

Sl. No.	Content of the RFP requiring clarification	Bidding Document Clause	Bidding Document Reference Page No.	Points of clarification / Remarks / Suggestions	NJB's Response
1	Designing and finalization of recruitment advertisement content and layout for publication.	3	10	We would request NJB to provide the content of the advertisement as an image or PDF document for displaying in the registration portal. Please confirm the acceptance of our request.	This clause is not a part of the present RFP
2	ii. Identification, selection and preparation of adequate number of standard venues for the conduct of computer based examinations within stipulated time.	3.1(2)	12	(a) Please share the list of city / town where in examination centres are required to be provided. (b) Please provide the City / town wise estimated count of candidates.	(a) City list will be shared with successful service provider (b) Data will be shared with successful service provider
3	Question Set	3.3.7	16	Please provide the details against the following: (a) What are the subjects for which the questions are to be prepared? (b) What would be the level - Undergraduate / Graduate / Post-Graduate / Diploma? (c) How many questions will be required for a Question Paper - 100 / 150 / 200 etc.? (d) How many Question Paper sets are required for each batch / shift? (e) What are the languages in which questions are to be prepared? [English / Hindi / Both / Others]	Will be provider to the successful bidder.
4	C. Collating & processing all inputs from various Regional and Sub-Regional Offices	3.3.8	17	Please provide the count and location details of the Regional and Sub-Regional Offices.	Will be provider to the successful bidder.
5	Temporary Dashboard and modeules Service provide shall provide the required hardware, peripherals, inclduing LCD and software	3.3.12	19	So it will not be NJB provided infrastrucre at their office. Pls confirm our understanding	Available LCD (55" Sony Bravia TV) in Conference room of NJB can only be provided by NJB. Service provider should check compatibility / configuration. If not suitable for the purpose, Service provider will have to provide its own LCD. All other infrastructure, hardware and software to be provided by the service provider.

6	3. Venue Manager - An employee of Service Provider.	4.5	28	As per the prevalent industry standard, we would request NJB to allow resources from verified panel / firm. Please confirm the acceptance of our request.	Essentially the service provider should own the responsibility of the Venue Manager.
7	Service Provider will install necessary server, storage, support, dashboard infrastructure & network equipment at the NJB HQ (presently located at Park Street but may be shifted to Patsan Bhawan , Rajarhat if building is ready by that time) .	5.7	33	The entire exam activity on our own software will be hosted on our certified DC within India. The data gets downloaded to local server at the centre during exam process. this is the standard operating procedure we follow. The infrastructure implementation will be done at only one location - either at Park Street or at Rajarhat. NJB should not request shifting of the setup within the contract period. Please confirm the acceptance of our request.	No shifting of venues in this case is envisaged at this point of time. However, NJB shall consider taking responsibility of any such shifting in future (means, NJB shall consider reimbursing the cost of such shifting, after due audit by NJB).
8	3. Necessary software for retrieval of above data in the form of queries, reports etc. shall be provided by the Service Provider to the NJB.	5.7	33	The data handed over post examination is in commonly available formats such as Excel, PDF etc. for which the exam conducting body (NJB in this case) is supposed to have the required software to consume the data. Would request NJB to drop this requirement of providing software. Please confirm the acceptance of our request.	Data should be handed over in standard retrievable format. This is for operation/management of conducting of examination and also for forensic requirements. As such, NJB does not own or manage any software systems for data retrieval. Hence the complete set (data, retrieval system) needs to be provisioned by the Service Provider.
9	4. The complete IT Infrastructure installed at the NJB Headquarters along with software (as mentioned in 5.7) will be fully handed over to NJB at the end of the contract.	5.7	34	The complete project is executed as a service model and providing IT infrastructure to the exam conducting body (NJB in this case) is not a standard practice for such assignments. We would request NJB to kindly drop this requirement. Please confirm the acceptance of our request.	The clause in RFP remains unchanged.

10	2. Net Profit (as % of Turnover) of the Company	11.4.1	52	<p>Profit percentage of a Company is not the true reflection of the experience and expertise of the firm to conduct exams. We would request NJB to replace this parameter with something relevant such as "Turnover from Exam Processing Services".</p> <p>Please confirm the acceptance of our request.</p>	The clause in RFP remains unchanged.
11	8. Type of ownership of Computer Nodes	11.4.1	53	<p>Ownership of the computer nodes does not give any specific benefit to the exam conducting body (NJB in this case). This parameter is also contradicts point 11 of the Technical Evaluation Criteria (<i>franchise Examination Venues</i>). Conducting exams using hired Computer Nodes is the industry standard. We would request NJB to replace this parameter with a relevant parameter such as "Years of Experience in Conducting Computer Based Exams".</p> <p>Please confirm the acceptance of our request.</p>	The clause in RFP remains unchanged.
12	General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st July 2019	11.4.1	54	<p>Refer section 4.5 of the RFP; exams are conducted using resources from the Service Provider's team as well as from outsourced agencies. So please change the parameter to - "<i>General Manpower Strength available for conducting Computer Based Examinations as on 31st July 2019</i>"</p> <p>Please confirm the acceptance of our request.</p>	Clauses are framed based on requirement.
13	In case of those applications where the candidate has applied but not appeared for the examination, an amount of 5% of the (five percent) quoted price shall be paid as application processing fee.	11.5	56	<p>As per the prevalent industry standard, we would request NJB to pay 100% for all the candidates for whom Admit Card is generated. Payment should not be linked to attendance or any other criteria.</p> <p>Please confirm the acceptance of our request.</p>	This clause in RFP is deleted.
14	Service Level Agreement (SLAs)	12.6	59 - 62	<p>We would request NJB to limit the overall penalty to 10% of the Contract Value.</p> <p>Please confirm the acceptance of our request.</p>	Please see the note below SLA in page 62. Overall cap on penalty on all SLAs except Sl. no 7 is 10%.

15	# Payment shall be made at the rate of 75% of the amount claimed in the given work order, at the time of acceptance of the invoice/bill to the NJB, after successful completion of the examination. # The balance 25% of the payment shall be made after certification by NJB of all the activities related to the given work order have been duly completed in all respects	12.7	63	We would request NJB for the following payment schedule: 40% of the amount within 7 days of generating the Admit Cards 40% of the amount within 7 days from the completion of the Examination The balance 20% of the payment shall be made after certification by NJB of all the activities related to the given work order have been duly completed in all respects	The clause in RFP remains unchanged.
16	Type of ownership of Computer Nodes -45000 Unit Countrywide Ownership of 100 % of nodes	11.4.1	53	In order to conduct exam for 20,000 candidates in single shift, it would not require more than 100 examination centers. As the exams will be spread across all state capitals, it is obvious that the centers will be AICTE approved colleges. So, there should not be any marks for owned centers as owned centers will have 15 to 20 computers at max and the number of centers will increase significantly	The clause in RFP remains unchanged.
17	General Manpower Strength of Service Provider on their rolls Manpower in Computer Based Examinations vertical as on 31st July 2019	11.4 .1	54	In Order to conduct 20,000 candidates in single shift, it would not require more than 100 examination centers. And for 100 examination centers, 250 number of manpower in enough. The manpower required should be changed to 250 on higher side.	The clause in RFP remains unchanged.
18	Support Infrastructure	3.3.4	13	Capture of Biometric data of all candidates is not enough. Facial recognition should be included to prevent impersonation.	Will be discussed with the successful bidder
19	Annual Turnover	11.3	51	The Annual Turnover is too low- we request this be increased to min Rs. 100 Crores average for the last 3 financial years Criteria is too low	The clause in RFP remains unchanged.
20	Net profit	11.4.1	52	To be fair to other bidders and realistic- we request the highest Score be given to a net profit of 15% to 20% Criteria should be removed.	The clause in RFP remains unchanged.

21	Single shift - 5	11.4.1	52	In keeping with the expected Volume of National Jute board we suggest the highest score for Single Session be reduced to $\geq 1,00,000$ candidates	The clause in RFP remains unchanged.
22	DC/DR	11.4.1	53	In Addition we request that Self –Declaration to be allowed	The clause in RFP remains unchanged.
23	Ownership of Nodes	11.4.1	53	As this clause benefits only a specific Vendor we request to be fair to all vendors this be changed to Leased/ Owned as all vendors use Leased Nodes successfully for all high stakes exams – ownership has no extra benefit .	The clause in RFP remains unchanged.
24	Point 9	11.3	54	Declaration by Company Secretary / HR Head Request for a change	i) Companies having Company Secretary – Company Secretary ii) Companies not having Company Secretary – HR Head
25	Service level agreement	12.6	59-61	Penalties points 1-15 The Penalties are too huge and not in keeping with the NJB project value or Candidate Volume – these Penalties have been taken from the SSC Tender – which has huge volumes hence there is no comparison in terms of scope and contract value. We request you to remove the Clauses or reduce them drastically The maximum penalty leviable on the agency shall be restricted to 5% of the total invoice value.	Please see the note below SLA in page 62. Overall cap on penalty on all SLAs except Sl. no 7 is 10%.
26	If Exam in a Venue/part of venue is delayed for more than 30 minutes then a penalty of (5% of the fee quoted by bidder) x (No. of affected candidates) for that venue will be imposed v	12.6.1	59	Request to remove this point	The clause in RFP remains unchanged.
27	Sending Attendance Sheets	12.6.10	60	Request to remove this point	The clause in RFP remains unchanged.
28	Despatch of hard-copies of Attendance sheet &Board copy to the Board	12.6.11	60	Request to remove this point or increase the timing	The clause in RFP remains unchanged.

29	Failure in payments not due to communication but due to blackout of portal : Rs.2,500 for every 50 failed transactions	12.6.14	60	Request to remove this point or increase the timing	The clause in RFP remains unchanged.
30	Including lodging FIR with the police	3.3.8(2)	18	For FIR related matters bidders will provide the necessary support and matter for client to take it forward with Police.	The clause in RFP remains unchanged.
31	CCTV camera must capture Examination Venue activities from 60 minute before the examination to 60 minutes after the completion of examination.	4.6 (3)	30	We request you to please relax the after 60 minute time	CCTV camera must capture examination venue activities from 30 minute before the examination to 30 minutes after completion of examination.
32	Automated allotment of computer nodes to candidates after biometric registration must be made in such a way that candidates are distributed in uniform pattern across the lab.(Ex: Odd-Even allotment).	4.3.12	25	PI clarify this point	Will be discussed with the successful bidder
33	Conducting of Computer Based exams in FY 2017-18 & 2018-19 (with minimum candidates per exam)	11.4.1	52	Request to merge Point 3 and 4 and allocate marks for ISO2000 and STQC Certification	The clause in RFP remains unchanged.
34	Requirements for Vendors : The bidders will have to accept unconditionally liable to be punitive action.		37	The bidders will have to accept unconditionally liable to be punitive action. We request to allow conditions to be submitted. The final clauses can be discussed and mutually agreed during contract signing.	Requirements are from e – procurement portal . Suggestions will be discussed on merit with the successful bidder.
35	Non-conforming proposals	10.21	47	A proposal may be construed categorized as non-conforming. If a proposal appears Disqualification by the Board. We request deletion of the clause and allow conditions to be submitted. The final clauses can be discussed and	Will be discussed on merit with the successful bidder.

				mutually agreed during contract signing.	
36	Failure to agree with the Terms and Conditions of the RFP	12.4	58	Failure of the successful bidder necessary decision on the subject. We request deletion of the clause and allow conditions to be submitted. The final clauses can be discussed and mutually agreed during contract signing.	The clause remains unchanged
37	Service Level Agreement		62	Note : The over all CAP on penalty on account all the SLAs excepting Srl. No. 7 is 10% of the total value / invoice Request modification of the clause to “ maximum aggregate penalty on account of all the SLAs be 5% of the total exam value .	Please see the note below SLA in page 62. Overall cap on penalty on all SLAs except Sl. no 7 is 10%. Clause remains unchanged.
38	Non-Disclosure Agreement (NDA)	13.1	64	Non-Disclosure Agreement (NDA) Kindly confirm if acceptable.	The clause remains unchanged
39	Non-Disclosure Agreement (NDA)		65	This agreement shall be effective from the date the last signature is affixed to this agreement and shall continue in perpetuity. Request modification to the clause “ till the tenure of the resulting agreement under this tender if the bidder is successful or 2 months whichever is applicable” in place of “perpetuity”.	Will be discussed with the successful bidder.
40	Performance Bank Guarantee	.2	66	Performance Bank Guarantee 1. In consideration opening of the bid. 2. In the event period of its currency. Request to modify the period of validity of Performance Bank Guarantee from 270 to 180 days as per industry standards.	Will be discussed with the successful bidder.
41	Undertaking on Patent Rights	13.3	67	Undertaking on Patent Rights (company letter head) Suggestion from bidder Bidder shall have no obligations w.r.t. any infringement claims to the extent that the infringement claims arise or result from i) Bidder’s compliance with NJB’s specific	In case of any inclusion, modifications etc. NJB will do so only in consultation with the bidder taking care not to infringe on Patent Rights of any other third party / parties.

				<p>technical design or instructions.</p> <p>ii) Inclusion in a deliverable of any content or other materials provided by NJB and a infringement relates or arises from such NJB provided materials.</p> <p>iii) Modification of a delivery after delivery by bidder to NJB if such modification was not made by or on behalf of the bidder.</p> <p>iv) Use of deliverables in combination with products not provided by bidder or otherwise not contemplated in the applicable specifications or document.</p> <p>Request modification to the clause as per above request.</p>	
42	Expectations from the Service Provider	3.1 (v)	12	<p>“Maintain a robust question bank in a safe and secure manner, preparation of adequate number of question sets for automated administration”.</p> <p>Request the following change to the clause</p> <p>“Create question paper in a safe and secure manner, preparation of adequate number of question sets for automated administration”.</p>	<p>Clause may be read as under :</p> <p>Will be discussed with the successful bidder without deterioration in generation of question paper with top most priority given to safety, security confidentiality and sanctity of question paper generation.</p>
43	Support Infrastructure	3.3.4 (vi)	13	<p>Scanning of completed documentation and submit to the NJB within prescribed timeframe</p> <p>Please specify the documents that need to be scanned and what will the volume of the documents in terms of number of pages</p>	<p>Will be discussed with successful bidder for finalization. Essential documents for record purpose will be scanned and submitted. It is difficult specify the volume.</p>
44	Readiness and Conduct of Examination	3.3.5 (b.3)	14	<p>2/3 days prior to the examination the venue shall be available for Mock Drill.</p> <p>Mock drill must be completed with 100% load.</p> <p>Mock drills and system checks are performed on all systems. However, simulation of 100% load is not possible due to limited resources availability</p>	<p>Mock drills and system checks must be foolproof with near 100% load (as per feasibility)</p>
45	Readiness and Conduct of Examination	3.3.5 (d)	14	<p>Regional and Sub-Regional offices will conduct sample admit of examination venues.</p> <p>As we conduct examinations for multiple customers on a regular basis in the exam venues, allowing audit by any regional and sub-regional offices of NJB would not be possible due to security reasons. Whereas we will</p>	<p>Service Provider must conduct audit/check and should certify and submit audit reports to NJB taking full responsibility.</p>

				submit audit reports of the audit conducted by us of the examination venues to NJB.	
46	Readiness and Conduct of Examination	3.3.5 (e)	14	<p>The question sets downloaded on the local server must be in encrypted format.</p> <p>Questions shall be decrypted only at the terminal of the candidate after the candidate Logs in and examination starts Traffic between assessment laptop server and node server is not encrypted</p>	Will be discussed with the successful bidder giving top most priority for safety, security, confidentiality and sanctity matching with the current technology.
47	Readiness and Conduct of Examination	3.3.5 (f-7)	14	<p>Complete trail of navigation between questions Trial of navigations between questions is not available. The time stamp for each question answered is available.</p>	Will be discussed with the successful bidder giving top most priority for safety, security, confidentiality and sanctity matching with the current technology.
48	Question Set	3.3.7	16	<p>Questions shall be available only 30 minutes prior to examination. Questions shall not be available earlier than 30 minutes. Request the following changes to the clause.</p> <p>Questions paper shall be available only 2 hours prior to examination</p>	Question papers shall be available not more than one hour prior to the examination.
49	Question Set	3.3.7	16	<p>Question set shall transmit from Central Server to Local server or Local server to candidates terminal only after best encryption (as on date of examination. As on date it is at least 256 bit encryption). Questions shall not travel any path without encryptions. Once the candidate logs into the system and the exam starts, the question paper gets decrypted. Hence, the transmission of QP from local server to candidate terminal is not in encrypted mode.</p> <p>Request the following changes to the clause. Question set shall transmit from Central server to Local server only after best encryption (as on date of</p>	Will be discussed with the successful bidder giving top most priority for safety, security, confidentiality and sanctity matching with the current technology.

				examination. As on date it is at least 256 bit encryption)	
50	Question Set	3.3.7 (18)	17	Encryption shall have “ZERO HUMAN INTERVENTION”. The encryption password would be given by authorized personnel.	The clause remains unchanged
51	Temporary Dashboards & Modules	3.3.12 (9)	19	Apart from a Desktop based dashboard, the NJB Headquarters will be provided with an LCD-wide-screen (40”) dashboard Request the LCD wide screen to be provided by NJB	Available LCD (55” Sony Bravia TV) in Conference room of NJB can only be provided by NJB. Service Provider should check compatibility / configuration. If not suitable for the purpose, Service Provider will have to provide its own LCD. All other infrastructure, hardware and software to be provided by the Service Provider.
52	Temporary Dashboards & Modules	3.3.12 (10)	20	The dashboard will contain the following aspects : Attendance at each venue (no. of candidates appearing for exam). Check-list of facilities at each venue must be made available Regional and sub-regional offices and Headquarters. Except for the candidates examination data, all major aspects of venue will be available on this dashboard This is a very customized dashboard and needs development – These requirements currently do not exist at a dashboard level with TCS iON. After feasibility study – if possible to develop – the costs and development time need to be negotiated	The clause is based on NJB’s requirement.
53	Rolls and Responsibilities of Service Provider	3.4 (3)	22	Project Monitoring Unit (PMU) A project system Request the following changes. Project Monitoring Unit (PMU) : A project monitoring unit will be appointed by NJB to monitor the operations of service provider in the conduct of examination.	May be considered.

54	Software Application Requirements	4.2.1 (12)	24	Log in Should be CAPTCHA enabled. Request deletion or elaboration of the clause	This clause in RFP remains unchanged.
55	Server & Equipment Requirements –	4.3 (3)	24	Service Provider must hold the primary software / question bank in exclusive servers in Data Centre We provide separate database schema for each customer, not separate servers in data centre. The web/app servers will be common to all customer	This clause in RFP remains unchanged. Service provider must hold primary software / question bank in owned data centre (not hired).
55	Non-IT Requirements –	4.4.1 General	25	The examination venue must be made available for review, audit and inspection : For examination.... Conduct of examination For examination.... Conduct of examination We request the following changes to the clause Project Monitoring Unit (PMU) : A Project Monitoring Unit will be appointed by NJB to monitor the operation of service provider in the conduct of examination. If required we will share the ISO/Nil Certificates	This clause in RFP remains unchanged.
56	Non-IT Requirements –	4.4.1 General	26	3 (three) feet seat width Prohibited in partition. We request the following changes to the clause Sufficient space should be available for candidates in such a way that a candidate cannot see other candidate's screen. Cardboard, transparent material and thermocol are strictly prohibited in partitions.	Sufficient space should be available for candidates in such a way that a candidate cannot see another candidate's screen. Cardboards, transparent material and thermocol are strictly prohibited in partitions.
57	Surveillance system requirements	4.6 (5)	30	Service Provider Service provider and NJB. Service provide is required to share the CCTV footage with NJB either through a file transfer mechanism or by providing access to the storage sever, and also keep a copy of the same securely till 180 days after completion of the examination.	This clause in RFP remains unchanged.

58	Compliance with Industry Standards – Operational integrity	5.3	31	Operational integrity & security management – system to be ISO17799 compliant Request deletion of the clause	May be considered.
59	Performance Metrics	5.4 (1)	31	Performance – The system shall provide Batch processes Request the following changes : Performance – The system shall provide fast and steady response times (quality of service). The maximum user response time shall be less than 5 second over LAN, for the next screen to appear or the existing screen to refresh for submission of data. The speed and efficiency of the system shall not be affected with growing volumes, especially during search operations, reporting, MIS, online processes and batch processes.	Performance – The system shall provide fast and steady response times (quality of service). The maximum user response time shall be less than 5 second over LAN, for the next screen to appear or the existing screen to refresh for submission of data. The speed and efficiency of the system shall not be affected with growing volumes, especially during search operations, reporting, MIS, online processes and batch processes.
60	Servers at Examination Venues	5.6.1 Performance Criteria	32	Must support at least 100 clients real time. Request the following changes : Must support at least 100 clients without any degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp (in milli seconds) for audit purposes. Response time for question / page loading must be less than five second. All responses to be acted upon in real time.	Must support at least 100 clients without any degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp (within 5 second) for audit purposes. Response time for question / page loading must be less than five second. All responses to be acted upon in real time.
61	Operational Requirements for the project –	6 (4)	34	NJB or their designated agency may audit the DC / DR / Could set up at any time We request deletion of the clause.	Will be discussed with successful bidder.
62	Qualification Criteria - Mandatory	11.3 (4)	51	Power of Attorney from the bidder Notarized copy of the valid Power of Attorney can be submitted instead of original copy	May be considered
63	Commercial Bids	11.5 Note	56	The successful bidder will receive the cost towards conduct of examination (CBT) per candidate only for those case/candidates who appear for examination. Request the following changes : The successful bidder will receive the cost towards conduct of examination (CBT) per candidate only for those cases/candidates to whom admit cards have been	The successful bidder will receive the cost towards conduct of examination (CBT) per candidate only for those cases/candidates to whom admit cards have been issued.

				issued.	
64	Commercial Bids	11.5	56	In case those applications where the candidate has applied but not appeared for the examination, an amount of 5% of the (five percent) quoted price shall be paid as application processing fees. We request deletion of the clause.	The clause is deleted.
65	Pre-Qualification Criteria - Mandatory	11.3	51	The bidder should have an annual turnover of at least Rs.10 Crores from the business of conducting computer based test examination during each of the last three financial years (i.e. 2016-17, 2017-18, 2018-19) with positive net worth as on 31.03.2019 and should have conducted exam for govt. & related organizations Request to lower this bar to 5-6 Crores annual turnover.	The clause in the RFP remains unchanged
66	Technical Evaluation Criteria	11.4	52	Technical Evaluation Criteria To modify evaluation matrices for enabling start-up companies like then in participation in the bidding process	The clause in the RFP remains unchanged