p>3. Conducting of Computer Based exams in FY 2016-17 &amp; 2017-18 (with minimum (units) candidates per exam)</p> <p>Slab 1 (&lt;= 50 L): 10,000 candidates</p> <p>Slab 2 (&gt; 50 L): 5,00,000 candidates</p>	<p>The basic parameter for scoring (10,000 vis-à-vis 5 Lakhs) has a huge difference and is also not aligned with the requirement as stated in section - "7. Indicative Examination Data".</p> <p>For Slab 1 (&lt;= 50 L), experience of 10,000 is very low and not in sync with the requirement of most of the listed exams where as for the Slab 2 (&gt; 50 L), 5 Lakhs is a pretty large figure which is discretionary in nature.</p> <p>So to have a realistic ask and to allow wider participation of firms having the requisite experience &amp; expertise which would benefit SSC we would request SSC to kindly change the basic parameter as suggested below:</p> <p>Slab 1 (&lt;= 50 L): 100,000 candidates</p> <p>Slab 2 (&gt; 50 L): 4,00,000 candidates</p>		Please refer to the corrigendum for the modified clause

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9	10.4.1 Technical Evaluation Criteria with marks	48, 49	4. Volume of Examinations Conducted in FY 2016-17, 2017-18 in CBT in a single shift Conducted >= 1,25,000 Conducted >=100,000 less than 125,000 Conducted >= 75,000 less than 100,000 (More than 50,000 for Slab -1) Conducted >=50,000 less than 75,000 for slab-2 Conducted >=10,000 less than 50,000 Conducted >= 1000 less than 10,000	To allow wider participation of firms having the requisite experience & expertise which would benefit SSC in terms of having the option of getting the best solution at the most competitive price we would request SSC to kindly change the parameters as suggested below:  4. Volume of Examinations Conducted in FY 2016-17, 2017-18 in CBT in a single shift Conducted >= 90,000 Conducted >= 75,000 less than 90,000 (More than 50,000 for Slab -1) Conducted >=50,000 less than 75,000 for slab-2 Conducted >=10,000 less than 50,000 Conducted >= 1000 less than 10,000		The clause in RFP remains unchanged

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10	10.4.1 Technical Evaluation Criteria with marks	49, 50	7. Computer Nodes : Venue <Minimum> Owned (or) Leased for at least 3 years validity on the date of submission of the bid. # Ownership of 100% of the nodes # Ownership of at least 50% of the nodes (rest hired) # Ownership less than 50% of the nodes (Hired) [More than 25% of nodes but less than 50%] # Fully Hired  Proof: Agreement copy with site / venue owner in case of leased venues, Certificate from CTO of site owned by service provider, 3rd party audit certificate / client's audit	We understand that for the evaluation of against this parameter the Test Centre owned by the Bidder and the Test Centre with whom the bidder has a 3 years lease agreement would be evaluated and marked same. Please confirm our understanding.		Please refer to the corrigendum for the modified clause  The selected Service Provider would ensure that the candidates would be allotted to the owned venues first followed by leased venues and the remaining candidates would only be allotted to the hired venues after exhausting the full capacity in the owned and leased venues in the said order.



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11	10.4.1 Technical Evaluation Criteria with marks	51	11. CMMi Levels on Services	CMMi certification for Services is not relevant for conducting Computer Based Exams in India. It is generally an ask for exporting software services to the international market. Moreover as per the section "5.3 Compliance with Industry Standards", the solution is compliant as per ISO 20000 (Service Management) specifications. So we would request SSC to drop this redundant parameter.		Please refer to the corrigendum for the modified clause
12	10.4.1 Technical Evaluation Criteria with marks	51	13. CMMi Levels in Development	We understand that the last parameter "Less than CMMi Level 3 in Services" is a typo. Please delete / correct the same.		Please refer to the corrigendum for the modified clause

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13	5.3 Compliance with Industry Standards	29	Operational integrity & security management - System to be ISO17799 compliant	The tender requires the bidder to be ISO 27001 compliant and the solution to be CERT-In certified. In view of the above we would request SSC to change the clause to: Operational integrity & security management - System to be ISO17799 / ISO 27001 and CERT-In compliant		The clause in RFP remains unchanged
14	4.5 manpower requirements	26	Invigilator ratio of One per 25 candidates	This ratio is quite high. We recommend One per 12-15 candidates	To ensure proper conduct of exam and control in the lab ratio should be decreased as suggested.	The clause in RFP remains unchanged
15	3.1 Expectations from the Service Provider (v)	10	End-to-End support including technical, operational, logistic and manpower related support during and after the conduct of examination including...	What does "end-to-end support" refer to?	We assume that Advertisement, Online Candidate Application, Admit Card Issuance, Publication of Results are not part of scope. Please clarify with which activity the Service Provider scope commences, and with which activity it ends.	The understanding is correct

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16	3.3.5 Readiness and Conduct of Examination (a) preparation and (b) Venue	11	(a) ...Any change of venues due to any reasons, shall be completed by the Service provider at least 25 days in advance (b) The venue for examination shall be frozen 21 days prior to the conduct of examination.	1. Both in effect refer to freezing the exam venues, but one says 25 days in advance and other say 21 days. 2. Contingency plan in case of emergency in any venue to be considered	We request the following changes to the clause 1. Change both to 21 days in advance. 2. The venue for examination shall be frozen 21 days prior to the conduct of examination. Any change to the exam venue will be done with mutual agreement between SSC and the service provider.	The clause in the RFP remains unchanged
17	3.3.5 Readiness and Conduct of Examination - (b) venue - Bullet point no 2 (i) and (ii)	11	For small exams (less than or equal to 10 lakh candidates), the venue shall be taken over 3 days in advance For large exams (more than 10 lakh candidates), the venue shall be taken over 5 days in advance	1. Please confirm the purpose of taking over the venue for 3/5 days in advance. 2. This restricts Service Provider from conducting any other computer based examination in the venue during this time 3. This will result in considerable commercial impact on pricing for SSC.	It is suggested as per standard best practice in this process, that the Mock Drill for SSC should be conducted one day before the start of exam. The schedule for SSC Mock Drill will be shared by Service Provider for each centre at least 5 days in advance.	Please refer to the corrigendum for the modified clause

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18	3.3.5 Readiness and Conduct of Examination - (b) venue - Bullet point no 3 & 5	12	<p>3/5 days prior to the examination, the venue shall be available for Mock Drill. Mock drill must be completed with 100% load</p> <p>All staff associated with the conduct of examination at the respective venue must be present during the Mock Drill.</p>	This will result in considerable commercial impact on pricing for SSC.	<p>Following is suggested:</p> <ol style="list-style-type: none"><li>1. As per standard best practice in this process, that the Mock Drill for SSC should be conducted one day before the start of exam.</li><li>2. The schedule for SSC Mock Drill will be shared by Service Provider for each centre at least 5 days in advance.</li><li>3. Allow automation for 100% load during Mock Drill.</li><li>4. Only key staff need be present during the Mock Drill.</li></ol>	Please refer to the corrigendum for the modified clause

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19	3.3.6 Submission of documents to SSC after Examination- (d)	13	The original hard copies must be despatched by courier/speed post/ registered post to the Commission on the same day. The Service provider will be responsible for the secure delivery of the hard copies of the Commission copy and Attendance sheet to the Commission.		Based on our experience in this business, it is suggested that instead of despatching on the same day, this should be done within 48 hours.	The clause in RFP remains unchanged.

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20	3.3.7 Question Set - Bullet Point no 17	14	Perfection of question should be of the highest level. In extreme cases, a maximum of 2 wrong questions in any given set of 100 questions in a shift will be allowed.	Clarity required what constitutes a wrong question / content error	<p>1. List of content errors should be defined in advance with mutual agreement between SSC and Service Provider.</p> <p>2. Questions requiring changes in answer key should be excluded while calculating the error percentage. This is because changes in Answer Key have no material impact on the outcome of the test and are clerical mistakes</p>	<p>The clause in RFP remains unchanged.</p> <p>However, the clause may be read with the following explanation ;</p> <p>A maximum of 2 out of 100 questions in a set may go wrong. When a question or its answer key are framed in such a way that the benefit is to be given to all candidates or NO marks can be given to that question, the same would be treated as a wrong question. This will also include translation error(s).</p>
21	3.3.7 Question Set - Preparation of final scores - (a)	15	Service Provide will finalise the answer keys within 5 days of the receipt of the challenges and provide the same to SSC.	Timeline of 5 days is very stringent	<p>1. Request to modify this to within 15 working days after receipt of challenges.</p> <p>2. In case of higher no. of challenges (e.g. &gt; 10k), we suggest to arrive at mutually agreeable timelines between SSC and Service Provider due to the dependencies on external SMEs.</p>	Please refer to the corrigendum for the modified clause

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22	3.3.8 Manpower Support Point 3	16	Lab Supervisor: each room/ lab must be provisioned with a supervisor.	Lab sizes vary from 30 to 500 candidates.	It is suggested to change this to 1 Lab Supervisor for upto 250 candidates in a centre (minimum of 1 Lab Supervisor per centre).	The clause in RFP remains unchanged
23	3.4 Roles and Responsibilities of Service Provider	19	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 Commission as "PDF file" and as "digital data".	Format of biometrics and photos information	1. Kindly confirm whether the photos can be shared with SSC in JPG file format 2. Kindly confirm whether the biometrics can be shared with SSC in FPT file format	The clause in RFP remains unchanged
24	4.2.1 Software Application Requirements - Point no 10	22	Within one hour of completion of the shift, one copy of "Candidate's examination responses" in encrypted format must be made available to SSC.	Timelines clarification	We suggest that the following: 1. Shift 1 data will be made available on the same day 2. Other shift data will be made available by the next day	Please refer to the corrigendum for the modified clause

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25	4.2.1 Software Application Requirements - Point no 12	22	Login must be "CAPTCHA" enabled.	CAPTCHA is used for preventing login by automated scripts/bots	The Candidate Console in the solution runs on a custom built OS that prevents any unauthorised software/scripts from running. Therefore there is no need for CAPTCHA during login. It is suggested to relax this requirement.	The clause in the RFP remains unchanged
26	4.3 Server & Equipment Requirements	22	A diagrammatic representation of the expectation is explained in the figure	Figure is missing.	Please provide the mentioned figure.	Diagrammatic representation not required. This line may be ignored.
27	4.3 Server & Equipment Requirements Point 18	23	Each venue must have 10% additional spare working computer nodes.	Service Provider should maximise the use of their own dedicated centres since the quality of infrastructure is better and likelihood of requiring buffer computer nodes would be less.	Following is suggested: 1. In owned centres or centres leased for exclusive use, the buffer should be 5% 2. In hired centres, the buffer should be 10%	The clause in RFP remains unchanged
28	4.4 Non-IT Requirements - 4.4.1 General - Point no 7	24	Examination venues should contain holding area to keep candidate's belongings.	This will present a security threat and logistical issue.	Holding area to keep belongings of the candidates is not being provided for security reasons. We suggest that this requirement should be removed	The clause in RFP remains unchanged



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29	4.4 Non-IT Requirements - 4.4.2 Examination venue - Point 14	25	Evening shifts should be avoided for these [PWD] candidates.	Since PWD candidates get extra time, it is suggested that they should be scheduled in the last shift of the day. This is a best practice followed by other large exam conducting bodies.	Suggest that the PWD candidates should be scheduled in the last shift of the day.	The clause in RFP remains unchanged
30	4.5 Manpower Requirements Point 4	26	Lab Supervisor	The current RFP requirement would have a significant impact on pricing for SSC. Lab sizes vary from 30 to 500 candidates.	It is suggested to change this to 1 Lab Supervisor for upto 250 candidates in a centre (minimum of 1 Lab Supervisor per centre).	The clause in RFP remains unchanged
31	4.5 Manpower Requirements Point 6	26	Software Support	The current RFP requirement would have a significant impact on pricing for SSC. Best practice is one for upto 250 candidates.	Based on our experience, it is suggested to change this to One for upto 250 candidates.	The clause in RFP remains unchanged
32	4.5 Manpower Requirements Point 7	26	Network & Hardware Support	The current RFP requirement would have a significant impact on pricing for SSC. Best practice is one for upto 500 candidates.	Based on our experience, it is suggested to change this to One for upto 500 candidates.	The clause in RFP remains unchanged

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33	4.5 Manpower Requirements Point 7	27	Security & Frisking	The current RFP requirement would have a significant impact on pricing for SSC. Best Practices: 1. Minimum One male and one female mandatory 2. Male – 1 per 100 candidates 3. Female – 1 per 100 candidates	Based on our experience, it is suggested to change this to: 1. Minimum One male and one female mandatory 2. Male – 1 per 100 candidates 3. Female – 1 per 100 candidates	The clause in RFP remains unchanged
34	4.5 Manpower Requirements	27	All personnel deployed by the Service provider shall wear distinctly visible Photo-ID Cards.	This may result in security/safety issue for exam staff	Suggested that there should be Role Tag badge displayed, with photo ID proof kept in possession to be displayed only when required.	Please refer to the corrigendum for the modified clause
35	4.6 Surveillance system requirements - Point no 6	27	Service Provider is required to share the CCTV footage with SSC either through a File Transfer mechanism or by providing access to the storage servers, and also keep a copy of the same securely till One year after the expiry of contract between Service Provider and SSC.	This means for exams conducted in first year, CCTV footage would potentially have to be stored for 6 years, and last year's exams would be stored for only 1 year.	Suggest that CCTV footage for each exam should be stored for one year post completion of that exam.	Please refer to the corrigendum for the modified clause

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36	6. Operational Requirements for the Project - Point no 4	32	SSC or their designated agency may audit the DC /DR at any time	Sufficient notice should be provided to Service Provider, and audits to be conducted during business hours only.	Suggest to add that 10 working days notice would be provided to Service Provider for audit to be conducted during business hours only.	Please refer to the corrigendum for the modified clause
37	8.2 Procurement of RFP	37	In case the tender is downloaded from the website, the bidder will have to submit the draft of Rs. 20,000.00 towards tender fees along with the Pre-qualification bid document.	Tender fees is Rs 20,000/- includes both slabs?	Kindly confirm whether tender fees of Rs 20,000 includes both slab1 and slab 2.	Tender fee of Rs.20,000 should be paid separately for each slab quoted by the bidder.  For Slab 1: Rs. 20,000 For Slab 2: Rs. 20,000

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38	9.3 Authentication of Bids	39	The original and copies of the bid, shall be typed or written in indelible ink and signed by the Bidder or the official duly authorized by the bidder to this effect. A letter of authorization shall be supported by a written power-of-attorney, accompanying the bid. All pages of the bid, except for un-amended printed document, shall be initialled in ink and stamped by the authorised person or persons signing the bid.	This is an online bid submission through the CPP Portal, which is authenticated by DSC token of the authorized authority. So original and copies, ink sign etc. will not be applicable.	We request modifying this to reflect online bid submission process with DSC token authentication.	The bidder can upload Digitally Signed (DSC) documents as provided in the CPP portal
39	9.28 Only One Proposal	45	Bidder shall submit only one proposal under each category/slab. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified.	Currently CPP Portal displays EMD as Rs 50L only for 1 slab	Since the bidders can participate in both the category/ slabs, the CPP Portal also needs to reflect the EMD for 2 slabs.	The understanding is correct  There will be 1 EMD for each slab . Bidders opting to bid for both slabs, shall submit 2 EMDs

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40	10.3 Pre-Qualification Criteria - Mandatory - Point no 4	47	Power of Attorney from the bidder, in the name of person signing the Bid, authorizing him to submit/execute this agreement as a binding document. Documentary Evidence - Valid Power of Attorney in original	In case of a large organization POA cannot be created for the authorized person for a specific tender due to logistic issues.	Request to allow to submission of notarized copy of the POA	Please refer to the corrigendum for the modified clause
41	10.3 Pre-Qualification Criteria - Mandatory - Point no 6	47	Documentary Evidence - Certified Copy of the financial statements including audited Balance sheet and Profit & Loss Account along with the certificate issued by the Statutory Auditor appointed by the Company	Statutory Auditor appointed by company issues Certificate for overall company level Financial Statements. This is not done at individual business unit level, which get the certification done by CA.	Please allow CA certified copies to be submitted.	Please refer to the corrigendum for the modified clause
42	10.4.1 Technical Evaluation Criteria with marks: Sl no 1	48	Turnover of the Company		Please confirm if this is Revenue from CBT or overall revenue of the company.	It is overall revenue of the company
43	10.4.1 Technical Evaluation Criteria with marks: Sl no 1	48	Proof: Balance sheet of the company signed by company auditor	Since the Balance Sheet is signed only after the Q2 Board Meeting, the signed Balance Sheet for FY 2017-18 is not yet published.	Kindly confirm that unsigned audited Balance Sheet published in the Annual Report FY2017-18 along with CA Certificate will suffice.	The unsigned audited Balance Sheet published in the Annual Report FY2017-18 along with CA Certificate can be submitted

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44	10.4.1 Technical Evaluation Criteria with marks: Sl no 2	48	Net Profit (as % of Turnover) of the Company	The slab is missing for Net Profit between 25% to 30%	Request to correct this as appropriate.	Please refer to the corrigendum for the modified clause
45	10.4.1 Technical Evaluation Criteria with marks: Sl no 7	49	<p>1. Computer Nodes : Venue &lt;Minimum&gt; Owned (or) Leased for at least 3 years validity on the date of submission of the bid</p> <p>2. Proof: Agreement copy with site/venue owner in case of leased venues. Certificate from CTO of site owned by service provider, 3rd party audit certificate/ client's audit certificate</p>	<p>1. Section 4.4.2 - point 10 of the RFP mentions that each examination venue must have a minimum capacity of 100 candidates.</p> <p>We understand that venue of minimum capacity 100 candidates would be used for evaluating this criteria As per this criteria, Venues should be owned or leased for at least 3 years. We understand that these venues would be owned/leased for exclusive 24x7 use by the bidder. Please confirm our understanding.</p> <p>2. Uploading proof for all venues is not possible due to bid file size constraints on the CPP portal.</p>	<p>1. Suggest to Reword as: Computer Nodes : Venue with minimum 100 candidate capacity &lt;Minimum&gt; Owned (or) Leased for at least 3 years validity for exclusive 24x7 use, on the date of submission of the bid.</p> <p>2. Request to allow submission of sample agreements with the self-certified city wise node counts. The agreements can be shared on request.</p>	The clause in the RFP remains unchanged
46	10.4.1 Technical Evaluation Criteria with marks: Sl no 8	50	Proof: Declaration by the company secretary	In the company, such declarations are provided by the HR Head of the Business Unit.	Request to allow submission of declaration by HR Head of the Business Unit.	The clause in RFP remains unchanged

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47	10.4.1 Technical Evaluation Criteria with marks: Sl no 9	51	Network Security	Network Security - 2nd and 3rd Point both are Dual Network setup available at site.	Request to correct the repeated scoring line item.	Please refer to the corrigendum for the modified clause
48	10.4.1 Technical Evaluation Criteria with marks: Sl no 10	51	Examination Venue Counts (Across the country) across country in the last 2 years [2016-17, 2017-18]. Coverage of all 29 States	Type of the proof required is not mentioned.	Suggest to accept self-declaration by Authorised Signatory of state wise Venue counts for exams conducted in last 2 years as proof.	Proof : " Self declaration by authorised signatory of the bidder (or) lease agreements if any"
49	10.4.1 Technical Evaluation Criteria with marks: Sl no 11	51	Less than CMMi Level 3 in Software	Lowest scoring band has a typo, it refers to "Software".	Should read as "Less than CMMi Level 3 in Services"	Please refer to the corrigendum for the modified clause
50	10.4.1 Technical Evaluation Criteria with marks: Sl no 12	51	Less than CMMi Level 3 in Development	Lowest scoring band has a typo, it refers to "Services"	Should read as "Less than CMMi Level 3 in Development"	Please refer to the corrigendum for the modified clause
51	10.4.1 Technical Evaluation Criteria with marks: Sl no 13	51&52	Conduct of computer based examination in English & Hindi  Proof: Certificate from Client	Certificate - Does this cover Work Order from Client?	Since Customers do not mention languages in experience certificates,request to modify this clause to - Proof: Work Order / Certificate from Client	The work orders will be considered. However, the Commission can verify the matter with concerned Examination authorities wherever required

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52	10.4.2 Technical Proposal – Other Requirements Point 5(m)	52	Bidder must provide the team structure and the resumes of key officials responsible for the management of this project. Termination in case of wrongdoing	"Termination in case of wrongdoing"	Please clarify what is meant by "Termination in case of wrongdoing" in the context of this bullet point which refers to Team Structure and Resumes. Should this actually be a separate bullet (n)?	Please refer to the corrigendum for the modified clause
53	10.5 Commercial Bids	53	GST and any other taxes	How will the contract deal with possible future changes in GST rate by government?	Suggest to change to taxes at prevalent rates.	All taxes shall be as on date of invoicing



S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
54	11.6 Service Level Agreement (SLAs) SLA# 1	56	<p>1. If exam could not be conducted in an Exam Venue due to lack of services not provided by the Service Provider, a pealty of [basic transaction Fee] x (No. of candidates registered) for that venue</p> <p>2. Re-examination for that venue/ shift for all the affected candidates must be conducted free of cost within two week after completion of that examination.</p> <p>3. If Exam in a Venue/ part of venue is delayed for more than 30 minutes then a penalty of (50% of the basic transaction fee) x (No. of affected andidates) for that venue will be imposed</p>		<p>1. This type of situation may impact entire or only part of the venue, penalty should apply accordingly to affected candidates.</p> <p>2. By applying a penalty and getting the exam re-conducted free of cost, the Service Provider is being penalised twice – we suggest that Service Provider should only be penalised once.</p> <p>3. Considering the scale of the planned examinations and potential internal/external factors that may impact the start of the exam, we believe that it would be practical to base the penalty on delays of more than 60 minutes</p>	The clause in RFP remains unchanged
55	11.6 Service Level Agreement (SLAs) - SLA# 3	56-57	Provision for 10% buffer Computer nodes in Examination Venue		We have suggested changing the buffer to 5% for owned/leased centres, and 10% for hired centres.We suggest that this penalty be modified accordingly.	The clause in the RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
56	11.6 Service Level Agreement (SLAs) - SLA# 4	57	Any deficiency in availability of biometric devices will invite a penalty of Rs.5000 per machine per shift.	We understand that this refers to availability of 1 biometric device for every 30 candidates, and that the penalty will apply for every required device that is defective or not available.	Please confirm our understanding.	The understanding is correct
57	11.6 Service Level Agreement (SLAs) - SLA# 5	57	If deficiency in recording is observed on the CCTV recordings submitted by Service Provider then a penalty of Rs. 10,000 per defaulting venue per shift.	We feel that the penalty for this deficiency is too high.	Suggest to change the penalty to Rs 1,000 per defaulting venue per shift.	The clause in the RFP remains unchanged
58	11.6 Service Level Agreement (SLAs) - SLA# 8	57	If exam questions /answer keys get leaked before the examination	Under penalty column, there are 2 different penalties available.	Please clarify, whether any one of the 2 penalties will be applicable or all 2 will be applicable	Both penalties shall be applicable
59	11.6 Service Level Agreement (SLAs) - SLA #8	57	A penalty up to 200% of the value of shift will be imposed. The re-examination shall be conducted free of cost by the Service Provider.	1. This results in a 3 times penalty on the Service provider: cost of re-exam for the shift, plus 200% of value of shift. 2. Will re-exam only be for that affected shift?	Following is suggested: 1. We suggest that Service Provider should be penalised only once by capping penalty at value of the affected shift. 2. Re-exam should be only of the affected shift.	The clause in the RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
60	11.6 Service Level Agreement (SLAs) - SLA #11	58	(a) 2-4% Error in questions or answers or both Penalty amount = Rs.10 x No of questions with errors x no of candidates in that shift (b) Beyond 4% Error : Penalty amount = Rs.25 x No of questions with errors x no of candidates in that shift		Following is suggested: Following is suggested: 1. It is suggested that the error % be calculated across all QP used in an Exam rather than in individual shifts. 2. The quantum of penalty is very high and could be on a flat sum basis e.g. Rs 5000 per erroneous question. 3. Changes in Answer Key should not be included while calculating the error % for triggering the penalty clause because changes in Answer Key have no material impact on the outcome of the test and are a clerical mistake. 4. Error % should be calculated only on the basis of errors in English version of the questions.	The clause in the RFP remains unchanged
61	11.6 Service Level Agreement (SLAs) - SLA# 14	59	Despatch of hard-copies of Attendance sheet & Commission copy to the Commission		Based on our experience in this business, it is suggested that instead of despatching on the same day, this should be done within 48 hours	The clause in RFP remains unchanged
62	11.6 Service Level Agreement (SLAs) SLA TABLE	56 - 59	Various penalties as currently given in RFP can potentially add up to several times the project work order value.	Government contracts in assessment space typically cap total cumulative liquidated damages/ penalties at around 10% of the value of the respective work order.	Suggest to cap the total cumulative liquidated damages/penalties at 10% of value of each work order.	Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
63	11.7 Terms of Payment	59	Payment shall be made only after satisfactory completion of the given work order and due certification to the effect by the SSC ... The balance 25% of the payment shall be made after certification by SSC	1. How will SSC make payment of 75% if payment can be made only after due certification by SSC as mentioned in the earlier para? 2. What is the definition of "satisfactory completion"?	1. Suggest to have milestone based payment, such as * Issue of Admit Card - 30% * Successful conduct of exam - 50% * Delivery of scores - 20%. 2. Suggest to either remove the word "satisfactory" or to define it clearly.	The clause in RFP remains unchanged
64	Clause 12.1 Non-Disclosure Agreement (NDA)	60	NDA	NDA	We suggest that the NDA wording should be mutually applicable to both SSC and Bidder since both parties would have access to each other's confidential information.	The clause in RFP remains unchanged
65	Clause 12.1 Non-Disclosure Agreement (NDA)	61	This Agreement shall be effective from the date the last signature is affixed to this Agreement and shall continue in perpetuity.		We suggest that the NDA should be coterminous with the contract.	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
66	Price Schedule Revised BOQ (excel sheet) published on 23-Aug-2018 as a Corrigendum		In addition to two rows for Slab 1 and Slab 2 Basic Rate, there is also a Total of both the slabs.	We assume that this Total would not be used in the evaluation of RFP responses.	We suggest that the Total should be removed from the Revised BOQ, as Slab 1 rate would be used for evaluation of Slab 1 proposal, and Slab 2 rates would be used for evaluation of the Slab 2 proposal.	The understanding is correct. Slab 1 costing is separate and Slab 2 costing is separate The sum of SLAB 1 & SLAB 2 will not have any significance for scoring & evaluation purpose
67	3.3.6 Submission of documents to SSC after Examination	13	Examination data from each venue shall be uploaded to the Central System by Service Provider within <b>one hour of completion of the shift.</b>	Bidder should be excused from any delay in upload which is not solely attributable to the bidder.		Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
68	9.13 Earnest Money Deposit (EMD)	41	Bidders shall submit, along with their Bids, EMD of Rs.50,00,000.00 (Rs. Fifty Lakhs only) only for each slab (slab-1 & slab-2) in the form of a Demand Draft/ Bank Guarantee issued by any Scheduled bank in favour of the SSC payable at New Delhi , valid for a period of 90 days from the due date of the RFP.	Kindly provide necessary beneficiary details(IFSC code,Account details) to initiate the BG Process.		Presently EMD is being accepted as DD/PBG (Please refer clause 9.13 of RFP)

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
69	9.22 Disqualification	44	Information submitted in technical proposal is found to be misrepresentative, incorrect or false, at any time during the finalization of the contract or during the tenure of the contract, including the extension period, if any	We request that this clause be altered to provide an opportunity to explain any unintended gaps in the facts submitted. While the bidder will take utmost care to submit only factual and verifiable evidence, it may so happen that there is mismatch in the department's view and that of the bidder. In such case, the bidder may be allowed a chance to provide explanation, failing which the bidder may be disqualified.		The clause in RFP remains unchanged
70	9.28 Only One Proposal	45	Bidder shall submit only one proposal under each category/slab. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified.	We understand that bidder can bid against any one of the Slab/Category.		Bidder can opt to bid only for one slab or both slabs separately.  For one Slab, there should be only one bid.

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
71	10.3 Pre-Qualification Criteria - Mandatory	47	<p><b>For Slab 1 (=&lt;50 Lakh candidates):</b> The Bidder should have an annual turnover of at least Rs. 20 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018</p> <p><b>For Slab 2 (&gt;50 Lakh candidates):</b> The Bidder should have an annual turnover of at least Rs. 100 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2015-2016,2016-17, 2017-18) with positive net worth as on 31.3.2018</p>	<p>We do have provisional Balance Sheet for FY 2017-18 but have not received audited Balance sheet for FY 2017-18 yet. Request the department to consider the same in lieu of the Audited report. WRT above clarification,Request amendment to the following effect"</p> <p><b>For Slab 1 (=&lt;50 Lakh candidates):</b> The Bidder should have an average annual turnover of <b>at least Rs. 40</b> Cr from the business of conducting Computer based Examinations during <b>last three financial years</b> (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018</p> <p><b>For Slab 2 (&gt;50 Lakh candidates):</b> The Bidder should have an average annual turnover of <b>at least Rs. 50</b> Cr from the business of conducting Computer based Examinations during <b>last three financial years (i.e. 2015-2016, 2016-17, 2017-18)</b> with positive net worth as on 31.3.2018</p>		Please refer to the corrigendum for the modified clause
72	10.3 Pre-Qualification Criteria - Mandatory	47	Consortium in any form is not allowed in this bid	Considering the wide scope of work, request you to please allow consortium for flawless execution of the Project and exam related activities.		The clause in RFP remains unchanged



S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
73	10.4 Technical Evaluation Criteria:	48	Turnover of the Company Proof: Balance sheet of the company signed by company auditor	We do have provisional Balance Sheet for FY 2017-18 but have not received audited Balance sheet for FY 2017-18 yet. Request the department to consider the same in lieu of the Audited report.		Provisional Balance sheet can be submitted.
74	10.4 Technical Evaluation Criteria:	48	Net Profit (as % of Turnover) of the Company	We do have provisional Balance Sheet for FY 2017-18 but have not received audited Balance sheet for FY 2017-18 yet. Request the department to consider the same in lieu of the Audited report.		Please refer to the corrigendum for the modified clause
75	10.4 Technical Evaluation Criteria:	48	Conducting of Computer Based exams in FY 2016-17 & 2017-18 (with minimum (units) candidates per exam) <b>Slab 2 (&gt;50L)</b> 5,00,000 candidates units Conducted 10 exams or above-5 marks Conducted 7-9 exams-4 marks Conducted 4-6 exams-3 marks Conducted 1-3 exams-2 marks	Request amendment to the following effect" Slab 2 (>50L) <b>1,00,000 candidates units.</b> Conducted 10 exams or above-5 marks Conducted 7-9 exams-4 marks Conducted 4-6 exams-3 marks Conducted 1-3 exams-2 marks		The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
76	10.4 Technical Evaluation Criteria:	48	<p>Volume of Examinations Conducted in FY 2016-17, 2017-18 in CBT in a single shift</p> <p><b>Slab 2 (&gt;50L)</b>                      Conducted &gt;= 1,25,000-8 marks                      Conducted &gt;=100,000 less than 125,000-6 marks                      Conducted &gt;=75,000 less than 100,000-4 marks                      (More than 50,000 for Slab -1)-2 marks</p> <p><b>Slab 1 (&lt;=50L)</b>                      Conducted &gt;=50,000 less than 75,000 for slab-2-8 marks                      Conducted &gt;=10,000 less than 50,000-6 marks                      Conducted &gt;= 1000 less than10,000-2 marks</p>	<p>Request amendment to the following effect"</p> <p><b>Volume of candidates in Examinations Conducted in FY 2015-16, 2016-17, 2017-18 in CBT in a single shift</b></p> <p><b>Slab 2 (&gt;50L)</b>                      Conducted &gt;= 28,000-8 marks                      Conducted &gt;=25,000 less than 28,000-6 marks                      Conducted &gt;=15,000 less than 25,000-4 marks                      (More than 25,000 for Slab -1)-2 marks</p> <p><b>Slab 1 (&lt;=50L)</b>                      Conducted &gt;=24,000 less than 28,000 -8 marks                      Conducted &gt;=10,000 less than 24,000-6 marks                      Conducted &gt;= 1000 less than10,000-2 marks</p>		The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
77	10.4 Technical Evaluation Criteria:	49	Combined Volume of Examinations Conducted (CBT) in the last 2 years (Sum of all candidates in 2 years) [2016-17, 2017-18] <b>Slab 2 (&gt;50L)</b> Conducted >=1,00,00,000- 8 marks Conducted >=50,00,000 <1,00,00,000- 6 marks Conducted >=25,00,000 <50,00,000- 4marks Conducted >=10,00,000 <25,00,000-2 marks <b>Slab 1 (&lt;=50L)</b> Conducted >=25,00,000 <50,00,000-8 marks Conducted >=10,00,000 <25,00,000-6 marks Conducted >=5,00,000 <10,00,000- 4 marks Conducted >=1,00,000 < 5,00,000-2 marks	Request amendment to the following effect" Combined Volume of Examinations Conducted (CBT) in the last 2 years (Sum of all candidates in 2 years) [2016-17, 2017-18] <b>Slab 2 (&gt;50L)</b> <b>Conducted &gt;=49,00,000-- 8 marks</b> <b>Conducted &gt;=45,00,000 &lt;49,00,000- 6 marks</b> <b>Conducted &gt;=30,00,000 &lt;45,00,000- 4marks</b> <b>Conducted &gt;=10,00,000 &lt;30,00,000-2 marks</b> <b>Slab 1 (&lt;=50L)</b> Conducted >=25,00,000 <50,00,000-8 marks Conducted >=10,00,000 <25,00,000-6 marks Conducted >=5,00,000 <10,00,000- 4 marks Conducted >=1,00,000 < 5,00,000-2 marks		The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
78	10.4 Technical Evaluation Criteria:	49	<p>Infrastructure for Data Centre /Disaster Recovery (DR)</p> <p>DC &amp; DR Owned by Service Provider-10 marks</p> <p>DC owned by Bidder, DR Hired from different sources- 7 marks</p> <p>Both DC &amp; DR hired from others (similar to Cloud)- 5 marks</p> <p>Proof: Audit certificate from any 3rd Party Auditor of DC &amp; DR / Cert-In certification</p>	<p>DC DR owned by service provider does not makes any difference and it does not ensure the success of the exam or data related to exam. Since this is a COTS implementation, CSP should be Meity (Ministry of Electronics and Information Technology) empanelled. UST Global also has DC DR of their own, but we belive in experties and have the data stored in Tier IV DC DR. Hence we request you to incorporate following clause: The Bidder should have hosted the application in a data center. The data centers proposed by the service provider should be a Tier - III.- 20 Marks</p> <p>1. Bidder should have Data centre and DR with partner with Tier III or above –5 Marks</p> <p>2. Bidder should have Data centre and DR with partner with Tier III or above and should be Meity Empaneled - 7 Marks.</p> <p>3. Bidder should have Data centre and DR with partner with Tier III or above, Meity Empaneled, ISO 27001 Certified. From the application perspective the bidder should have Certification of at least one assessment tool by CERT-IN empaneled agency - 10 Marks</p>		The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
79	10.4 Technical Evaluation Criteria:	49	Computer Nodes : Venue<Minimum> Owned (or) Leased for at least 3 years validity on the date of submission of the bid <b>Slab 2 (&gt;50L):75000 units</b> Ownership of 100% of the nodes-10 marks Ownership of at least 50% of the nodes (rest hired)-7 marks ownership less than 50% of the nodes (Hired) [More than 25% of nodes but less than 50%]-5 marks Fully Hired-1 marks <b>Slab 1 (&lt;=50L):10000 units</b> Ownership of 100% of the nodes-10 marks Ownership of at least 50% of the nodes (rest hired)-7 marks ownership less than 50% of the nodes (Hired) [More than 25% of nodes but less than 50%]-5	<b>Requesting department to ask for 24*7 availability of the centers, which should not matter if its owned or leased. Also SSC is known for big exams so "75000" Units is mere anything for criteria to be determined on. Hence, the purpose gets resolved here. Please incorporate the suggested clause as below:</b> Computer Nodes : Venue<Minimum> Owned (or) Leased for at least 3 years validity on the date of submission of the bid Slab 2 (>50L): 1,50,000 nodes-10 marks 1,00,000 nodes-7 marks 75,000 nodes-5 marks 50,000 nodes-1 marks Slab 1 (<=50L):10000 nodes 75,000 nodes-10 marks 65,000 nodes -7 marks 50,000 nodes-5 marks 35,000 nodes-1 marks		Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
80	10.4 Technical Evaluation Criteria:	50	General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st July 2018 Slab 2 (>50L) >1500-8 marks More than 1000 but <=1500-4 marks More than 500 but <= 1000-2 marks Slab 1 (<=50L) More than 250 but <= 500 for Slab2 More than 250 for slab 1-8 marks More than 100 or <=250-4 marks >= 100 but less than 50-2 marks	Request amendment to the following effect" General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st July 2018 <b>Slab 2 (&gt;50L)</b> <b>&gt;600-8 marks</b> <b>More than 400 but &lt;=500-4 marks</b> <b>More than 250 but &lt;= 400-2 marks</b> <b>Slab 1 (&lt;=50L)</b> <b>More than 250 for slab 1-8 marks</b> <b>More than 100 or &lt;=250-4 marks</b> <b>&gt;= 100 but less than 50-2 marks</b>		The clause in RFP remains unchanged
81	10.4 Technical Evaluation Criteria:	50	General Security of the overall system	The proposed solution cert-in certified.Please clarify that it will suffice the requirement here.		The understanding is correct
82	10.4 Technical Evaluation Criteria:	50	Examination Venue Counts (Across the country) across country in the last 2 years [2016- 17, 2017-18]. Coverage of all 29 States	Request amendment to the following effect" <b>Examination Venue Counts in India in the last 4 years ending 2017-18.</b>		The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
83	10.4 Technical Evaluation Criteria:	51	<p><b>CMMi Levels on Services</b>                      CMMi level 5-5 marks                      CMMi Level 4-4 marks                      CMMi level3-3 marks                      Less than CMMi Level 3 in Software-0 marks</p>	<p><b>Again this is a commodity product implementation, and has got no relation with company being CMMi or not, moreover SSC should focus on ISO certification for quality purposes.</b> Request amendment to the following effect"  <b>CMMi Levels /ISO certification</b>                      CMMi level 5 or ISO 27001-5 marks                      CMMi Level 3 or ISO 9001-4 marks</p>		Please refer to the corrigendum for the modified clause
84	10.4 Technical Evaluation Criteria:	51	<p><b>CMMi Level in Development</b>                      CMMi level 5-5 marks                      CMMi Level 4-4 marks                      CMMi level3-3 marks                      Less than CMMi Level 3 in Software-0 marks</p>	<p><b>This is a ready product on which exam is going to be conducted, and CMMi in development certainly has no resemblance at all. Hence, requesting department to remove this clause only.</b></p>		Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
85	10.4.2 Technical Proposal – Other Requirements	52	Bidder must provide the team structure and the resumes of key officials responsible for the management of this project. Termination in case of wrongdoing	Bidder will take utmost care to submit only factual and verifiable evidence, it may so happen that there is mismatch in the department's view and that of the bidder in evaluating the Resumes. In such case, the bidder may be allowed a chance to provide explanation, failing which the bidder may be disqualified.		Please refer to the corrigendum for the modified clause
86	11.4 Failure to agree with the Terms and Conditions of the RFP	55	Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which case, SSC would be free to take necessary decision on the subject.	Any deduction/penalty should be applicable to the bidder only if the delay/fault is solely attributable to the bidder		The clause in RFP remains unchanged
87	11.5 Performance Bank Guarantee (PBG)	55	SSC may invoke forfeiture of the Performance Bank Guarantee for any failure on part of Bidder to fulfil its obligations as specified under the Contract Agreement executed with the successful bidder.	Any deduction/penalty should be applicable to the bidder only if the delay/fault is solely attributable to the bidder		The clause in RFP remains unchanged



S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
88	11.6 Service Level Agreement (SLAs)	57	<p>If exam questions /answer keys get leaked before the examination</p> <p>A penalty up to 200% of the value of shift will be imposed</p> <p>The re-examination shall be conducted free of cost by the Service Provider.</p>	<p>Any deduction/penalty should be applicable to the bidder only if the delay/fault is solely attributable to the bidder.</p> <p>Also the amount of penalty is very high.Request the removal of this.</p>		The clause in RFP remains unchanged
89	11.7 Terms of Payment	59	<p>Payment shall be made only after satisfactory completion of the given work order and due certification to the effect by the SSC</p>	<p>Please give more clarity on the certification required for payment. Kindly define a timeline (eg within15 days) based payment issuance, beyond which department shall provide the payment along with interest for the period of delay.</p>		The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
90	12.3 Undertaking on Patent Rights	63	We shall indemnify SSC against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use.	Bidder shall not be responsible to indemnify if any such claim arises due to reasons/directions from client.		The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
91	General	NA	Source Code/IPR	Source code for proprietary Platforms/Tools/Frameworks used to develop portal and mobile app cannot be shared. Bidder will be licensing Bidder's pre-existing IPR (IP in the application) to department for use for the purpose of the RFP. IPR on such pre-existing IP will be retained by Bidder. Bidder would also retain any IPR that is developed independently during the engagement. IPR of customization that are unique for the project developed exclusively for department will be transferred to department by Bidder		This is not covered under the purview of this RFP
92	General	NA	Scope of Work	Any Police deployment required for the conduct of exam should be out of bidder's scope. Please clarify.		Deployment of police/paramilitary forces at the venue if required, will not be in the scope of bidder with respect to conduct of examinations.

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
93	3.3.12 Dashboards & Modules	19	The service provider must provide an automated DASHBOARD in the control rooms of Regional and Sub-Regional Offices and the Headquarters of the Commission. Service provider shall provide the <b>required hardware</b> , peripherals including LCDs and Software.	What is the hardware required? Is it a laptop or Entire command and control center. Please specify as it also should be a part of BoQ.		Please refer to Clause 3.3 of the RFP
94	5.3 Compliance with Industry Standards	29	Service Management-ISO 20000 specifications Project Documentation-IEEE/ISO specifications	The propsoed solution is cert-in certified. Also on the organizational level we have ISO 9001:2008,27001:2013 and 22301:2012. Please suggest if the above would suffice the requirement here.		Please refer to clause 5.3 of the RFP
95	5.4 Performance Metrics	30	Security – Shall be ISO 27000 certified.	The propsoed solution is cert-in certified.Please suggest if that would suffice the requirement here.		Please refer to clause 5.4 of the RFP
96	10.4	48	Technical Evaluation Criteria	Turnover of the company	As we are a 100% subsidiary of our Parent company and guided in every way by the parent company -we request that group turnover to be also permitted for submission (>50L)	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
97	10.4	48		Net profit as % of Turnover	As we are a 100% subsidiary of our Parent company and guided in every way by the parent company -we request that Net profit of the group turnover to be also permitted for submission (>50L)	The clause in RFP remains unchanged
98	10.4	48		Minimum no. of Candidates per exam	We request that a volume of 30000 candidates per exam be considered for Slab 2	The clause in RFP remains unchanged
99	10.4	48		Single Shift Exam	We request that the same single shift volume should be considered for Slab 1 and Slab 2	The clause in RFP remains unchanged
100	10.4	49		Combined Volume of Exams in last 2 years	For Slab 2 we request that the highest slab we lowered to >= 50,00,000 exams	The clause in RFP remains unchanged
101	10.4	49		Infrastructure of Data Center / Disaster Recovery	We request that Notarized Undertaking on Stamp paper regarding the DC and DR should also be permitted to be submitted in place of 3 <sup>rd</sup> party auditor Also please note Certin certification is only for the Application not Infrastructure hence not a valid certification	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
102	10.4	49		Computer nodes	We request that vendor be allowed to submit a Notarized undertaking that Vendor already has its own Centers but will add to this further and will build and own seats further from min 10000- 75000+ own seats which would be ready by the Project Go-live date – we request you to consider this	The clause in RFP remains unchanged
103	10.4	50		General Manpower Strength	We request that vendor be also allowed to consider list of fixed term employees as they are under right to hire	The clause in RFP remains unchanged
104	10.4	51		Examination Venue Count – no. of owned or franchise venue	We assume this point refers to owned or franchise venues – we also request that since Venues >= 250 favours only a specific Vendor to reduce this to >=220 venues	The clause in RFP remains unchanged
105	10.4	51		CMMI level on Services	This is a criteria that favours only 1 vendor – we request you to in addition to allow ISO 9001 which is also for Quality Services else to remove this criteria to be fair to all vendors	Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
106	10.5	53		Commercial Bid	We assume that Per Candidate per shift means per Scheduled Candidate who is issued an Admit Card – pl confirm	The understanding is correct
107	11.6 Service Level Agreement (SLAs) Sl. No. 1	56	If exam could not be conducted in an Exam Venue due to lack of services not provided by the Service Provider, a penalty of [basic transaction Fee] x (No. of candidates registered) for that venue.	1. The term basic transaction fee (BTF) is not defined anywhere in the RFP.	1. The term basic transaction fee (BTF) should be defined	Basic transaction fee is the <b>unit price per candidate</b> quoted by bidder in the commercial bid (Exclusive of any taxes, levies, etc)
108			Re-examination for that venue/shift for all the affected candidates must be conducted free of cost within two week after completion of that examination.	2. If we assume that BTF is Basic Unit Price as mentioned by the bidder in clause 10.5 (Commercial Bids) in column "C" i.e. "Basic Unit Price (BUP) (i.e. Rates/charge Per Candidate per shift) exclusive of all statutory levies & taxes" – It means, penalty is 100% of the Fees "If exam could not be conducted in an Exam Venue due to lack of services not provided by the Service Provider".	2. Presently penalty is 100% of the Fees.	Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
109			If Exam in a Venue/part of venue is delayed for more than 30 minutes then a penalty of (50% of the basic transaction fee) x (No. Of affected candidates) for that venue will be imposed	3. "If exam could not be conducted in an Exam Venue due to lack of services not provided by the Service Provider" then – Re-examination for that venue/shift for all the affected candidates must be conducted free of cost within two week after completion of that examination.	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination	The clause in RFP remains unchanged



S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
110				<p>4. If Exam in a Venue/part of venue is delayed for more than 30 minutes then a penalty of (50% of the basic transaction fee) x (No. Of affected candidates) for that venue will be imposed – Here delay may be due to any reasons which are not attributable to the Service Provider.</p>	<p>3. Presently re-examination shall be free of Cost.  Suggestions:  (i) Either Penalty will be charged i.e. 100% of the BTF or BUP or  (ii) Re-examination shall be free of Cost. Both cannot be imposed on the Service Provider which will amount to unjustified hardship.  4. The following term should be added "If the nature of such delay is grossly for reasons attributable to the Service Provider and not otherwise."  Further the Service Provider should be penalised for any delay beyond 30 minutes. Initial 30 minutes, no penalty.  We further suggest: Penalty should be subject to a maximum of 10% of work order for that examination in any scenario.</p>	<p>The clause in RFP remains unchanged</p>

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
111	11.6 Service Level Agreement (SLAs) Sl. No. 2	56	Availability of requisite manpower in each shift of the examination at Examination Venue as per RFP	<p>1. A penalty of Rs.10,000 per person per shift in case of non- availability of Manpower as per RFP [Venue manager, Software Engineer, Network Engineer)</p> <p>2. A penalty of Rs.1000 per venue/shift in case of non-availability of Manpower as per RFP (Lab supervisor, invigilator &amp; security)</p>	<p>Software Engineer &amp; Network Engineer may provide the Services from a remote location i.e. from HO. Not necessarily be present in each test centre.</p> <p>We suggest: Penalty should be subject to a maximum of 10% of work order for that examination both in case of (1) &amp; (2)</p>	The clause in RFP remains unchanged
112	11.6 Service Level Agreement (SLAs) Sl. No. 3	56, 57	Provision for 10% buffer computer nodes in each Examination Venue	<p>(1) Buffer Computer Nodes: 0% to 5%: A penalty of Rs. 10,000 per venue per shift.</p> <p>(2) Buffer Computers: &gt;5% to &lt;10%: A penalty of Rs. 5,000 per venue per shift</p>	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination both in case of (1) & (2)	The clause in RFP remains unchanged
113	11.6 Service Level Agreement (SLAs) Sl. No. 4	57	Availability of Biometric Devices	Any deficiency in availability of biometric devices will invite a penalty of Rs.5000 per machine per shift.	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination.	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
114	11.6 Service Level Agreement (SLAs) Sl. No. 5	57	Setup CCTV Cameras for surveillance and make recordings available	If deficiency in recording is observed on the CCTV recordings submitted by Service Provider then a penalty of Rs. 10,000 per defaulting venue per shift.	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination.	The clause in RFP remains unchanged
115	11.6 Service Level Agreement (SLAs) Sl. No. 8	57	If exam questions /answer keys get leaked before the examination	A penalty up to 200% of the value of shift will be imposed The re-examination shall be conducted free of cost by the Service Provider.	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination.	The clause in RFP remains unchanged
116	11.6 Service Level Agreement (SLAs) Sl. No. 9	57	Allotment of wrong-duration of examination time.	Conduct examination again for candidates Plus Penalty = No of candidates affected x [basic transaction fee]	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination.	The clause in RFP remains unchanged
117	11.6 Service Level Agreement (SLAs) Sl. No. 10	58	Delay in submission of scores: (i) No penalty for submission of scores upto 2 days (ii) From 3rd day till 10 days (iii) From 11th Day till 20 days (iv) Beyond 20 days	5% of (total basic transaction fee, subject to minimum Rs.10,000) 10% of (total basic transaction fee, subject to minimum Rs.20,000) 25% of (total basic transaction fee, subject to minimum Rs.20,000	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination.	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
118	11.6 Service Level Agreement (SLAs) Sl. No. 11	58	Error in Questions 2-4% Above 4%	(a) 2-4% Error in questions or answers or both Penalty amount = Rs.10 x No of questions with errors x no of candidates in that shift (b) Beyond 4% Error : Penalty amount = Rs.25 x No of questions with errors x no of candidates in that shift	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination in both scenarios.	The clause in RFP remains unchanged
119	11.6 Service Level Agreement (SLAs) Sl. No. 12	58	Uploading Attendance Sheets	(1) Beyond end of that day (11:59:59 PM) up to 72 hours: Rs. 1,000 per venue (2) Beyond 72 hours : Rs. 2,000 for each day (24 hours).	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination in both the scenarios.	The clause in RFP remains unchanged
120	11.6 Service Level Agreement (SLAs) Sl. No. 13	59	Uploading of Commission copy in bunch of 50 units as PDF file (200 DPI) to the central system	Beyond 24 hours of completion of the examination: Rs. 1,000 per venue per day. Beyond 96 Hours: Rs.2000 for each day delayed beyond 24 hours	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination in both the scenarios.	The clause in RFP remains unchanged
121	11.6 Service Level Agreement (SLAs) Sl. No. 14	59	Despatch of hard-copies of Attendance sheet & Commission copy to the Commission	Same day despatch : No penalty Every additional day after day of examination : Rs. 1,000 per day per venue	We suggest: Penalty should be subject to a maximum of 10% of work order for that examination in both the scenarios.	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
122	10.4.1 S.No.9	51	One terminal cannot trace other terminal 0.5 0.5 Dual Network setup available at site 0.5 0.5 Dual Network setup available at site 0.5 0.5 Central tool to monitor each terminal activity 0.5 0.5	Difficult to get proof in case of fully hired venues		Please refer to the corrigendum for the modified clause
123	12.2 EMD	62		EMD Format	(I) Our Bank request the following lines be added: (I) Our liability under this guarantee is restricted to Rs. /- (Rupees _____ Only). (II) This Bank Guarantee shall be valid uptoDD/MM/YYYY. (III) Unless a claim in writing is lodged with us within DD/MM/YYYY, all our liabilities under guarantee shall stand discharged irrespective of the fact that the original guarantee is returned to us or not.	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
124	11.7	59		Liquidated Damages	As liquidated Damages (LD) is not defined anywhere in the RFP we assume that the SLA penalties as provided in clause 11.6 is what is referred to as LD – pl confirm	This will be part of the contract agreement with the successful bidder
125	3.1	10	Expectations from the Service Provider	i. Identification, selection and preparation of adequate number of standard venues for the conduct of computer based examinations within stipulated time	<p>A. Please confirm expected / Likely Exam Date(s)</p> <p>B. We assume exams will be required to be conducted only on Sat/Sun. Please confirm</p> <p>C. Please confirm if the exam is to be conducted in Single or Multiple consecutive days</p> <p>D. Please confirm if the exam is to be conducted in Single or Multiple sections</p> <p>E. Please confirm if apart from the list of page 33 &amp; 34 any additional drives are a possibility ?</p> <p>F. Please share historic trend of city wise candidate counts for various Online exams</p> <p>G. We assume there is no requirement for Admit card portal, Help desk, etc. If required there will be impact in cost estimated. Please confirm</p>	<p>A. Please refer to tentative calendar published in SSC portal from time to time. However, exams to be conducted in future, their numbers, dates cannot be given at this stage</p> <p>B. Examinations may be conducted on all days of the week</p> <p>C. Depends on requirement</p> <p>D. Depends on requirement</p> <p>E. Refer to A above</p> <p>F. The cities of examinations keep changing from exam to exam depending on multiple factors</p> <p>G. Admid card portal &amp; Helpdesk are not in scope of the Service provider.</p>

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
126	3.1	10	Expectations from the Service Provider	V(C). Establishment of a control room at SSC HQ and Regional and Sub-Regional Offices with robust dashboards for real-time/near-real-time monitoring of examinations	Please confirm the no. of regional and sub regions Offices of SSC in India	Please refer to Paras 1.2, 1.3 of RFP
127	3.1	10	Expectations from the Service Provider	X. Support to the SSC Headquarters, Regional and Sub-Regional Offices, during pre examination, conduct of examination and post-examination phases	Kindly specify the type of support required for the mentioned regions	As per requirements specified in RFP
128	3.3.5	12	Readiness and Conduct of Examination	g. The service provider will collect signature, affix photograph of candidate and take statements in the handwriting of the candidates on the "Commission Copy" from respective candidates.	A. Kindly specify the type of statements required? B. Will SSC provide the statement?	A. As prescribed by the SSC B. Yes

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
129	3.3.7	13	Question Set	The Service provider must ensure a robust mechanism for preparation of Questions and a secure mechanism for the transmission of the same to the computer nodes during examination	A. Please share list of disciplines / subjects 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 D. Please confirm duration of exam min. and max for different exam modules. E. Apart form English & Hindi, Please confirm other languages required for conducting the exam F. We assume the questions will be only of MCQ Type. Please confirm	A. Will be prescribed by SSC from time to time  B. Varies from examination to examination C. Varies from examination to examination D. Varies from examination to examination. At present the duration varies from 60 minutes to 180 minutes  E. Please refer RFP  F. The understanding is correct
130	3.3.7	14	Self-review by candidates	Service Provider must ensure to expose the master question set of each shift in a form that can be uploaded on the website.	Please Elaborate in specific	Since sequence of questions will be different for different candidates of any shift, the master question set is to be made available on website to enable candidates to refer to specific question for making representations



S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
131	3.3.8	15	Manpower Support	1(e). Providing responses on RTI applications, complaints, grievances, court related matters, police cases etc	For court related matters we will provide the necessary support and matter to SSC & SSC will take it forward with court	The understanding is correct However, in cases of FIR, police & court cases, that are specific to service provider, it will be the responsibility of the service provider to handle
132	3.3.8	16	Manpower Support	2. As the head of the venue, he/she shall be responsible to handle and manage all eventualities such as reporting examination related malpractices to the concerned agencies (including lodging FIR with the police).	For FIR related matters we will provide the necessary support and matter to SSC & SSC will take it forward with Police.	The responsibilities are explained in RFP
133	3.3.8	16	Manpower Support	5. There shall be an on-site software technical support staff, who shall be able to offer support to the venue and to the candidates in the event of any such challenges with respect to the Software that are used in the examination	In the event of software issues, remote access will be taken from HO in the presence of IT support at the venue and issues can be resolved. We assume it will suffice the requirement. Please confirm.	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
134	3.3.12	17	Dashboards & Modules	Service provider shall be responsible to setup CONTROL ROOM in the Commission Headquarters and at all Regional and Sub-Regional Offices	Please confirm the no. of regional and sub regions Offices of SSC in India	Pleae refer to clause 1.2 & 1.3 of RFP
135	3.3.12	18	Dashboards & Modules	Apart from a Desktop based dashboard, the Staff Selection Commission Headquarters will be provided with an LCD-wide-screen (40") dashboard	Instead of LCD we will provide the projector for dashboard monitoring. Hope this will suffice. Please confirm.	The clause in RFP remains unchanged
136	3.3.12	18	Dashboards & Modules	Check-list of facilities at each venue must be made available for Regional and Sub-Regional Offices & Headquarters	Please mention the type of checklist required.	This is an operational requirement that will be finalised during examinations
137	3.3.12	18	Dashboards & Modules	Except for the candidates examination data, all major aspects of venue will be available on this dashboard	Please Elaborate in specific	The aspects include live/near-live activities such as Sealing status, status of frisking, security, attendance, biometric registration status, Question download, delays if any, commission copy submission/despatch etc

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
138	3.3.12	18	Dashboards & Modules	Status of sealing of venues	Please Elaborate in specific	Sealing of venues refer to "closing the venue after the conduct of examination for the day", prohibiting any entry into the venue
139	4.2.1	21	Software Application Requirements	4. The examination software must capture candidate's data & information real-time while taking the examination	Please Elaborate in specific	This includes all transactions, clicks, captcha, responses, navigation etc by candidate
140	4.2.1	22	Software Application Requirements	10. Within one hour of completion of the shift, one copy of "Candidate's examination responses" in encrypted format must be made available to SSC.	There are various external factors which delay the process; So candidate Reponses can be provided in 3-4 hours. Hope that will suffice the requirement. Please confirm	Please refer to the corrigendum for the modified clause
141	4.3	22	Server & Equipment Requirements	9. Service Provider must own the Servers (primary and backup) for the purpose of conducting examination at venues. Configuration for the primary and back-up servers must be identical	Apart from our own servers we have authorized vendor servers which are Administered and secured with owned software's.	The clause in RFP remains unchanged
142	4.3	23	Server & Equipment Requirements	15. The service provider must setup a "dummy-candidate computer node" for every examination for monitoring purposes at SSC Headquarters	Please Elaborate in specific	The clause is self explanatory

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
143	4.4.1	24	General	4. 3 feet seat width should be available for candidates in such a way that a candidate cannot see other candidate's screen	We assume instead of 3 feet 2.5 feet seat width is provided will suffice the requirement. Please confirm	The clause in RFP remains unchanged
144	4.4.2	25	Examination venue	14. Following facilities / arrangements are required to be provided for Persons with Disability (PwD) candidates	A. Please share the percentage of PWD candidates. B. Is it possible that the PWD candidate can bring his/her own scribe for exam? Please confirm	A. Differs from examination to examination B. As per the applicable norms at the time of that examination
145	4.5	26	Manpower Requirements	4. Employee of Service Provider. (or) From a dedicated panel maintained by the Service Provider on long term contract basis and duly verified by Police.	We assume instead of police verification self certificate is provided for all the employee will suffice, Please confirm.	The clause in RFP remains unchanged
146	4.6	28	Surveillance system requirements	5. CCTV cameras must be IP enabled. Web based access must be provided to the live feed during the examination at designated control room at SSC HQ and Regional and Sub-Regional Offices	We assume instead of remote proctoring, CCTV Camera with local recording and local monitoring console for observer in the venue will suffice. Please confirm	The clause in RFP remains unchanged
147	5.1	29	Software Requirements	3. Software system must support digital signatures or e-sign-in capability	Please Elaborate in specific	The clause in RFP is self explanatory

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
148	5.3	29	Compliance with Industry Standards	Operational integrity & security mgt – ISO17799	We request you to also consider in addition acceptance of STQC and Certin in place of ISO 17799 . Please consider and confirm	The clause in RFP remains unchanged
149	5.7	31	Infrastructure Support to SSC	1. Service Provider will install necessary server, storage, support, dashboard infrastructure & network equipment at the SSC HQ	Please confirm the number of days required for necessary server, storage, support, dashboard infrastructure & network equipment at the SSC HQ	Please refer clause 5.7 of RFP
150				Regarding Tender Bid Submission – extension of timeline	We request you to consider Extending the timeline by a few days	No change in Timeline
151				Regarding Submission of Tender	We assume that Vendors can choose to bid for both slab 1 & 2 and in such a case have to submit 2 EMDs of Rs. 50 lakhs for each slab- pl confirm	The understanding is correct
152				Power of Attorney (POA)	We request that Authorization Letter on letterhead also be allowed for the submission as the POA can only be issued by our CEO who travels extensively hence its an issue at times . Pl confirm	Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
153	3.3.8.2	16	As the head of the venue, he/she shall be responsible to handle and manage all eventualities such as reporting examination related malpractices to the concerned agencies (including lodging FIR with the police)	Most of the Police stations are not accepting the complaints from the agencies in terms of cheating and malpractices.	Kindly ask the SSC observers to file the complaint/FIR and we will provide the necessary documents for make the complaint regarding the cheating or malpractices durin the conduct of CBT	Please refer to the RFP

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
154	Part-II (Pare -2)	36	The bids are invited by the Staff Selection Commission (SSC) for selection of Service providers who would conduct Computer based Examinations for the candidates who apply for various examinations conducted by the SSC.	Whether the SSC wants to appoint multiple service providers (more than 1 for each slab or 1 service provider for each slab)	<p>Kindly select separate service provider for each slab.</p> <p>You may ask the bidders to submit separate price bids (2 separate price bid envelopes) for each slab along with the technical and prequalification bid.</p> <p>During the opening of the price bid, you may open the slab-1 price bid first and whoever getting the high score in both technical and price bid can be awarded the contract for the respective slab.</p> <p>Then you may open the price bid of the slab-2 of technically qualified bidders EXCEPT THE SLAB-1 AWARDED BIDDER.</p> <p>SSC will get multiple vendors (separate vendor for each slab) for conduct of their CBT on following the above-mentioned</p>	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
155	10.4.1	48	<p>Details Slab 1 (&lt;=50L)</p> <p>Turnover &gt;=100 -8 Marks</p> <p>Turnover &gt;=80 Cr but &lt;100 Cr -6 Marks</p> <p>Turnover &gt;=50 Cr but &lt;80 Cr -4 Marks</p> <p>Turnover &gt;=20 Cr but &lt;50 Cr -2 Marks</p> <p>Turnover &lt;20 Cr -0 Marks</p>	The required turnover is high in all scoring areas.	<p>Kindly amend the turnover in the following format for provide the fair chances to the experienced bidders.</p> <p>&gt;20 Cr - 8 Marks</p> <p>&gt;15 Cr but &lt;20 Cr - 5 Marks</p> <p>&gt;10 Cr but &lt;15 Cr - 3 Marks</p> <p>&lt;10 Cr - 0 marks</p>	The clause in RFP remains unchanged
156	10.4.11	51	<p>CMMi Levels on Services</p> <p>CMMi Level 5 -5 Marks</p> <p>CMMi Level 4 -4 Marks</p> <p>CMMi Level 3 -3 Marks</p> <p>Less than CMMi Level 3 in Service 0</p>	The scores given only for the CMMi Level certificates and you may give some scores for other certificates which are important for conduct of online examinations	<p>Kindly Provide the scores for the following certificates also which are important for conduct of online examination.</p> <p>CMMi Level + ISO 27001 + ISO 20000 + 9001 - 5 Marks</p> <p>ISO 27001 + ISO 20000 + 9001 - 4 Marks</p> <p>ISO 20000 + 9001 - 3 Marks</p>	Please refer to the corrigendum for the modified clause



S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
157	10.4.11	51	CMMi Levels in Development CMMi Level 5 -5 Marks CMMi Level 4 -4 Marks CMMi Level 3 -3 Marks Less than CMMi Level 3 in Software 0	The scores given only for the CMMi Level certificates and you may give some scores for other certificates which are important for development, maintenance and deployment of online examination software	Kindly Provide the scores for the following certificates also which are important for conduct of online examination.  CMMi Level + STQC + Cert-In + ISO 27001 + ISO 20000 + ISO 9001 - 5 Marks  STQC + Cert-In + ISO 27001 + ISO 20000 + ISO 9001 - 4 Marks  Cert-In + ISO 27001 + ISO 20000 + ISO 9001 - 3 Marks	Please refer to the corrigendum for the modified clause
158	10.3. Note-2	47	Consortium in any form is not allowed in this bid	Kindly provide the consortium for Slab-2 since it has huge volume of candidates	As you are aware, we have the consortium with other organisation and successfully providing the online examination services to SSC and many other Govt. organisations.  So, SSC will not have any problem to allow the consortium for their RFP at-least for the larger slab.	The clause in RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
159					<p><b>Government of India's norms for price preference for the Micro, Small and Medium Enterprises (MSMEs)</b></p> <p>As per the Government of India's Public Procurement Policy for Micro &amp; Small Enterprises (MSEs) under Micro, Small and Medium Enterprises Development Act, 2006, the price preference of 15% from the L1 price should be provided for the Micro, Small and Medium Enterprises (MSMEs)</p> <p>We herewith enclosed the copy of the price preference policy of Government of India for MSMEs and we are requesting you to provide the relevant exemptions for MSMEs.</p>	Please refer Clause 9.2 of RFP

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
160					<p><b>Government of India's norms for Startups, Medium Enterprises in Public Procurement regarding Prior Experience - Prior Turnover Criteria.</b></p> <p>As per the Micro, Small and Medium Enterprises (MSMEs), Government of India's Policy Circular No. 1(2)(1)/2016-MA dated 10.03.16, the Central Ministries / Departments / Central Public Sector Undertakings (CPSUs) may relax the condition of prior turnover and prior experience of MSMEs in all public procurements subject to meeting of quality and technical specifications.</p> <p>We herewith enclosed the copy of prior turnover and prior experience policy of Government of India for MSMEs and we are requesting you to provide the full marks to</p>	Please refer Clause 9.2 of RFP

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
161					<p><b>Government of India's norms for the exemption of paying the EMD and Tender Fee for the Micro, Small and Medium Enterprises (MSMEs) for submit their bids for the Government procurements.</b></p> <p>As per the Government of India's Public Procurement Policy for Micro &amp; Small Enterprises (MSEs) under Micro, Small and Medium Enterprises Development Act, 2006, the SSI Units registered with The National Small Industries Corporation Limited (NSIC) are exempted for paying the EMD and Tender Fee for submit their bids for the Government procurements.</p> <p>We herewith enclosed the copy of the exemption clause mentioned in the procurement policy of Government of India for MSMEs for paying the EMD</p>	Please refer Clause 9.2 of RFP

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
162	10.4.1 Technical Evaluation Criteria with marks: Page 48	48	Turnover of the Company Units Turnover >=500 Cr Turnover >=300 Cr but <500 Cr Turnover >=200 Cr But <300 Cr Turnover >=100 Cr but <200 Cr Turnover >=100 8 Turnover >=80 Cr but <100 Cr 6 Turnover >=50 Cr but <80 Cr 4 Turnover >=20 Cr but <50 Cr 2 Turnover <20 Cr 0  Net Profit (as % of Turnover) of the Company Units Net Profit >=30% Net Profit >=20% but < 25% Net Profit >=15% but < 10%	Please clarify, how Net Profit (as % of Turnover) of the Company would be considered for evaluation and scoring		Please refer RFP Technical Evaluation Criteria 10.4.1

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
163	10.4.1 Technical Evaluation Criteria with marks:	49	Infrastructure for Data Centre / Disaster Recovery (DR) units DC & DR Owned by Service Provider 10 DC owned by Bidder, DR Hired from different sources 7 Both DC & DR hired from others (similar to Cloud) 5	Please clarify that whether a long-term lease with the Data centre infrastructure provider would be considered as owned data centre by service provider. Please confirm.		The RFP clause is self-explanatory
164	3.3.7 Question Set	Page 13	Arrange for creation of items with the help of dedicated panel of subject experts	We request you to please provide further details on content creation like: 1. Number of Questions to be developed for each examinations 2. Duration of Each Examinations 3. Languages in which question paper to be developed 4. Sample Question papers for previous examinations		The RFP clause is self-explanatory

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
165	10.4 Technical Evaluation Criteria: 10.4.1 Technical Evaluation Criteria with marks: Point 1: Turnover of the Company	48	Turnover >=100 Cr 8 Turnover >=80 Cr but <100 Cr 6 Turnover >=50 Cr but <80 Cr 4 Turnover >=20 Cr but <50 Cr 2		<p>Company has proven experience in conducting online/computer based examination since 2000, with Zero failure rate.</p> <p>We do everything in House, Design, Develop, Automate and Deliver. We have Conducted Computer Based examinations for Birla Institute of Technology and Science for last 14 years. We have been conducting computer based examination for government organizations like CAG for last 8 years. We are also conducting Computer based examinations for various Public Service Commissions and other recruitment boards.</p> <p>Since CBT business is in an extremely nascent state in India, the turnover of Rs. 100 Crores may not allow the appropriate scoring of bidders having the technology, domain experience and skilled manpower as required by SSC under this tender under Slab1.</p> <p>Therefore, we humbly request you to reduce the required turnover from Rs. 100 to 25 Crores for Slab1.</p> <p>We will be appreciative of the fact that SSC gives cognizance of our track record and our long standing credentials; the current format is not favorable for organizations like ours who are purely into assessment business despite having the capacity</p>	Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
166	10.4 Technical Evaluation Criteria: 10.4.1 Technical Evaluation Criteria with marks: Point 6: Infrastructure for Data Centre / Disaster Recovery (DR)	49	Infrastructure for Data Centre / Disaster Recovery (DR) units DC & DR Owned by Service Provider 10 DC owned by Bidder, DR Hired from different sources 7 Both DC & DR hired from others (similar to Cloud) 5		We request you to change the scoring criteria based on the Tier level of the Data Centre instead of own or hired. We are tied up with a third party Tier IV level Data Centre, ISO 20000, ISO 9001 certified Primary and Secondary Data Centre located in different seismic zones in India. The Data Centres are CERT.IN certified as per the Govt guidelines. We hereby request SSC to relax the clause of ownership of the Data Centre and change it to Tier level as this will restrict vendors from scoring in the tender even though we have proven capability in conducting high stake examinations.	The RFP Clause remains unchanged



S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
167	10.4 Technical Evaluation Criteria: 10.4.1 Technical Evaluation Criteria with marks: Point 7: Computer Nodes : Venue <Minimum> Owned (or) Leased for at least 3 years validity on the date of submission of the bi	49	Computer Nodes : Venue <Minimum> Owned (or) Leased for at least 3 years validity on Slab 1 (<=50L) Ownership of 100% of the nodes 10 Ownership of at least 50% of the nodes (rest hired) 7 ownership less than 50% of the nodes (Hired) [More than 25% of nodes but less than 50%]		We request the SSC to give equal weightage of hired labs as we are using the labs regularly for other high stake examinations and are meeting the requirements as desired by SSC. Hence, owning the lab or having tie-up agreement with the labs is requested to be treated equally.	Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
168	10.4 Technical Evaluation Criteria: 10.4.1 Technical Evaluation Criteria with marks: Point 12: CMMi Level in Developmentt	51	CMMi Level in Development  Slab 1 (<=50L) Units CMMi Level 5 5 CMMi Level 4 4 CMMi Level 3 3 Less than CMMi Level 3 in Services 0	We would request SSC to relax the requirement of CMM certification for Development and allow the ISO9001 and IS27001 certification in technical scoring criteria. ISO9001 fulfils the quality requirement and ISO27001 fulfils the data security and confidentiality requirement. Hence, we hereby request CMMi Level 5 certification in Development be relaxed from Technical Scoring for Slab 1.		Please refer to the corrigendum for the modified clause

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
169	10.3.Note-2	47	Consortium in any form is not allowed in this bid	Kindly provide the consortium	<p>As you are aware, we have the consortium with other organisation and successfully providing the online examination services to SSC and many other Govt. organisations.</p> <p>Moreover, the National Testing Agency (NTA) was also amended the RFP and allowed the consortium partners to submit their bid considering the value, volume and sensitivity of the project</p> <p>So, SSC wil not have any problem to alow the consortium for their RFP</p>	The clause in the RFP remains unchanged

S. No	Bidding Document Section	Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks / Suggestions	Response
170	10.6	53	Final Composite Score - $T_s \times 0.70 + F_n \times 0.30$	Kindy select the final evaluation score/criteria	<p>you may slect the organisations whoever scoring a minimum of 70 marks from the technicalbid to qualify for the price bid. The ssc may also selcet Lowest quoted bidder (L1) for award the contract (or)</p> <p>You may provide 60% weightage for Technical and 40% weightage for Financial proposal (60:40).</p> <p>If, the SSC follows the above mentioned evaluation, the SSC will get the technically sound agency with the Industry Price.</p> <p>We are also would like to share you that, the 70:30 evaluation criteria will favour ony couple of organisations who are conducting the CBT in India at the above industry price, and it may be lead to legal issues at later stage</p>	The clause in the RFP remains unchanged