

**Pre-Bid Queries for 'Identification of Service Provider(s) to
Conduct Computer Based Test (CBT) for Staff Selection Commission'**

S. No.	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Point of Clarification	Remarks/Suggestion	Comments/Clarifications of the Committee
1.	2. Objective of this Exercise	10	The above objectives shall be monitored through defined set of SLAs (Service Level Agreements) and through a third party EMU.	Please explain / elaborate the requirement of third party EMU.		The Commission intends to hire services of a 3rd party agency to monitor/supervise the services rendered by the Content Authoring Agency (CAA), Content Authoring Tool & Question Bank (CAT) and Exam Conducting Agencies (ECA).
2.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; a) Following shall be made available by the SSC; Point 4	11	Soft Copy of Question paper Set in Bilingual/Multilingual (both in Hindi and English and any other language as applicable) for each shift and each day to be provided on the day of examination (one hour prior to start of examination in the prescribed format).	<p>Question Papers to be created and provided by SSC leveraging the content authoring tool (CAE) for conduct of examination.</p> <p>However, if the QP is to be created by Examination agency than any other structure as required by SSC should be intimated well in advance to understand the feasibility from technical perspective.</p> <p>SOP creating the Question paper will be mutually discussed and agreed.</p>		<p>The content authoring and paper setting charges will be paid in addition to the service charges for the conduct of the examination.</p> <p>The details of scope of work related to CAA and CAT may be obtained from the Commission after signing NDA.</p> <p>In case the services related to question authoring and paper setting is required to be rendered by the ECA then the stage of CAT & Question Bank will be bypassed and the related modalities will be handled directly by the ECA.</p> <p>Refer para 3.7 & 3.8 of RFP for CBT.</p>

3.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; b) Following shall be made available by the selected bidder; Point 3)	11	Complete candidates' response during the examination, audit trail, biometric data and other exam related data, CCTV footage. The CCTV footage will also be supplied to Regional office on demand)	Request to kindly specify any other exam related data. Any other data other than the standard deliverables shall be discussed and mutually agreed upon by bidder and SSC. The requirement of submission of CCTV footage to Regional office need to be mutually discussed, as additional logistics and related expenses are involved.		Any data that is generated during the process of examination and score generation would be made available to SSC as and when required. Exam related CCTV footage will be provided by the ECA to SSC (HQ) in Hard disks and cost for this to be factored in the rates of Bids. CCTV data required to be provided to Regional Offices or other agencies on demand/SOS basis, cost of hard disk only will be reimbursed as per actuals on production of original invoice.
4.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; b) Following shall be made available by the selected bidder; Point 4)	11	Complete response related data of all the candidates. Candidate response should be transferred to SSC through secure channel within 2 hour of exam completion for that particular shift.	Raw responses for shift ending 6 PM can be transferred to central server the same day and any shift ending post 6 PM responses can be shared D+1.		No change.
5.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; b) Following shall be made available by the selected bidder; Point 4)	12All those participating in conduct of the examination (as per Manpower in Para 5.2 except Chief Coordinator and Regional Coordinator) shall be present fulltime during the conduct of Mock Test.	Considering security of the examination, relevant manpower will be available for the conduct of mock test.		Relevant manpower like Venue Manager, Network Engineer, Lab Supervisor, Software Support, N/w & H/w Support, Washroom cleaning support staff and any other staff, to be mutually decided, will be available at the time of conduct of mock test. (Amendment to be issued)
6.	3. Scope of Work; 3.1 The Scope of Work has been divided into	12	The selected bidder shall ensure that mock will start at preferably 1100 hours and not later than 1500 hours on	Request you to modify the point as below:		No change.

	following three broad phases; (c) Important points to be looked after by the selected bidders; Point 3		preceding date of examination.	The selected bidder shall ensure that mock will start at preferably 1100 hours and not later than 1500 hours on preceding date of examination <u>subject to availability and post completion of last shift examination.</u>		
7.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; (c) Important points to be looked after by the selected bidders; Point 7	12	Mock drill shall be demonstrated to the SSC in a synthetic scenario with 100% load to be made available for CCTV monitoring online. All nodes (including buffer) must be thoroughly checked and sanitized. It is also to be ensured that there are no blind spots in CCTV coverage.	Mock drills and system check are performed on all nodes. Also elaborate “synthetic scenario”.		“Synthetic scenario” means simulated environment.
8.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; (c) Important points to be looked after by the selected bidders; Point 6	12	The selected bidder shall ensure that venue list is provided to the SSC at least 30 days before the actual date of conduct of examination. Centers mentioned in the notice of Examination should be made available. However, the SSC reserves the right to cancel/ change any center/venue.	Requesting SSC to consider and change the requirement as “Centers identified in consultation with the selected bidder and mentioned in the notice of examination should be made available.	The exam centers (cities) shall be discussed and mutually agreed before releasing the exam notification.	The Capital Cities of States/UTs as decided by SSC will have to be taken as Centres of examination. Consultation with ECA will be held for deciding other examination centre, if needed. However, decision of SSC in this matter will be final.
9.	3. Scope of Work; 3.1 The Scope of Work has been divided into	12	Regional offices or third-party auditors will conduct infra review on sample basis of examination venues.	Request you to modify the point as below:		Checklist will be decided in consultation with selected bidder. However, the decision of SSC will be final. (Amendment to be issued)

	following three broad phases; (c) Important points to be looked after by the selected bidders; Point 7		Checklist would be given by SSC.	Regional offices or third-party auditors will conduct infra review on sample basis of examination venues. Checklist <u>in consultation with selected bidder</u> would be given by SSC.		
10.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; (c) Important points to be looked after by the selected bidders; Point 8	12	Service provider shall also provide system generated report along with IP, Label and Mac Id of systems on which mock has been conducted along with time stamp of mock start and end.	Request SSC to modify the clause as below: Service provider shall also provide system generated report along with IP, Label and Mac Id of systems on which mock has been conducted along with time stamp of mock start and end.	The system label can be changed at any given point during mock and exam.	No change.
11.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; (c) Important points to be looked after by the selected bidders; Point 9	13	The selected bidder shall allow SSC or its representative(s) including an agency identified by it for installation of Jammers during the exam as well as mock to maintain integrity of the examination.	Jammer vendor should ensure that no neighboring buildings and business are not affected by jammers. Jammers should be able to handle up to 5G networks. ECA should not be held accountable for any deficiency in this part.		No change.
12.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; (c)	13	The selected bidder shall allow SSC or an agency identified by it to carry out an independent audit of its venues and processes including software etc. The	Independent audit of venues and its processes can be executed with prior notice along with the details of the auditors. We already possess external agency audit		No change.

	Important points to be looked after by the selected bidders; Point 10		bidder shall provide various details as desired by SSC (Indicative list available at Annexure A)	certificate, which can be provided to SSC.		
13.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; (c) Important points to be looked after by the selected bidders; Point 11	13	For fair and smooth conduct of examination, SSC is authorized to take any step as deemed fit in the venue(s) (including venue replacement) and bidder will unconditionally agree to it.	This requirement will be mutually discussed and agreed like jammer spillage which to be addressed by Jammer vendor.		Decision will be taken in consultation with selected bidder. However, the decision of SSC will be final.
14.	3. Scope of Work; 3.1 The Scope of Work has been divided into following three broad phases; (c) Important points to be looked after by the selected bidders; Point 14	13	The service provider will provide any/ all information related to exam activities whenever asked for by SSC, in addition to documents/reports that would be needed to be filed.	Any / all information related to exam activities is a very broad statement. Please elaborate.		No change.
15.	3. Scope of Work; 3.1 Pre-Examination Phase; Point 2	14	The selected bidder will provide SOP and documentary manuals for all the processes for safe and secure examination along with rules for contingency and exception handling/ emergency procedures within 15 days of signing of SLA. The	We will mutually discuss.		No change.

			SOP amendments if any, including previous feedbacks will also be provided by the Service Provider.			
16.	3. Scope of Work; 3.1 Pre-Examination Phase; Point 12	15	The exam venue should provide network security, but not limited to exam network, speed of network, physical security of the assets, etc. Bidder should only install network switches which are managed and offer GBPSspeed.	Managed switch will be provided at our owned Testcenters. However, in case of hired venues managed switches will be madeavailable based on the feasibility.		Bidder should install network switches which are managed and offer GBPSspeed on best effort basis. (Amendment to be issued)
17.	3. Scope of Work; 3.1 Pre-Examination Phase; Point 15	15	Exam functionaries/ security guards should have aseparate toilet to that for candidates.	Depending on the structure of the existing exam center, we ensure the same on best efforts basis.		Exam functionaries/ security guards should have aseparate toilet to that for candidates on best effort basis. (Amendment to be issued)
18.	3. Scope of Work; 3.1 Pre-Examination Phase; Point 16	15	There should be proper facilities for PWD (persons with disability) like separate PwD toilet, wheel chair and ramp outside the center with hand rails. PwD candidates will not be mapped at the upper floors if there is no lift facility to reach that floor.	This requirement will beapplicable to PWD friendly venues.		Agreed.
19.	3. Scope of Work; 3.1 Pre-Examination Phase; Point 18	16	The examination software should follow Learning Tools Interoperability standards and should share the user interface design with SSC or SSC selected agency who	Request you to kindly clarify/elaborate the requirement of software following learning tools Interoperability standards and		As a question will be created, stored and delivered through a separate tool, however displayed on ECA software. To avoid any interoperable issues, this requirement has been added.

			would build a emulator for the same.	building emulator for the same. In the context of this RFP the above seems it may not be relevant.		
20.	3. Scope of Work; 3.1 Pre-Examination Phase; Point 18	16-17	...Every person entering the exam center on mock exam day and actual exam day should be recorded in visitor register and copy of same shall be sent by bidder to SSC along with other documentation. All entry and exit gates should be covered by guards.	We will be sharing exam functionaries list with SSC. Please elaborate the requirement.		No change.
21.	3. Scope of Work; 3.1 Pre-Examination Phase; Point 26	17	Background check/ police verification of all Exam all Exam related functionaries at the exam centers: The service provider will get the background check/ police verification conducted for all Exam related functionaries i.e., invigilators/helpers/guards/IT personnel at the exam center which should not be more than one year old.	Request SSC to modify the point as below: Background check/ police verification of all Exam all Exam related functionaries at the exam centers: The service provider will get the background check/ police verification/ <u>Criminal Report</u> conducted for all Exam related functionaries i.e., invigilators/helpers/guards/IT personnel at the exam center which should not be more than one year old.		Agreed. (Amendment to be issued)

22.	3. Scope of Work; 3.2 Test DeliveryPhase; Point 5	18	Time of 30 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.	There is a standard candidate instruction and a mock link which is provided to candidate prior to the examination. Please elaborate the requirement.		It is self explanatory.
23.	3. Scope of Work; 3.3 Infrastructure;Point 2; Sub Point 1)	19	Biometric Enrolment of only those Candidates whose barcode/QR coded data of roll number captured at the entry gate and pushed at the Registration Desk	Extending the network to the security/ entry gate will be a security vulnerability. Hence, we request SSC to remove this requirement.		No change.
24.	3. Scope of Work; 3.3 Infrastructure;Point 2; Sub Point 2)	19	If so desired by SSC, verification of Biometric data with UIDAI (1: N) and record the status of acceptance verification by UIDAI/AADHAR.	Request SSC to modify the point as below: If so desired by SSC, verification of Biometric data with UIDAI (1: 1)(1: N) and record the status of acceptance verification by UIDAI/AADHAR.	As a standard practice, candidate provides their Aadhar details and then the same is verified from UIDAI database. This exercise works on 1:1 basis instead of 1: N basis.	Agreed. (Amendment to be issued)
25.	3. Scope of Work; 3.3 Infrastructure; Point 4; Concurrent Audit	19	The Service provider should allow concurrent audit of examination either by his own software incorporating the checkpoints as given by SSC from time to time or allow integration of third-party applications for concurrent audit of examination.	Due to security, confidentiality and performance considerations, the methodology and scope for this type of audit will need to be mutually discussed and agreed with SSC.		*Agreed. However, final decision will be of SSC.

26.	3. Scope of Work; 3.3 Infrastructure; Point 6	20	Every venue used to conduct SSC examination must have a wire line telephone connection along with at-least 100mbps wire line broadband connectivity at the server room in order to have seamless connectivity during the exam even when Jammers are switched on.	Request SSC to remove this requirement.	Due to non-availability of infrastructure in remote locations, wire line telephone connection will not be provided at all venues along with 100 mbps wire line broadbandconnectivity.	Exceptions will be allowed on case to case basis. (Amendment to be issued)
27.	3. Scope of Work; 3.3 Infrastructure; Point 10	20	The selected bidder shall provide 1 Rough Sheet (A3) and 1 pen per candidate. Around 10% of candidates may demand extra sheets. Other Stationery items (as per Annexure B) are to be supplied as a part of the scope. All candidates rough sheets/pads should be collected, scanned and there after bundled in roll number/ ticket number order and shared with SSC after every exam.	Scanning rough sheets is practically not possible and time-consuming activity.		No change.
28.	3. Scope of Work; 3.3 Infrastructure; Point 13	20	At the end of the exam, transfer/export of candidate Biometric Registration response and audit trails shall be done by the selected bidder on secured channel from local server to Central	Raw responses for shift ending 6 PM can be transferred to central server the same day and any shift ending post 6 PM responses can be shared D+1.		No change.

			server of the selected bidder within 2 Hour from each exam center.			
29.	3. Scope of Work; 3.3 Infrastructure; Point 14	20	Other hard copy documents such as attendance sheets, filled Proformas, Commission Copy, Rough Sheets, etc. should be scanned immediately at the venue and dispatched to SSC within 24hrs of conclusion of the examination. All these documents are to be arranged roll number/ ticket numberwise before dispatch.	Request SSC to modify the point as below: Other hard copy documents such as attendance sheets, filled Proformas, Commission Copy, Rough Sheets, etc. should be scanned immediately at the venue and dispatched to SSC within 24hrs <u>within 7 working days</u> of conclusion of the examination. All these documents are to be arranged roll number/ ticket number wise before dispatch.		No change.
30.	3. Scope of Work; 3.3 Infrastructure; Point 15	20	The selected bidder will ensure installation of CCTV equipment in the venue. The selected bidder shall ensure that live CCTV feed is time synchronized across all cameras. The bidder shall provide all recordings to SSC Hqs. within 15 days of completion of exam along with a certificate that recording is complete without any tampering.	Request SSC to modify the point as below: The selected bidder will ensure installation of CCTV equipment in the venue. The selected bidder shall ensure that live CCTV feed is time synchronized across all cameras. The bidder shall provide all recordings to SSC Hqs. within <u>21 working days of completion of exam</u> 15 days of completion of exam along with a certificate that	The process requires data transfer from local CCTV system to external storage devices and logistic time.	No change.

				recording is complete without any tampering.		
31.	3. Scope of Work; 3.3 Infrastructure; Point 16	21	The selected bidder should ensure that the watermark label of CCTV camera (appearing on live stream) should match with the location or nomenclature of the room/lab. CCTV timing should match with screentime.	We understand watermark refers to camera number, CCTV timing and screen time etc.		Your understanding is correct.
32.	3. Scope of Work; 3.3 Infrastructure; Point 23	23	At any point in time during the currency of the project, if the Government policy demands migration of data from the Service Provider's central system to any other identified system, the Service Provider shall support the migration of data related to this project within mutually agreed timelines.	This requirement will be mutually agreed with respect to timelines and cost.		Agreed. (Amendment to be issued)
33.	3. Scope of Work; 3.3 Infrastructure; Point 23	22	Data center for storage of Examination data at SSC: The service provider will provide a data center of sufficient capacity and storage at SSCHQ for storage of all the examination data including: a. Photo & biometric data captured at the registration desk during entry and exit	Request SSC to modify the clause as below: Data center for storage of Examination data at SSC: The service provider will provide a data center of sufficient capacity and storage at SSCHQ for storage of all the examination data including:		No change.

			b. Candidate's encrypted response c. Commission copies d. Attendance sheet e. Rough sheet f. Lab-layout g. Candidate's examination log report h. Pdf/ html copy of the candidate's examination response	a. Photo & biometric data captured at the registration desk during entry and exit b. Candidate's encrypted response c. Commission copies d. Attendance sheet e. Rough sheet f. Lab-layout g. Candidate's examination log report h. Pdf/ html copy of the candidate's examination response		
34.	3. Scope of Work; 3.4 Post Examination Phase; Point 1 Sub point d)	23	Report on unique questions challenged will be shared with the SSC by the service provider within 1-2 days.	We understand that Report on unique questions challenged will be provided by content provider.		No change since randomization is done at the ECA's end.
35.	3. Scope of Work; 3.4 Post Examination Phase; Point 3	23	The candidate's responses, registration time, biometric, photograph, audit. trails, Commission copies, Attendance sheets, rough sheets etc should be uploaded automatically from the local server at the venue to theselected. bidder's data center in a secured manner. Post uploads, there should not be any traces left of any data pertaining to candidate	Request SSC to modify the point as below: The candidate's responses, registration time, biometric, photograph, audit. trails, Commission copies, Attendance sheets, rough sheets etc should be uploaded automatically from the local server at the venue to theselected. bidder's data center in a secured manner. Post		No change.

			whatsoever on the local server/candidate node.	uploads, there should not be any traces left of any data pertaining to candidate whatsoever on the local server/candidate node.		
36.	3. Scope of Work; 3.4 Post Examination Phase; Point 5	23	Question paper of the candidate along with his response with the provisional answer keys shall be hosted for candidate access for a particular time period after the date of last examination of the particular exam assignment.	SLA for sharing the QPHTML link is 2 business days post final answer keys are received from SSC.		2-3 days. (Amendment to be issued)
37.	3. Scope of Work; 3.4 Post Examination Phase; Point 7	23	SOP provided at the start of the contract shall be modified from time to time as directed by SSC.	Any major change in the process of conducting CBT will require the modification of SOP. Furthermore, any specific requirement for changing the SOP needs to be discussed and mutually agreed upon.		Agreed. However, decision of the Commission will be final.
38.	3. Scope of Work; 3.4 Post Examination Phase; Point 8; Sub Section c)	24	Entire Section	For security reasons, it is not advisable for multiple agencies to have visibility of QP content as this dilutes accountability and confidentiality.		No change.
39.	3. Scope of Work; 3.4 Post Examination Phase; Point 9	24	The selected bidder shall provide documented inputs and support for handling.	Other information as sought by SSC will be subjective to feasibility check and will be within the realm of		Agreed. However, decision of the Commission will be final.

			e) Such other information sought by SSC.	documentation / reports that can be generated from System. Other than that, any specific requirement needs to be discussed and mutually agreed upon.		
40.	3. Scope of Work; 3.4 Post Examination Phase; NOTE; Point	24	3. The selected bidder should share the network logs and give a report of any intrusion or remote access detected.	Network logs are maintained in a centralized storage, they are analyzed and monitored. Every incident related to our service availability or security is analyzed by specialist teams, RCA done, corrective and preventive action taken. Report can be shared for intrusion or remote access detection. Also, please confirm if it is required for local machine or data center?		No change. Required for both.
41.	3. Scope of Work; 3.4 Post Examination Phase; NOTE; Point 4	24	Test Data Archiving: The selected bidder shall archive the result and other examination data for a period of one year as custodian from the date of declaration of result for the assignment after transferring the entire data to SSC. No data can be	After handing over data to SSC, all examination related data will be deleted from the bidder's data center.		Agreed. (Amendment to be issued)

			deleted without a certificate from SSC.			
42.	3. Scope of Work; 3.5 Skill Test:	24	Entire section	Please confirm the other types of skill test to be considered in addition to steno and typing test.		Skill Test means typing test, Data Entry Speed Test (DEST), Computer Proficiency test and Stenography Skill test. (Amendment to be issued)
43.	3. Scope of Work; 3.4 Post Examination Phase; NOTE; Point	24	5. Any data desired by SSC should be shared with SSC without any manipulation. All data that is generated /captured /logged /stored are property of SSC. 6. MIS generation/ customized reports: The selected bidder shall provide adequate information as per the requirement of SSC.	Data as desired by SSC or MIS Generation / Customized reports are subject to technical feasibility check. Advisable that these requirements are discussed and mutually agreed upon.		No change.
44.	3. Scope of Work; 3.6 Audit of Questions from Vault	25	Audit of Questions from Vault: Entire Section	Please confirm the questions audited by CBT vendor will not be used in examination.		Your understanding is correct.
45.	4 Integration and Liaison	27	Entire Section	We understand that SSC will facilitate integration between ECA and all other vendors. Entire Integration and Liaison point needs thorough understanding / discussion and is also subject to technical feasibility check.		No change. Your understanding is correct.

46.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT);	29	FCBT-9 Registration at Examination Hall: Point iii) The system shall assess the scanned barcode/QR code at the registration desk during the candidate's registration process.	Extending the network to the security/ entry gate will be a security vulnerability. Hence, we request SSC to remove this requirement.		No change.
47.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT);	30	FCBT-11 Central Server Data; Entire Section	This requirement will be mutually discussed and agreed with SSC.		Agreed. However, the decision of the Commission will be final.
48.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT);	32	FCBT-21 i) Within two hours of completion of the shift, "Candidate's examination responses" in encrypted format will be uploaded to the Central Data center of the service provider.	Requesting SSC to consider and change the requirement as " Within 4-6 hours of completion of the shift, "Candidate's examination responses" in encrypted format will be uploaded to the Central Data center of the service provider.		No change.
49.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT);	32	FCBT-21 ii) Under no circumstances the next shift should start without uploading the complete data of previous shift to the central server.	Requesting SSC to consider and change the requirement as " ii. Under no circumstances the next shift should start <u>in the same primary Server</u> without uploading the complete data of previous shift to the central server.		Agreed. (Amendment to be issued)

50.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT);	32	FCBT-21 iii) Within four hours of completion of the shift, copy of "Candidate's examination responses" in encrypted format will be uploaded to the data center of SSC.	Requesting SSC to consider and change the requirement as" iii. Within four to Six hours of completion of the shift, copy of "Candidate's examination responses" in encrypted format will be uploaded to the data center of SSC.		No change.
51.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT);	35	FCBT-36- General Conditions for conduct of examination: Surveillance iv) Service Provider will be required to provide CCTV camera footages in HDD storage media with necessary metadata to SSC within 12 days from completion of exam along with a certificate that the CCTV footages are complete and no tampering has been done. However, SP shall arrange to provide specific footages as demanded by SSC from time to time within 96 hours.	Request SSC to modify the clause as below: Service Provider will be required to provide CCTV camera footages in HDD storage media with necessary metadata to SSC within 12 21 days from completion of exam along with a certificate that the CCTV footages are complete, and no tampering has been done. However, SP shall arrange to provide specific footages as demanded by SSC from time to time within 96 hours 12 Days.	The process required data transfer from local CCTV system to external storage devices and logistic time.	No change.
52.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of	35	FCBT-37-General Conditions for conduct of examination: Seating	Request removal of this requirement There will not be enough space available to paste /display system label in A4		Agreed. 'A 4 size paper' - remark to be removed. (Amendment to be issued)

	Computer Based Test (CBT);		<p>v) Non-shadow lighting is mandatory for every hall of examination.</p> <ul style="list-style-type: none"> Computer node number (label) should be clearly displayed prominently on A-4 size paper. Label print should cover about 50% of the label. The label should be clearly visible in the CCTV footage. 	sheet in the candidate workstation.		
53.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT);	36	<p>FCBT-38-General Conditions for conduct of examination: Venue</p> <p>xii) After pre-audit, and confirmation, a computer lab selected for examination will not be used for any activity which could be prejudicial to the seamless conduct of SSC examination.</p>	<p>Request SSC to modify the clause as:</p> <p><u>After Completion of mock / full dress rehearsal</u> After pre-audit, and confirmation, a computer lab selected for examination will not be used for any activity which could be prejudicial to the seamless conduct of SSC examination”</p>		<p>Agreed. (Amendment to be issued)</p>
54.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT);	36	<p>FCBT-38-General Conditions for conduct of examination: Venue</p> <p>xiv) Under no circumstances Registration desk should be located at any place other than at the entry point of the lab.</p>	<p>Requesting SSC to remove the point in the RFP as it depends on the layout of the exam centre and exam labs.</p>		<p>Registration desk should be located at or near the entry of the lab but not in the middle/deep inside the lab so as to avoid mixing of registered/non-registered candidates may take place. (Amendment to be issued)</p>
55.	5 Functional Requirements for the Project; 5.1	38	<p>FCBT-45- General Conditions for conduct of examination: Manpower</p>	<p>Requesting SSC to remove these points in the RFP.</p>	Network engineers	No change

	Functional Requirement for conduct of Computer Based Test (CBT);		I SSC may ask the service provider to deploy their own network engineers at specific venues. ii. Service provider shall provide network invigilators to be deployed at all venues.		because they are aware of the intricacies of the local network.	
56.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT);	38	FCBT-42-General Conditions for conduct of examination: Physical Security & Frisking Free locker/ rack facility should be provided to keep candidate's belonging under supervision of a security guard and under surveillance of CCTV	Requesting SSC to remove the point in the RFP. We suggest discouraging candidates from carrying any personal belongings to the venue, as it represents the security risk. The same will be communicated to candidates through e-call letters/ movement order. Also, Security guard will not be provided.		No change.
57.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT)	40	FCBT-48- SP to handover the list of suspected candidates identified through post exam analysis or candidates caught with unfair means. SP to support PMU team to evaluate the highlighted cases. SP shall take immediate steps against candidate caught indulging in malpractice with filing of FIR etc.	SP will provide only inputs and documents support as mentioned in point no. 9 on page 24 on the RFP Document.		To be added- Filing of FIR(s) against the candidates caught indulging in malpractices during the conduct of examinations will be done by the SP. However, during post examination analysis, FIR(s) will be responsibility of concerned Regional Offices. (Amendment to be issued)

58.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT)	40	FCBT-49- Adequate power point and locations for the deployment of jammers to be provided by the Service Provider.	Requesting SSC to define the requirements. "Adequate power point" is open ended requirement. Please elaborate the requirement in detail.		It is self explanatory.
59.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT)	40	FCBT-51 Adequate access to their venues/ systems will be provided to the representatives/ authorized persons/ agency authorized by SSC for monitoring/supervision/ audit or any other purposes as desired by SSC.	Request SSC to modify the clause as below: FCBT-51 Adequate access to their venues/ systems will be provided to the representatives/ authorized persons/ agency authorized by SSC for monitoring/supervision/ audit or any other purposes as desired by SSC.		Agreed. (Amendment to be issued)
60.	5 Functional Requirements for the Project; 5.1 Functional Requirement for conduct of Computer Based Test (CBT)	40	FCBT-52- SSC may provide its own venues (venues of government agencies/ authorized by government agencies) for use in examinations and the service provider will make other necessary arrangements if needed for smooth conduct of examination.	Requesting SSC to consider and change the requirements as "SSC may provide its own venues (venues of government agencies/ authorized by government agencies) <u>in consultation with Service Provider</u> for use in examinations and the service provider will make other necessary arrangements if	"Necessary arrangements" is open ended requirement and there is no Scope defined.	Agreed but the decision of SSC will be final. (Amendment to be issued)

				needed for smooth conduct of examination”		
61.	5 Functional Requirements for the Project; 5.2 Manpower Requirements for CBT; Point 8	41	Network and Hardware Support at examination venue An employee of serviceprovider	Request SSC to modify thepoint as below: Network and Hardware Support at examination venue <u>Outsourcing allowed or</u> An employee of service provider		Agreed. However, the responsibility of maintaining the sanctity of examination will rest with the SP only. (Amendment to be issued)
62.	6. Technical Requirement for the project; Sub Section 6.1 Software Requirements; point 3)	43	Software system mustsupport digital signatures or e-sign-in capability. These capabilities shall be restricted to submission of final scores & documents by the Service Provider to the SSC.	We do have the capability of e- sign. However, all the system generated results will be shared electronically.		No change.
63.	6. Technical Requirement for the project; Sub Section 6.3 Compliance with Industry Standards	43	Operational integrity and security management- System to be ISO17799 compliant	Please modify the statement as below: Operational integrity and security management- System to be <u>ISO 27001</u> ISO17799 compliant.	ISO 17799 is a list of controls which can be adopted as applicable to particular information security situationsof the organization. These are noted in an appendix to ISO 27001. ISO 27001 contains a total of 133 controls in eleven sections. As per ISO website, ISO 17799 was withdrawn (became obsolete) in 2010	Agreed. (Amendment to be issued) To be checked.
64.	6. Technical Requirements for the Project 6.7 Minimum technical	45	Must support at least 100 clients without any degradation in performance. All mouse/key clicks are to be	In case if the question paper has heavy images / audio / video files etc. it will depend on size of media, which also		‘preferably’ to be inserted before ‘less than’ (Amendment to be issued)

	requirement at Examination Venue; Performance Criteria		recorded for each client with time stamp (in milliseconds) for audit purposes. Response time for question/page loading must be less than one millisecond. All responses to be acted on in real time.	impacts the overall responsetime.		
65.	6. Technical Requirements for the Project; 6.8 Infrastructure Support to SSC; Point 2.v	46	CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by the SSC in separate storage device.	We assume SSC will provide the storage devices.	Request to clearly define as to who has the responsibility of providing the storage devices as this has cost implication.	Refer Point 3 above.
66.	7 Operational Requirements for the Project; Point 7.1 Software Application Requirements	47	SSC or their designated agency may audit the DC/DR during business hours, with a 5 days advance notice	For confidentiality reasons, we do not allow customer or customer arranged third party auditors to audit our locations and/or data center. Our locations and Data centers are already audited by our own arranged third party auditors and certificate issued by them can be shared with the customer. Customer can talk to our third party auditors and in case or any gaps found in audit, our third party auditors will fill the gaps.		No change.
67.	10. Instructions for submission of the Bid; 10.3 Authentication of Bids	53	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 is an online bid submission through the CPP Portal, which is authenticated by DSC token of the authorized authority. So	We request modifying this to reflect online bid submission process with DSC token authentication.	Remove 'shall be typed or written in indelible ink and'. It will be 'duly signed'. (Amendment to be issued).

			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.	original and copies, ink signetc. will not be applicable.		
68.	10. Instructions for submission of the Bid; 10.17: point5	57	Bidder should provide all prices, quantities as per the format prescribed under Clause 11.5- (Bid Response –Commercial Bid).	Please Modify the typo as below: Bidder should provide all prices, quantities as per the format prescribed under Clause 11.6 11.5 (Bid Response – Commercial Bid).	This section has a typo error. 11.6 is commercial bid in the tender document.	Amendment to be issued.
69.	10. Instructions for submission of the Bid; 10.29 Only One Proposal	60	For CBT: Bidders 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.	Please confirm, if we can participate in more than one slab? If yes, then request SSC to upload provision of uploading a second proposal and BOQ for second slab.		Amendment has been issued.
70.	10. Instructions for submission of the Bid; 10.32 Consortium	61	Consortium in any form is not allowed in this bid process and the Service Provider shall not subcontract services.	It is a normal industry practice for some of the activities like invigilators, security etc. to be subcontract to empaneled agencies.	Request to allow subcontracting with the agreement of SSC.	Consortium in any form is not allowed in this bid process. Ancillary services (for eg. Security, Housekeeping etc) may be outsourced but the core service of conduct of Computer Based Examination cannot be outsourced. (Amendment to be issued)
71.	11. BID Opening & Evaluation	63	Power of Attorney from the bidder, in the name of person	In case of a large organization POA cannot be created for the	Request to allow to submission of notarized copy of the POA.	No change.

	Process; 11.3 Pre-Qualification Criteria – Mandatory; S No. 4		signing the Bid, authorizing him to submit/execute this agreement as a binding document. Documentary Evidence - Valid Power of Attorney in original	authorized person for a specific tender due to logistic issues.		
72.	11. BID Opening & Evaluation Process; 11.3 Pre-Qualification Criteria - Mandatory; S No. 6	63,64	<p>For Slab 1 (\leq10 Lakh candidates): The Bidder should have average turnover of at least Rs 30 cr from the business of conducting Computer based Examinations during any three consecutive financial years from the last five financial years (i.e., 2018-2019, 2019-20, 2020-21, 2021-22, 2022-23) with positive net worth as on 31.3.2022</p> <p>For Slab 2 ($>$10 Lakh candidates): The Bidder should have average turnover of at least 50 cr from the business of conducting Computer based Examinations during any three consecutive financial years from the last five financial years (i.e. 2018-2019, 2019-20, 2020-21, 2021-22, 2022-23) with positive net worth as on 31.3.2022 Note – The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc.</p>	<p>As average annual turnover and Net profit (after tax) are part of Marking Criteria for Technical Evaluation of Bids (page no 65), both should also be a part of eligibility criteria.</p> <p>Hence, net profit (after tax) should be a part of eligibility criteria instead of net worth of the organization.</p>	<p>Request modification of the criteria to:</p> <p>For Slab 1 (\leq10 Lakh candidates): The Bidder should have average turnover of at least Rs 30 cr from the business of conducting Computer based Examinations during any three consecutive financial years from the last five financial years (i.e., 2018-2019, 2019-20, 2020-21, 2021-22, 2022-23) with positive net worth <u>net profit (after tax)</u> as on 31.3.202<u>32</u></p> <p>For Slab 2 ($>$10 Lakh candidates): The Bidder should have average turnover of at least 50 cr from the business of conducting Computer based Examinations during any three consecutive financial years from the last five financial years (i.e. 2018-2019, 2019-20, 2020-21, 2021-</p>	No change.

					<div>22, 2022-23) with positive net worth <u>net profit (after</u> <u>tax)</u> as on31.3.20232</div> <div>Note – The turnover refers to a company and not the composite turnover of its subsidiaries/ sister concerns etc.</div>	
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73.	11. BID Opening & Evaluation Process; 11.3 Pre-Qualification Criteria - Mandatory; S No. 6	63,64	For Slab 2 (>10 Lakh candidates): The Bidder should have average turnover of at least 50 cr from the business of conducting Computer based Examinations during any three consecutive financial years from the last five financial years (i.e. 2018-2019, 2019-20, 2020-21, 2021-22, 2022-23) with positive net worth as on 31.3.2022	<ul style="list-style-type: none"> In consideration to the volume of Slab 2, the minimum average of 50 cr is very low. <p>Since last considered FY is 2022-23, will the positive net worth as on 31.3.2022 or 31.3.2023 (For both Slab 1 and 2).</p>	<ul style="list-style-type: none"> Request modification of the criteria to: For Slab 2 (>10 Lakh candidates): The Bidder should have average turnover of at least 50<u>100</u> cr from the business of conducting Computer based Examinations during any three consecutive financial years from the last five financial years (i.e. 2018-2019, 2019-20, 2020-21, 2021-22, 2022-23) with positive net worth as on 31.3.2022 Request to confirm the positive net worth as on date for both Slab 1 and Slab 2 	No change.
74.	11. BID Opening & Evaluation Process; 11.3 Pre-Qualification	63	Documentary Evidence - Certified Copy of the financial statements including audited Balance sheet and Profit & Loss Account	<ul style="list-style-type: none"> Statutory Auditor appointed by us issues Certificate for overall company level Financial Statements. This is not done at individual 	<ul style="list-style-type: none"> Please allow CA 	Agreed with modification. Documents Certified by Statutory Auditor will also be accepted. (Amendment to be issued)

	Criteria Mandatory; S No. 6	-		business unit level, which get the certification done by CA.		
75.	11. BID Opening & Evaluation Process; 11.3 Pre-Qualification Criteria Mandatory; S No.7	64	The Bidder shall not be under a ban or blacklisted for any reason, by any Government entity in India as on last date of submission of the Bid. Documentary Evidence - Certified Copy of the financial statements including audited Balance sheet and Profit & Loss Account	<ul style="list-style-type: none"> The requested documentary evidence is not related to the criteria. 	<p>Request to modify the documentary evidence to:</p> <ul style="list-style-type: none"> Self-declaration by authorized signatory of the bidder 	(Amendment to be issued)
76.	11. BID Opening & Evaluation Process; 11.3 Pre-Qualification Criteria Mandatory; S No.8	64	Integrity Pact Documentary Evidence - Submit Integrity Pact as per the format defined	No format for Integrity Pact is defined in the RFP.	Request to accept an undertaking to the effect that we agree to sign the "Integrity Pact" with SSC if the work is awarded to us, along with the bid in our format.	Amendment to be issued (Integrity Pact format to be added) S No. 8 related to 'Examination Software System' to be removed. To be checked.
77.	11. BID Opening & Evaluation Process; 11.4. Technical Evaluation Criteria with marks; S No.1	65	Turnover of the Company	The minimum criteria for turnover from CBT as per 10.3 Pre-Qualification Criteria - Mandatory - Point no 6 for Slab 1 is 30 cr, however in this point the slab starts from >=20 cr	Please confirm if this is Turnover from CBT or overall Turnover of the company and make the changes to the slab accordingly	Amendment to be made in 11.4 (Making Criteria for Technical Evaluation of Bids)
78.	11. BID Opening & Evaluation Process; 11.4. Technical Evaluation Criteria with marks; S No.1	65	Marking Criteria for Technical Evaluation of Bids, Sl. No. 1.	Average Turnover of the Company in last three F.Y. 2020-21, 2021-22 & 2022-23	We understand, the turnover asked refers to a company and not the composite turnover of its subsidiaries/sister concerns etc., as mentioned on page no. 64 for 11.3 Pre-Qualification	Yes (Amendment to be issued)

					Criteria for CBT: Mandatory onSl. No. 6.	
79.	11. BID Opening & Evaluation Process; 11.4. Technical Evaluation Criteria with marks; S No.2	65	Net Profit (as % of Turnover) of the Company	The slab is missing for Net Profit between 25% to 30%. Also, please specify the proof to be submitted to suffice this criteria?	Request to correct	Amendment to be issued (Point 2 of slab)
80.	11. BID Opening & Evaluation Process; 11.4. Technical Evaluation Criteria with marks; S No.3	65	Proof: Client's Certification (or) Work order from any client	For the verification purpose, we request you to modify the clause as below: Proof: Client's Certification (or) Work order from any client <u>and name & contact details of customer</u>	This is suggested because a bidder may have a Work Order for a project that was cancelled or that was terminated due to failure. SSC should be able to verify with the client.	Agreed (Amendment to be issued)
81.	11. BID Opening & Evaluation Process; 11.4. Technical Evaluation Criteria with marks; S No.4	65	Proof: Client's Certification (or) Work order from any client	For the verification purpose, we request you to modify the clause as below: Proof: Client's Certification (or) Work order from any client <u>and name & contact details of customer</u>	This is suggested because a bidder may have a Work Order for a project that was cancelled or that was terminated due to failure. SSC should be able to verify with the client.	Agreed (Amendment to be issued)
82.	11. BID Opening & Evaluation Process; 11.4. Technical Evaluation Criteria with marks; S No.5	65	Proof: Client's Certification (or) Work order from any client	For the verification purpose, we request you to modify the clause as below: Proof: Client's Certification (or) Work order from any client <u>and name & contact details of customer</u>	This is suggested because a bidder may have a Work Order for a project that was cancelled or that was terminated due to failure. SSC should be able to verify with the client.	Agreed (Amendment to be issued)

83.	11. BID Opening & Evaluation Process; 11.4. Technical Evaluation Criteria with marks; S No.7	66	Proof: Declaration by the company secretary	In TCS, 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.	‘/HR Head’ to be added after ‘secretary’. (Amendment to be issued)
84.	11. BID Opening & Evaluation Process; 11.4. Technical Evaluation Criteria with marks; S No.10	67	CMMi Levels on Services - CMMi Level 5 - CMMi Level 4 - CMMi Level 3 Less than CMMi Level 3 in Software	<ul style="list-style-type: none"> • Lowest scoring band has atypo, it refers to "Software". Authenticity and Validity of the CMMi Certification should be validated	<ul style="list-style-type: none"> • Should read as "Less than CMMi Level 3 in Services" Suggest that SSC should ask for specific proof of the listing or the Appraisal ID in CMMi Appraisal System https://cmmiinstitute.com/pars . - So that SSC can verify the submission on PARS.	Typo and agreed (Amendment to be issued)
85.	11. BID Opening & Evaluation Process; 11.5 Qualification Criteria for CBT: Examination Systems Mandatory; Point 1.1	67	Exam software system is able to detect, log and prevent if any candidate utilizes another communication mechanism/ device (external or internal hardware in node) for cheating. The communication mechanism/devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, and Camera	Request to modify the clause as below: Exam software system is able to detect, log and prevent if any candidate utilizes <u>connects to the system</u> another communication mechanism/ device (external or internal hardware in node) for cheating. The communication mechanism/devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, and Camera	As system cannot identify if candidate uses a separate camera device which is not connected.	Agreed. (Amendment to be issued)

86.	11. BID Opening & Evaluation Process;11.5 Qualification Criteria for CBT: Examination Systems ;Mandatory; Point1.9	68-69	The bidder sanitizes the examrelated data on the exam centre servers (primary, backup and registration), exam node and at HO after the execution of exam	Request SSC to clarify what is meant by 'Sanitize' in this context?	- -	Sanitize means the SP should be able to i. Entire exam related logs, after uploading to Data Centre, should be deleted from the respective servers. Ii. All candidate related data i.e. response etc. should be deleted once uploaded to Data Centre. Iii. All un-encrypted question papers, in any form, should be deleted from the Primary Server, Backup server etc. Iv. Any data on backup server used for that session should be deleted after the examination session. V. Biometric data captured at the registration desk, once uploaded to data cetnre, should be deleted from the registration desk/primary/backup.
87.	11. BID Opening & Evaluation Process;11.5 Qualification Criteria for CBT: Examination Systems ;Mandatory; Point1.16	69	Detecting and preventing malpractice related to unscheduled candidates atexam center	Please elaborate on the requirement regarding unscheduled candidates.		'Unscheduled Candidates' means any unauthorized attempt by a candidate to appear at examination centre.
88.	11. BID Opening & Evaluation Process;11.6 Commercial Bids for CBT – TABLE-1 ;Point 3	71	Cost of Audit of questionsfrom Vault (Per question)	Please confirm for "Cost of Audit of questions from vault" will this be quoted per candidate per shift or per question?		No change.

89.	11. BID Opening & Evaluation Process;11.6 Commercial Bids for CBT –NOTE	71	On the cost quoted in commercials, a 10% discount should be given to SSC for exams more than 2 shifts in a day (i.e., the 3rd shift volume will get a discounted costing at 10%). No extra payments will be made for normal shifts.	Will the discount for 3rd and 4th shift apply only on rows 1 & 2 of the rates quoted in Table 1?		Yes only on Rows 1 & 2.
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			<ul style="list-style-type: none"> On the cost quoted in commercials, a 15% discount should be given to SSC for exams more than 3 shifts in a day (i.e., the 4th shift volume will get a discounted costing at 15%). No extra payments will be made for normal shifts. 			
90.	11. BID Opening & Evaluation Process; 11.6 Commercial Bids for CBT – TABLE-1 & TABLE-2	71- 72	GST and any other taxes (Columns D & E)	The contract should be able to deal with possible future changes in GST rate by government?	Suggest changing to 'taxes at prevalent rates'.	Agreed (Amendment to be issued)
91.	11. BID Opening & Evaluation Process; 11.6 Commercial Bids for CBT – TABLE-2 ; NOTE	72	The Services as mentioned in „Table-2“ above, will be used only if required. This will not be used for determination of H1 as per QCBS.	Please clarify if this should be read as L-1/H1?		It is H-1 only.
92.	11. BID Opening & Evaluation Process; 11.6 Commercial Bids for CBT – TABLE-2 ; NOTE	72	<p>....However, the selected service provider will have to agree to the lowest quote for each item of “Table-2” received in this regard, in case SSC requires these services.</p> <p>The bidder(s) whose bid value is higher than or less than</p>	We request removal for these two paragraphs.	Each Service Provider has got different cost structures (and rate) based on their capabilities and investments. Also, the quality outcome differs from Organization to Organization. In order to ensure the quality is not impacted, it would not be possible to match the lowest price.	However the selected SP will be paid at rate of average quoted price of all technically qualified bids or the price quoted by the selected bidder whichever is lower. (Amendment to be issued).

			40% of the average bid values shall not be considered.			
93.	11. BID Opening & Evaluation Process; 11.6 Commercial Bids for CBT – TABLE-2 ; NOTE	72	Average bid value shall be arrived as the sum of total bid values for each item in „Table-2“ divided by the total number of technically qualified bids. The bidder(s) whose bid value is higher than or less than 40% of the average bid value shall not be considered.	We understand that it means that Bidder shall not be considered for services in Table 2 and not the entire CBT Tender scope of work – please confirm?		However the selected SP will be paid at rate of average quoted price of all technically qualified bids or the price quoted by the selected bidder whichever is lower. (Amendment is being issued.) To be checked
94.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT	74	Service Level Agreement (SLAs) for CBT Entire Section	The term “basic transaction fee” is not specified in 11.6 Commercial bid. Also, Since exams will be conducted in a multi-vendor scenario all the SLA penalty should be applicable only for reasons that are directly attributable to the ECA.		‘Basic transaction fee’ = S.No. 1 plus S.No. 2 of Table-I, provided the venue is also arranged by the service provider. 12.6 - SLA penalty should be applicable only for reasons that are directly attributable to the ECA – this point to be added. (Amendment to be issued)
95.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 1	74	Conduct of computer-based exam in all the identified/ planned venues If exam in a venue/part of venue is delayed in more than i. 15-30 minutes then penalty of (25% of the basic transaction fee) x (No. of	Considering the nature of business and security parameters. Hence request deletion of this penalty point.		No change.

			affected candidates) venue will be imposed. ii. 30 minutes then penalty of (50% of the basic transaction fee) x (No. of affected candidates) venue will be imposed.			
96.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 6	75	If error is found in scores as per defined standard during result processing activities A penalty of 25% of the (basic transaction fee) x no of affected candidates subject to maximum of 10% of work order for that examination.	This penalty will be applicable after the publication of the results.		Yes, this penalty will be applicable after the publication of the results.
97.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 7	75	100 % Capture of biometric and photo capture before and after the exam	Request SSC to modify the clause as below: 100 % Capture of biometric and photo capture before and after the exam	Candidates are in a rush to move of the test venue.	No change.
98.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 8	75	If exam questions/ answers 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.	The entire SLA will not be applicable to CBT ECA. The responsibility should be with the vendor who is creating question paper.		‘attributable to ECA’ to be added after ‘before the examination’. (Amendment to be issued)
99.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 9	75	Delay in submission of raw scores	Request SSC to modify the clause as below:		No change.

	Service Level Agreement (SLAs) for CBT; Point 10		No Penalty for submission of scores up to 6hrs after completion of shift (Data to be successfully uploaded to SSC)	No Penalty for submission of scores up to 6 <u>business</u> hrs after completion of shift (Data to be successfully uploaded to SSC)		
100.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 11	75	Delay in submission of normalized scores. No penalty for submission of scores up to 5 days after finalization of Answer Key	Request SSC to modify the clause as below: No penalty for submission of scores up to 5 <u>business</u> days after finalization of Answer Key		No change
101.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 11	75-76	Beyond days	Please modify the clause as: Beyond <u>8</u> days		'8' to be inserted. (Amendment to be issued)
102.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 12	76	Uploading of scanned copies attendance sheets, commission copy and Rough sheet	Request SSC to modify the clause as below: Uploading of scanned copies attendance sheets, commission copy and Roughsheet		No change.
103.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 13	76	Dispatch of hard copies of attendance Sheets and Commission Copy + Roughsheet	Request SSC to modify the clause as below: Dispatch of hard copies of attendance Sheets and Commission Copy + Roughsheet		No change.
104.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 14	76	Loss of document dispatched by Service Provider	Request SSC to modify the clause as below:		No change.

	Service Level Agreement (SLAs) for CBT; Point 14			Loss of <u>both soft and hard copy</u> document dispatched by Service Provider		
105.	12 Award of Contract; 16 Service Level Agreement (SLAs) for CBT; Point 15	76	Wrong dispatch of documents. Documents not arranged insorted order	We request to remove thispenalty point.		No change.
106.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 17	76	Failure to identity Impersonation by candidates not detected by Service Provider during the examination and candidate isdebarred.	Failure to identity Impersonation by candidates not detected by Service Provider <u>before the declaration of result during the examination</u> —and candidate is debarred.		No change.
107.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; Point 18	76	Failure to identity, unauthorized access (remote access/ hacking etc.) of the candidate node during examination	Request SSC to modify the clause as below: Failure to identity, unauthorized access (remote access/ hacking etc.) of the candidate node during examination, <u>proved beyond reasonable terms and accepted by bidder.</u>		No change.
108.	12 Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT; NOTE	77	Maximum penalty will be capped at 15% of the total work order value.	Request SSC to modify the point as below: Maximum <u>cumulative</u> penalty will be capped at 15 % of the total work order value.	-	No change.

109.	12 Award of Contract; Terms of Payment	77	The balance 25% of the payment shall be made after certification by SSC of all the activities related to the given work order have been duly completed in all respects	CBT service provider's Scope of work is only conduct of examination business therefore payment should be made within 30-45 days post sharing of raw scores with SSC. The objection management should be in scope of the content authoring agency.		No change.
110.	13. Annexure Part II; 13.7 Annexure A - Role and Responsibility of selected bidder; Point 3	85	Provide timely access to exam center premises for pre-exam audit	One week notice should be provided by SSC for pre-exam audit.		Will be decided in consultation with the SP (Amendment to be issued).
111.	13. Annexure Part II 13.7 Annexure A - Role and Responsibility of selected bidder; Point 5	85	Provide electronic data as identified in the section below. Point 1 (click by click of candidate audit log) of the below data requirement section is to be provided at end of every exam day. All remaining data should be provided within 3 weeks after the close of the last shift of the exam.	Request SSC to modify the point as below: Provide electronic data as identified in the section below. Point 1 (click by click of candidate audit log) of the below data requirement section is to be provided at <u>Day +1 end of every exam day.</u>		No change.
112.	13. Annexure Part II 13.7 Annexure A - Role and Responsibility	85	The observations related to pre, during or post exam should be mitigated to the satisfaction of SSC	Please elaborate the process SSC will follow to confirm closure of observations to their satisfaction.		Will be shared with the selected bidder.

	of selected bidder; Point 6					
113.	13. Annexure PartII 13.7 Annexure A - Role and Responsibility of selected bidder;Point 9	85	For sample machines in examcenter identified by the PMU/auditors, provide access to download application logs, or other system settings afterthe exam is over	We do not have any application running on thecandidate machine. All the candidate machines are thin client machines which does not store any data.		No change.
114.	13. Annexure PartII 13.7 Annexure A - Role and Responsibility of selected bidder; Point 11	85	Provide candidate audit logs on real time basis to the PMU/Auditor software at eachcentre during exam. Bidder should permit installation of application/software on local servers for real time monitoring of candidateresponse behavior.	Introducing other application/software to be installed on the local servers has financial implications and poses a security risk and may introduce performance issues. Please clarify how accountability would be established for suchsituations.		Modality for establishing the accountability will be finalized in consultation with the successful bidders.
115.	Additional			We understand that the Terms and Conditions will be mutually agreed before signing the contract. Please confirm.		General Terms & Conditions will be as per DoE guidelines. However, in exceptional circumstances, the terms and conditions will be mutually discussed. The decision of SSC will be final. (Amendment to be issued)
116.	BOQ			The BOQ upload on eproc site does not have mention of Table 2 as per RFP document Section 11.6 "Commercial bid for CBT".		(Amendment issued)

117.	10. Instructions of the Bidder; 10.13 Earnest Money Deposit (EMD) for CBT; Point 7	55	10.13 Earnest Money Deposit (EMD) for CBT 7. The bid security may be forfeited in the following conditions: If a bidder withdraws its bid during the period of validity of the bid In case of a bidder being successful in the commercial bidding process, if the bidder fails to sign the contract in accordance with terms and conditions as detailed under this RFP.	10.13 Earnest Money Deposit (EMD) for CBT 7. The bid security may be forfeited in the following conditions: a. If a bidder withdraws its bid during the period of validity of the bid b. In case of a bidder being successful in the commercial bidding process, if the bidder fails to sign the contract in accordance with mutual terms and conditions subject to the suggestions submitted along with the proposal as detailed under this RFP.		No change.
118.	10. Instructions of the Bidder; 10.32 Consortium in any form in not allowed in this bid process and the Service Provider shall not subcontract services.	61	Consortium in any form in not allowed in this bid process and the Service Provider shall not subcontract services.	Consortium in any form in not allowed in this bid process and the Service Provider shall not subcontract services with the prior intimation to SSC.		Refer to point 70 above.
119.	12. Award of Contract; 12.2 Contract Finalization and Award	73	SSC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of QCBS evaluation of their Technical and Commercial bids, for the purpose of arriving at mutually reasonable terms and conditions for the contract arising out of this RFP	SSC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of QCBS evaluation of their Technical and Commercial bids, for the purpose of arriving at mutually agreed— reasonable terms and conditions for the contract arising out of this RFP.		No change.

120.	12. Award of Contract Signing of the Contract	73	At the time of notification of the successful bidder with regard to the Bid having been accepted by the SSC, the SSC shall enter into a contract with the successful bidder. SSC shall have the right to annul the award in case there is a delay of more than 21 days from the date of this notification, in signing of contract, for reasons attributable to the successful bidder.	At the time of notification of the successful bidder with regard to the Bid having been accepted by the SSC, the SSC shall enter into a <u>mutually agreed</u> contract with the successful bidder. SSC shall have the right to annul the award in case there is a delay of more than 21 days from the date of this notification, in signing of contract, for reasons attributable to the successful bidder.		No change.
121.	12. Award of Contract; 12.4 Failure to agree with the Terms and Conditions of the RFP	73	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.	Failure of the successful bidder to agree with the Terms & Conditions <u>subject to suggestions</u> 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.		No change.
122.	12. Award of Contract; 12.5 Performance Bank Guarantee (PBG); Point 3	73-74	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.	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.		No change.

123.	12. Award of Contract; 12.6 Service Level Agreement (SLAs) for CBT	74-77	<p>12.6 Service Level Agreement(SLAs) for CBT 1.Conduct of Computer Based Exam in all identified /planned Venues...</p> <p>Maximum penalties will be imposed and Re- examination shall be conducted by the Service provider at their own cost. The cost towards such reexamination shall not be included in the penalty cap.</p> <p>Note: Maximum penalty will be capped at 15% of the total work order value.</p>	<p>12.6 Service Level Agreement(SLAs) for CBT 1.Conduct of Computer Based Exam in all identified /planned Venues ..</p> <p>Maximum penalties will be imposed and—Re- examination shall be conducted by the Service provider at their own cost. The cost towards such reexamination shall not be included in the penalty cap.</p> <p>Note: Maximum <u>cumulative</u> penalty will be capped at 15<u>5</u>% of the total work order value.</p>		No change.
124.	12. Award Terms of Payment	77	<ul style="list-style-type: none"> Deductions from the payment due shall be made for statutory levies, taxes, penalties and liquidated damages etc., as per the contract agreement signed between the SSC and the bidder and in accordance with the applicable rules on the day of the release of payment. In case of any recoveries are due to be made with regard to statutory levies, taxes, penalties and liquidated damages, etc., the SSC reserves the right to effect the recoveries from the subsequent payments due to the Service provider 	<ul style="list-style-type: none"> Deductions from the payment due shall be made for statutory levies, taxes, penalties and liquidated damages etc., as per the contract agreement signed between the SSC and the bidder and in accordance with the applicable rules on the day of the release of payment. In case of any recoveries are due to be made with regard to statutory levies, taxes, penalties and liquidated damages, etc., the SSC reserves the right to effect the recoveries from the subsequent payments due to the Service provider <p><u>All amounts payable to BIDDER are</u></p>		No change.
						No change.

				<p><u>exclusive of any Taxes. SSC shall be entitled to deduct from applicable payments to BIDDER, any tax on BIDDER' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide BIDDER with evidence or certificate of payment of such tax to the taxing authorities. BIDDER shall submit invoices to SSC in accordance with the payment schedule in Schedule 4. SSC shall remit payment to BIDDER within thirty (30) days from the date of invoice. BIDDER shall invoice and SSC shall make payment, in accordance with the billing period specified in Schedule 4. If any invoice remains unpaid after the aforesaid period, BIDDER shall be entitled to recover the unpaid invoices with interest @ 1.5% per month calculated from the payment due date until the recovery is made in full with interest and/or suspend the Services.</u></p>		
125.	13 Annexure – Part II; 13.3 Undertaking on Patent Rights	81	<ul style="list-style-type: none"> ▪ I/We as Service Provider (SP) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence. 	<ul style="list-style-type: none"> • I/We as Service Provider (SP) do hereby undertake that <u>to the best of our knowledge</u> none of the deliverables being provided by us is infringing on any 3rd party patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence. 		<p>Agreed. (Amendment to be issued)</p>

126.			Tender Submission Date	We request that post release of the Pre-bid Queries response –Vendors be given 7-10 working days to work on the Tender documents –hence to please extend the submission date accordingly in case of a delay in release of the Pre-bid queries Response		Action already taken vide Corrigendum dated 23.11.2023.
127.			Credit period	The customer shall pay all undisputed invoices within 30 days (or the credit period as negotiated by the business team) from the date of invoice. In case the customer does not pay the undisputed amounts within 30 days (or the credit days agreed), the same shall be constituted as an EVENT OF DEFAULT by customer. A notice of EVENT OF DEFAULT will be issued with a cure period of 15 calendar days (this is to be included only if there is a cure period made available to us for our EVENT OF DEFAULT) and in the event the EVENT OF DEFAULT is not cured within the cure period given , the service provider has a right to terminate the contract without any further notice.		No change.
128.			Submission , EMD and Tender fees	Please confirm that there is no Tender fees? We request to please allow bidders to submit a Bid Declaration form instead of the EMD amount		No change.

129.			Financial Bid	<p>We assume that the Per Registered Candidate rate quoted would be Per Scheduled candidate per session, per stage Admit card issued – pl confirm</p> <p>We assume that the Rate quoted will be without Covid Precautions - this would be chargeable extra if incurred</p> <p>We assume that GST would be quoted extra as this is a multi year contract - any hike in the rate would be accordingly borne by the client</p>		Your understanding is correct.
130.	63	Point 4	Power of Attorney	<p>As this is an Online submission - we request that vendors be allowed to submit only Scanned copy of the POA</p>		No change.
131.			Selection of vendors for Slab 1 and 2	<p>We request that SSC Empanel multiple Vendors for each Slab so they have better options for Delivery for multiple projects instead of dependence on single Vendor per slab</p>		No change.

132.	51	14	One copy of Technical Bid is to be submitted offline in addition to online submission on CPP Portal	Given that all tenders currently are submitted and read online we requested that the bidders be allowed to submit the tender online only		No change.
133.	27-40	5.1	Functional Requirement	If the Bidder is expected to filled and submit these pages - request SSC to share the soft copy pdf copy of these pages else it will be difficult for the bidder as the document cannot be typed from scratch. From the hard copy handed over vendors only have an image scan which cannot be used for data input		No change.
134.	87	13.8	Annexure B	Please provide the PDF copies of Proforma 1-11 as they are not avbl in the Tender		Will be given only to the successful bidder.
135.	65		Scoring Model - Point 2	We request to please change this to : Networth >= Rs. 150 crores = 4 Networth > Rs 100 & < Rs 150 crores = 3 Networth >Rs 75 & <Rs 100 crores = 2 Networth < 75 crores = 1 or Vendors be allowed to submit the Average Net profit of the last 5 years ie. 2018 till 2023 and not just of 2022-		No change.

				23 owing to the Pandemic period which effected the overall business environment of conducting Exams		
136.	65		Scoring Model - Point 3	We request to please change this to : Conducting of Computer Based exams in FY 2020-21, 2021-22 & 2022-23, 2023-24 (till date) as more than 6 months are completed and also include 2018-19 , 2019-20 owing to the Pandemic period which effected the overall business environment of conducting Exams		No change.
137.	65		Scoring Model - Point 4	We request to please change this to : Volume of Examinations Conducted in FY 2020-21, 2021-22 & 2022-23, 2023-24 (till date) as more than 6 months are completed in 2023-24 in CBT in a single shift and also include 2018-19 , 2019-20 owing to the Pandemic period which effected the overall business environment of conducting Exams Or Additionally as the Volume of Slab 1 requirement is much lesser, request the Single shift criteria be lowered to : > 60000 Candidates in a single shift =10 >=50000 candidates & <60000 candidates in a single shift=8		No change.

				>=40000 candidates & <50000 candidates in a single shift=6 >=30000 candidates & <40000 candidates in a single shift=4 >=20000 candidates & <30000 candidates in a single shift=2		
138.	65		Scoring Model - Point 5	We request to please change this to : Conducting of Computer Based exams in FY 2020-21, 2021-22 & 2022-23, 2023-24 (till date) as more than 6 months are completed and also include 2018-19 , 2019-20 owing to the Pandemic period which effected the overall business environment of conducting Exams		No change.
139.	66		Scoring model - point 6	Request to please change this to : Proof: Audit certificate from any 3rd Party Auditor of DC & DR / Cert-In certification/ Self Declaration on Letterhead		No change.
140.			Scoring model - point 7	Request to please change this to : Proof: Declaration by the company secretary/ HR head		Refer to point 83 above.

141.	67		Scoring model - point 10	Request to please change this to : Proof: CMMi Certification should be visible and authenticated in CMMI insitute link and website		Refer to point 84 above.
142.	64		Integrity Pact - point 9	Please provide the Format indicated		Amendment to be issued.
143.	43	6.2	Ownership of Software/Intellectual Property Rights	Request CLIENT to consider the following: Each Party shall continue to be the owner and hold their respective Intellectual Property Rights. The rights, title and ownership of the IPR shall not be transferred.		General Terms & Conditions will be as per DoE guidelines. (Amendment to be issued.)
144.			Penalty clause	We request Client to re-consider the % of penalties mentioned in points 1 to 26 in the penalty clauses since they are quite steep and not as per industry practice. Request client to consider the following: i) The penalty shall be imposed on the bidder only if the cause for such penalty is directly and solely		Refer to point 98 above.

				<p>attributable to the Agency.</p> <p>ii) The total cumulative Penalty imposed on the bidder shall not exceed 10% of the total invoice of the particular service of the respective Order for which the penalty arises.</p> <p>iii) CLIENT shall raise its concerns or objections to the Bidder/Service Provider within 30 days of the services provided. CLIENT shall not impose any penalty/ damages on the Service Provider if no objections are raised within the stipulated period.</p> <p>iv) The Bidder shall be given a cure period of 30 days to rectify/remedy any defaults / defects / shortcomings penalty before imposition of any penalty or termination of contract.</p> <p>v) Any penalty/ damages shall be for proven defaults, solely and directly attributable to the bidder.</p> <p>vi) The Penalty/ damages shall be levied only if there is any deviation from the SOP, which, upon the award of the contract, both parties shall prepare in detail for provision of services and which shall form a part of the Agreement.</p> <p>vii) The bidder shall be given an opportunity of making a representation and of personal hearing before final imposition of penalty.</p> <p>viii) An escalation matrix should be mutually decided between both the parties.</p>		
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145.			Arbitration	<p>Request CLIENT to consider the following:</p> <p>If the dispute between the parties does not resolve mutually, the same shall be submitted to Sole Arbitrator appointed mutually by the parties and the proceedings shall be conducted as per Arbitration and Conciliation Act, 1996</p>		General Terms & Conditions will be as per DoE guidelines. (Amendment to be issued.)
146.			Force Majeure	<p>Request client to consider the following:-</p> <p>The party affected by such Force Majeure condition shall forthwith notify the other Party/Parties, of the nature and extent thereof, in writing, within seven (7) days after the occurrence of such Force Majeure condition and shall, to the extent reasonable and lawful under the circumstances, use best efforts to remove or remedy such cause with all reasonable dispatch.</p> <p>If the Force Majeure condition in question prevails for a continuous period of one (1) month, the parties affected by such condition shall enter into bona fide discussions with a view to alleviating its effect on this Agreement by agreeing to such alternative agreement as may be fair and reasonable.</p>		General Terms & Conditions will be as per DoE guidelines. (Amendment to be issued.)

147.	55 & 73-74	10.13 and 12.5	EMD/Performance Bank Guarantee	Request CLIENT to consider the following: The bidder shall be given an opportunity of making a representation and of a personal hearing before forfeiture of PBG/EMD. The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder. The successful bidder shall be given a cure period of 30 days to rectify the breach.		General Terms & Conditions will be as per DoE guidelines. (Amendment to be issued.)
148.			Opportunity of Personal Hearing	Request CLIENT to consider the following: The service provider shall be provided an opportunity of personal hearing/ Representation to represent the facts before imposition of any penalty/liability or blacklisting.		General Terms & Conditions will be as per DoE guidelines. (Amendment to be issued.)
149.			Indemnity	Request CLIENT to cap the total cumulative Indemnity of the successful bidder at 10% of the Invoice value for the particular service giving rise to such indemnity.		No change.

150.			Assignment and sub-contracting	Request CLIENT to consider the following: The successful bidder shall reserve the right to Assign or sub contract a part of the contract with prior written approval from Client.		Refer para above. (Amendment to be issued.)
151.			Termination	Request CLIENT to consider the following: Each party shall reserve the right to terminate the contract for reason of convenience by giving a written notice of not less than 30 days to the other party.		General Terms & Conditions will be as per DoE guidelines. (Amendment to be issued.)
152.			Liability	Request CLIENT to cap the total cumulative liability of the successful bidder at 10% of the Invoice value for the particular service giving rise to such liability.		General Terms & Conditions will be as per DoE guidelines.
153.			Indemnity and Liability clause	We suggest the client to consider including the following clause for Indemnity and Liabilities in the RFP/Agreement:- The Bidder shall indemnify Tendering Authority from and against any costs, loss, damages, expenses and claims including those from third parties or liabilities of any kind howsoever suffered arising or incurred inter-alia		General Terms & Conditions will be as per DoE guidelines. (Amendment to be issued.)

				<p>by any willful negligence or wrongful act or omission by the Bidder in connection with the services.</p> <p>In no event shall either party be liable under any contract, strict liability, negligence or other legal or equitable theory for any indirect, incidental, special or consequential damages, lost profits, lost data or cost of procurement of substitute goods, technology or services. The total aggregate liability of the Bidder, regardless of whether such liability is based on breach of contract, tort, strict liability, breach of warranties, failure of essential purpose or otherwise, under this Agreement shall be limited to 10% of the total invoice value of the assignment paid to the bidder in respect of that particular work which gives rise to such a liability.</p>		
154.	15	3.1.15	Separate washrooms for staff and candidates	This requirement is based on the availability at the venues		Best effort basis.

155.	16	3.1.18	Software User interface designed to be shared	Need more clarification		This is a emulator which is part of Content Authoring Tool, which needs to display how the question appears on the candidate terminal. For the CAT software to achieve this, all integration and liason support is to be provided by the successful bidders.
156.	17	3.1.26	Examination Venues	Previous audit report will be submitted along with the tentative venue details		No change.
157.	11	3.1.b.1	Venue details (atleast 30 days before the commencement of the examinations	NSEIT proposes that the tentative list of venues will be shared 30 days prior		It means Tentative list only
158.	11	3.1.b.2	Exam functionaries details to be shared 1 week prior to the examination	NSEIT proposes to share the details of the staff deployed at 3 days prior to the examinations		No change.

159.	11	3.1.b.3	Complete responses must be shared within 2 hours after completion of the shift	NSEIT recommends the submission of the logs 4 hours after completion of the examination for the particular day		No change.
160.	13	3.1.c.12	Seat Requirement	Incase there is shortage of seats in particular city, NSEIT proposes to schedule the candidates in the second preferred city or the nearest city		Your understanding is correct.
161.	13	3.1.c.13	Venue history	NSEIT requests more clarification on what kind of data is required		Will be discussed with the successful bidder.
162.	13	3.1.c.15	Rotation of staff members	NSEIT proposes not to rotate the staff during the examination		No change.

163.	20	3.3.13	Audit trails and biometric registration response to be shared within 2 hours	NSEIT proposes that biometric registration responses and audit trails will be submitted after the completion of the examination at the end of the day		No change.
164.	20	3.3.14	Attendance sheets and other documents to be scanned and shared within 24 hours to SSC	NSEIT proposes to submit the requested documents within 15 working days to the SSC		No change.
165.	20	3.3.15	CCTV Recordings	NSEIT proposes that the CCTV recordings will be handed over within 45 working days. The timeline to share the CCTV on request will be mutually discussed		No change.
166.	19	3.3.2	UIDAI or Aadhar based biometric verification and bar coded roll Number at the entry gate as well as at the verification desk	Need clarification on where the bar code will be available and what details will be available on the bar code		Bar Code/QR Code will be scanned from the Admit card at the entry gate of the venue of examination. The Bar Code/QR Code will contain the Roll Number/Roll Number, Photo and any other details to be decided by the Commission. Admit card will be generated

						by the Commission.
167.	19	3.3.4	Data transfer to central server during examination	The data will be transferred to the central server at the end of the day due to jammers installed at the venue		No change.
168.	23	3.4.1	Challenge by Candidates	NSEIT proposes that the link will be hosted after 3 days of the completion of the examination for candidates to raise their objections.		Link for inviting Challenges from the candidates will be made live after 1-2 days of end of the examination.
169.	29	6.1.1	Software must support an active Dashboard during the exam to monitor the exam status on a real time basis on the day of examination.	NSEIT proposes that a dashbaord will be shared before the examination for monitoring purposes		Your understanding is correct.

170.	46	6.8.2.v	CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by the SSC in separate storage device	<p>CCTV live streams can be shown at SSC control room during the examianation.</p> <p>NSEIT proposes that all the requireid data to be shared with SSC via a secured link for safety and security of the data.</p>		No change.
171.	28	FCBT-2	Final Venue list	NSEIT proposes that the final venue list will be provided 15 days prior to the examination		No change.
172.	37	FCBT-40.i.g	Software for PWD Candidates	NSEIT request more clarification on this point		Department of Social Justice and Empowerment issues guidelines from time to time. These guidelines need to be adhered.
173.	38	FCBT-43	Commission copy	NSEIT request more clarification on this point		Commission copy of the Admission Certificate is one of the original documents which is required to be scanned and returned to the concerned regional offices after the examination. It bears the signature, thumb impression, photograph and handwritten sample of the candidates for

						use in future for verification purposes.
174.	39	FCBT-48	FIR	NSEIT requests that the FIR will be filed by SSC Observers		Refer to point 57 above.
175.	29	FCBT-9.v	Seat Allocation as per bar code	NSEIT request more clarification on this point		Seat allocation needs to be system based and automated without any discretion of the ground staff. (Amendment to be issued)
176.	1 (11 or 87)	3.1 Note		Question paper needs to be initially provided in plain text, for uploading in exam system, this setup will be done at client location only in disconnected environment, only on the day of exam question paper will be moved out of this location to central server after encryption, hope this will suffice the requirement. We can further elaborate on this SOP if required		No change.

177.	4 (14 of 87)	3.1 Pre- Examination Phase -SI No 1		For Aadhaar based authentication SSC must provide the required integration details of UIDAI's AUA with which SSC has agreement. Then selected vendor can integrate with SSC's service provider for aadhaar authentication in mutually agreed timeline, kindly confirm this will suffice the requirement		All required permissions will be made available by the Commission.
178.	4 (16 of 87)	3.1 Pre- Examination Phase -SI No 22	Sentence for hand writing samples will be uploaded on nodes of candidate after first login	Request to further elaborate on this requirement, we assume sentence for candidates will be same, kindly confirm		The content of handwriting samples (a simple paragraph) may change from exam to exam. The text will appear on the screen of the candidate which will be required to be written in hand by the candidate on his Commission copy.
179.	11 (21 of 87)	3.3 Infrastructure - 17		Timeline for implementing any additional test structure given by SSC which is not readily available in system must be agreed mutually between selected bidder and SSC after discussion of requirement		Your understanding is correct.
180.	11 (21 of 87)	3.3 Infrastructure - 18		We assume display of sticked seat number of the candidates will also suffice the requirement, kindly confirm		No change.

181.	17 (28 of 87)	5.1 FCBT-6		Request to share the list of languages for which support is required in system We assume only question and options will be required in different languages, kindly confirm		13 Languages in addition to Hindi and English to start with
182.	18 (29 of 87)	5.1 FCBT- 10		When Aadhaar based authentication is required then bio-metric will be required to be captured separately for future authentication, kindly confirm this understanding		Your understanding is correct.
183.	19 (30 of 87)	5.1 FCBT- 11		We assume that Question paper management SOP of bidder which ensures complete security of question paper will be acceptable, kindly confirm.		Refer point 47 above.
184.	26 (37 of 87)	5.1 FCBT- 40 (g)		Request to provide details about additional features required for PwD candidates in software application apart from giving additional exam time		Refer to point 18 above.

185.	29 (40 of 87)	5.1 FCBT-47		We assume only activities which are performed withing examination system like question bank management, candidates appearing etc will be requiried in dashboard. Other information related to venue can be provided outside the system dashboard, kindly confirm this will suffice the requirement		No change.
186.	11.4 Technical Evaluation Criteria with marks	65	1. Average Turnover of the Company in last three F.Y. 2020-21, 2021-22 & 2022-23 Turnover >=100 Cr but <200 Cr - 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	Request to reduce the Average turnover of last 3 years from 200 Cr to 50 Cr as per the below format Turnover >= 50 Cr but <75 Cr – 8 Turnover >=40 Cr but <50 Cr – 6 Turnover >=30 Cr but <40 Cr – 4 Turnover >=20 Cr but <30 Cr – 2 Turnover < 20 Cr – 0		No change.
187.	11.4 Technical Evaluation Criteria with marks	66	Infrastructure for Data Centre / Disaster Recovery (DR) DC & DR Owned by Service Provider – 7 DC owned by Bidder, DR Hired from different sources – 5 Both DC & DR hired from others (similar to Cloud) – 3	Request to increase the weightage for “Both DC & DR hired from others (similar to Cloud)”		No change.
188.	9.2	50	EMD - Rs 50 Lakh (for each slab)	CDAC requests exemption from EMD as it is an autonomous body under MeitY, Govt of India. MeitY has issued letters to all the concerned to Waive EMD, PBG for CDAC because CDAC is a Gol organization		No change.

189.	10.32	61	Consortium - Consortium in any form in not allowed in this bid process and the Service Provider shall not subcontract services.	<p>It is recommended that the bidder be asked to own the complete process from registration software to exam conduct, biometric software, result processing, security etc.</p> <p>All agencies will need to outsource logistics like exam centre booking manpower etc. This does not affect the security or conduct of exam in any manner</p>		Refer to point 70 above.
190.	11.3	63	The Bidder should be registered under the Companies Act, 1956 as amended in 2013 should have registered offices in India and should be in existence for at least the last Five (5) financial years, as on 31 March 2023	<p>CDAC is an autonomous Scientific Society of the Ministry of Electronics and Information Technology, Government of India, registered under the Societies' Registration Act 1860 and the Bombay Public Trust Act 1950.</p> <p>CDAC requests to amend the clause to include the following in Minimum Eligibility Criteria 'Registered Society under Society Act with their registered office in India'</p>		<p>Only Govt. Societies Registered under Societies' Registration Act 1860 are allowed.</p> <p>(Amendment to be issued)</p>
191.	6.5	15	The system shall provide fast and steady response times (Quality of Service). The maximum user response time shall be less than 0.001 second (1/1000 th of a second) over LAN ,page no:15	This is not a verifiable option. We will conduct mock exams with verified answer times and demonstrate to user agency reps. This is standard practice		Refer to point 64 above.

192.	12.5	44	Part 2: Examination PBG: A PBG of 3 % of value of the work order for each examination would be furnished by the successful bidder in the form of a Bank Guarantee and details submitted as per the format provided in this RFP. The PBG shall be executed through a Scheduled Bank	As a government agency, CDAC will offer an indemnity bond in place of a bank guarantee. We kindly request the inclusion of the indemnity bond option.		No change.
193.	Pre-Qualification Criteria for CBT: Mandatory	63	The Bidder should submit Earnest Money Deposit (EMD) of Rs. 50,00,000 (Rs Fifty Lakh only) for each slab	11.3	Request you to please provide the below mentioned details for issuing EMD in form of Bank Guarantee BG Draft / format BG Expiry date BG Claim date SSC's bank IFSC code Kindly confirm whether Earnest Money Deposit (EMD) in the form of a Bank Guarantee from a private bank will be accepted.	Bank – PNB, Sansad Marg, New Delhi Acc No. 0153002100565842 IFSC Code – PUNB 0015300 GSTIN – 07DELS26889CIDL
194.	Pre-Qualification Criteria for CBT: Mandatory	63	Power of Attorney from the bidder, in the name of person signing the Bid, authorizing him to submit/execute agreement as a binding document". Power of Attorney from the bidder,	11.3	Kindly permit bidders to submit a Board Resolution copy as an alternative to the Power of Attorney.	No change.

195.	Technical Evaluation Criteria with marks:	66	<table><tr><td colspan="2">General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st March 2023</td></tr><tr><td>More 1000</td><td>10</td></tr><tr><td>More than 250 but <= 500</td><td>8</td></tr><tr><td>More than 100 or <=250</td><td>4</td></tr><tr><td>>= 100 but less than 50</td><td>2</td></tr></table>	General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st March 2023		More 1000	10	More than 250 but <= 500	8	More than 100 or <=250	4	>= 100 but less than 50	2	11.4	<table><tr><td colspan="2">Request you to kindly change the clause as General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st March 2023</td></tr><tr><td>More 400</td><td>10</td></tr><tr><td>More than 250 but <= 400</td><td>8</td></tr><tr><td>More than 100 or <=250</td><td>4</td></tr><tr><td>>= 100 but less than 50</td><td>2</td></tr></table>	Request you to kindly change the clause as General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st March 2023		More 400	10	More than 250 but <= 400	8	More than 100 or <=250	4	>= 100 but less than 50	2	No change.
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196..	Technical Evaluation Criteria with marks:	66	<table><tr><td colspan="2">Infrastructure for Data Centre / Disaster Recovery (DR)</td></tr><tr><td>DC & DR Owned by Service Provider</td><td>7</td></tr><tr><td>DC owned by Bidder, DR Hired from different sources</td><td>5</td></tr><tr><td>Both DC & DR hired from others (similar to Cloud)</td><td>3</td></tr></table>	Infrastructure for Data Centre / Disaster Recovery (DR)		DC & DR Owned by Service Provider	7	DC owned by Bidder, DR Hired from different sources	5	Both DC & DR hired from others (similar to Cloud)	3	11.4.6	<table><tr><td colspan="2">The critical consideration lies not in the ownership status of the data center, but rather in whether it possesses Tier III or Tier IV certification. Additionally, many government bidding agencies have recently issued RFPs requesting bidders to submit bid for Tier IV Data Center/Disaster Recovery, irrespective of ownership, with an emphasis on evaluating marking on security measures rather than ownership status. Hence, we request you to kindly change the clause as</td></tr><tr><td>Tier IV DC & DR Owned/ Outsourced by Service Provider</td><td>7</td></tr><tr><td>Tier III DC & DR Owned/ Outsourced by Service Provider</td><td>5</td></tr><tr><td>Tier II DC & DR Owned/ Outsourced by Service Provider</td><td>3</td></tr><tr><td colspan="2">Please note that the proposed change aims to enhance the security aspect</td></tr></table>	The critical consideration lies not in the ownership status of the data center, but rather in whether it possesses Tier III or Tier IV certification. Additionally, many government bidding agencies have recently issued RFPs requesting bidders to submit bid for Tier IV Data Center/Disaster Recovery, irrespective of ownership, with an emphasis on evaluating marking on security measures rather than ownership status. Hence, we request you to kindly change the clause as		Tier IV DC & DR Owned/ Outsourced by Service Provider	7	Tier III DC & DR Owned/ Outsourced by Service Provider	5	Tier II DC & DR Owned/ Outsourced by Service Provider	3	Please note that the proposed change aims to enhance the security aspect		No change.		
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					of the clause, focusing on access and compliance rather than ownership.	
197.	Scope of work	11	Printed Commission Copies.	3.1	Please provide more information on commission copies.	Refer to point 173 above.
198.	Scope of work	12	For Examinations, the venue shall be taken over in its possession of the service provider at least 1 day in advance. Mock drill shall be demonstrated to the SSC in a synthetic scenario : with 100% load to be made available for CCTV monitoring online.	3.1.C.7	Kindly verify whether CCTV monitoring is necessary during mock days.	Yes.
199.	Pre-Examination Phase	15	The exam venue should provide network security, but not limited to network, speed of network, physical security of the assets, etc. Bidder should only install network switches which are managed and offer GBPS speed.	12	It is not feasible to install managed network switches with GBPS speed at every examination center. Please provide further clarification.	Refer point 16 above.

200.	Pre-Examination Phase	15	There should be proper facilities for PwD (persons with disability) like separate PwD toilet, wheel chair and ramp outside the center with hand rails	16	PwD candidates will be assigned to centers on the ground floor. Please note that a separate toilet facility for PwD candidates may not be available at every center.	No clarification sought.
201.	Infrastructure	18	Every venue used to conduct SSC examination must have a wire line telephone connection along with at-least 100mbps wire line broadband connectivity at the server room in order to have seamless connectivity during the exam even when Jammers are switched on.	6	Wired landline phones and 100 Mbps wired broadband connectivity may pose challenges at certain exam centers.	Refer point 26 above.
202.	Infrastructure	20	The selected bidder shall provide 1 Rough Sheet (A3)	10	Kindly verify your requirements once again.	No change.
203.	Pre-Examination Phase	11	Complete response related data of all the candidates. Candidate response should be transferred to SSC through secure channel within 2hour of exam completion for that particular shift	3.1(b).4	Request you to change the clause as Complete response related data of all the candidates. Candidate response should be transferred to SSC through secure channel within 6hour-8hour of exam completion for that particular shift.	No change.

204.	Pre-Examination Phase	16	Biometrics of candidate is taken at Entry and Exit gate of the lab.	22	Please explain your requirement	Self explanatory.
205.	Infrastructure	22	Data center for storage of Examination data at SSC: The service provider will provide a data center of sufficient capacity and storage at SSCHQ for storage of all the examination data	25	Please provide further clarification.	Self explanatory.
206.	FCBT-10	29	Photo Comparison is to be done through AI enabled software against the application photo at the registration desk at entry as well as during e@it.	10	Please provide further clarification.	Self explanatory.
207.	FCBT-10	29	The software shall ensure that exam can only start if registration process is complete.	10	Please provide further clarification.	Self explanatory.

208.	FCBT-12	30	LAN Scanning and blacklisting non - compliant nodes at regular interval	30	Please provide further clarification.	The server should be able to scan network packets in the LAN to detect any unauthorized access to the LAN at regular intervals. The server should be able to check candidate nodes for any unusual behavior at regular intervals and blacklist the non- compliant nodes.
209.	Infrastructure Support to SSC	46	Service provider will install requisite UPS for the IT Infrastructure. The complete IT Infrastructure installed at the SSC Headquarters along with software (as mentioned in 5.7) will be fully handed over to SSC at the end of the contract.	6.8.4	Could you kindly clarify whether there is a provision for cost reimbursement for the IT infrastructure upon handover post-contract, or if the equipment will continue to be the property of the company after the contract period?	No additional payment will be done.
210.	Software and Other Standards	43	The certification exercise must be conducted every year and made available to SSC	6.3.B	Need clarity as whether certification exercise conducted before award of contract will be valid or fresh exercise need to be conducted after award of contract.	If the certification is valid, then no need.
211.	Prices of Components and Overall Price Information	57	It is mandatory to provide details of the GST payable by bidder	10.17.6	Could you kindly provide information on the specific details that are required?	Yes.

212.	Non-Conforming Proposals	58	Non-Conforming Proposals	10.22	Will EMD be refunded in such cases or it will be forfeited need a clarity??	EMD will be returned to only those bidders which are unsuccessful as per General Financial Rules, 2017.
213.	TABLE -2	72	The Services as mentioned in „Table-2“ above, will be used only if required. This will not be used for determination of H1 as per QCBS. However, the selected service provider will have to agree to the lowest quote for each item of „Table-2“ received in this regard, in case SSC requires these services	11.6	This seems to be ambiguous. What if quoted price for services mentioned in Table 2 is not lowest as per SSC. Do company have to agree on price set by the SSC	Please refer to point 92 above.
214.	Final Composite Score	72	In the event of a tie, the bid with best technicals will be considered for award of contract. If the tie still persists, the guidelines of Government of India on the subject shall be followed for processing of the bids.	11.7	Is there any specific guidelines already in place or this will on case to case basis	In case of tie of technical scores also, the following priorities will be used- 1. Operational Cost for conduct of exam except venue cost as per scope of RFP (per candidate) 2. Cost of venue per candidate
215.	Failure to agree with the Terms and Conditions of the RFP	73	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.	12.4	Kindly confirm the consequences if the bidder does not agree with the Terms & Conditions of the RFP after the award has been granted.	EMD/Bank Guarantee will be forfeited.

216.	Performance Bank Guarantee (PBG)	74	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	12.5.3	Kindly confirm if SSC will give prior notice to the bidder regarding the failure to meet contractual obligations and the forfeiture of the Performance Bank Guarantee.	General Terms & Conditions as per DoE guidelines.
217.	Performance Bank Guarantee (PBG)	74	Examination PBG	12.5.1	Timeline for submission of PBG to be specified	General Terms & Conditions as per DoE guidelines.
218.	Terms of Payment for Software (CBT)	77	Payment shall be made at the rate of 75% of the amount claimed in the given work order, at the time of submission of the invoice/bill to the SSC	12.7	Any guidelines on time required to release payment post submission of invoices. At what Stage 1st Invoice to be submitted .	No change.
219.	Terms of Payment for Software (CBT)	77	The balance 25% of the payment shall be made after certification by SSC of all the activities related to the given work order have been duly completed in all respects	12.7	Any specific timelines to complete certification by SSC ? so that company can raise invoice accordingly	No change.

220.	10.13 (7)	27	<p>The bid security may be forfeited in the following conditions:</p> <p>a. If a bidder withdraws its bid during the period of validity of the bid</p> <p>b. In case of a bidder being successful in the commercial bidding process, if the bidder fails to sign the contract in accordance with terms and conditions as detailed under this RFP.</p>		<p>We suggest that without giving us a reasonable opportunity of hearing, no amount from the EMD shall be forfeited.</p>	General Terms & Conditions as per DoE guidelines.
221.	12.5 Part 2 (3)	45	<p>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</p>		<p>Before forfeiture of the PBG, kindly give us an opportunity of hearing and a reasonable time to rectify any error.</p>	General Terms & Conditions as per DoE guidelines.

S. No	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Point of Clarification	Remarks / Suggestions	Comments/Clarifications of the Committee								
222.	11.4 (Point No 1)	65	Average Turnover of the company in last three F.Y 2020- 21, 2021-22 & 2022-23		<p>As you are aware, due to COVID, the majority of Government recruitment examinations were put on hold for nearly 1.5 years, which made it difficult for the core recruitment examination agencies like us to generate business during the COVID period. so we kindly request you the relax the condition as “Average turnover of the company in last three years from the last five financial years (i.e 2018-19 to 2022-23) and the scoring as per the below details</p> <table><tr><td>Turnover >=30 Cr</td><td>10</td></tr><tr><td>Turnover >=25 Cr but <30 Cr</td><td>8</td></tr><tr><td>Turnover >=20 Cr but <25 Cr</td><td>6</td></tr><tr><td>Turnover >=10 Cr but 20 Cr</td><td>4</td></tr></table>	Turnover >=30 Cr	10	Turnover >=25 Cr but <30 Cr	8	Turnover >=20 Cr but <25 Cr	6	Turnover >=10 Cr but 20 Cr	4	No change.
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223.	11.4 (Point No 2)	65	Net Profit (as % of Turnover) of the Company in FY 2022-23		<p>We are a core recruitment agency exclusively collaborating with government agencies. Our pricing strategy reflects a commitment to remain competitive in the market, resulting in slim profit margins due to intense competition and again it is profit to government. So we kindly request you to relax and re-visit the clause as “The company should not have incurred any loss in the last 5 financial years”</p>	No change.								

224.	11.4 (Point No 3)	65	Conducting of computer Based exams in FY 2020- 21, 2021-22, 2022- 23 (with minimum (units) candidates per exam)		As you are aware, due to COVID , the majority of Government recruitment examinations were put on hold for nearly 1.5 years, which made it difficult for the core recruitment examination agencies like us to generate business during the COVID period. We kindly request you to relax the clause to submit the details of last 5 years because as per this condition the core recruitment agencies will not have the required number of projects.	No change.
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225.	11.4 (Point No 4)	65	Volume of Examinations conducted in FY 2020-21, 2021-22, 2022-23 in CBT in a Single shift		We kindly request you to relax the clause to submit the details of last 5 years.	No change.
226.	11.4 (Point No 5)	66	Combined volume of examination conducted (CBT) in the last 3 years (sum of all candidates in 3 year)		As you are aware, the COVID-19 pandemic prompted a significant gap of approximately 1.5 years in most government recruitment examinations. This challenging period posed difficulties for core recruitment examination agencies such as ours in generating business so we kindly request you to relax the clause to submit the details of last 5 years.	No change.

227.	11.4 (Point No 7)	66	General Manpower strength of the service provider on their rolls manpower in computer based examination vertical as on 31 st March 2023		<div>We request to relax the clause in slab 1 since for both the slabs the highest scoring has been given for more than 1000 strength.</div> <table><tr><td>More than 500</td><td>10</td></tr><tr><td>More than 250 but <=500</td><td>8</td></tr><tr><td>More than 100 or <=250</td><td>4</td></tr><tr><td>>=100 but less than 50</td><td>2</td></tr></table>	More than 500	10	More than 250 but <=500	8	More than 100 or <=250	4	>=100 but less than 50	2	No change.
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228.	11.4 (Point No 8)	66	Minimum Venues deployed for any single exam in last 3 years (2021-21, 2021-22, 2022-23)		We request you to relax the condition to submit the details of exam conducted in last 5 years.	No change.								
229.	11.4 (Point No 9)	67	Coverage of number of states/UT for any single examination in last 3 years		We request you to relax the condition to submit the details of exam conducted in last 5 years.	No change.								
230.					We would like to propose that the project be awarded to different bidders for each slab. This approach will provide opportunities for a broader range of bidders and contribute to a smoother collaboration with SSC.	No change.								

S.No.	Bidding Document Section.	Bidding Document Reference Page No.	Content of the RFP requiring clarification	Points of Clarification	Remarks / Suggestions	Comments/Clarification of the Committee
231.	13.7 Annexure A Role and Responsibility of selected Bidder	86	Biometric registration report which includes candidate details, time stamps and center details	NA	<p>To ensure the successful examination conduction, various contemporary security measures have been inducted in the examination process through this tender like:</p> <p>Live CCTV surveillance of exam centres Manual Frisking of candidates Aadhaar-based Biometric and touchless IRIS Biometric solutions</p>	No change.
232.	13.7 Annexure A Role and Responsibility of selected bidder	46	CCTV footages, CCTV live streams and other relevant data submitted by the Service Provider at intervals defined by the SSC in separate storage device	NA	<p>As per Industry best practice, the Tendering authority should always roll out separate RFP and not make these services a part of scope of Examination conduction agency, as the same would mean that the examination conducting agency itself is entrusted to monitor its work.</p> <p>In such a case, the purpose of enabling IT technology to control impersonation and provide Transparency would not be resolved, as no agency will ever point-out or highlight its own shortcomings.</p> <p>So, the best Industry Practice suggests Tendering authority should hire two separate agencies</p> <p>One for Examination conduction Second for Supporting Infrastructure or</p>	No change.

					<p>Security ancillary services</p> <p>First Agency, Exam conduction Body, will be focused on conduction of examination during examination day and the second agency would be working in real time scenario that will escalate the issues / challenge in real time to the client for immediate and effective resolution. Hereby, it is suggested that there should be two separate agencies for examination conduction and supporting infrastructure / audit activities / Security ancillary services.</p>											
233.	Scope of work	NA	ADDITIONAL SCOPE OF WORK (Missing in RFP currently)	NA	<p>Additionally, we would also suggest adding below mentioned services to curb the malpractices during exams and aid the relevant authorities at every step of the examination to clear out all possibilities of fraud and misconduct:</p> <table><tr><th>Key Challenges in Examination process</th><th>Proposed Solution / Services</th></tr><tr><td>No Method to establish Candidate's identity that an individual is who he or she claims to be</td><td>TRUSTview: Biometrics solution Aadhaar-based authentication IRIS authentication Facial recognition Finger-print verification Real-time attendance feature For Impersonation Control by authenticating a candidate's identity</td></tr><tr><td>No monitoring for Candidates/ground staff getting involved in various mal practices</td><td>CAMview: Live CCTV Surveillance Solution to monitor the examination process in real-time from remotely placed CCTV Command Control room.</td></tr><tr><td>Unsafe Transportation of crucial exam documents</td><td>TRACKview: Smart GPS Locking Solution for Safe Transport and storage.</td></tr><tr><td>OMR Sheet Fudging post examination</td><td>SCANview: On-spot Scanning Solution immediately after the examination.</td></tr></table>	Key Challenges in Examination process	Proposed Solution / Services	No Method to establish Candidate's identity that an individual is who he or she claims to be	TRUSTview: Biometrics solution Aadhaar-based authentication IRIS authentication Facial recognition Finger-print verification Real-time attendance feature For Impersonation Control by authenticating a candidate's identity	No monitoring for Candidates/ground staff getting involved in various mal practices	CAMview: Live CCTV Surveillance Solution to monitor the examination process in real-time from remotely placed CCTV Command Control room.	Unsafe Transportation of crucial exam documents	TRACKview: Smart GPS Locking Solution for Safe Transport and storage.	OMR Sheet Fudging post examination	SCANview: On-spot Scanning Solution immediately after the examination.	No change.
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234.	Scope of Work	NA	TENDER REFERENCES of other State / Central Government Bodies of India w.r.t above mentioned propositions	NA	<table><tr><td>DEPARTMENT NAME</td><td>TENDER NO. / DATE</td><td>TENDER DESCRIPTION</td></tr><tr><td>NATIONAL TESTING AGENCY</td><td>NTA/2021-22/034Dated 20.07.2021</td><td>Ancillary security services onturnkey basis during Offline (Pen-Paper based) examination</td></tr><tr><td>NATIONAL TESTING AGENCY</td><td>NTA/2021-22/033Dated 11.05.2021</td><td>Provide Live CCTV Surveillance, Biometric authentication and Frisking service during CBT examination</td></tr><tr><td>Maharashtra PublicService Commission</td><td>MIS- 0120/CR-27/2021/23 Dated 09.09.2021</td><td>PROVIDING SERVICES FOR CCTV SURVEILLANCE SYSTEM</td></tr><tr><td>Maharashtra PublicService Commission</td><td>MIS-0615 /CR 22 /2020/III Dated 30.07.2020</td><td>Providing Security AncillaryServices Including Sanitization during Examinations</td></tr><tr><td>All India Institute of Medical Sciences (AIIMS)</td><td>GEM/2021/B /1470754 Dated 27-08-2021</td><td>Live CCTV, Biometric (Iris, Facialrecognition and fingerprint) during examination.</td></tr><tr><td>Bihar Staff Selection Commission, Patna</td><td>1343/3I Dated 26.06.2021</td><td>Biometric Authentication and Attendance Marking Service</td></tr></table>	DEPARTMENT NAME	TENDER NO. / DATE	TENDER DESCRIPTION	NATIONAL TESTING AGENCY	NTA/2021-22/034Dated 20.07.2021	Ancillary security services onturnkey basis during Offline (Pen-Paper based) examination	NATIONAL TESTING AGENCY	NTA/2021-22/033Dated 11.05.2021	Provide Live CCTV Surveillance, Biometric authentication and Frisking service during CBT examination	Maharashtra PublicService Commission	MIS- 0120/CR-27/2021/23 Dated 09.09.2021	PROVIDING SERVICES FOR CCTV SURVEILLANCE SYSTEM	Maharashtra PublicService Commission	MIS-0615 /CR 22 /2020/III Dated 30.07.2020	Providing Security AncillaryServices Including Sanitization during Examinations	All India Institute of Medical Sciences (AIIMS)	GEM/2021/B /1470754 Dated 27-08-2021	Live CCTV, Biometric (Iris, Facialrecognition and fingerprint) during examination.	Bihar Staff Selection Commission, Patna	1343/3I Dated 26.06.2021	Biometric Authentication and Attendance Marking Service	No change.
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