Date: 27th June, 2017

The replies on the queries/clarifications sought by various vendors in response of Tender for AIIMS Examination Portal: Design, Development, Maintenance & Support(Pre and Post examination activities including Interview Management System) for the AIIMS, New Delhi submitted upto 27th June, 2017(5 p.m.) through E-mail.

Sr. No	Page/Clause No.	Statement as per Tender Document	Query/Clarification	Reply/Remarks
1	15/ 3.2.3 (b)	The tenders without EMD (except those having exemption from depositing EMD) shall be summarily rejected	Kindly clarify, if bidder's registered with NSIC are exempted from depositing EMD?	The tenderers who are currently registered and, also, will continue to remain registered during the tender validity period with NSIC for the specific goods as per tender enquiry specification shall be eligible for exemption from EMD. In case the tenderer falls in these categories, it should furnish copy of its valid registration details(with NSIC, as the case may be)

2	27/5.4 (3)	Should have handled three similar kinds of projects in any University/ Research Institute/Govt.Department and must have handled at least Rs.15 lakhs (Fifteen Lakhs) online registration in a year	Is 15 Lac, Student registration count or Amount of project?	The vendor must have handled at least 15 lakhs (Fifteen Lakhs) online registration in a year
3	NA	NA	What is the current technology & database used to develop the existing portal?	The existing web portal is running on .Net framework and SQLServer-2012 is used as a database

| 4 | 17/4.1 | The examination section has its own portal www.aiimsexams.org. At the very first outset after assignment of the work the bidder has to take charge the existing portal, its hosting and maintenance. All Sections, Forms for online registration, old data in Archive etc. shall be handed over under custody of the successful bidder and successful bidder has to keep it running without fail by deploying technical manpower, servers etc. | Is there any technical Handover process to be performed? | Please see clause 4.1 |
| 5 | NA | NA | For how much time/duration will the existing company support us? | Till completion the technical handover process. |

6	NA	NA	It is being assumed that we will maintain the existing hosting server in the initial stage. Now should we plan simultaneously to move to the new hosting server with all the required features/functionality?	Yes
7	25/4.5	Uninterrupted running of examination portal www.aiimsexams.org with all updated information on 24x7x365 basis with ZERO down time. Toll free number through 8-10 seater call centre is part of the work for handling student queries and grievances related to registration and other services provided at the portal. (advised to visit www.aiimsexams.org) alongwith call login facility and call log data	Will the 5-8 seater call center be required only during the pre/post examination period or for throughout the year?	As conduction of Examination of AIIMS runs throught the year. Hence as per tender AIIMS would require the need of Help desk

		taken every month to the Examination Section.		
8	18/4.2	Providing separate interfaces and management related things for different Examinations	As per the given document, you will require separate interfaces and management related things for different examination. So please clarify that whether the existing interface has the ability to generate it automatically or do we have to develop it from the scratch?	The existing service provider prepares interfaces as per requirement of the Examination. It has not preparing auto generating process.
9	20/4.2.q	The portal will be required to design in Hindi also.	Who will be providing the content in Hindi so as to make it bilingual?	The English contents will be provided by AIIMS. However it will be translated by the Vendor.
10	23/4.3.2.4	Candidate authentication will be done through following process: 1. Image Capture 2. Biometric Capture/Verification	Do we have to arrange the hardware and application required to capture the Bio-metric data of the candidate?	Yes, the vendor will provide the Biometric Device and Application for capturing the Photograph and Thumb Impression