

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

The replies on the queries/clarifications sought by various vendors in response of Tender for Online Examination.

S.no.	Query/Clarification	Reply/ Remarks
1.	Single session of 1, 00,000 candidates in one shift to be reduced. (Page-19, Clause 5.3)	The Examination Section has conducted MBBS Entrance Examination-2015 for 1, 00,000 candidates in single shift. Hence, lesser requirement will not be adequate or productive for AIIMS.
2.	The Average turnover during the last 3 years should be 75/- crores or more in India from Computer Based Examination should be of the agency bidding and not that of the group to which company belongs. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2012-13, 2013-14 and 2014-15. (page 21, Clause 5.9)	There is no need of any remark; whatever eligibility mentioned in the tender document will be adhered to.
3.	There should be a pre-Bid meeting to enable vendors to get further clarity on the RFP.	It is not a RFP, it is a Tender document. The Examination Section has been tendering second time for the same services. It is very clear about the work to be required from the vendors hence in place of RFP the Tender has been floated. However, in Clause 3.2.1(j) it is clearly mentioned that prospective bidders may seek clarification regarding the project and /or the requirements for pre-qualification, in writing through fax 011-26588789, 011-26588663 or through email (ace.aiims@gmail.com) from Asstt. Controller (Exams), AIIMS till 18 th November, 2015 by 5:00 pm.
4.	In place of conduct of examination in 100 cities it should be multiple cities and it should be less than 20 states. (Page 19, Clause 5.3)	There is no need of any remark; whatever eligibility mentioned in the tender document will be adhered to.
5.	The clause of CERT-In certified Datacenter located in India and Datacenter should be a Tier III be changed with Organization should have/rent data center running CERT IN certified application. (Page 20, Clause 5.3(3))	The same condition was required in the last time tender. It is necessary for conducting the Examination in more confidential and secured manner.
6.	The clause of bidder should have at least regular 500 or more technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security shall be reduced to 100 Employees. (Page 21, Clause 5.17)	There is no need of any remark; whatever eligibility mentioned in the tender document will be adhered to.
7.	Help Desk, Recruitment Examination Schedule be clarified clearly. Please specify the no. of days for which the helpdesk has to remain active for each examination and whether telephonic helpdesk is to be set up at the vendor's location. (Page 16, Clause 4.4.1(20))	AIIMS does not require any help desk, it requires Telephonic Support for the candidates who will use Mock Test facility after getting their Admit Cards. Helpdesk should be Toll free and will work from vendor's location. Recruitment Examination schedule is not fixed. It will be conducted entire year as per requirement of AIIMS. However, last year's figures are mentioned (Page 2-5).

8.	<p>Bidder must have successfully executed 5 similar projects in 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 100000 or more candidates in one shift. (Page-19, Clause 5.3)</p> <p>Request to make phrase as at least 1 project in multiple cities in different states. Also request to take this point for evaluation, not as pre qualification criteria.</p>	There is no need of any remark; whatever eligibility mentioned in the tender document will be adhered to.
9.	<p>Minimum one centre at each city should be OPH friendly. Centre must be accessible by differently able candidates. (page 16, Clause 4.4.1(ix, xv)) Request to specify the requirements.</p>	There is no such extra requirement for OPH candidates but it should be as per Govt. Notification of Ministry of Social Justice & Empowerment Department of Disability Affairs issued time to time.
10.	<p>To complete registration process of the candidate before start of Examination (digital photo, bio-metric finger print etc.) and after that allow candidates to appear for test at Examination Centre. Biometric capture of candidate after each bio-break taken during Examination. (Page 18, Clause 4.4.2.(g))</p> <p>Clarify Bio-breaks and no. of times bio-metric is to be captured.</p>	All the devices to be used for registration i.e. web cam and biometric etc. and arrangement for the same will be done by vendor. Breaks taken for using washrooms is Bio-breaks. Bio-metric is to be taken for each bio-break taken during examination
11.	<p>To provide documentary inputs and support for handling</p> <ul style="list-style-type: none"> • Student Query • Press Interaction <p>(page 19, Clause 4.4.3(e)) Clarify about scope of "Support" as firm provides only documentary support.</p>	Sometimes few queries/clarifications may come from Students, Press, RTI, Court Cases etc. with regard to process followed in the examination. For this purpose documentary inputs will be required to resolve the queries/clarifications. During that time proper support will be provided by the service Provider to understand the documentary inputs.
12.	<p>If the service providing agency does not provide the Air Conditioning facilities and required numbers of invigilators in labs as well as other facilities mentioned in the tender document at Centre/s , the penalty will be imposed to it on the basis of feedback received from Faculty of AIIMS deployed at centre and it may up to 10% of quoted rates (per candidate rate) for each deficiency. (Page 24, Clause 6.7)</p> <p>Requesting not to make air-conditioning mandatory or remove penalty if air-conditioning kept mandatory.</p>	There is no need of any remark; whatever terms & conditions mentioned in the tender document will be adhered to.
13.	<p>Considering content and translation for exam or all the roles will be provided by AIIMS.</p>	There is no need of any remark; whatever terms & conditions mentioned in the tender document will be adhered to.
14.	<p>AIIMS to receive & process applications, generate & post admit cards and submit the list of eligible candidates with MT for venue booking. (Page 15, Clause 4.4.1 (I, viii))</p>	There is no need of any remark; whatever terms & conditions mentioned in the tender document will be adhered to.
15.	<p>Does the finger print of the candidates has to be captured on</p>	Vendor has to provide the image and biometric capturing devices and thumb also to

	paper/attendance sheets or should the vendor have to provide biometric capturing devices? (Page 18, Clause 4.4.2 (f), Page 19, Clause 4.4.3 (d))	be captured on attendance sheet.
16.	Exams for which all roles are to be conducted in conjunction with each other.	Roles are already defined. It will be as per the tender document.
17.	Considering that for the higher volume exams such as AIIMS MBBS, the exam will be conducted in multi day and multi batches. If AIIMS has any recommendations for the same.	There is no need of any remark; whatever terms & conditions mentioned in the tender will be adhered to.
18.	For the roles with common exam month, can the exams be clubbed together?	There is no need of any remark; whatever terms & conditions mentioned in the tender will be adhered to.
19.	Request to revise the video surveillance to offline DVR-based recording. (Page 18, Clause 4.4.2 (k))	There is no need of any remark; whatever terms & conditions mentioned in the tender will be adhered to.
20.	Firm should have obtained CMMi Level 5 certificate. (Page 20, Clause 5.4) Request to remove this from Pre Qualifying Criteria.	There is no need of any remark; whatever terms & conditions mentioned in the tender will be adhered to.
21.	Request to share the city list and historic exam data for vendors reference.	There is no need of any remark; the historic data is mentioned in the tender document.
22.	Can the EMD amount be submitted in form of Bank Guarantee? Bid needs to be open till 120 days and drafts are issued by banks only for 3 months. (Page 10, Clause 3.2.3 (a))	There is no need of any remark; whatever terms & conditions mentioned in the tender will be adhered to.