

TBES Eoi Queries' Response

Sr. No.	Eoi Document Reference (s) (Page Number and Section Number)	Content of Eoi Requiring Clarification	Points of Clarification	Response
1	Section 9.2, Point 9a, Page 16	Application should be customizable as per the requirements of DGS. It should also be enhanced as per the needs of DGS from time to time.	We understand that the system for examination will undergo a change. We request that some high level direction on this matter.	Detailed Scope of Work has been given in clause 9.2, page 16 to 22. High level customisation requirement will be detailed in RFP after seeing demonstration of your various solutions.
2	Section 16 & 18, Page 29 & 32	Pre-Qualification Requirements	Is it possible for the PQRs to be broadened / relaxed for accommodating more players with relevant / similar experience?	kindly specify your requirements. This will be decided after receiving inputs from all Eoi participants.
3	Section 10.3, Page 24	The business model considered for this project is Examination as a Service (EaaS), where all components including examination application, end-user device, training, integration, customization, Bandwidth & Program Management will be availed as a service and ownership will be bestowed with the shortlisted Service Provider.	Will it be correct assume that an appropriate examination fee per candidate will be the only revenue model for the vendor? Or will there be a setup fee in addition to the above?	Please refer to Eoi clause 19, page 35- Payment System Service Provider / vendor will be paid against Invoice raised per user per examination basis by DGS. Service Provider will not be collecting any fee from the candidate
4	Section 9.3, Page 20	Functional Modules of TBES System	Can we assume that the vendor will provide the IT infrastructure for the "Pre Examination Services" and "Post Evaluation Services" and these services will actually be	Please refer to Eoi clause 9.2, point 1, page 15 Details Scope of Work & clause 20.9, page 47 Annexure II, which is self explanatory
5	Section 9.4, Point 1, Page 21	following features a. Provision for external stakeholders to apply for User IDs and temporary password to access to the interface for availing DGS services. b. Access to DGS contact information, FAQ's and 'Help'	Will it be correct to assume that this requirement would be applicable for legacy and new eGovernance system?	The examination system has to be integrated with DGS e-Governance System

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6	Page 8	EOI Processing Fee	Confirming that there is no EOI fee to be submitted.	Please refer to EOI clause 6, page 8 - EOI Processing fee. There is no EOI processing fee.
7	30	Pre-qualification – point 3(a)	To be fair to all participants we request you to remove / reduce this criteria of 3 Turnkey IT Projects worth Rs 30 Crores each - as this is not in keeping with the Tender project requirement . A criteria kept as a pre-requisite should be in line with the Project requirement both in terms of expected value of the project and scope of work	This will be discussed during the TBES Project Pre EOI Conference
8	33	Point 18.6 – Proof of Certification point ©	Pl confirm why Certificate for Online training is required given this tender is for Conduct of Examination – hence proof of having conducted computer based exams should suffice- pl remove this point	Training part will be removed. Any relevant certificate for online examination is sufficient.
9	35	Point 19 – payment terms	We assume that price to be quoted would be on the basis of Per user per examination meaning per Scheduled candidate per exam and that Taxes/ GST if applicable would be extra over and above the quoted rate – pl	Yes
10	Page No. 15, Clause 9.2 Detailed Scope of Work	4. Conducting all DGS examinations (CoC examination) through additional MMDs' examination centre at various locations in India other than existing 7 MMD examination centres. a. DGS may conduct CoC examination through additional MMDs' examination centre at various locations in India other than existing 7 MMD examination centres at other locations in future	Request to have clarity on the locations/ cities of the examination centers other than existing 7 MMD examination centers and the likely candidate counts at these locations/ cities	Examination centre other than the 7 MMDs will be decided after successful implementation of Eaas at mentioned 7 MMD Examination Centres. The exact locations/cities and sitting capacity shall be provided during implementation by DGS.

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11	Page No. 35, Clause 19 Penalties	(II) Payment to The Implementing Agency for each month shall be paid only after due deduction of any penalties.	The maximum penalty leviable on the agency shall be restricted to 10% of the entire Contract value. The Bidder shall only be responsible for the errors if any committed by it while conducting the online exams.	Penalties will be detailed in TBES Project RFP - Service Level Agreement
12	Page No. 38 20.1 Form I Covering Letter	We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the Assessment process, we are liable to be dismissed from the Assessment process or termination of the contract during the project, if selected to do so, for providing Services on TBES Project.	Prior intimation and opportunity of being heard to be given to the Bidder before dismissing the Bidder from the Assessment process or before the termination of the contract during the project	This is related to assesment of service provider/vendor for TBES EOI only
13	Page No. 14 , & point 2	Conducting all DGS examinations (CoC examination) through existing Seven (7) MMD's examination centres at various locations in India	We assume there is no requirement for Registration portal with payment gateway & Admit card portal. If required there will be impact in cost estimated. Please confirm	Yes, please refer to Eoi Clause 9.2, page 15 to 19 Scope of work & clause 9.4, page 20 to 22 - Functional architecture for TBES System, Which is self explanatory
14	Page No. 14 & point 2	Conducting all DGS examinations (CoC examination) through existing Seven (7) MMD's examination centres at various locations in India	We assume there is no requirement for Frisking, CCTV, Help desk, Photo capture, Biometric etc. If required there will be impact in cost estimated. Please confirm	Sufficient details have been provided in Eoi clause 9.2, page 15- Detailed Scope of work, Eoi clause 9.3, page 20 - Functional Modules and Eoi clause 9.4, page 20 to 22- Functional Architecture.
15	Page No. 14 & point 6	Palm resistant Tablet as device for handling Descriptive, MCQ and Drawing examinations	A. Please provide the scheme of examination B. Please share the number of Descriptive, MCQ and Drawing questions per exam C. Please confirm the Descriptive exam would be conducted in Pen Paper mode or	A) Details of CoC examination papers are provider in Annexure A of This TBES Eoi Queries' Response B) The type of questions and nos. will change for every subject and for every subject C) Descriptive, MCQ, Drawing examination

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16	Page No. 14 & point 10	Provisioning to host TBES application on MietY approved Cloud DC & DRC for supporting the examination application.	We request that instead of only MietY approved Cloud DC & DRC any high security DC & DRC can be used also - Please confirm	The Eoi clause stands
17	Page No. 17 & point 12	Provisioning of necessary bandwidth of minimum 4 Mbps MPLS connectivity (2 Mbps redundant link) at each examination centre	Instead of only MPLS connectivity, can the exam be conducted using local server later the data will be transferred to the main server in a secure manner as this is the mode used for all high stakes critical exams - pl confirm if this will suffice?	Currently Eoi clause 12, page 17 stands and best practices can be demonstrated during presentation
18	Page No. 17 & point 13	Integration with existing DGS e-Governance system for all required data (user profile & credentials and results etc.)	As this means additional software customization -We request that bidders be given additional 2 weeks period required for Integration with existing DGS e-Governance	The Bidder is required to meet the timelines given in the Eoi 10.4, page 25 - Project Implementation Plan and shall plan accordingly
19	Page No. 19 & point 18	Service provider shall keep adequate devices (10% of the seating capacity) for conducting the training. Service provider is responsible to prepare model exam with duration of half an hour	A. We request further clarity on the training requirement and where this would be conducted and the Service provider's role B. Please provide the time period (no. of days) required for training/keeping the devices available for training.	(A) Training requirement is that the seafarer accustomed for writing the examination using tablet and Stylus in the MMD examination Centre only. Role of Service provider is Preparing model exam with a duration of half an hr using the same tablet and stylus (B) It has to be available in the MMD examination centre all the time during working hrs. of examination
20	Page No. 19 & point 19	Providing support to the Evaluator / Examiner for any application queries during online Answer paper evaluation	We request further clarity on the support required – would this be system based or telephonic?	Support required to the Evaluator / Examiner for any application queries during online Answer paper evaluation based on Phone and email within a agreed period

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21	Page No. 19 & point 20	The scope and span of the project is 5 years and every year DGS conducts examinations for 30000 candidate's examinations per year	Based on historic data please provide the break up of the expected candidates across Cities for various exams	Details of MMD Examination Centre wise No. of Examinee appeared for examination in year, 2018 is below 1. Mumbai = 14000 2. Noida = 8000 3. Kolkata = 13000 4. Chennai = 7000 5. Kochi = 7000 6. Kandla = 1000 7. Visakhapatnam = 1000
22	Page No. 25 & point 10.4	Project Implementation Plan (A) Testing of Application (B) Integration with legacy system (C) Configuration of Hardware at MMDs	Instead of T+15 to T+17 which is a period of just 2 weeks -We request you to please increase the time period to T+15 to T+20 for the mentioned tasks and accordingly push the timeline for the subsequent tasks. - Please confirm	Please stick to timeline provided in EOI clause 10.4, page 25 and bring your project plan during the demonstrate time
23	Page No. 46 & point 20.8	An Indicative list of manpower resources required at all MMDs required are listed below	A. Please confirm how many such exam event/drives are expected to happen in a month? B. Please confirm the manpower mentioned per center is 1 Project Manager & 2 IT Support Staff is dedicated manpower required throughout the year/ month or required only on days of exam so the cost impact can be accordingly planned	It will be conducted every month morning 10 am to 1 pm and 2 pm to 5 pm. 25 days in a month
24	9.2 Detailed Scope of Work. Point# 6 & 9 Page# 16	Detailed Scope of Work	What is the kind of content/test format that DGS currently use? Does DGS currently use OMR test format?	Currently DGS is conducting paper based examination with descriptive type questions and answers. There is no OMR test format

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25	9.2 Detailed Scope of Work. Point# 6 & 9 Page# 16	Detailed Scope of Work	Are there any standard list of DGS (CoC) exams that are conducted every year? If Yes, can we have the list of exams, questions format, question types and weightage? Can an exam for same competence level be repeated in given month/year?	a. List of CoC examination papers are provided in Annexure A of this TBES Eol Queries' Response. CoC examinations will be conducted per month using TBES from morning 10 AM to 1 PM and 2 PM to 5 PM for 25 days in a month. b. The Current model question papers are available from DGS website- http://www.dgshipping.gov.in/Content/Exam_CertificSeatarersView.aspx?modul_id=5 . c. Any changes can be discussed during implementation phase.
26	9.2 Point# 6 & 9 Page# 16	Detailed Scope of Work	What happens to the online exams that are being conducted as of today eg. ePariksha Engg, Nautical etc.? Shoud the proposed system include even them? Will the existing system become obsolete after	All the CoC examination will be conducted at MMD Examination Centres across India through TBES. Yes, the existing e-Pariksha system will be discontinued.
27	9.2, Point# 11 Page# 17	Detailed Scope of Work	Can we have any indication of what kind of cloud platforms/servers approved by MietY?	The MeitY approved Cloud DC & DRC details can be obtained from https://meity.gov.in/content/gi-cloud-
28	9.2. Point# 6 & 9 Page# 16	Detailed Scope of Work	Is it safe to assume that wherever possible, the assessments will be evaluated automatically by the system for specific types like MCQ and for subjective questions, the examiner will assess?	Yes
29	9.2, Point# 6 & 9 Page# 16	Detailed Scope of Work	Are there any other question types other than MCQ, Descriptive, Drawing in the exams supported by the system?	No

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30	9.2, Point# 8 & 12, Page# 16 & 17	Detailed Scope of Work	If the MMDs are going to be equipped with 4Mbps MPLS connectivity, is there a specific use case for offline usage scenarios? Is it meant to be for backup/disaster point of view?	The online - offline capabilities required so that application will be available in local server (offline) for conducting examination at the MMD Examination centres. The Seafarer credential and question paper shall be downloaded from central server for conducting the examination and synchronizing the data with the central server before and after each examination respectively.
31	9.2, Point# 2 & 20, Page# 15 & 19	Detailed Scope of Work	How many examinations are conducted in each of the MMDs? What is the frequency of these tests?	(A) Details of MMD Examination Centre wise No. of Examinee appeared for examination in year, 2018 is below: 1. Mumbai = 14000 2. Noida = 8000 3. Kolkata = 13000 4. Chennai = 7000 5. Kochi = 7000 6. Kandla = 1000 7. Visakhapatnam = 1000 B) It will be conducted every month morning 10 am to 1 pm and 2 pm to 5 pm. 25 days in a month
32	9.2, Point# 20, Page# 19	Detailed Scope of Work	How do the system know list of scheduled exams in a given month / year, Seafarers who got admit cards for the exam, centers for the exam and other details?	DGS e-Governance System shall push MMD examination centre wise details of examination schedule & Seafarers details to TBES Central Server. Please refer EOI clause 9.2, point 13, page 17 - Integration with existing DGS e-Governance system for all required data

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33	2, Point# 13 ; Page# 17	Detailed Scope of Work	From an integration point of view with legacy systems, we need to know whether it is API based and/or any other connectors (web services) available to fetch the relevant information? Can any changes be made to the details at source (existing systems), once they are made available to the proposed system?	We are assuming API based and looking for input from Service Providers / vendors during presentation

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34	9.2, Point# 19, Page# 19	Detailed Scope of Work	The question bank available on the DGS system, is it in PDF form or in a Itemized individual form? This will help us define how we can render these questions on Tab	The questions are stored in database as record
35	9.2 Detailed Scope of Work, Point# 16, Page# 18	Detailed Scope of Work	What is the current manpower required to run the existing MMDs?	Please refer Eoi clause 20.8, Page 46, Annexure I - Details of Resource Requirements - (Indicative) and looking forward for your resource plan during presentation. The existing system is manual mode (Paper based), so requirement is
36	9.2 Detailed Scope of Work, Point# 13, Page# 17	Detailed Scope of Work	Should the details like candidates attendance be captured in the system? Should such details, if any, be pumped into any existing system?	Yes, attendance has to be captured Please refer Eoi clause clause 9.2, point 13 (a), Page 17- Examination schedule along with candidate credentials will be updated in Central Server, which can be verified.
37	8.2, Page# 12	Directorate General of Shipping Initiative.	Do the evaluation of answers happen on the system? Will the evaluator just adds marks or record any comments? Will there be any	Marks and comments both Max two stages of evaluation
38	8.2, Page# 12	Directorate General of Shipping Initiative	Will there be any Oral examinations that have to be supported by the new system? If Yes, what role does a tablet have in an Oral exam? Are the answers evaluated as the candidate is giving the exam in front of an examiner OR are they saved (may be electronically) and evaluated later?	No
39	9.2, Point# 4 Page# 15	Detailed Scope of Work	Is there any classification like Internal / External exams? If so, what is the difference ? Is this applicable for all types of exams across competency levels?	There is no classification like internal & external examination. There is only one type of examination and applicable to all types of Certificate of Competency examinations.
40	9.2, Point# 4 Page# 15	Detailed Scope of Work	Where should the question paper be picked for model exam? Are the questions standard or will they change time-to-time? Should the	Model Questions will be stored in MMD Examination centre local server provided by Service Provider / vendor for Seafarer's

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41	9.2, Point# 21, Page# 19	Detailed Scope of Work	Should the tablets contain only the examination app? Should we restrict	Yes, Tablet should contain the examination app only
42	Section: 16, Page# 30	Pre-qualification Criteria	Can the response to this RFP be done by a consortium of companies having expertise	It is not a RFP. It is a EOI. Consortium allowed for bidding
43	Section: 16, Page# 30	Pre-qualification Criteria	The pre-qualification criteria states that the company responding to the RFP should have experience in executing 3 Turnkey IT projects including both hardware and software in last 3 years worth 30 crores. Is this a mandatory and strict requirement, provided that the companies responding to the RFP will have experience in executing projects in this domain, but not at the monetary scale mentioned within the RFP?	This is not RFP. It is Expression of Interest (Eoi). This will be discussed during the TBES Project Pre Eoi Conference
44	Section: 9.4, Page# 20	Functional Architecture for TBES System	What is the technology stack of the existing legacy systems in DGS?	Details of existing DGS e-Governance Application Tools and Servers are provided in Annexure B of this TBES Eoi Queries'
45	Section: 9.3, Page# 20	Functional Modules for TBES System	Please validate our assumption that managing the exam schedule, seafarer registrations to the exams, eligibility check and admit cards generation is out of the proposed system scope and is taken care by	Yes. It will be taken care by DGS. Please refer to Eoi clause 9.2, point 1, Page 15 & Clause 9.4, page 20 to 22
46	16, Pre-qualification Criteria Page No. 30	3. Technical Capabilities (a) The Service Provider must have successfully executed three (3) 'Turnkey IT projects' (including both application development and hardware commissioning) during the last 3 years, worth a contract value of at least INR 30 Crores each	For wider participation of firms having the requisite expertise and experience to address the requirement of DGS we would request for changes in this particular clause as per the suggested alternative: The Service Provider must have successfully executed one (1) 'Turnkey IT projects' (including both application development and hardware commissioning) during the last 5 years (2013-14 to 2017-18), worth a contract value of at least INR 30 Crore	This will be discussed during the TBES Project Pre Eoi Conference.

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47	9.2 Detailed Scope of Work Page No. 15	<p>2. Conducting all DGS examinations (CoC examination) through existing Seven (7) MMD's examination centres at various locations in India.</p> <p>3. DGS has decided to conduct all their CoC examination through their Mercantile Marine Department examination centres which are located at Mumbai, Chennai, Kolkata, Vishakhapatnam, Kochi, Kandla and Noida using state of the art technology which are currently conducted manually.</p>	<p>We understand that the 7 (or more if required by DGS) MMDs needs to be completely managed by the Service Provider for conducting the exams. This includes supplying, installing and supporting the complete hardware and software required for conducting the exams.</p> <p>Please confirm our understanding.</p>	Yes
48	9.2 Detailed Scope of Work Page No. 15	<p>4. Conducting all DGS examinations (CoC examination) through additional MMDs' examination centre at various locations in India other than existing 7 MMD examination centres.</p> <p>a. DGS may conduct CoC examination through additional MMDs' examination centre at various locations in India other than existing 7 MMD examination centres at other locations in future.</p>	<p>We understand that the project would start with 7 MMDs which might get extended to more MMDs.</p> <p>Please clarify if the per candidate rate would be allowed to be increased with the increase of number of MMDs which needs to be managed.</p>	No, Quoted rate will be considered during O&M period. Please refer EOI clause 19, Page 35 - Payment terms

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49	9.2 Detailed Scope of Work Page No. 16	6. Complete end to end solution for conducting Tablet based examination a. The proposed solution should be a complete examination suite ranging from ICT hardware(as per Indicative BoM), system and application software, end-user devices, training, integration, customization, Cloud services, Security, bandwidth & program Management support..	Please elaborate the current setup of the 7 MMDs in terms of hardware, software, CCTV, furniture and other facilities required for conducting exams.	(A) Existing available infrastructure are examination hall, tables & chairs, power supply, airconditions, CCTV (B) Indicative requirements are mentioned in the Eoi clause 20.9, page 47- Annexure II: Bill of Materials at MMD examination Centre – (Indicative).
50	9.2 Detailed Scope of Work. Page No. 17	Integration with existing DGS e-Governance system for all required data (user profile & credentials and results etc.)	Please elaborate the technical details of the e-Governance system such as platform and database used which would help us to estimate the integration effort.	Details of existing DGS e-Governance Application Tools and Servers are provided in Annexure B of this TBES Eoi Queries Response
51	9.1 Scope of TBES Project Page No. 15	19) O&M of TBES project for a period of 5 years and extendable for 2 more years based on mutually agreeable terms and	5 + 2 years is a pretty long period, we would request DGS to allow an upward revision of the per candidate rate after every 2 years.	This will be discussed during the TBES Project Pre Eoi Conference
52	Page no. 30, Point no. 2. Annual Turnover of clause no. 16 " Pre-qualification Criteria"	Specific requiremnets: The Service Provider should be a profitable company for the last three financial years and must have an annual turnover of not less than INR 50 Cr for each of the last three financial years ending 31st March,2018. Documents required: Financial statements of the last three financial years; 2017-2018, 2016-2017, 2015-2016 certified by statutory auditors	We request you to change the clause to be read as - Bidder/Consortium Partner/Service Provider shall have an average turnover of minimum 50 Cr in last three years and shall enclose self attested copy of CA certificate confirming average turnover in last 3 financial years ending as on 31st march'2018. Note: We as a Government PSU, BECIL have positive net worth in last 3 years and average turnover of more than INR 150 crs for the last three financial years ending 31st March,2018	This will be discussed during the TBES Project Eoi Pre-Bid Meeting.

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53	Page no. 30, Point no. 3 (b) technical Capabilities of Clause no. 16 " Pre-Qualification Criteria"	Specific requirements: (b) The Service Provider must have successfully executed one (1) online examination Project during the last 3 years, worth a contract value of at least INR 5 crs. Documents required: Work order or Agreements or Completion Certificate issued by client duly indicating the salient points like cost, period, scope and successful completion of the projects. If the Service provider has indicated the same project for point (1) above (under 3 turnkey IT projects) and this (b) Point, then the project will be considered valid, if it meets the conditions under both the points	We request you to please modify this clause as given below: The Bidder/Consortium Partner / Service Provider must have successful executed one (1) Human resource consultancy project and /or three (3) projects for the supply, Hardware & Software of minimum INR 5 Crs for any Government of India Ministry / Department/PSU or Automous body in India/abroad	This will be discussed during the TBES Project Pre EOI Conference
54	Page 13, Section 9.1 (1)	DGs is looking for complete tablet based examination as a service (including tablets, hardware at MMD examination centres, MPLS connectivity between data centre to respective MMD centres, System software, customisation, Integration with legacy system, security, training and manpower and application support for 5 years) in offline modes.	Kindly share the current technical documnetation of the existing system. This will helf us to understand the Integration requirement better	The Details of existing DGS e-Governance Application Tools and Servers are provided in Annexure B of this TBES EOI Quesries Response

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55	Page 13, Section 9.1 (3)	Conducting all DGS examination (COC examination) through additional MMDs' examination centre at various locations in India other than existing 7 MMD examination Centres	We would need to understand what involvement would be there from DGS/MMD during the examination. Or would the successful bidder/ Services provider shall be given the full nodal authority viz any misconduct by students etc.	Over all examination administration responsibility lies with DGS/MMD during examination. Service Provider should refer Eoi to clause 9.2, page 15 to 19 - Detailed Scope of work. The Service provider have to manage and provide support for all deliverable during the examination
56	Page 34, Section 19, Payment Terms	The Implementing agency shall be paid against monthly invoice raise in accordance with the price quoted per user per examination basis by the Service provider in his commercial proposal	We request you to kindly describe & confirm the various payment milestones at this stage itself to avoid confusion at the latter stage	This will be discussed during the TBES Project Pre Eoi Conference
57	Page No. 12	Examination sitting capacity	Kindly confirm the redundant no. of tablets required at each site	Service Provider should plan as per MMD examination Centre seating capacity mentioned in Eoi clause 8.2, page 13 and please refer clause 9.2, point 18, page 19
58	Page 13, Section 9.1 (1)	DGS is looking for complete tablet based examination as a service (including tablets, hardware at MMD examination centres, MPLS connectivity between Data Centre to respective MMD centres, system software, application software, customization, integration with legacy system, security, training and manpower and application support for 5 years) in offline-online modes	It is required to outline the minimum specification for the tablets required based on requirement. This will ensure fair play	Any tablet with palm resistance to meet the Examination requirements, reliable, secure and should be able to perform without any problem during examination including writing on tablet response time. (Data capturing), please refer Eoi to clause 9.2, point 7, page 16 - Palm resistant Tablet as device for handling Descriptive, MCQ and Drawing examinations. The details specification will be give in RFP after taking specification from TBES Project Eoi vendors

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59	Page 14, Section 9.1 (10)	Provisioning to host TBES application on MietY approved Cloud DC & DRC for supporting the examination application. (The database and application has to be on DG servers). Request participant organization to suggest suitable model during the presentation	It is requested to de a minimum specification for cloud DC and DRC, as well as provide a list of MietY approved DCs. It is further requested that DC be certified against the industry standard specification such as ISO 27000, PCI DSS, HIPAA, TIA 942 or AICPA SOCprov.	MietY approved DC's list can be downloaded from MietY website: https://miety.gov.in/content/gi-cloud-meghraj
60	Page 14, Section 9.1 (10)	Provisioning to host TBES application on MietY approved Cloud DC & DRC for supporting the examination application. (The database and application has to be on DG servers). Request participant organization to suggest suitable model during the presentation	Please elaborate on the power backup and other infrastructure provisions that would be provided by MMDs at the MMD centres. It is requested that a detailed layout plan, A/C coverage, backup coverage be shared	The Service Provider/vendor should make provision for power backup taking into account the number of tablets in a particular MMD examination centre and other infrastructure provided by vendor for un interrupted conduct of examination. Please refer Eoi clause 20.9, page 47 - Indicative BoQ - 5 KVA UPS specified but seating capacity also listed clause 8.2, page 13 and layout plan will be given during implementation period
61	Page 14, Section 9.1 (10)	Provisioning to host TBES application on MietY approved Cloud DC & DRC for supporting the examination application. (The database and application has to be on DG servers). Request participant organization to suggest suitable model during the presentation	Please provide the DG server specifications	Details of existing DGS e-Governance Application Tools and Servers are provided in Annexure B of this TBES Eoi Queries Response
62	Page 18, Section 9.2 (19)	Service Provider must provide necessary support to Evaluator / examiner for any error during answer paper evaluation.	The Eoi is silent on what is the minimum connectivity levels and the computer familiarity levels of the examiners concerned. It is requested to elaborate the	DGS empanelled evaluator is familiar using basic internet & computer. Assistance is required in case of any error occurred with the solution provided by the Service Provider.

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63	Page no. 47 (Annexure II)	Annexure II	Since there is volume of tablets required, it is noticed that charging cart for tablets is missing in BoQ. Kindly confirm the distribution of Tablets in each location	Table is inclusive of charging cart. Detailed Tablets requirements for each locations are given in clause 8.2, page 13
64	Page no. 47 (Annexure II)	Annexure II	Kindly define the minimum technical specification at this stages to have a fair technical comparison on hardware at latter	Technical Specification will be give in RFP after taking inputs from Eoi participants. Please suggest the reliable specification.
65	16 Pre-Qualification Criteria; Point no. 3 (a) on page no. 30 of 47	Documents Required: Work Order issued by client duly indicating the salient points like cost, period, scope and successful completion of the projects	Request you to allow to submit " Letter signed by Authorized Signatory/ Company Secretary " as we have confidentiality obligations with our customers	This will be discussed during the TBES Project Pre Eoi Conference
66	16 Pre-Qualification Criteria; Point no. 3 (b) on page no. 30 of 47	Documents Required: Work Order OR Agreements OR Completion Certificate issued by client duly indicating the salient points like cost, period, scope and successful completion of the projects. If the Service Provider has indicated the same project for point a) above (under 3 turnkey IT projects) and this b) point, then the project will be considered valid, if it meets the conditions under both the points.	Request you to allow to submit " Letter signed by Authorized Signatory/ Company Secretary " as we have confidentiality obligations with our customers	This will be discussed during the TBES Project Pre Eoi Conference

Sr. No.	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification	Response
67	20.4 Form IV: Turnkey IT Project Experience on page no. 41 of 47	a. Name and Contact details of client b. Mandatory Supporting Documents: a) Letter from the client duly indicating the salient points like cost, period, scope of services like software, hardware, networking, O&M etc and successful completion of the projects	a. We cannot share the client name and contact person details due to confidentiality obligations. However, other relevant information related to the project as given in Form IV will be provided. Request you to accept Form IV without above information. b. Mandatory Supporting Documents: Request you to allow to submit "Letter signed by Authorized Signatory/ Company Secretary" as we have confidentiality obligations with our customers	This will be discussed during the TBES Project EOI Pre-Bid Meeting.
68	20.5 Form V: Online Examination Project Experience on page no. 43 & 44 OF 47	a. Name and Contact details of client b. Mandatory Supporting Documents: a) Work Order OR Agreements OR Completion Certificate issued by client duly indicating the salient points like cost, period, scope of services like software, hardware, networking, O&M etc. and successful completion of the projects	a. We cannot share the client name and contact person details due to confidentiality obligations. However, other relevant information related to the project as given in Form V will be provided. Request you to accept Form V without above information. b. Mandatory Supporting Documents: Request you to allow to submit "Letter signed by Authorized Signatory/ Company Secretary" as we have confidentiality obligations with our customers	This will be discussed during the TBES Project Pre EOI Conference
69	Point no. 22 on page no. 19 of 47	Any change in the technology (hardware / software) is the responsibility of Service Provider during the O&M phase. a. The service provider is responsible in providing hardware/software in any technology change during the O&M Phase.	Providing of hardware/software owing to change in technology, during the O&M phase, should be carried out via a Change Request (on mutual agreement).	No change request required. As DGS is going to EaaS model, The service provider will be responsible for any change / upgrade in hardware / Software during O&M Phase.

Sr. No.	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification	Response
70	11 Conditions under which this Eoi; Point no. 1 on page no. 27 of 47	DGS also reserves the right to disqualify any Service Provider, should it be so necessary at any stage.	Please confirm if this disqualification would be restricted to the current tendering process only.	Yes
71	12 Rights to the Content on page no. 27 of 47	The DGS shall not be bound by any language in the response indicating the confidentiality of the response or any other restriction on its use or	Request this clause to be deleted.	The Eoi clause stands

Sr. No.	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification	Response
72	19 Payment Terms on page 35 of 47	<p>The payment to Service Provider shall be made within 45 working days only on receipt of invoices along with following supporting documents:</p> <p>a. A confirmation report from the head of the MMD examination centre</p> <p>b. Any other document necessary in support of the service performance acceptable to DGS.</p> <p>(I) The payment period shall be for the contract period of 5 years from the date of acceptance TBES project.</p> <p>(II) Payment to The Implementing Agency for each month shall be paid only after due deduction of any penalties.</p>	<p>1. The payment to Service Provider shall be made within 30 working days only on receipt of invoices along with following supporting documents:</p> <p>a. A confirmation report from the head of the MMD examination center</p> <p>b. Any other document necessary in support of the service performance acceptable to DGS</p> <p>Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that bidder shall have 15 days' time to correct in case of any rejection by Customer.</p> <p>(I) The payment period shall be for the contract period of 5 years from the date of acceptance TBES project.</p> <p>(II) Payment to The Implementing Agency for each month shall be paid only after due deduction of any penalties.</p>	This will be discussed during the TBES Project Pre EOI Conference.
73	Section 8.2 on page no. 12 of 47	A. Examination Seating Capacity at MMD examination Centre	As per details shared there is capacity of 615 across 7 centers. Considering exams every month in 2 shifts, it can only cater 14,760 participants. Can you please provide target capacity of exam centers?	Please elaborate your calculation and refer to EOI clause 9.2, point 20, page 19 – every year DGS conducts examinations for 30000 candidate's examinations per year.

Sr. No.	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification	Response
74.	9.1 Scope of TBES Project on page no. 13 & 14 of 47	1) DGS is looking for complete tablet based examination as a service (including tablets, hardware at MMD examination centres, MPLS connectivity between Data Centre to respective MMD centres, system software, application software, customization, integration with legacy system, security, training and manpower and application support for 5 years) in offline-online modes.	Please help in sharing Legacy system details, Legacy System location details hardware and OS details, application running on it	Details of existing DGS e-Governance Application Tools and Servers are provided in Annexure B of this TBES EOI Queries Response. DGS will share API for integration with existing DGS e-Governance System
75.		6) Palm resistant Tablet as device for handling Descriptive, MCQ and Drawing examinations	Can you please share few sample question papers and answers to check various types of questions?	Model Question Papers can be seen from DGS website: http://www.dgshipping.gov.in/Content/ExamCertificSeafarersView.aspx?modul_id=5
76		10) Provisioning to host TBES application on MeitY approved Cloud DC & DRC for supporting the examination application. (The database and application has to be on DG servers). Request participant organization to suggest suitable model during the presentation.	a. Please let us know details about DG servers, this is referring to On premises server? Please elaborate b. Please clarify if charges of infra, hosting etc. of DC and DR will be borne by bidder or DG Shipping.	(A) DGS Server is hosted at C-DAC, Mumbai and charges are born by DGS, details are provided in Annexure B of this TBES EOI Queries' Response. (B) For TBES project MeitY approved cloud DC DRC charges will be borne by Service provider/ Vendor
77		13) Necessary support for hosting of application at DGS Cloud / Data Centre & Disaster Recovery	DGS cloud refers to Public Cloud or existing on premises servers.	DGS Data Centre refers to MeitY approved Cloud DC & DRC
78		14) Providing support during third party audit of the application and execute necessary bug fixing in the application	Audit will be performed from DGS location or physical audit in DC	Third party audit of the application will be performed either from DGS locations or Service Provider's locations or at DC & DRC locations

Sr. No.	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification	Response
79		15) Providing technically qualified, experienced resources of different levels including support staff for smooth management of the Examination Centre and smooth conduct of examination at each examination centre. (suggest qualification and certification for the proposed resources)	Based on your experience, can you please suggest how much man power per 100 candidates will be required at each center.	DGS has no experience in conduct of examination on tablets. So can't provide the exact information. However please refer to Eoi clause 20.8, page 46, Annexure-I (only technical support staff required)
80		16) Training of DGS officials using TBES application effectively	a. Please confirm this will be one time training or recurring b. Please advise number of participants per location. Assuming trainings will be required at the 7 centers.	A) Eoi clause 9.2, point 17, page 18 - trainings to DGS & MMD officials (at least 3 times in a year) during the Q&M phase at their respective locations and no. of participant will be around 10 nos.
81		18) Providing support to the Evaluator / Examiner for any application queries during online Answer paper evaluation	a. Please provide tentative number of examiners per 100 participants b. Please confirm that Evaluator/Examiner will also be at the Exam centers	A) At present approx around 100 evaluators are available, but this may increase in future B) DGS empanelled Evaluator will evaluate from anywhere using tablet/laptop
82	9.2 Detailed Scope of Work; Point no. 13 on page no. 17 & 18 of 47	II. The system shall be integrated with existing legacy system (DGS e-Governance) for downloading question papers. The Question Bank will be available on DGS e-Governance System.	Please advise if this will be one time load of Questions. As per understanding Question paper bank will be maintained in TBES.	Please refer to Eoi clause 9.2, point 13 (b)- ii, page 13 - The Question Bank will be available on DGS e- Governance System and prior commencement of examination questions will be fetched in to local server provided by Service Provider/ vendor
83		IV. The system shall integrate with DGS e- Governance system for storing answer sheets and question paper post examination (bundled together)	Is complete answer details required to be send back to e-Governance system once evaluation is complete?	Yes, Question with Answer (bundled) shall be pushed to the DGS eGovernance System. Please refer to Eoi clause 9.2, point 13-(b) - iv, page 18

Sr. No.	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification	Response
84	9.4.Functional Architecture for TBES System on page no. 21 & 22 of 47	5. Pre-evaluation services should include following modules such as a. Empanelment of Examiner/Evaluator	Earlier it was mentioned that Examiner/Evaluator data will come from e-Governance system. But if empanelment of Examiner/Evaluator is happening in TBES, not clear on need to pull data from e-Governance system. Please clarify.	List of evaluator will be fetched from DGS eGovernance system and Answer sheet should be distributed for evaluation by TBES application system. Please refer EOI clause 9.4, point 5, page 21 of functional Architecture
85	9.4.Functional Architecture for TBES System on page no. 21 & 22 of 47	6. Evaluation Services should include scoring and remarks module for MCQ, Subjective and drawing examinations	Please confirm if these are comprehensive question types and no other question types are required.	There will be Descriptive, Multiple choice questions and Drawing questions.
86	9.4.Functional Architecture for TBES System on page no. 21 & 22 of 47	7. Post Evaluation Services should have the following features including, but not limited to: c. Uploading of question paper, answer paper & credential	Please clarify need of "c". Uploading of question paper, answer paper & credential in Post Evaluation. Changes in question paper and answer or credentials should not be allowed post evaluation.	The intension here is transferring the evaluated Question paper & answer sheet (bundled) from Service provider's server to DGS eGovernance server.
87	General Queries	Any dependency of collecting On prem. data to cloud post application hosted	Please let us know if there is any dependency of capturing data from on premises	we will discuss during demonstration of your product and request you to kindly come with your suggestions
88	General Queries	Infra Assessment	Please let us know assessment tool is allowed to run in on prem for infra assessment	we will discuss during demonstration of your product and request you to kindly come with your suggestions
89	General Queries	Storage/Backup and Archival Requirement	Please let us know the backup policy and archival policy for both RAPDRP and IPDS	we will discuss during demonstration of your product and request you to kindly come with your suggestions
90	General Queries	CPUs, RAM, storage utilization Details	Please help in sharing CPU, RAM, Storage utilization of each individual application location wise	we will discuss during demonstration of your product and request you to kindly come with your suggestions

Sr. No.	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification	Response
91	Page 30, Clause No. 2	The Service Provider should be a profitable company for the last three financial years and must have an annual turnover of not less than INR 50 Crores for each of the last three financial years ending 31st March 2018.	<p>We request DG Shipping to change the clause as below:</p> <p>The Service Provider should be a profitable company for the last three financial years and must have an annual turnover of not less than INR 25 Crores for each of the last three financial years ending 31st March 2018.</p> <p>Eduquity has proven experience in conducting online/computer based examinations since 2000 and has successfully demonstrated and piloted the solution for over 2 years to DG Shipping. The turnover indicated in EOI will not allow the bidders like us having the technology, domain experience and skilled manpower especially for companies which are purely into assessment business.</p>	This will be discussed during the TBES Project Pre EOI Conference
92	Page 30, Section No. 3.a	a) The Service Provider must have successfully executed three (3) 'Turnkey IT projects' (including both application development and hardware commissioning) during the last 3 years, worth a contract value of at least INR 30 Crores each	We hereby request DG Shipping to change the clause as below: a) The Service Provider must have successfully executed three (3) 'Turnkey IT projects' (including both application development and hardware commissioning for assessment delivery) during the last 3 years, worth an annual contract value of at least INR 3 Crores each.	This will be discussed during the TBES Project EOI Pre-Bid Meeting
93	Page 30, Clause No. 4	4) The Service Provider should have been assessed and certified for SEI CMMI level 3 and above	<p>We request this to be changed to:</p> <p>The Service Provider should have the following certificates:</p> <ul style="list-style-type: none"> - CMMI Level 3 and above for Examination Process Management - CERT.IN by GoI approved agency. <p>The above certifications are more relevant for the Assessment Industry unlike the one stated in the EOI, which is more relevant for Software Development Companies.</p>	No change

Sr. No.	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification	Response
94	Page 35, Clause 19	19 Payment Terms:	We hereby request for advance payment of 40% of annual billing towards Hardware/IT Infra deployment. This amount can be calculated based on the expected total number of tests to be delivered per annum. (Test implies – test taken per single continuous sitting per candidate) Balance can be paid monthly based on per test per participant basis during the month with the advance being amortised in each	This will be discussed during the TBES Project Pre-EOI Conference
95	Page 17, Section 9.2	The Service Provider should integrate with existing system (DGS eGovernance) for validating seafarer's login credentials.	Based on the block diagram provided, e-Pariksha has one set of login details and eGovernance has second set of login details. Would they be merged with only eGovernance system? Or do we need to factor in for two level of Integration	One level of Integration with DGS e-Governance System only
96	Page 17, Section 9.2	The system shall be integrated with existing legacy system (DGS e-Governance) for downloading question papers. The Question Bank will be available on DGS e-Governance System.	It has been outlined in the EOI document that currently except for class IV examination, all other examinations happen in the manual mode. The document also outlines that the integration would need to fetch questions from the eGovernance system. Please clarify if DGS would be populating this question bank prior to integration or will the service provider be required to populate the same. Will DGS be involved with Question Bank refresh on a quarterly basis, if yes, how will the question bank to provide to service provider? or will DGS directly enter the questions in the eGovernance system.	DGS is planning to conduct the all the examination including class IV at their MMD examination Centres with new selected Service Provider Question bank will be available in DGS eGovernance System. Question paper authoring system will have to be developed by service provider and the question paper will be set by DGS. Based on the pattern set by DGS, the question paper will be generated for a particular examination.

Sr. No.	EOI Document Reference (s) (Page Number and Section Number)	Content of EOI Requiring Clarification	Points of Clarification	Response
97	Page 18, Section 9.2	The system shall integrate with DGS e-Governance system for storing answer sheets and question paper post examination (bundled together)	Request that the current encryption details be provided. Further, it is advisable that the question paper and answers post examination be stored in the same server provided by the service provider. This will ensure there is no connectivity or uptime issue between to disjoint servers	Question with Answer sheet (bundled) shall be pushed to DGS eGovernance System.
98	Page 18, Section 9.2	Service Provider must provide necessary manpower at all existing 7 MMD examination centres at present and additional examination centre at other locations in future during the entire project period. The indicative resources list is provided as an annexure I, Service Providers are requested to submit required resource deployment plan along with their qualifications	Kindly clarify that the additional MMD centres if added would be at an additional cost. The current price quote needs to factor in only 7 MMD centres.	In case of any new additional MMD centre, the Service provider will be paid as per quoted value i.e per user per examination basis.
99	Page 24, Section 10.4	EAAS Schedule.	The current Schedule seems highly aggressive and unrealistic for the integration of this nature. It is recommended that the schedule be relaxed to have final Go live and sign off in T + 51 weeks.	The EOI clause stands and request you to kindly present your proposed Implementation plan during the demonstration of your solution
100	Page 30, Section No. 3© Pre qualification Criteria	The service Provider must have successfully executed one (1) online examination project during the last 3 years, worth a contract value of at least INR 5 crores work.	We request you to please modify this clause as given below: The bidder/ consortium partner / Service provider must have successfully executed online examination project for a client in the last 5 years having a cumulative value of INR 3 Crores	This will be discussed during the TBES Project Pre EOI Conference

ANNEXURE - A

Detailed list of Engineering & Nautical Stream Certificate of Competency (CoC) Examination Papers

1) Engineering Stream

Class		Name of CoC Examination Papers	Types of Examination
Foreign Going			
Class I		Engineering Management	Descriptive / Written
Class II	Part A = 2	<ul style="list-style-type: none">• Mechanics & Hydromechanics• Thermo dynamics & Heat Transmission	Descriptive / Written Examination
	Part B = 6	<ul style="list-style-type: none">• Naval Architecture• Ship safety & Environment protection & Personal care• Marine Engineering Knowledge (General)• Marine Engineering Knowledge (Motor)• Marine Electro Technology• Marine Engineering Practice	
Class IV	Part A = 3	<ul style="list-style-type: none">• Heat Engine• Applied Mechanics• Mathematics	(Existing MCQ) To change over to Descriptive
	Part B =5	<ul style="list-style-type: none">• Marine Engineering Knowledge (General)• Marine Engineering Knowledge (Motor)• Marine Engineering Practice• Marine technology• Ship construction & Stability, ship safety, Environmental protection	
Costal			
Class IV	NCV -4	<ul style="list-style-type: none">• Marine Engineering Knowledge (General)• Marine Engineering Knowledge (Motor)	Descriptive / Written
Class III	CEO (NCV) – 1 SEO (NCV) -4	<ul style="list-style-type: none">• Marine Engineering Practice• Marine technology• Ship construction & Stability, ship safety, Environmental protection	
ETO	Electro Tech Officer - 1	Electrical Technology	Descriptive / Written

2) Nautical Stream

Class	Name of CoC Examination Papers	Types of Examination
Foreign Going		
Phase- I	<ul style="list-style-type: none"> • Naval Architecture Paper 1 • Cargo handling & Storage • TCN • Ship safety, emergency maintenance & Managerial skill • Meteorology 	Descriptive / Written Examination
Phase-II	<ul style="list-style-type: none"> • Naval Architecture Paper II • Bridge watch keeping, ship handling & Emergencies • Navigational, AIDS including compass • Engineering, Knowledge, Instruments & Control system • Maritime legislation 	Descriptive / Written Examination
2nd Matè	<ul style="list-style-type: none"> • Ship instruction, stability, ship safety & environment protection • TCN • Bridge watch keeping, emergency • Meteorology • Cargo handling & storage • Celestial Navigation • Signal 	Descriptive / Written Examination
ASM	<ul style="list-style-type: none"> • Advance Ship board Management 	Descriptive / Written Examination
Coastal		
Phase I	<ul style="list-style-type: none"> • Naval Architecture • Cargo handling & storage • Terrestrial & Celestial Navigation • Meteorology\Ship safety, Damage control, Movement of vessel 	Descriptive / Written Examination
Phase II	<ul style="list-style-type: none"> • Navigational AIDS • Maritime legislation • Bridge watch keeping, Ship handling & Emergencies • Engineering Knowledge, Instrument & Control system 	Descriptive / Written Examination
ASM	<ul style="list-style-type: none"> • Advance Ship board Management 	Descriptive / Written Examination
NWKO	<ul style="list-style-type: none"> • TCN • Practical Navigation • Meteorology • Dredge Watch Keeping • Cargo • SSPE 	Descriptive / Written Examination
Dredge Grade		
Master I	<ul style="list-style-type: none"> • Dredge Construction & stability • Dredge Knowledge • Magnetic & Gyro Compass & Radio Navigation AIDS 	Descriptive / Written Examination

	<ul style="list-style-type: none"> • Engineering Knowledge • Commercial Knowledge & Stability 	
Master II	<ul style="list-style-type: none"> • Dredge Construction & stability • Safety & Dredge Maintenance • Dredge Knowledge • Practical Navigation • Radio & Electronics • Meteorology • Chart Work & Plotter 	Descriptive / Written Examination
Mate I	<ul style="list-style-type: none"> • Nautical Physics • Naval Architecture • Dredge Knowledge • Electrical technology • Naval Mathematics • Principal of Navigation • Dredge Watch-keeper • Meteorology • Chart work 	Descriptive / Written Examination
Mate II	<ul style="list-style-type: none"> • Naval Architecture • Dredge Knowledge • Elementary Physics • Practical Navigation 	Descriptive / Written Examination
Foundation Course		
Mate II	<ul style="list-style-type: none"> • Nautical Mathematics • Nautical Physics • Nautical Chemistry • Nautical Electricity & Electronics 	Descriptive / Written Examination
Skipper Grade		
Grade I	<ul style="list-style-type: none"> • Practical and Principal Navigation • Chart work • Construction and stability • Navigation AIDS 	Descriptive / Written Examination
Grade II	<ul style="list-style-type: none"> • Practical and Principal Navigation • Chart work • Construction and stability • Navigation AIDS 	Descriptive / Written Examination
Mate of Fishing Vessel	<ul style="list-style-type: none"> • Swimming ship safety • Meteorology • Navigation • Chart work 	Descriptive / Written Examination

Annexure B

Here is detail list of Existing DGS e-Governance Application tools/technology and Servers

A) DGS E-Governance Application Tools / Technology

- For External User- J2EE: Struts 1.0, EJB 2.0
- Report tool: Jasper 3.5.3, Oracle Reports 10g
- For Internal User to Process the application - Oracle Forms, Oracle Reports 10g
- Data Base : Oracle 11
- Application Server : Oracle AS 10g (10.1.2.0.2)
- OS: Red Hat Linux

B) Servers details

The DGS e-Governance servers are hosted at CDAC data centre and following are details

Sr. No.	Services	Configurations
1.	Dedicated server	Processor: 2x6 core RAM: 16GB HDD: 3x300 GB
2.	Dedicated server	Processor: 2x6 core RAM: 8GB HDD: 3x300 GB
3.	SAN storage	Space: 2TB
4.	Internet Bandwidth	12 Mbps
5.	Dedicated server	Processor: 8vCore RAM: 8GB HDD: 2 TB
6.	Load balancing services	2 Nodes
7.	Backup service	Backup server