ALL INDIA INSTITUTE OF MEDICAL SCIENCES
EXAMINATION SECTION
(1ST FLOOR CONVERGENCE BLOCK)

Ansari Nagar, New Delhi-110608

Date: 9th July, 2016

The replies on the queries/clarifications sought by various vendors in response of Tender for Online Examination (CBT) Conduct and Processing for various Examinations of the AIIMS New Delhi submitted before 7th July, 2016 through mail.

S.No.	Page/Clause No.	Query/Clarification	Request for change	Reply/ Remarks
1.	20/5.1	The bidder should be a company/firm registered (minimum 5 years old) in India and having a branch office in Delhi/NCR. The registered agency should be operating in India for a minimum of three years with an objective of offering relevant IT Solutions and Services that are the subject matter of this tender. Experience and financials of 100% subsidiary will only be considered for Eligibility/technical evaluation of bidders. (For all Levels).	Request to consider experience of 100% subsidiary for eligibility of bidder.	This point of tender remains unchanged.
2.	21/5.4	Organisation should be OEM and own the complete source code of the software being for conducting the online exam. They must have the copyright of the source code and all its components.	Request for deletion of word OEM and inclusion of word proprietary right along with copyright.	This point of tender remains unchanged.
3.	21/5.4	Organisation must have authorised and globally accepted software certifications	Inclusion of STQC and CERT-in certifications and software developed under	This point of tender remains unchanged.

		i.e. ISO 27001, ISO 9001 and SEI CMMi Level 5 or higher for software and service.	CMMi Level 5 or higher processes for software and services.	
4.	22/507	**For Level 2**- The bidder should have at least regular 400 or more technical employees employed in house in India for conduct of exam, development of software, maintenance of software, networking and data security. The Proof of ESI/PF Registration etc. shall be submitted.	Request to consider employee criteria as at least regular 350 or more technical and delivery employees.	This point of tender remains unchanged.
5.	22/5.9	**For Level 2:** The bidder's average annual turnover during last three years should be Rs. 40/- Crores or more in India from Computer based examination (attached documentary evidence such as audited balance sheet etc.). Turnover should be of the agency bidding and not that of the group to which company belongs. The turn over refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2013-14, 2014-15 and 2015-16.	Request to consider bidder average annual turnover during last three years as Rs. 25/- Crores	This point of tender remains unchanged.
6.	9	Bid submission date 12.07.2016	Request for extension in Bid submission date by 7 days.	The dates mentioned in the tender document will be treated as final and no extension will be granted.
7.	16/4.4.1-XXIX	Video surveillance during online examination and Number of CCTV camera requirement per centre.	Request to clarify whether it's an offline recording system using DVR and Cameras setup at each centre.	It will be an offline recording system using DVR and Cameras setup at each centre. Purpose of Video surveillance is to keep record of all events during the examination at the centre.

8.	20/5.3	The bidder must have successfully executed 5 similar project(s) on All India basis, out of which at least one project should be Conduct of Competitive Examination through online mode in 20 or more states in 100 or more cities with capability of 1,00,000 or more candidates in single shift. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation).	Request to decrease the number of candidates per shift for online examination.	This point of tender remains unchanged.
9.	27/6.9	The bidder shall not subcontract the awarded contract or part thereof without written consent of AIIMS.	Request to relax the clause for subcontract as aspects like examination centres have to be subcontracted to other firms.	The work awarded will be done by the bidder. Bidder can engage examination centres for infrastructure after obtaining consent of AIIMS. The IT operations must be done by the bidder and shall not be subcontracted.
10.	21/5.4-II	Organization must have CERT-In data centre located in India. Data centre should be a Tier-III Level.	Request certain to be replaced by ISO/CMMi Level 3	This point of tender remains unchanged.
11.	23/5.9	**For Level 1**: The bidder's average annual turnover during last three years should be Rs.20 Crores or more in India from Computer based examination (attached documentary evidence such as audited balance sheet etc.). Turnover should be of the agency bidding and not that of the group to which company belongs. The	Request it to relax the statement to change it as turnover generated from recruitment/entrance exams and related education services.	This point of tender remains unchanged.

		turn over refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2013-14, 2014-15 and 2015-16.		
12.	21/5.3	The bidder must have successfully executed 3 similar project(s) on All India basis, out of which at least one project should be Conduct of Competitive Examination through online mode in 04 or more states in 10 or more cities with capability of 12,000 or more candidates in single shift. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation).	Request to relax the statement to make it as successfully executed two similar projects.	This point of tender remains unchanged.
13.		Help Desk	1. Duration of hosting of 24/7 help desk i.e. duration before and after each exam. 2. Should the help desk be toll free or not? 3. Minimum resource to deploy for help desk.	Help desk is not required 24/7. Under normal and usual work progress, the bidder shall not be required to communicate with the candidates. However, in case wherein last minuets changes in the centre allocation is done then the bidder shall provide telecommunication support to the candidates. 2. Help Desk should be toll free and will work from vendor's location. 3. As per contingent need.
14.	11/3.2.3 a)	The bidder should enclose EMD of Rs.10 Lakhs in form of Demand Draft in favour of	Request to change the EMD structure to make it slab wise	This point of tender remains unchanged.

		Director, AIIMS, New Delhi and payable at New Delhi with technical proposal/bid.	based on different volumes.	
15.	11/3.2.3 a)	The bidder should enclose EMD of Rs.10 Lakhs in form of Demand Draft in favour of Director, AIIMS, New Delhi and payable at New Delhi with technical proposal/bid.	Can EMD be submitted instead of Bank Guarantee. if yes, can we use our format or is there a specific format for Bank Guarantee that AIIMS would want us to use	This point of tender remains unchanged.
16	20/4.4.3 d)	1.To provide hardware and software required for biometric verification of candidates at various stages starting from conduct of examination to final selection of candidates. 2. Is there any specification on number of fingers for which Biometrics has to be captured?	Number of stages where the biometric has to be captured for each exam.	1.The Biometric of the candidates will be captured/verified in the following stages: 1. During Examination/Candidate Registration process before start of exam. 2. At every time coming from bio-break. 3. At the time of Counselling/Interview to be compared with biometeric acquired at the time of examination 4. At the time of Joining to be compared with biometric verification acquired at the time of examination. 2. Only Left Thumb Impression is to be captured. If it is not captured, then other finger may be tried.
17.	16/4.4.1-i)	Other related processes involved for conducting AIIMS online exams as required by Examination Section.	Request to specify the scope of work included.	Other related processes involved for conducting AIIMS online exams may be- 1. Buffer Examination Centre for Contingency Plan 2. Various arrangements to operate the buffer examination centre. The other related processes are mentioned in clause 4.4 (Deliverables)

18.	20/4.4.3 b)	To carry out other work related to post processing of responses. Other confidential data and providing data as required by Examination Section, AIIMS.	Request to specify scope of work.	Other work related to post examination may be- 1. Provide individual status of Centre/Lab/Room/Candidate as and when required by AIIMS 2. Audit log of candidates. 3. Analytic reports as mentioned 4.4.3-c in tender document. 4. Images and finger print captured during examination.
19.	16/4.4	There is need to setup Command Centre at Examination Section, AIIMS.	Request to specify infrastructure facilities to be provided by AIIMS.	AIIMS will provide necessary infrastructure support to set up command centre at Examination Centre (working space, internet connection). other IT related requirements shall be managed by the bidder.
20.		Mobile Signal Silencer/ Jammer regarding.	Assistance provide by AIIMS for legal permissions for installing jammers.	The installation of Mobile Signal Silencer/ Jammer is done by AIIMS itself.
21.	14/4.1 m)	Various Recruitment examinations are to be conducted through the entire year.	Request to share details of these examination like volume, calendar schedule.	Recruitment examination schedule is not fixed. It will be conducted entire year as per the requirement of AIIMS. However, last exam figure is mentioned in the Tender documents. Any new requirement shall be put-up with reasonable time frame for delivery.
22.	19/4.4.2-r)	Proper care and handling of all the logistics provided by AIIMS for conduct of examinations.	Request to specify the scope of work.	The logistics provided by AIIMS i.e. Metal Detector, Inkless Thumb Impression Pad etc. should be handled with care and returned to AIIMS.
23.	19/4.4.2-o)	To print candidate response sheet at the end of the test as per requirement of Examination Section, AIIMS.	Request to clarify that the response sheet is to be handed over to candidate or to AIIMS	Response sheet will be handed over to AIIMS. However, it will be in CD/Hard Drive/Pen drive.
24.	18/4.4.1-XV)	Minimum one centre at each city should be OPH friendly.	Request to clarify qualitative and quantitative	Alteast one center in each city has to be OPH friendly. OPH as defined by Goverment of India. The number of OPH

				requirements and OPH candidate data for past exams.	candidates is unpredictable and as per past exams varies with each examination between 1 to 10 in city.
25.	16/4.4.1-i)	Designing the online examination plan and examination process under consultation with Examination Section for: Complete Security Management Processes (Physical and Technical for all online examination centers, servers, Desktops, LAN etc.).			No remarks
26.		List of cities across India where the exams likely to be held.			The largest entrance exams of AIIMS MBBS-2016 was held in 28 states 169 cities and 429 centres in two shifts.
27.		1. Is three sessions can be carried in a day and exam can be conducted over multiple days. 2. Is there a need for equating if it is a multisession demand, vendor has to quote including equating in scope of work?			1.In future, AIIMS may conduct online examination in three shifts. 2.No, equating in multi-session exam is done by AIIMS.
28.		To complete registration process of candidate before start of examination (digital photo, biometric fingerprint etc.) and after that allow candidate to appear for test at examination centres.	Request to clarify the following: 1.Do vendor have to setup registration counters or kiosks at exam centres? 2.Any specific requirements from AIIMS for such kiosks per centre (Number, operator per kiosks etc.)		1.Yes, Vendor have to setup Registration Counter/Kiosks at Examination Centre. 2. There should be 1 kiosk per 40 candidates in each lab.

29.	36/5	Annual Turnover for the last 3 years (2013-2014, 2014-2015 & 2015-2016)	Request to merge software and IT related services to make one single column.	This point of tender remains unchanged.
30.	34/7.2	Memorandum and Article of association and copy of latest resolution in case of company, and partnership deed and power of attorney in case of firm, if required. All such documents should be duly attested by notary public.	Request to specify what point in the resolution is to be submitted.	The copy of the Memorandum and Article of Association will be attached with the Tender document and it will be signed as per tender document.

Assistant Controller (**Examinations**)