

PRE-BID QUERIES BY BIDDERS AND RESPONSES BY BLCS, Patna

[Pre-Bid Meeting held on 08-03-2019, RFP for Selection of Service Provider for Design, Development, Customization, Implementation and Conduct of Computer Based Examination and related activities for Direct Recruitment on various posts in Bihar Legislative Council Secretariat, Patna. NIT No.: BLCS/NV/RFP/01/2019, Dated 01-03-2019]

1. Name of the Bidder: M/S ITI Limited, Kolkata						
Sl.No.	Section No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change requested/ Clarification required	Response by BLCS
1.		9.1 Pre-Qualification Criteria	17 of 37	3. The bidder should have successfully executed Computer Based Online Examinations for Government Departments/ Government Agencies/ Exam conducting Bodies of Centre or State Govt./ PSUs and should have atleast 05 years of experience in Computer Based Online Examination.	You are requested to modify the clause considering the Examination & Result Processing both online & offline. The clause will state as:- 3. The bidder should have successfully executed Examinations & Result Processing Offline/ Computer Based Online for Government Departments/ Government Agencies/ Exam conducting Bodies of Centre or State Govt./ PSUs and should have atleast 05 years of experience in Examinations & Result Processing Offline/ Computer Based Online	As per RFP
2.		9.1 Pre-Qualification Criteria	17 of 37	4. The bidder should have successfully executed Computer Based Online Exams having 25,000 candidates in single shift for Government Departments/ Government Agencies/ Exam conducting Bodies of Centre or State Govt. / PSUs in the last 03 Financial Years (2015-16, 2016-17 & 2017-18).	You are requested to modify the clause considering the Examination & Result Processing both online & offline. The clause will state as:-4. The bidder should have successfully executed Examination & Result Processing Offline/ Computer Based Online having 25,000 candidates in single shift for Government Departments/ Government Agencies/ Exam conducting Bodies of Centre or State Govt. / PSUs in the last 03 Financial Years (2015-16, 2016-17 & 2017-18).	As per RFP
3.		9.1 Pre-Qualification Criteria	17 of 37	The bidder should have cumulatively conducted Computer Based Online Exams for at least 2,00,000 candidates for Government Departments/ Government Agencies/ Exam conducting Bodies of Centre or State Govt./ PSUs per annum in each of the last 02 Financial Years (2016-17 & 2017-18).	You are requested to modify the clause considering the Examination & Result Processing both online & offline. The clause will state as:- 4. The bidder should have cumulatively conducted Examinations & Result Processing Offline/ Computer Based Online Exams for at least 2,00,000 candidates for Government Departments/ Government Agencies/ Exam conducting Bodies of Centre or State Govt./ PSUs per annum in each of the last 02 Financial Years (2016-17 & 2017-18).	As per RFP

4.		9.1 Pre-Qualification Criteria	17 of 37	The bidder should have developed and completely own the CERT-IN/ STQC certified software for conducting Computer Based Online Examination	Here it is referring Cert-In/ STQC but in the evaluation methodology the marking is only considered for STQC. Kindly consider Cert-In in Technical evaluation methodology as well	As per RFP
5.		9.1 Pre-Qualification Criteria	17 of 37	The bidding agency must have ISO/IEC 27001:2013 certification and should have valid globally accepted Capability Maturity Model Integration (CMMI) Level-5 certification (for Development	We being a Central Government PSU need not to have CMMI5 certification. We have all Quality certificates with us ISO 9001, 270001, 14000, 20000. You are requested to exempt CMMI certification for Central PSU	As per RFP
6.		9.2.2. Technical Evaluation Parameter	18 of 37	Average Annual Turnover from Online Examination Services during the last 03 Financial Years (2015-16, 2016-17 & 2017-18)	You are requested to kindly consider examination module both offline and online	As per RFP
7.		9.2.2. Technical Evaluation Parameter	18 of 37	The bidder should have cumulatively conducted Computer Based Online Exams for Government Departments/ Government Agencies/ Exam Conducting Bodies of Govt./ PSUs during the last 03 Financial Years (2015-16, 2016-17 & 2017-18)	You are requested to kindly consider examination module both offline and online	As per RFP
8.		9.2.2. Technical Evaluation Parameter	18 of 37	The bidder's experience of handling candidates in single session during the last 03 Financial Years (2015-16, 2016-17 & 2017-18)	You are requested to kindly consider examination module both offline and online	As per RFP

2. MeritTrac Services Pvt. Ltd., Bangalore

Sl.No.	Section No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change requested/ Clarification required	Response by BLCS
1.		7.3	Page No.11	Handover of all the CBT specific software applications/hardware with complete source code (latest version) and databases at the time of contract end.	As per the Tender, the scope is to provide services for Computer based examination conduct through software. As this is not an IT product the source code ownership would lie with MeritTrac. Therefore, we request BLCS to reconsider/relax this clause.	As per RFP
2.		14	Page No.12	For female candidates women searchers, separate enclosure for search etc. are to be provided by the bidder.	Kindly Specify if Frisking is to be done through Metal Detectors or only Pat Frisking would suffice?	As per RFP
3.		14	Page no.10.	Setting-up of Helpdesk.	Kindly specify the duration of Helpdesk?	As per the Recruitment Examination Schedule decided by BLCS.
4.		7	Page no.17	The bidding agency must have ISO/IEC 27001:2013 certification and should have valid globally accepted Capability Maturity Model	As CMMI Level-5 may restrict the no. of a eligible bidders with capability and proven expertise with good track record to deliver such service in the state of Bihar, we	As per RFP

				Integration (CMMI) Level-5 certification (for Development).	request you to please relax this to at least CMMI Level-3 to allow maximum no. of capable bidders to participate in this bid.	
5.		1.(2)	Page no.19	Activity-II: Non Examination Process which involves Online application processing, generation and issue of the call letters through online mode to all the eligible candidates for the document verification, Personal Interview (if any), conduct of typing / shorthand test (if required) to be conducted in Patna as applicable. Sending communications to the candidates through email & SMS, providing the printed copies of the documents submitted by the candidate in online mode as docket, Bihar Legislative Council Secretariat Page 20 of 37 score compilation and generating Merit list in coordination with BLCS.	Kindly Specify whether document verification implies to checking the authenticity of the document or only checking the presence of the documents on the date of examination. Kindly specify the No. of candidates for Typing and shorthand test and the batch plan, Please confirm whether BLCS to provide passages for shorthand or it has to be provided by agency. In case the agency needs to provide the batch plan please specify if the passages is to be bilingual(English & Hindi). What would be the speed of dictation. Would BLCS provide their premises for shorthand evaluation. Kindly specify the no. of expected candidates for Personal Interview and the proposed batch plan. Would BLCS provide SMEs for conducting the interview, will there be single panel or multiple panels in a day.	Refer 18 of 7.6.1 on page no.12 Refer 1 of 7.4 on page no.11 Refer 9 of 7.1 on page no.10 Refer 4 of 7.2 on page no.10
6.		7.4	Page no.11	Question paper for the conduct of examination.	As per the Tender, scope is to provide the Question Papers (QP). For Question Paper setting we would like to get details on - 1. The No.of Posts ? 2. No.of Questions per Candidate? 3. Is the Question Paper to be prepared in Bilingual(English & Hindi)or any other Language , Kindly Specify. 4.Test sections and details if multiple domains? 5. Duration of exam?	As per the Recruitment Examination Schedule decided by BLCS. As per BLCS (Recruitment and Conditions of Service) Rules, 2018
7.	Ref: Letter submitted in Pre-Bid meeting	(1)Pre-Qualification Criteria		As per point no.7, it has been desired that bidder must have CMMI Level-5 certification for Development	In lieu of private certification like CMMI, it will be appropriate that bidders are evaluated on CERT-IN/ STQC certified software for conducting Computer Based Online Examination along with ISO certified processes for examination conduct like ISO 9001:2008 and ISO 27001	As per RFP
8.	Ref: Letter submitted in Pre-Bid meeting	(2)Technical Evaluation Parameter		As per point no.2, more marks have been proposed to be allotted to bidders having business	We request you to assign higher importance to service providers on their credentials in examination	As per RFP

				turnover from IT&ITES segment.	conduct rather than any other business activity like IT & ITES.	
9.	Ref: Letter submitted in Pre-Bid meeting	(3)Technical Evaluation Parameter		As per point no.6, more marks have been proposed to be allotted to bidders who have conducted computer based exams for above 50, 00,001 candidates.	We request you to revise scale of volume of exams for this parameter to (a) Above 10,00,001 (b) 5,00,000-10,00,000 (c) less than 5,00,000 candidates.	As per RFP
3. Sify Technologies Limited, Patna						
Sl.No.	Section No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change requested/ Clarification required	Response by BLCS
1.	4	4. FACT SHEET	8	Earnest Money Deposit of 12,00,000/- (Twelve Lakhs) only in the form of Demand Draft issued by a Nationalized/Scheduled Bank in favor of "D.D.O., Bihar Legislative Council, Patna" payable at Patna.	We would request BLCS to allow EMD to be deposited in the form of Bank Guarantee from Nationalized Scheduled Commercial Bank.	As per RFP
2.	7.1	7.1 Broad Scope of Work	10	2. Design and develop Web Portal for the recruitment process. 3. Integration with existing BLCS website of newly developed web portal for receiving online application, examination fee through payment gateway etc.	We understand that the scope would be limited to design, develop and host a temporary website with PGI for accepting the registration related details of the candidates along with payment acceptance and providing the URL details of the registration webpage to BLCS be incorporated by the IT support team of BLCS. Please confirm our understanding of the scope of the work.	YES
3.	7.1	7.1 Broad Scope of Work	10	5. Develop a robust & comprehensive Secured Question Bank for BLCS Exams in Hindi and English.	To estimate the content creation effort we would request BLCS to provide clarity for the below mentioned points: 1. Duration of the exam in minutes 2. Number of batches / shifts per exam 3. Number of unique question paper set per exam that needs to be prepared 4. Educational qualification / skill set required for each of the posts. This would guide us on the level (Under-Graduate / Graduate / Post-Graduate etc.) of the question paper that is required.	As per BLCS (Recruitment and Conditions of Service) Rules, 2018
4.	7.1	7.1 Broad Scope of Work	10	9. Conduct of Typing and Shorthand (Speed & Accuracy) Test in Hindi and English.	(a) Will the typing and shorthand test would be mandatory for all candidates? (b) Can we de-link the skill	As per BLCS (Recruitment and Conditions of Service) Rules, 2018

					test with the CBT and provision conducting of skill test as a separate activity in designated Test Centres basis the requirement?	YES
5.	7.3	7.3 Responsibilities of Bidder	11	5. Handover of all the CBT specific software applications/hardware with complete source code (latest version) and databases at the time of contract end.	We cannot handover the hardware, software licenses, software applications and source code used for delivering the project. We would request BLCS to change the requirement as per the following suggestion: <i>Handover of the BLCS specific examination related data at the time of contract end.</i>	AS per RFP
6.	7.4	7.4 Following shall be made available by the Bidder	11	3. Admit cards to the candidates	We understand that the scope would be limited to mailing the PDF copy of the Admit Card to the registered candidate only. Please confirm our understanding of the scope of the work.	Refer 2 of 7.6.1 on page no.11
7.	7.4	7.4 Following shall be made available by the Bidder	11	5. Complete candidates' response during the examination, audit trail and biometric data.	We understand that the scope of biometric data would be to store the finger print of the ten fingers of the candidate. Please confirm our understanding of the scope of the work.	YES
8.	7.6.1	7.6.1 Pre-Examination Phase	11	(a) Complete Security management processes (i) Physical Security	Please confirm whether hand held metal detectors (HHMD) are required to be deployed for frisking the candidates.	As per RFP
9.	7.6.1	7.6.1 Pre-Examination Phase	11	(b) Candidate handling process (ii) Validation and verification of identity (iii) Attendance and biometric (photograph and thumb impression) handling	(I) Our understanding of the process " <i>validation and verification of identity</i> " is to cross check the details of the candidate at the examination centre against the Admit Card and a Govt. issued photo ID card. Please confirm our understanding. (II) By " <i>attendance and biometric (photograph and thumb impression) handling</i> " we understand that at the examination centre the candidate would be requested to sign the attendance register, a coloured photo of the candidate face would be taken (<i>as per the size & DPI specifications provided by BLCS</i>) and the finger-print of 10 fingers of the candidate would be recorded. Please confirm our understanding.	Refer 18 of 7.6.1 on page no.12 Refer 19, 20 of 7.6.1 on page no.12 Refer 9 of 7.6.2 on page no.13

10.	7.6.2	7.6.2 Examination Phase	13	9. Biometric fingerprint of candidates will be captured after they have taken their allotted seat in the exam centre	Biometric fingerprint of candidates are taken at the reception desk of the Examination Centre before the candidate proceeds to the lab for taking the exam. Please confirm this process is acceptable.	Refer 9 of 7.6.2 on page no.13
11.	9.2.2	9.2.2 Technical Evaluation Parameter	18	8. PRESENTATION - 30 marks	<p>We would request BLCS to assign only 10 marks for the "PRESENTATION" and allocate the balance 20 marks amongst the following two important parameters required for ascertaining the capability of the bidder to conduct CBT:</p> <p>9. Overall IT Staff Strength (Conduct of Exam / Project Management / Development & Maintenance of Software / Quality Assurance / Implementation / Operations / Networking / Data Security) (HR declaration to be submitted) - 10 marks (a) Above 1000 - 10 marks (b) 500 - 1000 - 5 marks (c) Less than 500 - 3 marks</p> <p>10. Data Centre Availability for Delivering the Project (DC related documents to be submitted) - 10 marks (a) Availability of Tier 3 compliant and ISO certified Data Centre infrastructure for both DC and DR which are owned and managed by the bidder - 10 marks (b) Availability of Tier 3 compliant and ISO certified Data Centre infrastructure for both DC and DR outsourced by the bidder to 3rd party - 5 marks</p>	As per RFP
12.	10.2.3	10.2.3 Final Evaluation - Evaluation of Bid	20	Following completion of evaluation of Technical and Financial Proposals, final ranking of the Proposals will be determined on basis of Quality and Cost Based Selection (QCBS). 80% weightage shall be provided to Technical Score (Tn) & 20% weightage shall be provided to Financial Score (Fn). The overall score will be calculated as follows: - $Bn = 0.80 * Tn + 0.20 * Fn$	To give the correct weightage to the technical expertise and experience along with giving the right weightage to the commercials we would request BLCS to change the evaluation formula as per following suggestion: $Bn = 0.70 * Tn + 0.30 * Fn$ This would help BLCS to get competitive bids from technically qualified bidders.	As per RFP

13.	11.1	11.1. Important Instructions	21	8. The Bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis with a maximum response time of 3 hours.	Refer the following clause from "7.6.1 Pre-Examination Phase" (page 12): <i>16. The Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9 a.m. to 6 p.m. on normal working days basis.</i> In view of the above we would request BLCS to change the clause 11.1 - 8 as per the following suggestion: <i>The Bidder should be able to support the entire solution (across INDIA) during 9 am to 6 pm. on normal working days with a maximum response time of 3 hours.</i>	As per RFP
14.	11.2	11.2. General Information	22	(9) All disputes arising shall be subject to the jurisdiction of appropriate court of State of Bihar alone and shall be governed by the law of India. BLCS reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of BLCS shall be final. Initially the contract will be for 02 (two) years and may be extended for 01 (one) more year depending upon successful completion of the job and performance review	Since 3 years is quite a long period we would request BLCS to please allow an upward revision of the empanelled rate by at least 10% after the delivery of services for the initial 2 years of the Contract.	As per RFP
15.	12.7	12.7 Time Frame	24	The successful bidder would be required to make the system up and operational within a period of 30 Days from the date of signing of Contract.	In view of the scope of the work we would request BLCS to allow a period of 60 days from the date of signing of contract to make the system up and operational.	As per RFP
16.	12.10	12.10 Payment Schedules	24	The payment to the service provider shall be made in Indian rupees and shall be paid only after the successful completion of the entire work without any errors as per the schedule. No advance payment shall be made	We would request BLCS to have a delivery milestone based payment schedule as per the below mentioned suggestion: 35% on issuing the Admit Card 35% within a week of conducting the exam (in case of multi-session exam the last session would be taken as a base) Balance 30% on providing the merit list	As per RFP
17.	ANNEXURE VIII	ANNEXURE VIII	35	Details of Technical and Administrative Personnel to be employed for the project work	It is not practically possible to provide the details of personnel to be deployed for the project work in advance. We would request BLCS to replace the Annexure VIII	As per RFP

					with a requirement of a declaration from bidder that sufficient resources would be deployed for executing the project.	
18.	ANNEXURE X	ANNEXURE X	37	FINANCIAL BID	We would request BLCS to accept the rate and taxes in separate columns. Over the period of 2+1 years the taxes can change. For financial evaluation the rate should be taken and taxes should be paid on actual as per the billing done basis the prevalent tax rate.	As per RFP

Sd/-
Acting Secretary
Bihar Legislative Council
Patna