

RESPONSES TO PRE BID QUERIES
RFP NO.02/NJB/2019 /SRA/Date : 26/12/2019
Date of Release of Responses: 09.01.2020.

Sl No	Description	Clause No	Page No	Suggestions/Requests/Query	Response
1	Project Back Ground : Setting up Help Desk	2.2(b)	8	<p>A. 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.</p> <p>B. We assume the language of the helpdesk is English & Hindi will suffice the requirement. Please confirm.</p> <p>C. Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm</p>	<p>A. The understanding is correct</p> <p>B. The understanding is correct</p> <p>C. Preferably the number should be Toll Free</p>
2	Scope of Work - Designing and finalization of recruitment advertisement content and layout for publication.	3.1 (i)	11	<p>We would request NJB to provide the content of the advertisement as an image or PDF document for displaying in the registration portal.</p> <p>Please confirm acceptance of our request</p>	This Clause is not a part of the present RFP.
3	Hosting of application software	3.1 (i)	11	Please confirm tentative go live date for the Online Application Portal	Not decided yet.
4	For payment gateway	3.1 (i)	11	A. For online payment we assume the transaction charges for online payment will be borne either by CLIENT or levied to candidates. Please confirm	A. Transaction charges to be borne by the applicant

				<p>B. We assume the registration fees collected through online payment will need to be credited directly into CLIENT bank account.</p> <p>C. Please confirm if the Third party payment collector for integration will be provided by CLIENT or need to be provided by the bidder</p>	<p>B. The understanding is correct. Should be credited to the NJB account.</p> <p>C. No. Any such arrangement shall be on account of the bidder</p>
5	Identification, selection and Stipulated time.	3.1(ii)	12	<p>(a) Please share the list of city / town where in examination centres are required to be provided.</p> <p>(b) Please provide the City/town wise estimated count of candidates</p>	<p>(a) City list will be shared with successful service provider</p> <p>(b) Data will be shared with successful service provider</p>
6	Conduct of computer based examination	3.1(ii)	12	<p>D. Please confirm expected / Likely Exam Date(s)</p> <p>E. Please confirm if the exam is to be conducted in Single or Multiple consecutive days</p> <p>F. Please confirm if the exam is to be conducted in Single or Multiple sessions</p> <p>G. How many such exam event/drives are expected to happen in a year?</p> <p>H. Please share historic trend of city wise candidate counts for various Online exams</p> <p>I. Please share the percentage of PWD</p>	<p>A. To be decided</p> <p>B. In multiple / consecutive days (depending on volume)</p> <p>C. One exam shall be in one session</p> <p>D. Please refer RFP</p> <p>E. This is the first time NJB conducts this exam</p> <p>F. Not available</p>

				<p>candidates</p> <p>G. We Assume that the PWD candidate can bring his/her own scribe for exam? Please confirm</p>	<p>J. The understanding is right</p>
7	Maintain a system of question in a safe and secure manner	3.1(v)	12	<p>A. Please share list of disciplines/subjects for QP content development by bidder</p> <p>B. Please share number of questions per paper (min and max.)</p> <p>C. Please confirm total modules for which QP needs to be prepared</p> <p>D. Please confirm duration of exam min. and max for different exam modules.</p> <p>E. Please confirm language required for conducting the exam</p> <p>F. We assume the questions will be only of MCQ Type. Please confirm</p>	<p>A.As being followed by all Central Government Recruiting agencies like SSC/UPSC</p> <p>B. As at A above</p> <p>C. As at A above</p> <p>D. As at A above</p> <p>E. English & Hindi</p> <p>F. The understanding is right</p>
8	Support Infrastructure	3.3.4 (6)	13	<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>Please follow Clause No. 3.3.4, 3.3.5 (e) and 5.7. Volume cannot be specified at this point of time.</p>
9	Readiness and Contract of Examination	3.3.5	13	<p>Regional and Sub-Regional ...</p>	<p>This Clause is not a part of the present RFP.</p>
10	Submission / Upload of Examination data - Within One hour of	3.3.6(a)	15	<p>There are various external factors which delay the process; So candidate Responses</p>	<p>The clause in the RFP remains unchanged</p>

	completion of the shift			can be provided in 3-4 hours. Hope that will suffice the requirement. Please confirm	
11	Question Set	3.3.7	16	<p>Questions shall be available only 2 hours prior to examination.</p> <p>Once the candidate logs into the system and the exam starts, the Question paper gets decrypted. Hence the transmission of DP from local server to candidate terminal is not in encrypted mode.</p> <p>We request the following changes to the clause.</p> <p>Question set shall transmit from Central Server to Local server only after best encryption (as on date of examination. As on date it is at least 256 bit encryption).</p>	<p>Please follow the relevant clause at 3.3.7 (Sl. No. 15) of the present RFP. Questions shall not be available earlier than one hour prior to the examination</p> <p>Please follow the relevant clause at 3.3.7 (Sl. No. 16) of the present RFP.</p>
12	Collating & processing all inputs from various Regional and Sub-Regional Offices	3.3.8 (c)	17	Please provide the count and location details of the Regional and Sub-Regional Offices	Will be provided to the successful bidder.
13	Venue Manager -Including lodging FIR with the Police.	2	18	For FIR related matters we will provide the necessary support and matter to client will take it forward with Police.	NJB shall facilitate, but the ownership of this exercise will stay with the bidder
14	Zero Human Encryption	3.3.7	16	The Encryption password would be given by the authorized personnel	The clause in RFP remains unchanged.

15	Temporary Dashboard and modules Service provide shall provide the required hardware, peripherals, including LCD and software	3.3.12	19	So it will not be NJB provided infrastructure 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.
16	Biometric information	3.4(23,24,25)	22	We assume there is no requirement of biometric verification after exam, if required please confirm different stages for verification, cities, Max no. of candidates/persons for which verification need to be done etc.	Normally there will be no requirement for biometric verification after exam. Circumstances requiring Biometric verification after the exam cannot be foreseen at this stage.
17	Software Application Requirements	4.2.1 (SI No 11)	24	Log in Should be CAPTCHA enabled. Request deletion of the clause.	The clause in RFP remains unchanged.
18	Server & Equipment Requirements – Service Provider must hold the primary software / question bank in exclusive servers in Data Centre	4.3 (3)	24	We provide separate database scheme for each customer, not separate servers in data centre. The web / app servers will be common to all customer	The clause in RFP remains unchanged. Service Provider must hold primary software / question bank in owned data centre (not hired)
19	Non-IT Requirements – 3 (three) feet seat width	4.4.1 (4)	26	We request	Already changed in present RFP.
20	Venue Manager – An employee of Service Provider	4.5 (3)	28	As per the prevalent industry standard, we would request NJB to allow resources from verified panel / firm. Please confirm the acceptance of our	Essentially the Service provider should own the responsibility of this Venue Manager

				request	
21	CCTV cameras must be IP enabled. Web based access must be provided to the live feed during the examination	4.6(5)	30	<p>We assume instead of live streaming of CCTV, CCTV Camera with local recording and live monitoring console for each center observer at each venue will suffice. Please confirm.</p> <p>Please note CCTV Surveillance with live streaming facility requires High bandwidth and additional infrastructure (which is not available in many locations). Enabling this would have a high cost impact which would have to be borne by the client.</p> <p>We request you to please relax the live streaming requirement due to Logistical issues</p>	<p>The understanding is right.</p> <p>The provision of Live Streaming is not in the present RFP . The words IP enabled and live feed in section 4.6(5) deleted through corrigendum.</p>
22	Surveillance system requirements – CCTV Camera feeds	4.6 (6)	30	We request.....	The clause in RFP remains unchanged.
23	Compliance with Industry Standards – Operational integrity		31	<p>Request deletion of ISO17799 compliant</p> <p>Performance metrics – request changed in maximum user response time</p>	<p>Query / suggestion not relevant to present RFP.</p> <p>Query / suggestion not relevant to present RFP.</p>
24	Servers at Examination Venues – Must support at least with time stamp (in milli seconds)	5.6.1	32	Request change of time stamp	Not relevant to the present RFP
25	Service Provider will install necessary service, storage, support, dashboard 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	No shifting of venues in this case is envisaged at this point in time. However, NJB shall consider taking

				<p>downloaded to local server at the centre during exam process. This is the standard operating procedure we follow.</p> <p>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.</p> <p>Please confirm the acceptance of our request.</p>	<p>responsibility of any such shifting in future (means, NJB shall consider reimbursing the cost of such shifting, after due audit by NJB)</p>
26	Necessary software Service Provider to the NJB	5.7 (3)	33	<p>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.</p> <p>Please confirm the acceptance of our request.</p>	<p>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.</p>
27	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 (4)	33 & 34	<p>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.</p> <p>Please confirm the acceptance of our request.</p>	<p>The clause in RFP remains unchanged.</p>

28	Operational Requirements for the project – NJB or their designated agency may audit the DC / DR / Could set up at any time	6 (4)	34	Request deletion of the clause	Not relevant to the present RFP Please follow clause – 6 (4) of the present RFP for compliance.
29	Stenographer	7 (10)	36	A. Please confirm typing test is required or not. B. If required, please confirm whether skill base practical paper will happen on same day / same section? Or on the different date. C. Please confirm the exam need to be conducted only for shortlisted candidates or to everyone.	This RFP is for Computer Based Test (CBT) only.
30	Conditions under which this RFP is issued	10.18	46	NJB also reserves the right to disqualify any bidder, should it be felt necessary at any stage	The clause in RFP remains unchanged.
31	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	The clause in RFP remains unchanged.
32	Net Profit	11.4.1 Point-2	52	To be fair to other bidders and realistic – we request the highest Score be given to a net profit of 15% to 20%	The clause in RFP remains unchanged.
33 Single Shift	11.4.1 Point-5	52	In keeping with the expected volume of National Jute Board we suggest the highest score for Single Session be reduced to >=1,00,000 candidates	The clause in RFP remains unchanged.
34	DC / DR	11.4.1 Point-7	53	In addition we request that Self – Declaration too be allowed	Clauses are framed based on requirement.
35	Type of Ownership of Nodes	11.4.1	53	As this clause benefits only a specific Vendor we request to be fair to all	Clauses are framed based on requirement.

				vendors this be changed to Leased / Owned as all vendors use Leased Nodes successfully for all high stakes exams – ownership has no extra benefit.	
36	General Manpower31 st July 2019	11.4.1 Point-9	54	Exams are conducted using resources from Service Provider’s team as well as from outsourced agencies. So please change the parameter to – “General Manpower Strength available for conducting Computer Based Examinations as on 31 st July, 2019 Please confirm the acceptance of our request.	Clauses are framed based on requirement.
37	Proof : Declaration by Company Secretary / HR Head	11.4.1 Point-9	54	Request for a change	<ul style="list-style-type: none"> i) Companies having Company Secretary - Company Secretary ii) Companies not having Company Secretary – HR Head
38	Commercial Bid	11.5	56	<p>We assume that per unit/per candidate means per scheduled candidate who is issued an Admit Card.</p> <p>As this is a Multi year contract we request that Taxes be charged extras as per Applicable Rates – in case of any hike by the Government the same would be borne by NJB.</p> <p>If there is a skill test/Typing Test we request this rate be quoted separately as this would take place separately on a different day for a smaller candidate</p>	<p>Per candidate means per one candidate.</p> <p>This RFP is for Computer Based Test (CBT) only.</p>

				volume.	
39	In case of those applications processing fees.	11.5	56	As per the prevalent industry standard attendance or any other criteria.	Not relevant to this RFP
40	EMD	10.13	44, 63 & 66	On page 44 it is mentioned that only DD would be accepted but on page 63 it is mentioned BG / DD and on page 66 it is mentioned as e-payment	Earnest Money Deposit (EMD) should be submitted through E-Payment gateway only. Please see Corrigendum issued.
41	Performance Bank Guarantee	12.5	58	NJB may invoke forfeiture of the performance Bank Guarantee for any failure on part of Bidder to fulfill its obligations as specified under the Contract Agreement executed with the successful bidder.	The clause remains unchanged.
42	Service Level Agreements	12.6	58	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 level on the agency shall be restricted to 5% of the total invoice value.	The overall CAP on penalty on account of all the SLAs excepting Sl. No. 7 is 10% of the total contract value / invoice.
43	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	12.7	61	We would request NJB for the following payment schedule : 40% of the amount within 7 days of generating the Admit Cards	The clause remains unchanged.

	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.			40% of the amount within 7 days from the completion of the examination 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.	
--	---	--	--	---	--