

Responses to Pre-bid queries against REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF AGENCIES FOR EMPANELMENT TO CONDUCT **OFFLINE EXAMINATIONS FOR DIFFERENT DEPARTMENTS OF UTTAR PRADESH**

eBid Reference: GoUP_Offline_Exam_2018_2 Tender Id: 2018_UDSCL_208888_1

eTender Portal : <http://etender.up.nic.in>

Amendments in the previously published/uploaded RFP

Clause	Earlier	Amended	At
eBid Submission End Date and Time	02 July 2018 up to 12:00 noon	05 July 2018 up to 4:00 pm	http://etender.up.nic.in
Submission of spiral bound hard copy of eBid document along with tender fee and EMD etc. having page numbers in the complete bid document	02 July 2018 up to 12:00 noon	05 July 2018 up to 4:00 pm	UPDESCO Ltd., 2 nd Floor, Uptron Building, Near Gomti Barrage, Gomti Nagar, Lucknow - 226010
Opening of Technical eBids	02 July 2018 at 3:00 pm	06 July 2018 at 4:00 pm	Conference Room No. 211, Yojana Bhawan, Sarojini Naidu Marg, Lucknow - 226001

Responses/Clarifications to Pre-bid queries

Sl. No.	Bidder	Pg No.	Clause No.	Reference / Subject	Clarification Sought	Responses
1.	ACE Integrated Solutions Ltd.			<p>Rs 10,00,000 /- (Rs Ten Lac only) in the form of Demand Draft or Bank Guarantee issued by a scheduled/ nationalised bank in the name of “ Uttar Pradesh Development Systems Corporation Limited” payable at Lucknow. The same would be converted as BG & shall be with UPDESCO during the entire empanelment period.</p> <p>Rs 59,000 /- (Rs fifty nine thousand only) in form of Demand Draft issued by a scheduled/ nationalised bank in the name of “ Uttar Pradesh Development Systems Corporation Limited” payable at Lucknow.</p>	<p>Since this is retender to a previous tender where we had participated and already submitted the tender processing fee & EMD. We request the committee to kindly provide the exemption in tender processing fee and EMD for this upcoming retender of the cancelled tender. We are requesting this as Rs 60000 for tender fee is a large amount and it would be difficult for MSME bidders like us who had already paid the tender processing fee once for this tender . The clause becomes a discriminatory and restrictive clause which restricts qualified bidders from participating in the tender due to the huge non refundable tender processing fee and only favors a certain multinational companies and thus makes the process less competitive .it is also ethically not right to charge such high tender processing fees from the bidders again and again for retenders. Such clauses which prima facie appear to be discriminative and restrictive and to favor a few parties and anti MSME bidders, have been struck down by courts and vigilance departments in the past & also the state government of Uttar Pradesh led by Shri Yogi Adityanath ji. We hence request the department to kindly refrain from such conditions and provide exemptions to parties who have already participated in previous tender or at least refund their earlier tender processing fees. We also request your good office to kindly allow bidders to submit the same emd</p>	<p>The EMD submitted with previous eBid Reference GoUP_Offline_Exam_2018 will be considered for this tender. The authorized signatory is expected to submit a request letter in this regard. However, Tender fee is the eBid processing fee and that is non-refundable. The above mentioned last tender has been completely processed up to the end.</p> <p>The eBid Reference GoUP_Offline_Exam_2018_2 is a new tender. Therefore the bidder shall have to submit eBid processing fee of Rs 59000/- in any case/condition against this tender.</p>

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					submitted in the previous tender. If exemption cannot be provided for tender processing fee please refund our processing fee & emd submitted for the previous tender , we shall not participate In the present tender because if this tender again goes for retender then UPDESCO may again and again ask us for tender processing fee again and again and being a MSME we are not in a position to pay such huge fees for tenders whose outcomes are uncertain.	
2.	Nyasa Communications (P) Ltd.				In response to your similar advertisement Dtd.10th March, we submitted our bids on 9th April along with desired Document fee and EMD. Further, after successfully clearing your evaluation process, we were called for presentation on 8th May. Empanelment letter awaited. Kindly confirm if we are required to participate in this bid.	Nyasa Communications (P) Ltd. has been empanelled vide GO No 20/2018/497/35-1-2018-7-295/J.Ni.Pra./2017 dated 22-06-2018. Therefore the HR Agencies who have been empanelled through above mentioned GO No. need not to apply again against this tender.
3.	Innovatiview	16	Clause xiii of 1.2.4	The candidate's biometric (photograph/ fingerprint) shall be captured and uploaded to Bidder's data center in a secured manner. This information shall be used to cross check the identity of the candidate at the next stages of examination.	However this method is not reliable due to various factors such as: a. non reliability of photographs b. finger morphing (duplicate Fingerprint) c. Checking has to be done in 2nd Phase Thus we would like to suggest to deploying IRIS based Aadhaar based biometric service at various locations to make the process of identification more reliable and authentic. The benefit of Aadhaar based IRIS Solution is following: i. IRIS is impossible to Morph/duplicate	The present RFP is limited only to empanelment of Agencies to conduct offline examination. The client department shall be at the liberty to impose any condition(s) above and beyond those stated under the RFP in the interest of work of the examination process in line with the extant of Government regulations/orders/ directions.

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					ii. Aadhaar checks the data live and catch all impersonations iii. No need of checking in 2nd phase Therefore, we would like to urge you to consider IRIS based Biometric services based on Aadhaar.	
4.	Innovatiview	16	In point xv of 1.2.4	That the data should be real time data generated from each Exam Centre during the examination on CCTV	While this is a good thought, to make this more robust and to address the perpetrator indulging in malpractices such as copying from chits and devices. We would recommend live surveillance View of all Exam Centers in real time at a centralized location (UPDESCO Office) in addition to the Local control rooms would be advisable. Deploying Live CCTV surveillance services at a centralized location will act as a third eye. Being watched live will keep perpetrators at bay and decision making easier. Thus, we would like to propose Live- Surveillance services along with recording in your examination at a centralized control room the examination body in addition to the feed at control room at the centre.	The present RFP is limited only to empanelment of Agencies to conduct offline examination. The client department shall be at the liberty to impose any condition(s) above and beyond those stated under the RFP in the interest of work of the examination process in line with the extant of Government regulations/orders/ directions.
5.	OMR India Outsources Pvt. Ltd.	20	S.No. 2 of the table	Average annual turnover of the bidder from offline exam projects in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 15 Crore.	we would request you that the Average annual turnover of the bidder in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 5 Crore	As per RFP.
6.	OMR India Outsources Pvt. Ltd.	20	S.No. 3 of the table	Average annual turnover of the bidder from offline exam projects in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 5 Crore.	Average annual turnover of the bidder from offline exam projects in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 75 lacs	As per RFP.

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7.	OMR India Outsources Pvt. Ltd.	21	S.No. 7 of the table	<i>The bidder must have successfully executed 5 Offline {OMR based} examination against different advertisements in India of minimum value of INR 1 Crores each in last 5 years</i>	The bidder must have successfully executed 5 Offline {OMR based} examination against different advertisements in India of minimum value of INR 50 Lacs each in last 5 years	As per RFP.
8.	OMR India Outsources Pvt. Ltd.	43	S.No. 1.4 of the table	<i>The bidder must have authorized and globally accepted software certifications</i> <i>a) CMM I Level 3 Certification in Software Development and Service: 3 marks</i> <i>b) CMM I Level 5 Certification in Software Development and Service: 5 marks</i>	The bidder must have authorized and globally accepted software certifications a)CMM I Level 3 Certification in Software Development and Service or ISO 27000 Certification b) CMM I Level 5 Certification in Software Development and Service or ISO 27000 Certification	As per RFP.
9.	Rabhav Limited	20	S.No. 1 of the table	The agency must be a company/ firm registered in India under the Companies Act, 1956/ 2013 for at least three years as on bid submission date	The company must be registered on or before 31 st March, 2016.	As per RFP.
10	Rabhav Limited	19		Consortiums or sub – contracting will not be allowed.	Consortiums or associate partnership to be allowed.	As per RFP.
11	Blessings Secured Press Private Limited	20	S.No. 1 of the table	The agency must be a company/ firm registered in India under the Companies Act, 1956/ 2013 for at least three years as on bid submission date	The agency must be a company/ firm registered in India under the Companies Act, 1956/ 2013 for at least one year as on bid submission date	As per RFP.
12	Blessings Secured Press Private Limited	1, 6		EMD Rs 10,00,000 /- (Rs Ten Lac only) in the form of Demand Draft or Bank Guarantee issued by a scheduled/ nationalised bank in the name of “Uttar Pradesh	Please consider the EMD of Rs 10,00,000 /- (Rs Ten Lac only) already submitted in UPDESCO.	The bidder, whose EMD of Rs 10,00,000/- is submitted in UPDESCO against eBid Reference: GoUP_Offline_Exam_2018, need not to be submitted the

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				Development Systems Corporation Limited” payable at Lucknow. The same would be converted as BG & shall be with UPDESCO during the entire empanelment period		EMD of Rs 10.00 lac again against this tender.
13	Merittrac Services	22	Clause 1.5	Prior experience of scanning OMR sheets & database generation in a single examination 5Lakhs≤ Number of OMR sheet≤ 6Lakhs: 2.5marks 6 Lakhs<Number of OMR sheet<7Lakhs: 5 marks 7 Lakhs<Number of OMR sheet≤ 8 Lakhs: 7.5 marks 8Lakhs<Number of OMR sheet: 10 marks	Request is to modify and reduce the volume of OMR sheets starting from 1.5 lakh onwards instead of 5 lakhs.	As per RFP
14	Merittrac Services	22	Clause 1.6	The bidder must have authorized and globally accepted relevant certifications • ISO 9001 : 2 Marks • ISO 20000-1 : 2 Marks • ISO 27001 : 2 Marks • CERT-In : 3 Marks • CMMi Level 3 : 1 Mark Maximum Marks : 10 Marks	Request is to remove ISO 20000-1 since it has no relevance to the OFFLINE examination process. It could be of benefit to an IT company for their software development purpose, hence it should be removed from this tender which is meant for examination services company.	As per RFP
15	Merittrac Services	23	Clause 1.7	Number of biometric captured in offline exam per shift • 2,50,000–3,00,000: 5 marks • 3,00,001–3,50,000: 7 marks • More than 3,50,000: 10 marks	Request is to modify the clause and reduce the volume of biometric captured in one shift to 1 lakh onwards.	As per RFP

Checklist-1: The bidder has to submit below mentioned checklist along with its bid document.

1. Eligibility Criteria: All of the below eligibility criteria are to be met to qualify for technical evaluation

S. No.	Criteria	Supporting Documents/ Details	Page No. of the Bid Document where the supporting document can be seen		
A	Tender Fee	Rs 59,000 /- (Rs fifty nine thousand only) in form of Demand Draft issued by a scheduled/ nationalised bank in the name of “Uttar Pradesh Development Systems Corporation Limited” payable at Lucknow			
B	EMD	Rs 10,00,000 /- (Rs Ten Lac only) in the form of Demand Draft or Bank Guarantee issued by a scheduled/ nationalised bank in the name of “Uttar Pradesh Development Systems Corporation Limited” payable at Lucknow.			
1.	The agency must be a company/ firm registered in India under the Companies Act, 1956/ 2013 for at least three years as on bid submission date	Certificate of Incorporation			
2.	Average annual turnover of the bidder in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 15 Crore	Audited Financial statement or CA Certificate			
3.	Average annual turnover of the bidder from offline exam projects in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 5 Crore	CA Certificate			
4.	The bidder should have positive net worth for last three financial years i.e. (FY 14-15, FY 15-16 and FY 16-17)	CA Certificate			
5.	The bidder should have at least 200 employees on its payroll	Certificate from Company Secretary/Certificate from HR Head counter signed by Authorized signatory			
6.	The bidder should have valid GST Identification no.	GSTIN Certificate			
7.	The bidder must have successfully executed 5 Offline {OMR based} examination against different advertisements in India of minimum value of INR 1 Crore each in last 5 years	LOI/Contract/Client certificate/Work Order			
	Project Name	Client	Amount	Dated	Page
	Project 1				
	Project 2				

S. No.	Criteria	Supporting Documents/ Details	Page No. of the Bid Document where the supporting document can be seen
	Project 3		
	Project 4		
	Project 5		
	Project 6		
	Project 7		
	Project 8		
	Project 9		
8.	The bidder must have conducted offline exam with 5,00,000 or more candidates involving OMR sheets and database generation in a single offline examination.	LOI/Contract/ Client certificate / Work Order/ Authorised signatory certificate	
9.	The bidder must own the complete source code of the software being used for conducting the exam. They must have the copyright of the source code and all its components.	Self-declaration by the authorised signatory	
10.	The bidder must have primary data center with DR site infrastructure for data Security. Both the Data Centres should be located in India in different seismic zones. The Bidder may also use the services of MeitY empanelled DC & DR/cloud service providers with the prerequisites as mentioned Annexure VI	Self-declaration by the authorised signatory	
11.	The bidder must have ISO 9001 & ISO 27001 certification	Copy of certificates	
12.	The bidder should not be blacklisted by the central government/ any State Government/ Public Sector Units in India	Self-declaration by the authorised signatory	
13.	Authorisation of Bidder's signatory	Power of Attorney/ Board Resolution	
14.	The Bidder shall have to submit an affidavit that the Bidder has not been involved in any project anywhere in India wherein examination paper has been leaked or fraudulent activity has happened during the entire examination process	Affidavit	

Checklist-2: The bidder has to submit below mentioned checklist along with its bid document.

2. Technical Evaluation Criteria:

The bidder(s) fulfilling the eligibility criteria shall be considered for Technical evaluation. The criteria for technical evaluation is as follows:

S. No.	Evaluation Criteria	Maximum Marks	Document Required	Page No. of the Bid Document where the supporting document can be seen
1.	Experience of Bidder	100		
1.1	Average Annual Turnover (AAT) of the bidder from offline exam projects in last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR 15 Cr ≤ AAT ≤ INR 20 Cr: 5 marks INR 20 Cr < AAT ≤ INR 25 Cr: 10 marks INR 25 Cr < AAT ≤ INR 30 Cr: 15 marks INR 30 Cr < AAT: 20 marks	20	CA Certificate	
1.2	Number of employees on bidder's payroll: 200 – 300: 4 marks 301 – 400: 8 marks 401 – 500: 12 marks 501 – 600: 16 marks Greater than 600 employees: 20 marks	20	Certificate from the Company Secretary/ Self-certification signed by HR head and counter signed by Authorized signatory	
1.3	•Understanding of the scope of the project, Project Approach and methodology, Project Plan and Challenges Faced - 5 Marks •Completeness and comprehensiveness of Solution, Scalability handling, Best practices etc. - 5 Marks •Functional Demonstration of Solution and Design - 5 Marks Maximum Marks- 15	15	Presentation	
1.4	Experience of having execution of end to end recruitment/ exam processing work for government/ any State Government/ Public Sector Units in India	Copy of Work Order / LOI / LOA / Agreement / Client certificate / Completion certificate		

1.5	<p>Prior experience of scanning OMR sheets & database generation in a single examination</p> <p>5Lakhs≤ Number of OMR sheet≤ 6Lakhs: 2.5 marks</p> <p>6 Lakhs<Number of OMR sheet<7Lakhs: 5 marks</p> <p>7 Lakhs<Number of OMR sheet≤ 8 Lakhs: 7.5 marks</p> <p>8Lakhs<Number of OMR sheet: 10 marks</p>	<p>Copy of Work Order / LOI / LOA / Agreement / Client certificate / Completion certificate</p>		
1.6	<p>The bidder must have authorized and globally accepted relevant certifications</p>	<p>Valid copy of certificate</p>		
	<ul style="list-style-type: none"> • ISO 9001 : 2 Marks 			
	<ul style="list-style-type: none"> • ISO 20000-1 : 2 Marks 			
	<ul style="list-style-type: none"> • ISO 27001 : 2 Marks 			
	<ul style="list-style-type: none"> • CERT-In : 3 Marks 			
	<ul style="list-style-type: none"> • CMMi Level 3 : 1 Mark 			
1.7	<p>Number of biometric captured in offline exam per shift</p> <ul style="list-style-type: none"> • 2,50,000 – 3,00,000: 5 marks • 3,00,001 – 3,50,000: 7 marks • More than 3,50,000: 10 marks 	<p>Authorised signatory Declaration</p>		