

RESPONSE TO PRE-BID QUERIES FOR COMPUTER BASED ONLINE ENTRANCE EXAM AT JIPMER, PUDUCHERRY

(EOI REFERENCE NO: ACADEMIC SECTION/ONLINE EXAMINATION /2016-2017/01 DT:23.11.2016)

It is hereby informed that the pre-bid meeting was held on 16th December 2016 at 02.30.PM in the Examination wing (Third Floor), JIPMER ACADEMIC CENTRE, JIPMER Puducherry – 16. The following queries raised by the bidders and the same has been clarified herewith.

Sl. No.	Questions/Clarification Sought	Clarifications
1	Is there a provision for offline application forms? Is the printing of these forms in the vendor's Scope?	No offline Application forms.
2.	When documents are uploaded and verified, is the verification manual? What is the scope of scrutiny work?	There should be a provision of uploading the documents in the registration Module. Verification of documents is done by the JIPMER at the time of counseling.
3	How many SMS's and emails should be sent to each candidate?	The no. of SMS's and Emails will vary according to the situation. Hence, the agency is able to send the SMS's and Emails depends upon the situation arises.
4	While frisking candidate are hand held detectors required?	Yes, frisking should be done by metal detectors also.
5	How many mock tests are required per candidate?	This question does not arise since the mock test is a practice for the candidates
6	After installing QP authoring tool, is any person required to be deployed? Any training required for JIPMER Officials?	Yes, at the time of uploading the Question paper, a person to be deployed by the firm. if necessary Training should be Provided by the firm.
7	Please provide the list of cites for exams	The firm is able to conduct the exam in anywhere in India. However, the tentative list of exam cities is mentioned in <u>Corrigendum/Addendum</u>
8	100 cr turnover rule only from exams. Kindly revert to original stance of 100 crore fro organization as a whole.	The conditions remain unchanged as per EoI document.
9	What points would be allotted for organization having Average Turnover of 40-50 crores?	The maximum marks would be awarded for Turn over organization criteria is 10 and it would be decided by the technical evaluation committee.
10	What points would be allotted for Organization providing Single shift capacity of 40,000-50,000 candidates?	The maximum marks would be awarded for Work Experience criteria is 35 and it would be decided by the technical evaluation committee.
11	What point would be allotted for organization with Man power of 250 + employees?	The maximum marks would be awarded for Man Power Capability criteria is 10 and it would be decided by the technical evaluation committee.

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12	What points would be allotted incase the organization had CMMi level 3 certificate in past and currently holding CMMi Level Certificate?	The agencies who have CMMi-Level 5 (uninterrupted for atleast in last 3 years) would be awarded 5 Marks.
13	Work Experience: Entrance examination to be amended as Entrance/Recruitment/Certification exams	The condition remains unchanged
14	Audit & Security: CMMi- Level 5 (Uninterrupted for atleast in last 3 years). Please remove the condition of “Uninterrupted”	The condition remains unchanged
15	Please reconsider the mandatory condition of JAMMER Policy government of India 14 th JULY 2016.	The condition remains unchanged
16	<u>Page no. 16 Point 4</u> 1. Single Shift Capability – 70,000 to be reduced into 60,000 2. Double Shift Capability-1,80,000 to be reduced into 90,000	The condition remains unchanged
17	Page No: 24; Declaration In addition to Annexure-I there should be a declaration signed by the MD/CEO of the organization that “ to the best of his/her knowledge he is not aware of any examination conducted by themselves where the technology has been compromised wherein remote control of the candidate note has been compromised by a proxy candidate answering of behalf or someone”	The condition remains unchanged
18	Page no: 27 Form A Level of certification of software capability Maturity Model (SW-CMMi level) on which the intended computer based examination will be delivered	The condition remains unchanged
19	Page no: 25 Agency/Service provider should accept to deposit their source code of the CBT conducting software in an ESCROW account till the awarded project is completed successfully.	The condition remains unchanged
20	<u>Page no. 7 Point 10</u> There is a mention of Offline Payment apart from the online payment gateway. Please specify the modes of offline Payments. Does the tendering Authority also foresee the receipt of Offline Application and payments as per this Clause?	Refer Corrigendum/Addendum
21	<u>Page No. 8 Examination Module</u> Personnel to be deployed at venue shows 2 per 25 systems. In a pen and Paper delivery typically the ratio is 1 : 24. However in a CBT, it is usually 1 : 100 or 1 per lab of 80 – 100 terminals. Would be obliged if the revised ration of 1 : 80 or 1: 100 could be considered by the tendering Authority	The condition remains unchanged

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22	<p>Page No: 8 Point No.5 Registration process during the exam: with the biometric capture happening before the start of exam, there is a high likelihood of the candidate registering and not appearing for the exam.</p>	<p>The agency is required to have sufficient no. of bio-metric finger print & digital photo capture machine at each Test centre/ Lab to avoid this kind of situation. Moreover, the candidates would be asked to come one hour before the exam commences.</p>
23	<p>Page No.16 Point No.4 & 5 About Work Experience & Infrastructure Capability</p>	<p>The conditions remains unchanged</p>
24	<p>Page No. 11 Point No.5 There is a mention of supplying stationery to the candidate as part of the conduct of exam. Please list out the stationery expected to be provided by the agency/successful bidder.</p>	<p>The stationery items to be supplied by the agency is Paper & Pen (Blue/Black) in good quality.</p>
25	<p>Page No.9 Question Bank Module:</p> <ol style="list-style-type: none"> No. of question items to be authored in the requisite template that is to be given by the bidder to upload the same in the test engine? Deployment of controller of Exam's setup in JIPMER's or MT Premises? This means whether the question that are Authored by JIPMER Team is proposed to be loaded into the server setup by the successful bidder or does JIPMER wants the service provider to set up the server of question paper in the premise of the COE of JIPMER for confidentiality? How may days in advance can JIPMER Share the Questions? 	<p>The no. of questions will vary for 100 to 250 depends upon the course of the exam.</p> <p>The agency should be able to setup the controller exam's setup either in JIPMER's Premise or Agency Premises and it depends upon the decision of the competent authority of JIPMER.</p> <p>The question paper should be encrypted and uploaded in the server two days before the date of exam.</p>
26	<p>Page No.7 to Page No.9</p> <ol style="list-style-type: none"> Online Application and Registration System- Where candidates apply online and upload the necessary certificates. Once verification is done on the documents uploaded for the eligibility criteria, there is an online Test Booking System enabled for the candidate to book his exam center of choice within the city of his preference. Once this is done the Hall ticket is immediately generated for the candidate. Post the examinations, the same database is taken and those candidates who are shortlisted are culled out and validation checks are made. 	<p>Yes, the candidates can apply and upload the necessary certificates.</p> <p>The exam center cannot be booked by the candidate at his/her own choice. The Candidate can prefer only three exam cities. Among three cities, the candidate can be accommodated to write the entrance exam</p> <p>Yes.</p>
27	<p>Page No. 8 Point No.11 Printing Candidate response sheet- Does this mean that the candidate should be made to know their respective responses online through a PDF file for every question he/she has attempted? Does this element of transparency recommended by JIPMER?</p>	<p>Yes</p>

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28	Implementation of Mobile Jammers and specify the time for operating JAMMERS? The reason for this is question pack that is to be delivered to the exam venue shall be done just before half an hour or 15 minutes before the start of the exams.	The installation of jammers should be made at least one day in advance from the scheduled date of examination and the Jammers are required to be functional at least Half- an hour before the exam and should be working condition throughout the exam time.
29	Page no. 5 Table When JIPMER wants to conduct an exam for 1,50,000 in two shifts(MBBS) with a capacity of 75,000 per shift, the smaller exams should be conducted in one shift.	Yes
30	Page No. 5 Point No.7 Based on the complexity of the Merit List, 2-7 days will required to process the raw scores, using the merit list generation rules set by JIPMER and Provide the merit List.	Refer Corrigendum/Addendum
31	Page No.6 Point No. 2 There should be 1 technical person for every 200 candidates manage the LAN	Yes, 1 technical person for every 200 candidates to manage the LAN
32	Page No.7 Point No.8 Processing the print version the application for received.	This Clause is deleted and corrigendum has issued
33	Page No.7 Point No.10 Version should be replaced with Verisign	Refer Corrigendum/Addendum
34	Page no.16, Section No.5 Infrastructure capability Increase to 70,000 nodes	The condition remains unchanged
35	Page No.16 Section 5 Infrastructure Capability It is suggested that vendors who can provide their own captive examination centers across the country be given preference and extra points, as discussed in the pre-bid meeting.	The condition remains unchanged
36	Page No.17 Section 2 For QCB Evaluation criteria, 80% weightage should be given to the technical score and 20% for financial bid to ensure that technical qualification is given more weightage.	The condition remains unchanged
37	Page No.18 Section A.H Notarized Affidavit: The terms and conditions should be worked out with the vendor after finalization as there would be certain terms and conditions that would have to be mutually agreed by both parties and cannot be unilateral	The condition remains unchanged
38	Page No.19, Section Standard of Performance Require Clarity and more details on Quality Assurance Test.	The software would be checked by the JIPMER Official and they will give a certificate on Quality Assurance.

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39	Page No.26 Point No.18 It should be 75,000 to ensure that the vendor has capacity to do the MBBS exam also	The condition remains unchanged
40	Page No.31 Form E Experience Certificate from customers will be shared, The performance attributes requested in the EoI are not shared by customers	The condition remains unchanged
41	Page No.33 Point No.16 It should be 75,000 to ensure that the vendor has capacity to do the MBBS exam also	The conditions remains unchanged
42	Penalty Clause & Termination of contract	Refer Corrigendum/Addendum
43	Please confirm that this is a tender submission and not an EoI submission in the sense all documents and price bids are being submitted for a Tender Bid wherein the contract would be award to the winner and not for empanelling agencies- Please Confirm	This is an EoI submission. The agency will be selected on the basis of QCBS methodology.
44	EMD of INR 10 Lakhs: We request that apart from DD the vendors be also allowed to submit a bank guarantee as EMD? If so would JIPMER have a BG format or should the vendor use its own format?	The condition remains unchanged
45	Page No.16 Technical Bid Evaluation: <ol style="list-style-type: none"> Would this include unique multiple projects for the same client? We request that other high stake exams conducted for Government bodies, PSUs, large exam bodies etc be also included and not just Entrance Exams as these too are high security exams By upto 70,000 candidates we assume this to mean any count upto 70,000 and similarly for 1,80,00 to ensure the terms and conditions are fair to all vendors 	The condition remains unchanged The condition remains unchanged Yes.
46	Labour License Number Please specify how would this be relevant to JIPMER?	This is a part of document to be submitted by agency to JIPMER.
47	Page No.26 We request this should include all high stakes exams to allow all vendor a fair chance to participate	The condition remains unchanged
48	Page No.34 Price Bid Please confirm the difference between rate per candidate and Agency Charge Per candidate.	The rate per candidate includes all the charges which would be spend for a candidate for an exam and Agency Charge Per candidate denotes the charge is required by the agency to process a candidate for an exam.

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49	<p>Biometric Please confirm if exam conducting agency will have a role to play in Biometric verification post exam? – If yes then pl confirm the estimated volume, number of days and also the number of locations and the support expected of the vendor during the event?</p>	<p>Yes. The conducting agency will have a role to play in Biometric verification post exam. The number and no. of days and the number of locations depends upon the shortlisted candidates & no. of counseling to be take place in each exam.</p>
50	<p>Slab wise rate:</p> <p>a. In the price bid format what is the difference between Rate Per candidate (A) and Agency Charges Per candidate (B) – Please clarify with illustration.</p> <p>b. If these rates are not to be considered for the Evaluation of the Financial Bid then if some vendors quote low or high in the different slabs how does this impact them? How would the evaluation happen for different rates quoted in different slabs?</p> <p>c. If this is not to be considered for the evaluation- then whis is the purpose of the Slab?</p>	<p>The rate per candidate includes all the charges which would be spend for a candidate for an exam. Agency Charge Per candidate denotes the charge is required by the agency to process a candidate for an exam.</p> <p>The Evaluation of price bid will be based on the rate per candidate quoted in the Prescribed Format mentioned in Annexure-III.</p> <p>Slabs in Price bid would be applicable per exam basis for the payment for the services provided.</p>
51	<p><u>Page No.13 Cancellation of award:</u> Provided after awarding the contract, in JIPMER wishes to cancel the award then they shall provide reasons for the same. Further they shall be liable for any cost, expenses, damages incurred to bidder due to cancellation of award without any justifiable reason.</p>	<p>The conditions remains unchanged</p>
52	<p><u>Performance Bank Guarantee</u> Proceeds of performance security shall be payable to JIPMER as compensation only for direct losses resulting from failure of Bidder to meet out its obligations and provided the failure is solely attributable to the Bidder. As performance Security will be paid to JIPMER for failure solely attributable to bidder, no further action or penalty should be applicable for the said failure. Further JIPMER, shall serve atleast 30 days prior written notice to Bidder before invoking performance security and Bidder shall try its best to rectify the failure.</p>	<p>Notice period will be given as per the Govt. of India norms from time to time.</p>

53	<p><u>Penalty Clause:</u> Penalty Should be made applicable only when failure/delay is due to reasons solely and entirely attributable to the bidder. Further, before deducting 10 % to 100% of amount due, JIPMER shall serve atleast 15 days prior written notice with reasons of deduction and the percentage of deduction. There cannot be unilateral deduction from the amount due to bidder for the work done. Penalty for failure or default by bidder should be subjected to maximum of 10 % of Particular PO/SOW</p>	Refer Corrigendum/Addendum
54	<p><u>Termination for Default:</u></p> <ol style="list-style-type: none"> 1. Bidder shall be liable for failure/default/non-performance, etc, only if such failure/default etc is solely attributable to bidder 2. In case of bidder is made liable, then with atleast 30 days prior written notice PBG can be invoked by JIPMER and /or terminate the contract as mentioned in this clause, provided JIPMER shall pay all dues to the Bidder for the work done till the date of termination. 	Refer Corrigendum/Addendum
55	<p><u>24 X 7 Helpdesk</u></p> <ol style="list-style-type: none"> 1. We assume that the Helpdesk is required only during the registration portal period upto conduct of exam? 2. Would 9 AM to 6 PM suffice? 3. Any specific Helpdesk support team language required? 	<p>Helpdesk is required to start from registration portal process till the course commences. It should be 24 X 7 The Help desk should be able to clarify the queries raised by the candidate during the entire process regarding registration, mock test, online payment etc., Hence, it is preferred to have a team with multi-linguistic persons.</p>
56	<p><u>Email validation in Registration Portal</u></p> <ol style="list-style-type: none"> a. Please elaborate this. b. Please confirm the duration in months for online Registration Portal Hosting for each exam event. 	<p>The portal should validate the email id which has entered by the candidates. The duration for online registration Portal hosting for each exam would be one to two months. However, the time period may vary depends upon the situation arises.</p>

57	Please details out JIPMER's expectation of the QP software.	<p>The question paper software should fulfill the following needs:</p> <ul style="list-style-type: none">The software should check that the same question does not get repeated in the same question paper.The software should check that the answers does not get repeated for the same questionThe software should allow or insert the pictures or images or symbols in the question paper.The software should allow to check the questions manuallyThe software should allow to do the corrections.The software should allow to take print out of the question paper. <p>Other than the above, if any required by JIPMER, the agency should be able to do.</p>
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