

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

eBid Reference: GoUP Online Exam 2018 Tender Id: 2018_UDSCL_166554_1

eTenderPortal: <http://etender.up.nic.in>

eBid Submission End Date has been extended upto 1200 Hours on 10-April-2018

Opening of Technical eBids has been revised to be opened at 1700 Hours on 11-April-2018

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
1.	14	1.1 Scope of Work	Question Bank Module	<p>Please confirm if the vendor has to prepare question paper for all exams. If 'YES', confirm the following points -</p> <p>(a) Languages - Will it be limited to English and / or Hindi only? Do we also consider Urdu for some or all exams?</p> <p>(b) In case of more than two languages are required then we would like to inform that, due to paucity of display space, following industry standard questions in only two languages (English + One more language such as Hindi or Urdu) would be displayed for the candidate. Please confirm this provision is fine for conduction of exams envisaged by UPDESCO.</p> <p>(c) What would be the ratio of number of question papers to number of batches?</p> <p>(d) How many questions will be required for each batch?</p>	<p>Yes, the Agency is expected to prepare question papers for all exams as per the requirement of the Departments. The languages whether English, Hindi, Urdu or any other language or any combination along with the number of question paper per batch etc. shall be defined by the Department and communicated post empanelment.</p>

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2.	14	1.1 Scope of Work	Question Bank Module	In case UPDESCO would provide the questions then the same has to be provided in Unicode compliant script. Please confirm.	As per RFP
3.	14	1.1 Scope of Work	Honorarium/ Payment Module Bank Reconciliation Module	Please provide clarity regarding the requirement of these two modules.	a) Honorarium/ Payment Module: Honorarium payment management for experts b) Other payment related to registration fee etc. The same shall be shared by the client department with empaneled agencies
4.	14	1.1 Scope of Work	Examination Centre Allocation & Scheduling Module	(a) What would be the duration of the exam for each batch? (b) How many batches are planned for a day?	a) The requirement shall be shared by the client department to the empaneled agencies b) The same shall be shared by the client department with empaneled agencies
5.	14	1-Scope of Work Section 1.1	Administrative Modules at different level like (HO, ZO,RO etc.)	Request the department to give more clarity regarding the tasks expected under the administration tasks header.	Administration at Head Office, Zonal Office and Regional Office
6.	15	1-Scope of Work Section 1.1	Certificate Generation and Verification Module: Certificate generation for internal authorization and authentication purposes.	Request to please elaborate the scope of certificate generation/verification - offline or using digital signatures etc.	The same shall be shared by the client department with empaneled agencies

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7.	15	1-Scope of Work Section 1.1.1	The bidder has to design a separate website for receiving the online application.	Please confirm on the approach for each department like if there is any requirement of a separate registration module for each department. If so, please provide us with the total number of departments involved.	The approach may be different depending upon the parameters like scalability, scope etc. The number of the Departments may vary.
8.	16	1-Scope of Work	Physical Security (The objective of physical security is to safeguard personnel, information, equipment, IT infrastructure, CCTV, facilities and any other assets at the examination center and other strategic places.)	Please specify the period of retention CCTV footage	The same shall be shared by the client department with empaneled agencies
9.	NA	1-Scope of Work	New Clause	Please confirm that Police Deployment - if required - is out of bidders scope	Police deployment is out of Bidder's scope
10	16	1-Scope of Work 1.1.1 Pre Examination Phase Point C	c. Any other processes related to conduct of Examination.	Please provide more clarity over "Any other Processes" mentioned in this clause.	As per RFP. The same shall be shared by the client department with empaneled agencies
11	17	Section 1.1.11..1.1	The Bidder shall provide help to candidates through a call center (telephone/email) on need basis depending upon the requirement of the examination.	It is assumed that the languages required for helpdesk is English & Hindi. If not, please specify which all languages. Please specify whether provisioning of Toll free number is in bidder's scope. Please confirm that the helpdesk needs to be provisioned for office hours.	Hindi and English. The requirement of call center shall be dependent upon client Department requirement. The Department shall also inform in advance about the timings of helpdesk, toll free number provisioning etc. to the empaneled agencies.

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12	18	Section 1.1.2 Examination Phase	The Bidder shall complete registration and authentication process of the candidates before start of examination (digital photo, bio- metric finger print etc.) and after that allow candidates to appear for test at Examination Centres.	It is mentioned about bio-metric finger print. Please specify whether the bio-metric identification devices are to be provisioned by the bidder?	Yes, the same shall be provisioned by the Bidder. However, the quantity & exact requirement shall be shared by the client department with empaneled agencies
13	19	Section 1.1.3	The Bidder should be able to hand over the raw responses/data to client department immediately (same day for morning shift & following morning for evening shift) after the candidate's response upload from local exam server.	Please confirm if we can hand over the raw responses/data to client department after the entire series of exams for a department rather than after each exam as we have exams being scheduled continuously.	As per RFP. However, the department would be at liberty to demand the raw responses/ data as per their requirement.
14	19	1.1.3 Post Examination Phase	The Bidder shall calculate marks obtained by each candidate as per requirement of client department	Please clarify the specific requirements.	The same shall be shared by the client department with empaneled agencies
15	19	1.1.3 Post Examination Phase	Mismatch settlement in case asked by the end client department. A signed copy of the same shall be shared by the bidder with the end client department.	Please elaborate on 'mismatch settlement'.	Settlement of mismatch in actual score and documented score
16	20	1-Scope of Work	The aforesaid scope of work is indicative in nature and the actual scope, responsibilities, requirements and activities may get changed as per the requirement of the examinations, by the concerned department	This clause is vague. Any changes in scope of work /activities should be decided mutually between bidder and the department.	As per RFP. The same shall be shared by the client department with empaneled agencies

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17	20	1.2 Scale of Operations-Note	Consortiums or sub – contracting will not be allowed.	<p>Considering wide area of scope, requesting you to please allow consortium & sub-contracting for flawless execution of the project. As it is very much essential for</p> <ol style="list-style-type: none"> 1) Big examinations which has Massive number of candidates expected in single shift and similarly same no. for three shifts in a day, in this case we require an expertise to conduct 2) proper frisking, security, skilled manpower deployment and also for 3) quality center bookings 4) considering specially abled candidates accessibility and female accessible centers is also of utmost For choosing the centers. 5) Considering the success, we had in the past deploying this model. We request you to allow the consortium. <p>Provided all criteria are fulfilled by the lead bidder and all project related responsibility will also to be borne by lead bidder.</p>	As per RFP. The complete responsibility shall lie with the Agency.

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18	20	1.2 Scale of Operations	NOTE: Consortiums or sub – >contracting will not be allowed.	Would like to request the department that please allow the consortium for max 2 entities/companies. As it helps in successful execution of the project. Considering our past experience, where we have executed the work in consortium, the work has been flawless and apt and relatively it is easier in execution with our partner. We request you to consider that the lead bidder should qualify the qualifying criteria and whole ownership and responsibility should lie on the lead bidder only and the consortium partner will only be allowed for assisting the project related activity in accordance of the directives provided by the lead bidder.	Please refer S. No. 13
19	20	1.3.2	Duration of empanelment would be of 36 months which can be extended further for 24months	Since the envisaged contract period is 3 + 2 years we would request UPDESCO to consider a 10% upwards revision of the empaneled rates at the end of every 2 years. We would also request UPDESCO to pay for the taxes as per the prevalent rules at the time of invoicing. Please confirm.	Financial bids are not being sought under this empanelment RFP
20	21	1.Elibility Criteria:	1. The agency must be a company/ firm registered in India under the Companies Act, 2013 for at least three	We would request UPDESCO to change the clause to also allow Companies registered under Companies Act, 1956.	The clause shall be read as

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			years as on bid submission date.	Suggested clause - <i>The agency must be a company/ firm registered in India under the Companies Act, 2013 / 1956 for at least three years as on bid submission date.</i>	"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"
21	21	Eligibility Criteria	2. The bidder should have Annual turnover of INR 15 Crore in the last three financial years	Request you to change the turnover criteria to 25 cr in last 3 financial years.	Please refer S.No 62
22	22	Eligibility Criteria	The bidder must have successfully executed 5 Online {computer based} examination against different advertisements in India of minimum value of INR 1crore each in last 5 years	Requesting you to consider the work orders from Nodal Agency in this clause, as projects are considered as per different work order for different departments.	Agreed. The work orders should be separate eliciting different projects

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23	22	Eligibility Criteria	<p>The bidder/ bidder group companies must have primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones.</p>	<p>Department should allow bidder to use the third party DC & DR/cloud services with the following prerequisites :-</p> <ol style="list-style-type: none"> 1) The bidder shall provide hosting in Tier 3 Data centre or equivalent within geographical boundaries of India. All sizing has to be done by the MSP and provide this as a service. § Bidder shall be single Point of Contact for managing DC and DR. 2) The Cloud Infrastructure should have 99.99% uptime per year for the storage Infrastructure. Along with this availability also should be higher 99.9999%. 3) Cloud Platform shall have built in robust self-service facility to monitor the infrastructure and scaling up and down the services as per the requirements. 4) The Cloud Service Provider should be certified in providing cloud services by having following certifications ISO 27001, ISO/IEC 27017, ISO 27018, ISO 20000. § The MSP should meet all the security requirements indicated in the IT Act 2000, 5) The MSP shall report (in writing) any information security breaches to the Board by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Project's Data, facilities or Confidential Information. 6) MSP should make sure that the Board must be able to access and retrieve such data in a cloud service provider environment when reasonably 	<p>The Bidder may also use the services of MeitY empaneled DC & DR/cloud service providers with the following prerequisites :-</p> <ol style="list-style-type: none"> 1) The bidder shall provide hosting in Tier 3 Data centre or equivalent within geographical boundaries of India. The Bidder shall own the complete responsibility and shall be the single Point of Contact for managing DC and DR. 2) The Infrastructure should have 99.99% uptime per year for the storage Infrastructure. Along with this availability also should be higher 99.9999% which may be subject to vary as per the Department requirement 3) The Platform shall have built in robust self-service facility to monitor the infrastructure and scaling up and down the services as per the requirements. 4) The Bidder shall ensure that Service Provider should be certified in providing services by having following certifications ISO 27001, ISO/IEC 27017, ISO 27018, ISO 20000. The Bidder shall ensure to meet all the security requirements indicated in the IT Act 2000, 5) The Bidder shall report (in writing) any information security breaches to the Department by unauthorized persons (including unauthorized persons who are employees of any Party) either to

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				<p>demand by board for audit purposes and inspections, etc.</p> <p>7) The MSP shall not delete any data present on cloud at the end of the agreement without the express approval of the Board needs to give 90 days</p> <p>8) MSP will be responsible for managing RTO (as per specifications), RPO(as per specifications), DR Drills for the entire solution</p>	<p>gain access to or interfere with the Project's Data, facilities or Confidential Information</p> <p>6) The Bidders shall ensure that the Department must be able to access and retrieve such data in a service provider environment when reasonably demanded by Department for audit purposes and inspections, etc.</p> <p>7) The Bidder shall ensure that data shall be retained at the end of the agreement and shall not be omitted without the express approval of the Client Department</p> <p>8) The Bidder will be responsible for managing RTO (as per specifications), RPO(as per specifications), DR Drills for the entire solution</p> <p>The Department while publishing the requirements to the empaneled agencies may also consider other options.</p>
24	22	Eligibility Criteria	The bidder must own the complete source code of the software being used for conducting the Computer based exam. The bidder must have the copyright of the source code and all its components.		Query not mentioned

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25	22	Eligibility Criteria	The bidder must have authorized and globally accepted ISO software certifications.	Sincere request to the department is to change the criteria as mentioned - "The bidder must have an ISO 27001 and ISO 9001:2008 Certification.	As per RFP
26	22	Section-IV,1- Eligibility Criteria	The bidder must have successfully executed 5 Online {computer based} examination against different advertisements in India of minimum value of INR 1 crore each in last 5 years	For every state, there will be a nodal agency who will be conducting the statewide exams for all the departments. They will provide separate Work Orders for each exam for each department. So we assume we can showcase the work order from single nodal agency for multiple departments to be considered as a separate client in this context. Request you to kindly modify the same in this aspect and consider advertisement/projects/work orders.	Agreed. The work orders should be separate eliciting different projects
27	22	Section-IV,1- Eligibility	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.	Request you to please change the criteria as below: Since the exam related data is sensitive, we recommend to host the application and data in state data centre else third party commercial data centre. Kindly modify the clause to hosting the application in State Data Centre/Third Party commercial data centre (Tier 3)/Bidder's own Data Centre.	Please refer S. no 17

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28	23	Section-IV,2- Technical Evaluation Criteria	The bidder must have successfully executed 5 Online {computer based} examination against different advertisements in India of minimum value of INR 1 crore each in last 5 years 3 marks for each project subject to max 15 marks Additional, 2.5 marks for each project with any state Government subject to max 5 marks	For every state, there will be a nodal agency who will be conducting the statewide exams for all the departments. They will provide separate Work Orders for each exam for each department. So we assume we can showcase the work order from single nodal agency for multiple departments to be considered as a separate client in this context. Request you to kindly modify the same in this aspect and consider advertisement/projects/work orders.	Agreed. The work orders should be separate eliciting different projects
29	23	Section-IV,2- Technical Evaluation Criteria	The bidder must have authorized and globally accepted software certifications <ul style="list-style-type: none"> •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 3 Marks •CERT-In : 3 Marks The Bidder's maturity in software development based on CMMi Levels: <ul style="list-style-type: none"> • CMMi Level 3-----2 Mark OR • CMMi Level 4-----4 Marks OR • CMMi Level 5-----6 Marks Maximum Marks : 18 Marks	Kindly note CMMi certification is required only for Application development process. Since we're using Product Test Engine. Request you to please change the criteria as below: The bidder must have authorized and globally accepted software certifications <ul style="list-style-type: none"> •ISO 9001:2008 : 5 Marks •ISO 27001:2013 : 5 Marks •ISO 22301 - 3 Marks •CERT-In Certified online examination solution: 5 Marks 	The bidder must have authorized and globally accepted relevant certifications <ul style="list-style-type: none"> •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi Levels: <ul style="list-style-type: none"> •CMMi Level 3-----1Mark OR •CMMi Level 5----2 Marks Maximum Marks : 18 Marks

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30	23	Technical evaluation	<p>2.5The bidder must have authorized and globally accepted software certifications</p> <ul style="list-style-type: none"> •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 3 Marks •CERT-In : 3 Marks <p>The Bidder's maturity in software development based on CMMi Levels:</p> <ul style="list-style-type: none"> • CMMi Level 3-----1 Mark <p>OR</p> <ul style="list-style-type: none"> • CMMi Level 4-----2 Marks <p>OR</p> <ul style="list-style-type: none"> • CMMi Level 5-----3 Marks <p>Maximum Marks : 15 Marks</p>	<p>Since you have already asked for CERT-In certification hence CMMi certification weightage is of no relevance as it is not a software development project and more of a Product implementation, therefore we would like to request the department to give entire weightage to ISO 27001 and ISO 9001.</p>	<p>The bidder must have authorized and globally accepted relevant certifications</p> <ul style="list-style-type: none"> •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark <p>The Bidder's maturity in software development based on CMMi Levels:</p> <ul style="list-style-type: none"> •CMMi Level 3-----1Mark <p>OR</p> <ul style="list-style-type: none"> •CMMi Level 5---2 Marks <p>Maximum Marks : 18 Marks</p>
31	23	Technical evaluation	<p>The bidder must have successfully executed 5 Online {computer based} examination against different advertisements in India of minimum value of INR 1 crore each in last 5 years</p> <p>3 marks for each project subject to max 15 marks</p> <p>Additional, 2.5 marks for each project with any state Government subject to max 5 marks</p>	<p>We request the department to consider the different exams conducted for a single client as different work orders. For example: - Maharashtra IT corporation is a client and if we have conducted multiple exams of different departments for them so that shall be considered as the work orders.</p>	<p>Agreed. The work orders should be separate eliciting different projects</p>

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32	22	Technical evaluation	Average Annual Turnover (AAT) of the agency 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 30 Cr : 6 marks INR 30 Cr <AAT ≤ INR 40 Cr : 9 marks INR 40 Cr <AAT : 12 marks	Requesting you to kindly consider turnover clause as below: financial years (FY 14-15, FY 15-16 and FY 16-17) INR 15 Cr ≤ AAT ≤ INR 20 Cr : 3 marks INR 20 Cr <AAT ≤ INR 22 Cr : 6 marks INR 22 Cr <AAT ≤ INR 25 Cr : 9 marks INR 25 Cr <AAT : 12 marks	Please refer S.No 62
33	23	Technical evaluation	The bidder should have minimum 200 employees on payroll. for no. of employees 200 – 300: 4 marks 301 – 400: 8 marks 401 – 500: 12 marks 501 – 600: 16 marks Greater than 600 employees: 20 marks	Requesting you to kindly consider employees on payroll clause as below: The bidder should have minimum 50 employees on payroll. for no. of employees 200 – 250: 4 marks 251 – 300: 8 marks 301– 350: 12 marks 351 – 400: 16 marks Greater than 400 employees: 20 marks	As per RFP
34	23	Technical evaluation	software certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 3 Marks •CERT-In : 3 Marks The Bidder's maturity in software development based on CMMi Levels: • CMMi Level 3-----2 Mark OR	Requesting you to consider the below marking system: ISO 9001: 6 marks ISO 27001: 6 marks ISO 20000: 6 marks	The bidder must have authorized and globally accepted relevant certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi Levels: •CMMi Level 3-----1Mark

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			<ul style="list-style-type: none"> • CMMi Level 4-----4 Marks OR • CMMi Level 5-----6 Marks Maximum Marks : 18 Marks		OR •CMMi Level 5---2 Marks Maximum Marks : 18 Marks
35	28	Section- V, Force Majeure	The bidder or departments shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract	Any Non-Performance caused due to Force Majeure should be unconditionally excused by the department.	As per RFP
36	29	Section-V, Intellectual Property Rights	Intellectual Property Rights	Bidder will be licensing Bidder's pre-existing IPR (IP in the application) to UPDESCO for use for the purpose of the RFP. IPR on such pre-existing IP will be retained by Bidder. Bidder would also retain any IPR that is developed independently during the engagement. IPR of customization that are unique for the project developed exclusively for UPDESCO will be transferred to UPDESCO by Bidder.	Agreed.

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37	NA	Section-V	New Clause	<p>In case of any dispute arises, No Clarity given regrading Arbitration law applicable for this RFP. Please specify the same.</p> <p>Request Provision of the following: “All disputes shall be dealt in accordance with the Arbitration and Conciliation Act 1966, irrespective of the value of contract. The Tribunal shall consist of a 3 member panel. Department and Service Provider shall appoint one Arbitrator each and the third person, Neutral Arbitrator, shall be jointly appointed by the Judges. The decision of the panel shall be binding on all the parties.</p>	<p>Arbitration</p> <p>a. Any dispute or difference whatsoever arising between the parties to the Agreement out of or relating to the construction, meaning, scope, operation or effect of the Agreement or validity of the breach thereof, which cannot be resolved through negotiation process, shall be referred to the sole Arbitrator. Principal Secretary (Client Department), GoUP or an officer nominated by him shall be the Arbitrator to both the parties. The Provision of Arbitration and Conciliation Act 1996 shall apply. The Arbitration shall be held in Lucknow, India.</p> <p>b. Subject to the above, the Courts at Lucknow only shall have jurisdiction in this matter.</p>
38	30	Section 17	Limitation of Liability towards the firm shall not exceed the contract value.	We request to modify the clause as liability should not exceed 10% of the contact value.	As per RFP
39	31	Section 18	Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a “GoUP” contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in getting or executing the “GoUP” contract;	We request the removal the clause. The proposal can be rejected in such criteria.	As per RFP

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40	31	Section 18	Will cancel the contract if at any stage it comes to know that the selected firm has any relation with any of the members of Evaluation Committee (EC) or the decision making authorities.	Please provide the notice period for the given criteria.	As per RFP.
41	34	Annexure-I Proposal Submission Form	Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP response No. GoUP_IT_Exam_2017/03...	We request you to correct RFP no. as GoUP_Online_Exam_2018	Accepted & hereby modified as GoUP_Online_Exam_2018
42	38	Annexure V	Recommendation to Government Departments for Selection Agency	We suggest you to choose QCBS method for selection of agency for Quality Delivery.	As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement
43	38	Annexure V	The departments may use one of the below two methods for selection of agency: 1. QCBS method 2. L1 Method	We would request UPDESCO to adopt L1 as the only method for selecting the bidder. This will give level playing field to all empaneled vendors.	As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement

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44	41	Technical Evaluation for Online (Computer Based) Examination	<p>1.3 The firm should have at least X employees on payroll of the company, at least for the last six months from the date of release of this tender (X = Expected No of Candidate Count/500 *4 + 50)</p> <p>a) Exam Centre Administrator – 1 per 500 nodes or less. b)IT Manager – 1 every 250 nodes c)Support Manager – 1 every 500 nodes or less</p> <p>5 Marks shall be awarded for every additional 100 employees (or as decided by the Department)</p>	<p>Since the expected candidate count cannot be forecasted it is not fair to have a criteria based on a notional figure. Further no firm can scale up with employees to such level 6 months in advance to address a particular exam.</p> <p>We would request UPDESCO to allow the vendor to assure that the required number of resources would be available for conducting the exam.</p> <p>Suggested text of criteria - The firm should have at least X resources to conduct an exam where $X = (\text{Expected No of Candidate Count}/500) *4 + 50$</p> <p>a) Exam Centre Administrator – 1 per 500 nodes or less. b)IT Manager – 1 every 250 nodes c)Support Manager – 1 every 500 nodes or less</p>	<p>As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement</p>

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45	39 & 41	Technical Evaluation for Online (Computer Based) Examination	The bidder must have successfully executed X Online {computer based} examination against different advertisements in India of minimum value of INR Y crore each in last 5 years 3 marks for each project subject to max 15 marks Additional, 2.5 marks for each project with any state Government subject to max 5 marks	Since examination bodies started considering CBT mode in last 3 years so we request to consider the experience of last 3 years.	As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement
46	40 & 42	Technical Evaluation for Online (Computer Based) Examination	The Bidder should have infrastructure of min 100 nodes, in DHQs of UP with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity etc. = or <20 DHQs ... 2.5 marks 21-30 DHQs 5 marks 31-40 DHQs 7.5 marks 41-50 DHQ10 marks	Request the department to relax the criteria as mentioned below: The Bidder should have infrastructure of min 100 nodes, excluding buffer, in DHQs of UP with validated nodes/computers, appropriate technology, hardware and software, Dedicated connectivity etc. = or <10 DHQs ... 2.5 marks 11-20 DHQs 5 marks 21-30 DHQs 7.5 marks >30 DHQs10 marks	As per RFP. However Departments view shall be final in changing any method or criteria laid down in the Annexure-V as per their requirement
47	NA	NA	New Clause	The software used for computer based examination is UST product and we own the IP rights. UPDESCO may use our examination product based on the rfp requirements.	As per RFP

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48	10		6000/- as Registration fees	We are already registered user and have a login Id for the site https://etender.up.nic.in - we assume this fee is not required confirm .We assume that only Tender fees of 59000/- and EMD of 5,00,000/- need to be paid to participate in this submission?	Yes.
49	6		EMD of 5,00,000/-	As this is only an Empanelment of Vendors when this EMD would be refunded back to Vendors? and since the Tenders would be shared with the Empaneled vendors – would vendors have a pay for the Tender EMD for Every Tender Separately? pl confirm We assume that we can use our own format for the EMD BG and that this EMD is to be submitted in original along with the tender fees DD – offline in UP prior to the Bid submission ? – pl confirm	EMD amount is revised to INR 10,00,000. The same would be converted as BG & shall be with UPDESCO during the entire empanelment period.
50	22		Authorization of Bidders Signatory	We request that Authorization Letter on the company letterhead also should be permitted (its accepted for all Government Tenders) instead of only Power of Attorney – as our MD who is the Authorized person for POA travels a lot and this becomes an issue.	Agreed, in case the Board resolution resolute the power to MD to Authorize or assign other person as authorised signatory.

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51			Agreement Copies of Test Centers	We have hundreds of Agreements signed with all Centers – due to size constraints – it would not be possible to upload all Agreement copies – we can give an Undertaking that we have Agreements in place for the Seat Capacity confirmed and the Agreement copies can be shared by Successful Bidders once the NDA is in place	As per RFP
52	26	Clause 2. Conflict of Interests	The selected firm shall not receive any remuneration in connection with the assignment except as provided in the contract. The selected firm and its affiliates shall not engage in activities that conflict with the interest of the client under the contract and shall be excluded from downstream supply of goods or construction of works or purchase of any asset or provision of any other service related to the assignment other than a continuation of the Services” under the ongoing contract. Firm services shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of being unable to carry out the assignment in the best interest of the Employer.	We request further clarity on this clause.	As per RFP

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
			Conflict between firm activities and procurement of goods, works or services: A	Please clarify what activities should we refrain from as the term “ Supply of goods” also covers the “software delivery” as we have other ongoing projects in UP and also have our own Branch offices in UP	As per RFP
			Firm's concern that has been engaged to provide goods, works, or services for a project, and each of its affiliates, shall be disqualified from providing services related to those goods, works or services. Conversely, a firm concern hired to provide desired services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or services for such preparation or implementation.		As per RFP

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
53	27	Clause 4 Disclaimer Clause	The Employer or any of its officers, employees, contractors, agents or advisers, subject to any law to the contrary, shall not be liable for any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Employer or any of its officers, employees, contractors, agents or advisers.	Please clarify how UPDESCO wouldnot be liable for any loss or damage caused for any statements or projections in this RFP even if the loss or damage is caused due to negligence or omission from their end?	As per RFP
54	28	Clause 6 Disclosure of Interests and Links		We have an Ongoing long term Agreement with the UP Police – we would like to understand that there will be no issues for us to Empanel our Organization as there is no Conflict of Interest – pl confirm ?	True. The cases may be looked upon case to case basis.
55	30	15- limitation of liability	Limitation of Liability towards the firm shall not exceed the contract value	Request that as per industry standard this should be capped at 10% of the Project value	As per RFP

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
56	30		Taxes and Payment	We would like to request that for future tenders the payment should be on the basis of per Scheduled Candidate who is issued an Admit card , taxes would be charged extra as per applicable rates	The details of the same shall be shared by the client department with empaneled agencies
57	15	1.1.1Pre Examination Phase	The bidder has to design a separate website for receiving the online application	A. Please confirm tentative go live date for the Online Application Portal. B. Please confirm duration of hosting in months for the Online Application Form	A. The same shall be shared by the client department with empaneled agencies B. The same shall be shared by the client department with empaneled agencies
58	15	1.1.1Pre Examination Phase	The Bidder should design the application for candidates to register themselves for the Computer Based Examination. Bidder would require to integrate online payment gateway with advised vendors	A. For online payment we assume the transaction charges for online payment will be borne either by UPDSCL or levied to candidates. Please confirm. B. We assume the registration fees collected through online payment will need to be credited directly into UPDSCL bank account. C. Please confirm if the Third party Payment collector for integration will be provided by UPDSCL or need to be provided by the bidder D. Would there be challan Payment?	A. The said Transaction charges shall not be borne by the Bidder B. The same shall be shared by the client department with empaneled agencies C. The same shall be shared by the client department with empaneled agencies D. The same shall be shared by the client department with empaneled agencies

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
59	15	1.1.1Pre Examination Phase	Bidder shall be the owner of the end to end Question Paper creation process	<p>A. Please share number of qts. per paper (min and max.)</p> <p>B. Please share list of disciplines/subjects for QP content development by bidder</p> <p>C. Please confirm duration of exam min. and max for different exam modules</p> <p>D. Please confirm language required for conducting the exam</p>	<p>A. The same shall be shared by the client department with empaneled agencies</p> <p>B.Th. same shall be shared by the client department with empaneled agencies</p> <p>C. The same shall be shared by the client department with empaneled agencies</p> <p>D. The same shall be shared by the client department with empaneled agencies</p>
60	16	1.1.1Pre Examination Phase	The Bidder shall identify required Exam Centers as per the client department requirement in cities of Uttar Pradesh	<p>A. We assume exams will be required to be conducted only on Sat/Sun. Please confirm.</p> <p>B. Please confirm expected Exam Date(s)</p> <p>C. Please confirm if the exam is to be conducted in Single or Multiple consecutive day(s)</p> <p>D. Please confirm if the exam is to be conducted in Single or Multiple Section(s)</p> <p>E. Please share historic trend of candidate counts for various offline exams</p> <p>F. Please share historic trend of candidate counts for various online exam</p> <p>G. We assume there is no requirement for Frisking. If required there will be impact in cost estimated. Please confirm</p> <p>H. We assume the candidate billing will be as per scheduled candidate. Please confirm</p> <p>I. How many such online computer based exam event/drives are expected to happen in a year?</p>	<p>Pt. A to I: The same shall be shared by the client department with empaneled agencies</p>

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
61	16	1.1.1Pre Examination Phase	The bidder shall ensure that 20% of the systems are available as backup per shift i.e. if 100 systems are going to be used, the center shall have 120 systems available per shift.	We assume 10% buffer system will suffice instead of 20%. Please confirm	As per RFP
62	17	1.1.1Pre Examination Phase	The Bidder shall provide help to candidates through a call center (telephone/email) on need basis depending upon the requirement of the examination	We assume the helpdesk with email and telephony support provided for candidates 9.00 am to 6.00 pm on working days will suffice. Please confirm	A. The same shall be shared by the client department with empaneled agencies
63	21-23	Eligibility criteria and evaluation criteria	You are seeking bids from the companies having ISO 9001, ISO 27001 and having turnover of 15 cr as mentioned. This tender gives a clear indication that companies having higher turnover (40cr on wards), higher no. of employees (600) only will be able to score more and get qualified	<p>We request you revise these so that it gives a level playing field to all the organizations who are eligible. Since it's a tender for CBT, may we request you for the following :</p> <ol style="list-style-type: none"> 1. Kindly allow CMMi Level 3 as the minimum eligibility criteria. 2. Please increase the turnover requirement but kindly do not give scores to the companies having higher turnover. (Pt.no.1) 3. Kindly revise the turnover requirement from the recruitment related business. 4. Kindly modify the employee's requirement to be 100 no's to 200 no's. But kindly do not give scores to the companies having highest no. of employees. This deprives capable companies having higher quality certification, qualitative experience from being eligible. 	<p>Please refer S.No 62 The bidder must have authorized and globally accepted relevant certifications</p> <ul style="list-style-type: none"> •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark <p>The Bidder's maturity in software development based on CMMi Levels:</p> <ul style="list-style-type: none"> •CMMi Level 3-----1Mark OR •CMMi Level 5---2 Marks <p>Maximum Marks : 18 Marks</p>

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
				5. We refer to pt.no.8 (Page No.22 Under eligibility Criteria). Pls. correct it to 3 work orders in last 3 years. This is sufficient enough to understand an organizations strength and capability	
64	14	1.1	Administrative modules at different level (HO, ZO, RO)	Please explain about the admin module required at different levels (HO,ZO,RO) mentioned in the RFP	Administration at Head Office, Zonal Office and Regional Office
65	15	1.1	Certificate generation and verification module	Please explain certificate generation & verification module that would be required	The same shall be shared by the client department with empaneled agencies
66	16	1.1.1	Physical Security	Is CCTV services required during the exam conduct?	Yes. The high resolution video shall be retained till 1 month from the end of examination process. However, The same shall be shared by the client department with empaneled agencies
67	14	1.1	Call centre/FAQ/Query Handling Module	Considering helpdesk to get set up at bidders premises or End Customer	The same shall be the sole discretion of the client department whether the helpdesk shall be at bidders premises or client department
68	22	2.1	The turnover of the bidder in 2.1 & 2.2	<u>Turnover of the bidder should be considered only from examination work related activities as in clause 2.2 & not from other line of business that any bidder may have been involved with as in clause 2.1.</u>	Below clauses are deleted with respect to Eligibility criteria & Technical Criteria respectively:: 1. 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 Crores

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
				<p>Any bidder who has multiple lines of business activities in addition to conduct of examination may not bring in expertise as that of a specialized exam service provider.</p> <p>Conduct of Govt. recruitment exams is a sensitive matter for which bidders capability should be judged only from conduct of exam related activities and not any other line of business.</p>	<p>2. Average Annual Turnover (AAT) of the agency in last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR 15 Cr ≤ AAT ≤ INR 20 Cr : 3 marks INR 20 Cr < AAT ≤ INR 30 Cr : 6 marks INR 30 Cr < AAT ≤ INR 40 Cr : 9 marks INR 40 Cr < AAT : 12 marks</p> <p>Below clauses updated with respect to Eligibility Criteria & Technical Criteria respectively: 1. Average Annual Turnover of the bidder for recruitment/ examination related business in last three financial years (FY 14-15, FY 15-16 and FY 16-17) should be at least INR 15 Crores 2. Average Annual Turnover of the agency for recruitment/ examination related business in last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR 15 Cr ≤ Turnover ≤ INR 20Cr: 5 marks INR 20 Cr < Turnover ≤ INR 25Cr: 15 marks INR 25 Cr < Turnover ≤ INR 30Cr: 25 marks INR 30 Cr < Turnover : 32 marks</p>

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69	22	2.3	No. of employees on bidder's Payroll	<p>As per technical evaluation criteria, higher score is being proposed to the bidder who have more than 600 employees. Does this mean that the bidder will be deploying that many number of employees to work on any particular exam Project.</p> <p>As a matter of fact, not all such employees at first, may be involved in any exam related work. Hence, criteria should ask for and measure only those number of employees who shall be actually involved in conduct of examination activities.</p>	As per RFP
70	22	2.4	Presentation	<p>The presentation has been given a weightage of only 10 marks while Employee strength with a weightage of 20 marks. It appears UPDESCO is more interested in high employee strength of service provider instead of understanding the approach & methodology of the vendor. We request UPDESCO to give weightage of 20 marks to Presentation and 10 marks to employee strength.</p>	As per RFP
71	23	2.6	Software Certification	<p>While ISO 27001 certification has been asked as one of the minimum eligibility criteria, specific ask on having ISO 20000 as well does not seem to be relevant as ISO 27001 is the best known standard providing requirements for an information security management system (ISMS). (Source: www.iso.org)</p>	<p>The bidder must have authorized and globally accepted relevant certifications</p> <ul style="list-style-type: none"> •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark <p>The Bidder's maturity in software</p>

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					development based on CMMi Levels: •CMMi Level 3-----1Mark OR •CMMi Level 5---2 Marks Maximum Marks : 18 Marks
72	23	1.8	CMMI Certification for Software Development	As per the technical evaluation criteria, a private certification like SEI CMM is being considered for giving weightage to bidders. It has been repeatedly seen in the industry that such certifications do not guarantee success of the exam process. A quick reference to the CMM website clearly indicates that it is meant for improving the business performance and delivering results.	The bidder must have authorized and globally accepted relevant certifications •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
				<p>There have been instances in the country where service providers with CMMi Level 5 have not delivered exams commensurate with their certification. Hence attaching more importance to CMMi Level 5 may not add much value.</p> <p>Clauses of this nature will eliminate good service providers as world's best testing and assessment companies don't go for such certification. Even software companies like SAP or Oracle that produces enterprise wide software does not have any such certification. MeritTrac has delivered millions of exams successfully with its ISO certified processes.</p> <p>In lieu of private certifications like CMM, you are requested to consider other credentials like compliance to STQC certification (in addition to ISO 9001, 27001 & CERT-IN), that are more relevant for judging capability of the service providers to conduct exams in fair & secure manner.</p> <p>Over and above, it is an Offline exam tender and doesn't require a CMMI certification. We request you to kindly amend this clause as it is discriminatory in nature and of no relevance to the service that is being sought by the department.</p>	<p>Levels: •CMMi Level 3-----1Mark OR •CMMi Level 5---2 Marks Maximum Marks : 18 Marks</p>

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
73	38	Annexure-V	Recommendations to Govt. departments	Since, the evaluation criteria is already a part of the bid process, then why a separate evaluation process is being recommended to government along with due weightage since after empanelment only Financial quotes should be asked from empaneled service providers.	As per RFP
74	22	Technical Evaluation	The bidder must have primary data center with DRsite infrastructure for data Security. Both the DataCentres should be located in India in different seismiczones. (Point no 11)	The clause may have additional point as that bidder should have capability to host software application in State Data Center to enhance the security and sanctity of data. There should be a declaration regarding this from bidder.	Please refer S. no 17
75	23	Technical Evaluation	The Bidder's maturity in software development based on CMMi Levels: <ul style="list-style-type: none"> • CMMi Level 3-----1 Mark OR <ul style="list-style-type: none"> • CMMi Level 4-----2 Marks OR <ul style="list-style-type: none"> • CMMi Level 5-----3 Marks Maximum Marks : 15 Marks (Point no 6 in Evaluation Criteria)	In the online examination, CMMi certification which is a private certification is not relevant. STQC and CERT-IN which are DoIT recognized certificates over the software security issues in the assessment software are more relevant. If there is a requirement of CMMi certificate, it should be for developing the online examination software and for conduct of online examination. We request you to revisit the clause.	The bidder must have authorized and globally accepted relevant certifications <ul style="list-style-type: none"> •ISO 9001 : 3 Marks •ISO 20000-1 : 3 Marks •ISO 27001 : 4 Marks •CERT-In : 5 Marks • Any other relevant certification: 1 Mark The Bidder's maturity in software development based on CMMi Levels: <ul style="list-style-type: none"> •CMMi Level 3-----1Mark OR <ul style="list-style-type: none"> •CMMi Level 5---2 Marks Maximum Marks : 18 Marks

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76	31	Section V Point 19	Penalty Clause should be added	There should be an addition of the Penalty clause in the tender to ensure that sincere bidders are participating and interest of the state is secure. No deviation should be accepted on this clause. However, we understand that this would be applicable by the departments.	"Penalties shall be imposed in case of failure by bidder to deliver the services according to the terms & conditions and timelines as stated by the client department"
77	6	EMD Related	Rs 5,00,000 /- (Rs Five Lac only) in the form of Demand Draft or Bank Guarantee issued by a scheduled/ nationalized bank in the name of " Uttar Pradesh Development Systems Corporation Limited" payable atLucknow	We request you to kindly give relaxation on submitting the EMD Rs 5.00 lacs /- to the bidder registered through NSIC for EMD Exemption	As per RFP
78	6	E-bid Submission	Last date for submission of e-Bids on e-Tender portal 09 April 2018 up to 1200 Hours	Please refer to mentioned above tender & three corrigendum in this regard. We are working on technical documents from OEM and OEM require some more time to incorporate changes as per corrigendum this tender and need some more time in arranging price, MAF and other. We request to kindly extend the submission date for at least one week (by 23rd March, 2018).	Last date for submission of e-Bids on e-Tender portal 10 April 2018 up to 1200 Hours Opening of Technical eBids: 11 April 2018 at1700 Hours
79			Omission		'UPLC' word is hereby omitted from the RFP
80			Additional Clause		The Application software used for examination process should be STQC certified

Sr.	Pg	Clause No.	Reference/ Subject	Clarification Sought	UPDESCO Responses
81					<p>There should not be any Remote Access tool in the Computers used during the examination process</p>
82			Additional Clause		<p>The client department shall be at the liberty to impose any conditions above and beyond those stated under the RFP in the interest of the examination process in line with the extant government regulations, orders and directions.</p>
83			Additional Clause		<p>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</p>