

Indian Institute of Technology, Madras Through National Programme on Technology Enhanced					
Open Tender No: NPTEL/2020/011/ANDR/THIRD PARTY EXAM PROVIDER					
S.No	Page number	Clause under reference	Query Asked	Reason for asking	NPTEL Response
1	11	Clause 5: The offer/bids should be submitted in two bid system i.e. Technical Bid and Price Bid in a separate cover.	Page no: 7 clarifies that the bids have to be submitted online. That apart Does NPTEL want the hardcopies to be deposited in the NPTEL office in IIT - Madras Campus?	Two clauses contradict each other hence the query is asked	Clause 5 on Page 11 is being modified to: The technical and financial bids have to be submitted as 2 encrypted pdf files with 2 different passwords. Each document should include the annexures and documents related to that particular bid. Hard copies need not be sent. Corrigendum Issued
2	12	Clause 9: All pages of the tender document shall be numbered and submitted as a package along with a forwarding letter on the agency's letterhead.	What is the meaning of a Package? Does it mean a Zipfile that is password protected to be submitted to the E - Mail ID	Package also refers to physical submission in the light of Clause 5, Page 11.	Clause 9 on page 12 is being modified to: All pages of the tender document shall be numbered and submitted as an e-file or in soft copy format along with the softcopy of forwarding letter on the agency's letterhead. Corrigendum Issued
3	12	Clause 15: Bids can be submitted through Email only due to COVID-19.			

4	12	<p>Clause 17: Bids should be submitted in Sealed Cover only. Unsealed/improperly sealed covers will be summarily rejected. Quotes given by the tenderers in their own format will not be considered.</p>	<p>Two confusing clauses to be clarified.</p>		<p>Clause 17 on page 12 is being modified to : Bids should be submitted as password protected pdf files, with passwords being provided to IITM only when asked for in the meeting when the the technical bid and financial bids are being opened. Bids that are not password protected will be summarily rejected. Quotes given by the tenderers in their own format will not be considered. Corrignendum Issued</p>	
5	16	<p>Clause no: 2.1.1 - Technical Evaluation</p>				
6	16	<p>Clause 1.7: Bidder's experience in conducting Computer based Test under in-person proctoring at designated centers: Maximum number of candidates appeared in any computer based test in a single shift completed in India in any of the last two years (as on date of bid submission)</p>	<p>Why is this restrictive to the past 2 years</p>	<p>Computer Based Test and Examinations are happening over the past 15 years. Some companies might have done work prior to 2 years also with some of the cleints. Moreover there are a very few companies have opportunities to do online CBT tests with candidates scheduled as high as 1 lac in a single</p>	<p>No change in this clause.</p>	

7	16	Clause 1.8: Number of exams in computer based tests (with more than 1,00,000 candidates per session) completed in India in last two years (as on date of bid submission) under in-person proctoring at designated centers		batch. That being the case the capability and precedence of a bidder has to be considered. Requesting relaxation to this clause to include the experience over the past 5 years also.	No change in this clause.	
8						
9	17	3.1 Eligibility Criteria				
10	17	3.1.1 (b): They should have a minimum turnover of ₹ 250 crores in each of the last 3 financial years.	If a bidder has a minimum turnover of greater than 50 Crores purely out of delivery of examinations with good precedence and past record of having delivered semester examinations, does it mean that such bidder is not eligible?	This clause does not create a level playing field and the only company that can satisfy this clause is TCS IoN for the mere fact that they have been given the contract by RRB whose Order Value is close to 200 Crores. This being the case, the clause has to accommodate other players with equivalent capability with a lesser turnover. A company whose turnover is above 50 Crores over the last 3 financial years with a very good precedence of having implemented the Online CBT for Semester Exams is a good entity to compete. This clause limits those companies.	No change in this clause.	

11	18	<p>3.1.1 (d): The bidder's average Annual Turnover during last three financial years should be ₹25 crores or more in India from Computer Based Examinations (Attach documentary evidence such as audited balance sheet etc.,</p>	<p>use is a paradox to clause 3</p>	<p>If 4 lac students write 6 papers in a given cycle of exam, event at a Price of Rs. 100 to Rs. 120 per ID per student the estimated budget that is to be provisioned by IIT Madras is Approximately 28 Crore. This being the case, what is the logic in asking for a minimum turnover of 250 Crores INR? The Tender Guidelines as recommended by CVC is recommending Twice the project value as the turnover that is required for a bidder to participate in the tender process.</p>	<p>No change in this clause.</p>	
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12	18	<p>S.1.1 (1). The bidder must have successfully executed 5 similar academic projects in the last 3 years (conduct of Computer Based Test (CBT) on an all India basis, out of which at least one project should have been conducted for 1.5 lakh candidates in a single session. The documentary evidence in the 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). Any experience as a consortium partner</p>	<p>Why is this clause restricting the experience to the last 3 years. Moreover this clause is paradoxial to the QCBS evaluation matrix that says that the bidder should have an experience of doing an examination for 1 lac candidates in a single session as per evaluation matrix in Clause 1.8 page no: 16 for which 10 marks is awarded. There apparently is no consistency in the tender clause vis a vis the evaluation weightage given.</p>	<p>We have a precedence of 20 years in the Exam Delivery alone and we have been delivering Pen and Paper exams to very large volume customers across the industry up to the year 2009 post which the examinations were migrated to online CBT. Hence this request is put forth.</p>	<p>No change in this clause.</p>
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13	20	<p>3.1.2.2. Offline Paper Pen Testing Capability: Question papers need to be displayed on the computer systems. Answer sheets will be provided by NPTEL to the exam partner ahead of time, and it is the EPs responsibility to distribute to centers across the country as necessary. On the day of the exam, the answer sheets will be scanned by EP at the various exam centres and shared with NPTEL before the end of the day. The EP will then coordinate collection of the same from the various centers and hand over the used as well as unused answer sheets</p>	<p>Whilst we do the scanning, we also enable evaluation through Digital technology. Is IIT open for such an integration? If it is open for such an integration, can we as a service provider quote for the same in addition to the scope defined. Faculties do not evaluate the physical answer booklet but rather evaluate the Digitally scanned answer booklets in their laptops @ home or their office. By doing so, it drastically reduces evaluation time.</p>	<p>We enable digital evaluation called as On - Screen Marking where from the point of scanning the answer booklet, the same gets assigned to the requisite faculty for evaluation. Many of the Arts and Science Universities have adopted this technology and IIT -- Madras cannot afford to stay away from this technology. The Advantage of this technology is that the Faculty who evaluates can be located in any part of the world and he is allocated the answer booklet where he evaluates the answer booklets and awards the marks. While the test is being held in locations outside India, this technology should be considered for integration within the scope and ambit of this tender.</p>	<p>Not necessary.</p>	
14	21	<p>3.1.2.4 Additional Assessment Capabilities The EP must be willing to work with the NPTEL team to develop additional assessment capabilities such as programming assignments.</p>	<p>This is precisely the point that is mentioned in the above query.</p>	<p>Innovation is the Key for refinement of process. Hence the company has to bring in additional innovative capability.</p>		

15	12	Preparation of Tender: point 15	Bids can be submitted through Email only due to COVID-19.	Point no 5 and 17 talk about Physical submission - "Bids should be submitted in Sealed Cover only". Please Clarify	Clause 5 on Page 11 is being modified to: The technical and financial bids have to be submitted as 2 encrypted pdf files with 2 different passwords. Each document should include the annexures and documents related to that particular bid. Hard copies are not required of the same.	
16	13	Period of Service:	The period of service is for Two years starting from July 15th, 2020 and can be extended for one more year on mutual agreement.	Since the mentioned start date is already over, we suggest that the start date should be the start date mentioned in the Contract.	"Period of service: The period of service is for Two years starting from July 15th, 2020 and can be extended for one more year on mutual agreement. " on page 13 is amended to "Period of service: The period of service is for 2 years starting from the award of the contract for this tender ".	
17	18	3.1.1. General Criteria Point j)	The bidding agency should have authorized and globally accepted software certification, CMMi Level 5.	Kindly confirm that CMMi Level 5 is required for both Service AND Development.	The bidding agency should have authorized and globally accepted software certification, CMMi Level 5 for both development and service.	
18	20	3.1.2.1 Computer based Non-programming testing capability	Identification of hot spots	We would suggest that this be changed to an optional requirement. This is part of our road map.	The bidder can respond with the features they currently have and are planning for. The committee will evaluate accordingly. Mandatorily required features are MCQ/MSQ/Short answer (numeric/string)/Essay type answer. Additional features listed are desirable to have and will get additional points.	

19	23	4	A statement that outlines the three largest exams, if any, committed to, by the vendor over the period of Apr2019 - Mar2020. This should indicate the expected number of candidates for each exam as well as the expected number of candidates in a single session. The vendor may withhold the details of clients for these future exams if that information is	It appears that this query is regarding future exams to gauge the availability of capacity for NPTEL Exams and not exams that have already been conducted. Please clarify. If so, we suggest that Apr 2019 – Mar 2020 should be changed appropriately.	The commitment to conduct examsshould have been made in the period of Apr 2019-Jan 2020, while the actual dates of exams can be in the future. The three largest exams should be indicated.	
20	49	Annexure 8	Details of three largest exams, if any, committed Apr2019 - Mar2020.			
21	23	3.1.3 Technical bid should contain	* Capability to conduct Multi session Flexible date exam - Exam will be available over a period specified by NPTEL' candidate can choose a center and session to take the exam. Give cost per candidate	The last two point under Section 3.1.3 seem to refer to NPTEL's requirements. Since Technical Bid cannot contain Commercials, we suggest that this requirement should be moved to commercial bid.	The line in section 3.1.3 of Page 23 is being amended to "Capability to conduct Multi session Flexible date exam - Exam will be available over a period specified by NPTEL' candidate can choose a center and session to take the exam. " (The cost need not be specified in the Technical bid).	
22		2. An operational proposal that gives the following details:	* Capability to conduct exams in locations outside India – Give list of locations and cost per candidate			

23	23	3.1.4 Commercial proposal/Specification	The commercial proposal should give a single figure which is the charges per registered candidate AND the minimum number of candidates at this rate at a center. The charges per candidate is expected to include all relevant taxes	We request that the Commercial submission format be changed to add the minimum no of candidates at a center.	The changed format can be found in the attachment given here.	
24	24	3.1.5 Expected value of tender and quantity of work:	Projections are based on our previous experience - which is approximately 15-20% increase over the earlier exams. The quoted costs will have to be valid till Dec 2022	Quoted cost should be valid for two years from the start date of the contract.	The line in Section 3.1.5 of page 24 is being amended to "Projections are based on our previous experience - which is approximately 15-20% increase over the earlier exams. The quoted costs will have to be valid for 2 years from the date of award of contract".	
25	24	4.2 Post Processing	Computer based exams: The evaluation of the responses needs to be done within 1 day and results shared with NPTEL office in the mutually agreed format; For paper/pen exams, the scanned copies must be shared on the day of the exam and within 7 days the hard copies of the answer sheets need to be handed over.	Raw response files can be shared in a day. Files in a mutually agreed format can be provided in 7 days and hard copy of answer sheets will submitted in 14 days. Kindly confirm acceptability of this time frame.	The bidder can respond with their capability and the committee will award points based on how close the bidder's capability is to adhere to the given timelines.	

26			Audit logs for each and every candidate that covers the computer activity done by him/her should be shared with the NPTEL office along with the results.		The bidder can respond with their capability and the committee will award points based on how close the bidder's capability is to adhere to the given timelines.
27	25	5.2.3 Exam Question Paper Creation	The EP should be willing to modify the Question Paper Authoring Software as per the requirements of the NPTEL committee. These requirements will be communicated to the EP as and when required, but well before the beginning of the actual authoring process.	We are open to modify the Question Paper Authoring software based on mutual agreement on the requirements and timelines between NPTEL committee and the EP	NPTEL and the EP will work on this based on mutually agreed timelines.
28	26	5.2.5 Exam Question Paper Creation	The authoring software must be modified to include new features as requested by the faculty instructors of the courses, as much as is possible.		The bidder can respond with their capability and the committee will evaluate accordingly.
29	27	5.3.3 Personnel	There will be one TA for every 100 candidates or part thereof at an Exam Center	We recommend that there be one TA for every 250 candidates (per VLAN)	The bidder can respond with their capability and the committee will evaluate accordingly.

30	27	5.3.3 Personnel	The EP will also ensure availability of at least one adequately trained Network Maintenance Engineer at each Center - 1 person per 200 Candidates	We recommend that there be one Network Maintenance Engineer for every 250 candidates (per VLAN)	The bidder can respond with their capability and the committee will evaluate accordingly.
31	27	3. Personnel	There will one Admin person from the EP who will ensure a comfortable experience for the candidate and the people accompanying him/her by ensuring facilities such as Directions and sign boards to exam halls, clean and well-maintained toilets, availability of a refreshment center within the premises, a waiting room for accompanying people, adequate parking facility within the premises as available. This person will also ensure last mile connectivity to the center by managing	Refreshment Center within the premises, Waiting Room for accompanying people and adequate parking facility within the premises will be provided on an availability basis. We can't be responsible for last mile connectivity	The bidder can respond with their capability and the committee will evaluate accordingly.

32	29	4. Infrastructure	Clean and well-maintained toilets, availability of a refreshment center within the premises, a waiting room for accompanying people, adequate parking facility within the premises must be available		The bidder can respond with their capability and the committee will evaluate accordingly.
33	50	Annexure 8	Clean and well maintained toilets, availability of a refreshment centre within the premises, a waiting room for accompanying people, adequate parking facility within the premises must be available maintained toilets, availability of a refreshment centre within the premises, a waiting room for accompanying people, adequate parking facility within the premises must be		The bidder can respond with their capability and the committee will evaluate accordingly.
34	29	Mock tests at the centre – day prior to exam	if the candidate seating is acceptable such that no two candidates having the same subject are seated adjacent to each other	While we will ensure no two candidates with the same subject are sitting next to each other, it may not be practical at test centers were more than half the candidates are appearing in the same subject.	The bidder can respond with their capability and the committee will evaluate accordingly.

36	31	5.11. Monitoring	<p>The server shall have the capability to start the examination for all candidates, monitor the status of each candidate (whether logged in, examination started, idle/active, disconnected, submitted, etc.), award additional time for candidates (only with approval of NPTEL) and close the examination. The server MUST maintain an audit trail of every operation on the server. All server-side audit trails are also the property of NPTEL and shall be handed over at the end of the examination.</p>	<p>Server-side audit trails have proprietary information. So, request clarity on the exact information required.</p>	<p>All server-side audit trails related to candidates will be the property of NPTEL and shall be handed over to NPTEL at the end of the examination .</p>	
37	31	5.8 Generation of Event based Log (Audit Trail)	<p>The EP will ensure that the event (click and keyboard) based log (audit trail) for every candidate will be generated and saved on the servers. The audit trail for every candidate should be provided at the end of session in the format agreed upon. The EP</p>	<p>Does the end of session mean end of shift?</p>	<p>The candidate related information is required to be shared within 7 days from the date of the exam. The EP should keep the audit trail for 2 years after sharing the content. The clause "The EP should not keep/have any audit trail data with them post-handover." is being modified to "The EP should not keep/have any audit trail data with them post-handover at the local servers".</p>	
38			<p>should not keep/have</p>	<p>In this case what is meant by handover?</p>		

39			should not keep/ have any audit trail data with them post-handover.	Is it same as per Other Requirement 6th bullet point on Pg. 34 (Support for RTI/legal queries for one year after the exam)?		
40	31	5.12 Master Control Facility	There will be one or more Master Control Facilities (MCF) fully operated by the EP in a Data Center, which should be accessible for monitoring by NPTEL. The activities at each Exam Center will be monitored in the Master Control Facility. At the Master Control Facility, the EP should provide at least 2 technical personnel who are well versed with the computer based in-person Examination Software. These personnel will interact with the CH in each of the Exam Centers and the overall project manager. A secure and highly	We understand that the Master Control Facility refers to Exam Day Command Center. Please confirm.	Yes, MCF refers to a central command centre from which the entire exam can be monitored.	
41			during examination and post examination activities for all the centers in and outside India.			

42	33	Post-Examination Operations at every center	Attendance sheets, paper/pen exam scanned response sheets and audio files are to be loaded into a physical storage medium such as pen drives. The pen drives will be handed over to NPTEL. The data will also be uploaded to a server at the Master Control Facility. After the confirmation of proper transfer of data to the server at the Master Control Facility, the TAs will delete the responses and audit trails in the hard disks of any local server (if applicable). The EP will maintain the data in a secure manner till instructed by NPTEL to	Please confirm our understanding that NPTEL will provide the pen drives/hard disks.	Yes, NPTEL will provide the pen drives and hard disks required for this activity.	
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43	33	7. Process Manual	At the end of the exam, transfer/export of candidate response and audit trails shall be done by the selected bidder on a secured channel from local server to Central server of the selected bidder within 4 Hour from each exam center. Other data such as attendance sheet, fingerprint, photograph, seating plan etc. (if any) should be sent to NPTEL within 7 days of conclusion of the	Section 5.9 requires uploads to be completed in 30 mts. Please confirm whether the time provided for uploads is 30 mts or 4 hours.	It is clarified that data relevant to the exam be uploaded to the central server within 30mts of the exam and confirmation be given to the NPTEL IR on the completion of the activity.	
44	35	Annexure 1	Certificate of Financial soundness from the bankers of the Bidders	We can share the Financial Statements (Balance Sheets and P&L Statement) up to last 5 years. Kindly confirm whether this will suffice.	No. Letter from the banker required	
45		Documents to be attached along with the above statement:		If not, kindly confirm the amount for the Financial Soundness Certificate from the Bankers	About 15 Cr	
46		Point b				
47	35	Annexure 1	Financial Arrangements for carrying out the proposed work	Requirement not clear please explain what is meant by Financial Arrangements.	Self declaration indicating no. of projects currently working with value and turnover etc.	
48		Documents to be attached along with the above statement:				
		Point c				

49	38	Annexure 4	Performance Report for works referred in Annexures-2 and 3	Experience certificates will be in client formats and may not cover all points mentioned in the annexure.	Bidder can submit documents with details asked and will be considered even if in other formats as long as the information requested for is available.	
				Also, confidentiality agreements with our customers does not allow us to provide Estimated Cost and Tendered Cost of their projects.	Keep it blank and give declaration stating that due to NDA clause not able to provide	