



सत्यमेव जयते

भारत सरकार / GOVERNMENT OF INDIA
पत्तन, पोत परिवहन और जलमार्ग मंत्रालय
MINISTRY OF PORTS, SHIPPING AND WATERWAYS
नौवहन महानिदेशालय, मुंबई



DIRECTORATE GENERAL OF SHIPPING, MUMBAI

Reference No.11-20011/2/2023-COMP/REOI/001

Date 15.12.2023

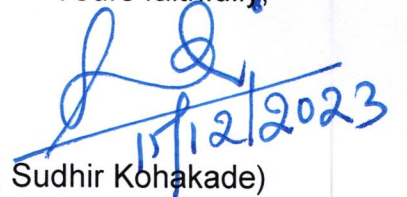
CORRIGENDUM No.4 to Tender Notice No. 11-20011/2/2023-COMP

Subject: -Pre-Bid query Clarifications for Request for Expression of Interest (REOI) for Selection of System Integrator for Implementation of E-Examination System for Directorate General of Shipping (DGS), Govt. of India, Tender Notice No. File No. 11-20011/2/2023-COMP dated 01.11.2023.

Kind attention is invited to the Tender Notice No. 11-20011/2/2023-COMP dated 01.11.2023 and Corrigendum 3 published on 07-12-2023 on the above subject.

2. All queries raised by the bidders have been examined and their responses have been approved by the Consultancy Evaluation Committee, DGS and attached herewith in the form of Corrigendum 4 and Pre-Bid query responses. This Corrigendum – 4 will be treated as part and parcel of the REOI.

Yours faithfully,


15/12/2023

(Dr. Sudhir Kohakade)

Dy. Director General of Shipping (e-Gov.)

9वीं मंज़िल, बीटा बिल्डिंग, आई थिंक टेक्नो कैम्पस, कांजुर गाँव रोड, कांजुरमार्ग (पूर्व) मुंबई- 400042

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Corrigendum – 4

| Sr. No. | Section | Clause | Page no. | Criteria | Clause as per REOI document | Amended Approved Response |
|---------|---------|-----------|----------|----------------------|---|---|
| 1. | Part I | Section I | 4 | Invitation | Applicants meeting the qualification criteria would be shortlisted and may be invited for presentation before the selection committee of the Directorate General of Shipping for the final selection. The date and venue of the presentation will be intimated with bidders later. It may be noted that the information in this REOI is indicative only and is liable to change. The actual Scope of Work will be available in the Request for Proposal (RFP) document which will be issued to the eligible / short listed bidders selected through this REOI. Only bidders shortlisted through this REOI will be eligible to respond to the RFP. | Applicants meeting the qualification criteria would be shortlisted and may be invited for presentation before the selection committee of the Directorate General of Shipping for the final selection. The date and venue of the presentation will be intimated with bidders later. It may be noted that the information in this REOI is indicative only and is liable to change. The actual Scope of Work will be available in the Request for Proposal (RFP) document which will be issued to the eligible / short listed bidders selected through this REOI. Only bidders shortlisted through this REOI will be eligible to respond to the RFP. <u>Notwithstanding, DGS reserves the full right to amend this clause contingent upon the volume of responses received through the Request for Expression of Interest (REOI). The decision of the DGS shall be considered as final.</u> |
| 2. | Part I | Section I | 13 | Conflict of Interest | 4.5 Conflict of Interest 1) Any system integrator with a conflict of interest that substantially affects fair competition shall not be eligible to participate in this procurement | 4.5 Conflict of Interest 1) Any system integrator with a conflict of interest that substantially affects fair competition shall not be eligible to participate in this procurement process. REOIs found |

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| | | | | | process. REOs found to have a conflict of interest shall be rejected as nonresponsive. <u>Consultant</u> shall be required to declare the absence of such conflict of interest in Form 1.2 - Eligibility Declarations. A <u>consultant</u> in this procurement process shall be considered to have a conflict of interest if the <u>consultant</u> : a. directly or indirectly controls, is controlled by or is under common control with another <u>Consultant</u> ; or | to have a conflict of interest shall be rejected as nonresponsive. <u>System Integrator</u> shall be required to declare the absence of such conflict of interest in Form 1.2 - Eligibility Declarations. A <u>system integrator</u> in this procurement process shall be considered to have a conflict of interest if the <u>system integrator</u> : a. directly or indirectly controls, is controlled by or is under common control with another <u>System Integrator</u> ; or |
| 3. | Part I | Section I | 14 | Clarifications | If required, the Procuring Entity may modify the REOI document that may become necessary due to the clarification through an Addendum/ Corrigendum issued as per <u>clause 2.4 above</u> | If required, the Procuring Entity may modify the REOI document that may become necessary due to the clarification through an Addendum/ Corrigendum issued as per <u>clause 2.6 above</u> |
| 4. | Part I | Section I | 14 | Pre-EOI Conference | As per <u>clause 2.4</u> above, the Procuring Entity may suitably extend by at least three days the deadline for the REOI submission to give reasonable time to the prospective system integrators to consider such clarifications in preparing their REOs. | As per <u>clause 2.6</u> above, the Procuring Entity may suitably extend by at least three days the deadline for the REOI submission to give reasonable time to the prospective system integrators to consider such clarifications in preparing their REOs. |

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| Sr. No. | Section | Clause | Page no. | Criteria | Clause as per REOI document | Amended Approved Response |
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| 5. | Part I | Section I | 17 | Responsibility of the Consultant to declare all changes | 8.3.3 Responsibility of the <u>Consultant</u> to declare all changes <u>Consultants</u> must advise the Procuring Entity immediately in writing of any material change to the information provided in their REOI submission, including any substantial change in their ownership, eligibility, or financial or performance capacity. For shortlisted <u>Consultants</u> , this requirement applies until a contract is awarded in the following RFP process. For the <u>consultant</u> successful in the RFP process, this requirement shall apply till the execution of the resultant contract. | 8.3.3 Responsibility of the <u>System Integrator</u> to declare all changes <u>System Integrators</u> must advise the Procuring Entity immediately in writing of any material change to the information provided in their REOI submission, including any substantial change in their ownership, eligibility, or financial or performance capacity. For shortlisted <u>System Integrators</u> , this requirement applies until a contract is awarded in the following RFP process. For the <u>system integrator</u> successful in the RFP process, this requirement shall apply till the execution of the resultant contract. |
| 6. | Part I | Section I | 17 | Modification and Re-submission | 8.4.1 Modification and Re-submission Once submitted in e-Procurement, <u>Consultants</u> cannot view or modify their REOI since it is locked by encryption. However, resubmission of the REOI by <u>Consultants</u> for any number of times superseding earlier REOI(s) is allowed upto the submission deadline by following procedures prescribed by the portal. Resubmission of an | 8.4.1 Modification and Re-submission Once submitted in e-Procurement, <u>System Integrators</u> cannot view or modify their REOI since it is locked by encryption. However, resubmission of the REOI by <u>System Integrators</u> for any number of times superseding earlier REOI(s) is allowed upto the submission deadline by following procedures prescribed by the portal. Resubmission of an REOI |

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| | | | | | REOI shall require uploading all documents afresh. The system shall consider only the last REOI submitted. | shall require uploading all documents afresh. The system shall consider only the last REOI submitted. |
| 7. | Part I | Section I | 17 | Withdrawal | 8.4.2 Withdrawal The <u>consultant</u> may withdraw his REOI before the submission deadline by following procedures prescribed by the portal, and it shall be marked as withdrawn and shall not get opened during the REOI opening. No REOI should be withdrawn after the submission deadline and before its validity period expires. | 8.4.2 Withdrawal The <u>system integrator</u> may withdraw his REOI before the submission deadline by following procedures prescribed by the portal, and it shall be marked as withdrawn and shall not get opened during the REOI opening. No REOI should be withdrawn after the submission deadline and before its validity period expires. |
| 8. | Part I | Section I | 19 | Evaluation of Qualification Criteria | 10.2.3 Evaluation of Qualification Criteria 1) Procuring entity shall determine whether the System Integrators are qualified and capable in all respects to be shortlisted to provide the 'Services' (subject to dispensation, if any, for Start-ups, as per clause 5.1 above), as per Section III: Qualification Criteria and submission in Forms listed in <u>Part II: 'EOI Submission Formats'</u> . | 10.2.3 Evaluation of Qualification Criteria 1) Procuring entity shall determine whether the System Integrators are qualified and capable in all respects to be shortlisted to provide the 'Services' (subject to dispensation, if any, for Start-ups, as per clause 5.1 above), as per Section III: Qualification Criteria and submission in Forms listed in <u>Part III: 'EOI Submission Formats'</u> . |
| 9. | Part I | Section I | 19 | Evaluation of Qualification Criteria | 2) System integrator's planning to subcontract any of the Key Activities indicated in Part II Schedule of Requirements to | 2) System integrator's planning to subcontract any of the Key Activities indicated in Part II Schedule of Requirements to <u>JV or</u> |

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| Sr. No. | Section | Clause | Page no. | Criteria | Clause as per REOI document | Amended Approved Response |
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| | | | | | <u>Sub- system integrators</u> in accordance with clause 4.3 above, shall specify the activity(ies) or parts of the Services to be subcontracted in their EOI identifying the proposed <u>Sub-consultants</u> in their EOI. Experience (but not Financial Qualifications) of such proposed <u>Sub-consultant(s)</u> can be used to meet the experience requirements specified in Section III Qualification Criteria. | <u>consortium partner</u> in accordance with clause 4.3 above, shall specify the activity(ies) or parts of the Services to be subcontracted in their EOI identifying the proposed <u>JV or consortium partner</u> in their EOI. Experience (but not Financial Qualifications) of such proposed <u>JV or consortium partner</u> can be used to meet the experience requirements specified in Section III Qualification Criteria. |
| 10. | Part I | Section I | 19 | Evaluation of Qualification Criteria | 3)Unless otherwise stipulated in Section II: Appendix, assignments completed by the system integrator's individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the <u>Consultant</u> or that of the system integrator's partners or <u>sub-consultants</u> in Form 2.1: Performance Capability Statement. | 3)Unless otherwise stipulated in Section II: Appendix, assignments completed by the system integrator's individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the <u>System Integrator</u> or that of the system integrator's partners or <u>JV or consortium partner</u> in Form 2.1: Performance Capability Statement. |
| 11. | Part I | Section I | 21 | Code of Integrity | 12. Code of integrity in public procurement, misdemeanours and penalties Code of Integrity and penalties for violating the Govt of India, Ministry of Finance, Department of Expenditure shall apply to this | 12. Code of integrity in public procurement, misdemeanours and penalties Code of Integrity and penalties for violating the Govt of India, Ministry of Finance, Department of Expenditure shall apply to this REOI process. |

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| | | | | | <p>REOI process. Procuring authorities, consultants, suppliers, contractors, and system integrators should observe the highest standard of integrity and not indulge in prohibited practices or other misdemeanours, either directly or indirectly, during the entire procurement Process (including this REOI) or the execution of resultant contracts. Note : For further details, please refer to appended Section II: Appendix.</p> <p>Digitally Signed by Tender Inviting Authority (TIA) [Insert Name, Designation, and contact details of Tender Inviting Authority]</p> <p><u>i)tender the same Services"</u></p> | <p>Procuring authorities, consultants, suppliers, contractors, and system integrators should observe the highest standard of integrity and not indulge in prohibited practices or other misdemeanours, either directly or indirectly, during the entire procurement Process (including this REOI) or the execution of resultant contracts. Note : For further details, please refer to appended Section II: Appendix.</p> <p>Digitally Signed by Tender Inviting Authority (TIA) [Insert Name, Designation, and contact details of Tender Inviting Authority]</p> |
| 12. | Part I | Section III - Criteria 1 | 25-26 | Qualification Criteria (QC1) | <p>i. Bidder/Lead Bidder must have at least <u>7 years'</u> experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments.</p> <p>ii. During the last <u>7 years</u>, The Bidder / Lead bidder must have system integrator experience and the implementation must include</p> | <p>i. Bidder/Lead Bidder must have at least <u>3 years'</u> experience as a System Integrator in successfully conducting Proctored Online Written, Oral, <u>and MCQ</u> Exam in India with Online/Computer Based assessments.</p> <p>ii. During the last <u>3 years</u>, The Bidder / Lead bidder must have system integrator experience and the implementation must include</p> |

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| | | | | | application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed should be at least 3. iii. Out of the projects mentioned above, 2 projects should be of experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments | application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed should be at least 3. iii. Out of the projects mentioned above, 2 projects should be of experience as a System Integrator in successfully conducting Proctored Online Written, Oral, <u>and MCQ</u> Exam in India with Online/Computer Based assessments |
| 13. | Part I | Section III - Criteria 2 | 27 | Qualification Criteria (QC3) | Turnover: Minimum average annual turnover of <u>Rs.200 Cr.</u> at least 50% of which should be from System Integrator Contracts (examination services), calculated as total certified payments received for contracts in progress or completed within the last <u>7 years.</u> | Turnover: Minimum average annual turnover of <u>Rs.50 Cr.</u> at least 50% of which should be from System Integrator Contracts (examination services), calculated as total certified payments received for contracts in progress or completed within the last <u>3 years.</u> <u>In case of:</u> <u>1) Single Bid – Bidder</u> <u>2) Consortium Bid – Lead bidder or Consortium member (Software development partner)</u> |

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| Sr. No. | Section | Clause | Page no. | Criteria | Clause as per REOI document | Amended Approved Response |
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| 14. | Part I | Section III - Criteria 2 | 27 | Qualification Criteria (QC4) | The bidder (for single firm) should have a positive net worth of <u>minimum 25 Cr</u> for 3 consecutive years i.e. 2020-21, 2021-22 and 2022- 23 In case of a Consortium, the Lead Member must have positive net worth. | The bidder (for single firm) should have a <u>positive net worth</u> for 3 consecutive years i.e., 2020-21, 2021-22 and 2022-23 In case of a Consortium, the Lead Member/ <u>consortium member (software development partner)</u> must have <u>positive net worth for 3 consecutive years i.e., 2020-21, 2021-22 and 2022-23.</u> |
| 15. | Part II | Section IV - Scope | 30 | Scope | The proposed scope of work encompasses the development of an online examination system that aims to revolutionize the Directorate General of Shipping's (DGS) examination process. This comprehensive solution will enable the entire examination lifecycle, <u>including the storage of question papers</u> , seamless administration of written and oral exams, result evaluation, and updates. The system will be seamlessly integrated with the e-governance portal through API integration, ensuring efficient data sharing and real-time updates. Additionally, the platform will support user logins for DGS, facilitating moderation <u>tasks and providing access to an innovative timeline section.</u> | The proposed scope of work encompasses the development of an online examination system that aims to revolutionize the Director General of Shipping's (DGS) examination process. <u>This comprehensive solution will enable the entire examination lifecycle, and seamlessly administer written, oral exams, result evaluation, and updates.</u> The system will be seamlessly integrated with the e-governance portal through API integration, ensuring efficient data sharing and real-time updates. Additionally, the platform will support user logins for competent authority of DGS, facilitating moderation tasks. To ensure data security and accessibility, the system will employ <u>secure storage with high</u> |

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| Sr. No. | Section | Clause | Page no. | Criteria | Clause as per REOI document | Amended Approved Response |
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| | | | | | <p><u>This section will dynamically fetch data from the DGS website, presenting the latest timelines on the new system.</u></p> <p>To ensure data security and accessibility, the system will employ <u>cloud storage, enabling the storage of students' answer sheets securely.</u> The proposed online system will offer an all-encompassing, user-friendly, and technologically advanced solution to revolutionize DGS's examination processes, elevating efficiency and enhancing the overall examination experiences. The new system should work seamlessly without any dependencies on the existing applications such as Centralised Attendance System (CAS), Digital Certificate Application (DCA) and e-learning certification.</p> | <p><u>availability.</u> The proposed online system will offer an all-encompassing, user-friendly, and technologically advanced solution to revolutionize DGS's examination processes, elevating efficiency and enhancing the overall examination experiences. The new system should work seamlessly without any dependencies on the existing applications such as Centralised Attendance System (CAS), Digital Certificate Application (DCA) and e-learning certification.</p> |
| 16. | Part II | Section IV - Scope | 32 | Exit Examination – 3h | <p>3) Exit Examination (conducted at MTI)</p> <p>a) End to end solution which consists of registration of candidate, eligibility assessment (eligibility and slot booking), Fee payment, conduction of examination, result declaration and issuance of certificates</p> | <p>3) Exit Examination (conducted at MTI)</p> <p>a) End to end solution which consists of registration of candidate, eligibility assessment (eligibility and slot booking), Fee payment, conduction of</p> |

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| Sr. No. | Section | Clause | Page no. | Criteria | Clause as per REOI document | Amended Approved Response |
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| | | | | | b) Operation and maintenance of the e-Examination platform c) Live Proctoring solutions with advanced technology d) Result publication e) Integration with E-Governance platform of DGS f) Subsuming/Takeover of existing software being used by DGS for Conducting Exit exam to ensure the old data are available in the new online exam platform. g) Training and Capacity Building h) Arrangement of deposit lockers or safe keep area for candidate's bags and mobile phones etc., | examination, result declaration and issuance of certificates b) Operation and maintenance of the e-Examination platform c) Live Proctoring solutions with advanced technology d) Result publication e) Integration with E-Governance platform of DGS f) Subsuming/Takeover of existing software being used by DGS for Conducting Exit exam to ensure the old data are available in the new online exam platform. g) Training and Capacity Building h) <u>Arrangement of safe-keeping areas and it's management for candidates' belongings.</u> |
| 17. | Part II | Section IV - Scope | 32 | Exit Examination – 4h | 4) Exit Examination (Conducted by BEST for GP rating and CCMC rating course) a) End to end solution which consists of registration of candidate, eligibility assessment (eligibility and slot booking), Fee payment, conduction of examination, result declaration and issuance of certificates, | 4) Exit Examination (Conducted by BEST for GP rating and CCMC rating course) a) End to end solution which consists of registration of candidate, eligibility assessment (eligibility and slot booking), Fee payment, conduction of examination, result declaration and issuance of certificates, Practical exam module, Oral exam module. |

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| Sr. No. | Section | Clause | Page no. | Criteria | Clause as per REOI document | Amended Approved Response |
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| | | | | | <p>Practical exam module, Oral exam module.</p> <p>b) Operation and maintenance of the e-Examination platform</p> <p>c) Live Proctoring solutions with advanced technology</p> <p>d) Result publication</p> <p>e) Integration with E-Governance platform of DGS</p> <p>f) Subsuming/Takeover of existing software being used by DGS for Conducting Exit exam to ensure the old data are available in the new online exam platform.</p> <p>g) Training and Capacity Building</p> <p>h) Arrangement of deposit lockers or safe keep area for candidate's bags and mobile phones etc.,</p> | <p>b) Operation and maintenance of the e-Examination platform</p> <p>c) Live Proctoring solutions with advanced technology</p> <p>d) Result publication</p> <p>e) Integration with E-Governance platform of DGS</p> <p>f) Subsuming/Takeover of existing software being used by DGS for Conducting Exit exam to ensure the old data are available in the new online exam platform.</p> <p>g) Training and Capacity Building</p> <p>h) <u>Arrangement of safe-keeping areas and it's management for candidates' belongings.</u></p> |
| 18. | Part II | Section IV | 35 | Generation of Attendance Sheet | <p>• Data Fetching and Compilation: Prior to each examination session, the system will fetch the necessary data <u>from the e-governance portal and other relevant sources.</u> This includes the list of candidates registered for the particular examination date, time slot, and examination center.</p> | <p>• Data Fetching and Compilation: Prior to each examination session, the system will fetch the list of candidates registered for the particular examination date, time slot, and examination center.</p> |
| 19. | Part II | Section IV - Deliverables and Outcomes | 36-37 | Evaluation of answer sheet | <p>Remarks and Feedback: Evaluators will have the option to include remarks and feedback for each question, <u>providing</u></p> | <p>Remarks and Feedback: Evaluators will have the option to include remarks and feedback for each</p> |

Corrigendum – 4

| Sr. No. | Section | Clause | Page no. | Criteria | Clause as per REOI document | Amended Approved Response |
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| | | | | | <u>insightful comments on candidates' responses. The remarks can highlight strengths, areas for improvement, or specific reasons for awarding certain marks, aiding candidates in understanding their performance and enabling them to learn from the evaluation process</u> | question. |
| 20. | Part III | Form 1 | 43 | REOI Form | 5) <u>Non-tempering</u> of Downloaded REOI documents and Uploaded Scanned Copies | 5) <u>Non-tampering</u> of Downloaded REOI documents and Uploaded Scanned Copies |
| 21. | Part III | Form 2 | 49 | Qualification Criteria - Compliance | The Bidder / lead bidder in case of consortium must have a minimum average turnover of INR 200 Cr. for the last three financial years ending 31st March 2023 as evidenced by the audited accounts of the company. In case of consortium, consortium member (except Lead Bidder) must have a minimum turnover of INR 200 Crores (Two Hundred Crores). | Please refer to Appendix 1 (Form 2 - Qualification Criteria Compliance) |
| 22. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 3 (DEV) and above certification and ISO 9001 and ISO 27001 certification. | Please refer to Appendix 1 (Revised Form 2 - Qualification Criteria Compliance) |

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| Sr. No. | Section | Clause | Page no. | Criteria | Clause as per REOI document | Amended Approved Response |
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| | | | | | In case of consortium, consortium member should also have at least CMMI Level 3 certification. | |
| 23. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | <p>The bidder/Lead Bidder must have prior experience as a System Integrator in successfully conducting of Proctored Online Written, Oral Exam, and MCQ based exam in PAN India basis with Online/Computer Based assessments.</p> <p>i. The Bidder (Single firm or any member of the consortium) must have experience in implementation of at least one project of conduct of Proctored Online Exam PAN India basis with Online/Computer Based assessments of amount not less than Rs. 175 Cr.</p> <p>OR</p> <p>ii. two projects of conduct of Proctored Online Exam PAN India basis with Online/Computer Based assessments of amount not less than Rs. 125 Cr.</p> <p>OR</p> <p>iii. Three projects of conducting Proctored Online Exam PAN India basis with Online/Computer Based assessments of amount</p> | Please refer to Appendix 1 (Revised Form 2 - Qualification Criteria Compliance) |

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| | | | | | not less than Rs. 100 Cr. Each of which includes Application Development, Software Support, training, support manpower & maintenance involving services to any state / central government organization in India and PSU in India or abroad during the last seven financial years. | |
| 24. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | The bidder must have successfully conducted exam for minimum 5,00,000 (5 Lakh) candidates in three years (aggregate / cumulative basis) for single/multiple clients (Conduct of Remote Proctored Online Exam PAN India basis with Online/Computer Based assessments). The documentary evidence in the form of work order/contract and performance report must be enclosed on the client's letterhead. | Please refer to Appendix 1 (Revised Form 2 - Qualification Criteria Compliance) |
| 25. | Annexure I | A(XI) | 70 | Evaluation of answer sheet | The system shall have provision to access the scanned answer sheet by the competent authority of DGS | <i>Clause has been removed from the REOI document.</i> |
| 26. | Annexure I | A(XI) | 71 | Evaluation of answer sheet | xiv. The system shall include a provision for the overwriting of comments and marks, following | <u>The system shall maintain an audit trail documenting comments and marks received</u> |

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| | | | | | the hierarchy levels, along with appropriate justifications or reasoning for the changes made. | <u>from evaluators across different hierarchy levels. This includes providing appropriate justifications and reasoning for any updated marks.</u> |

Corrigendum – 4

Appendix 1

Form 2: Qualification Criteria – Compliance

(Ref Section III: Qualification Criteria)

(Along with supporting documents, if any)

(On system integrator's Letterhead)

REOI document No. 11-20011/2/2023COMP/REOI/001

Title: REOI for Selection of System Integrator for Implementation of E-Examination System for Directorate General of Shipping (DGS), Govt of India

System integrator's Name_____

[Address and Contact Details]

System integrator's Reference No._____

Date.....

Note to system integrator: The Procuring Entity reserves its right to call for verification originals of all self-certified copies of stipulated documents supporting the fulfilment of qualifying criteria during the following RFP Process. If the shortlisted system integrator fails at that stage to provide such originals or, in case of substantive discrepancies in such documents, it shall be construed as a breach of the Code of Integrity (see clause 12 below). Such RFP proposals shall be liable to be rejected as nonresponsive in addition to other punitive actions for such a breach.

Corrigendum – 4

Summary of Response to Qualification Criteria

| Criteria | Qualification Criteria Met (Yes, or No) |
|--|--|
| <p>a) i. Bidder/Lead Bidder must have at least 3 years' experience as a System Integrator in successfully conducting Proctored Online Written, Oral and MCQ Exam in India with Online/Computer Based assessments.</p> <p>ii. During the last 3 years, The Bidder / Lead bidder must have system integrator experience and the implementation must include application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed should be at least 3.</p> <p>iii. Out of the projects mentioned above, 2 projects should be of experience as a System Integrator in successfully conducting Proctored Online Written, Oral and MCQ Exam in India with Online/Computer Based assessments</p> | |
| <p>b) The bidder Lead Bidder and consortium member must submit ISO 9001 and ISO 27001 certification and ISO/IEC 20000 certification.</p> <p>The certifications should be valid on the date of bid submission. In case the certification is under renewal, the Bidder shall provide the details of the previous certifications and the current assessment consideration in the Bid Process. Bidder to submit a valid certificate at the time of signing the contract (if selected) otherwise bidder will be disqualified.</p> <p>Bidder shall ensure that the certifications continue to remain valid till the end of the Agreement.</p> | |
| <p>c) Turnover: Minimum average annual turnover of Rs.50 Cr. at least 50% of which should be from System Integrator Contracts (examination services), calculated as</p> | |

Corrigendum – 4

| Criteria | Qualification Criteria Met (Yes, or No) |
|--|--|
| total certified payments received for contracts in progress or completed within the last 3 years. In case of: 1) Single Bid – Bidder 2) Consortium Bid – Lead Bidder or Consortium member (Software development partner) | |
| d) The bidder (for single firm) should have a positive net worth for 3 consecutive years i.e., 2020-21, 2021-22 and 2022-23 In case of a Consortium, the Lead Member/ Consortium member (software development partner) must have positive net worth for 3 consecutive years i.e., 2020-21, 2021-22 and 2022-23. | |

Note: system integrators shall provide evidence of their continued qualification to perform the Services satisfactorily to the Procuring Entity, as the Procuring Entity may request at any stage during the RFP process that would follow this REOI.

.....
(Signature with date)

.....
(Name and designation)

Duly authorised to sign REOI for and on behalf of

..... Name, address, and seal of the system integrator

DA: As above, if any

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|---------|---------|------------------------|----------|--|---|---|---|
| 1. | Part I | Section I - 4.4 (JV/C) | 12 | Joint Venture Consortium (JV/C) | b) no member should have less than 10% participation. | Can we remove the restriction for JV/C members? | No change in the clause, the tender conditions shall prevail. |
| 2. | Part I | Section I - 5, 5.1 | 14 | Purchase Preference Policies of the Government | Intentionally removed | Why has the Purchase preference policies of the government - why have the clauses favouring MSMEs and Make in India been intentionally removed? | Currently, there is no restriction for MSME to participate in EOI, if they qualify as per the QC criteria. No change in the clause, the tender conditions shall prevail. |
| 3. | Part I | Section I - 10.2.2 | 19 | Evaluation of Eligibility | Procuring entity shall determine, to its satisfaction, whether the system integrator's are eligible as per Clause 4 above to participate in the REOI process as per submission in 'Form 1.2: Eligibility Declarations'. The eligibility evaluation shall be on a "pass" or "fail" basis. A system integrator must achieve a "pass" on all the criteria to proceed to the next step. Any system integrator not achieving a 'pass' in any of the eligibility criteria shall be rejected as nonresponsive. | Why will a SI be debarred from participating? An SI can be given a lower score but should be allowed to participate Scores should be assigned on a pro-rated basis and not on a binary basis QCBS system should be followed | No change in the clause, the tender conditions shall prevail. |

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| 4. | Part I | Section III - Qualification Criteria | 25-26 | Qualification Criteria (QC1) | <p>i. Bidder/Lead Bidder must have at least 7 years' experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments.</p> <p>ii. During the last 7 years, The Bidder / Lead bidder must have system integrator experience and the implementation must include application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed should be at least 3.</p> <p>iii. Out of the projects mentioned above, 2 projects should be of experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments</p> | <p>The new clause may read as follows:</p> <p>i. Bidder/Lead Bidder must have years' of experience as a System Integrator in successfully conducting Proctored Online written and oral exam in India with online/computer based assessments.</p> <p>ii. The Bidder / Lead bidder must have system integrator experience and the implementation must include application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed should be at least 3. iii. Out of the projects mentioned above, 2 projects should be of experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based Assessment.</p> | Please refer to Corrigendum 4, Sr. No. 12. |

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| 5. | Part I | Section III - Qualification Criteria | 25-26 | Qualification Criteria (QC1) | <p>i. Bidder/Lead Bidder must have at least 7 years' experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments.</p> <p>ii. During the last 7 years, The Bidder / Lead bidder must have system integrator experience and the implementation must include application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed should be at least 3.</p> <p>iii. Out of the projects mentioned above, 2 projects should be of experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments</p> | Our humble request to provide our company a relaxation in prior turnover and experience criteria that is due for technology oriented companies bringing cost effective open source innovation for enterprise operations management. | Please refer to Corrigendum 4, Sr. No. 12. |

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| 6. | Part I | Section III - Qualification Criteria | 25 | Qualification Criteria (QC1) | QC1: Bidder/Lead Bidder must have at least 7 years' experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments. | The current RFP is focusing on online examinations in an examination hall. Why are we asking for 7 years of 'proctored exams'? Why can we not phrase this as online assessments? Why can we not change it from 2020 instead? | Please refer to Corrigendum 4, Sr. No. 12. |
| 7. | Part I | Section III - Qualification Criteria | 25-26 | Qualification Criteria (QC1) | <p>i. Bidder/Lead Bidder must have at least 7 years' experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments.</p> <p>ii. During the last 7 years, The Bidder / Lead bidder must have system integrator experience and the implementation must include application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed should be at least 3.</p> | <p>This clause is restrictive and biased in nature and restricts participation from wider firms</p> <p>Request to kindly modify clause as below:</p> <p>i. Bidder/Lead Bidder must have at least 7 years' experience as a System Integrator/ Application Development/ Software & IT Consulting in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments.</p> <p>ii. During the last 7 years, The Bidder / Lead bidder must have System Integrator/ Application Development/ Software & IT Consulting Experience and the implementation must include application development/customization,</p> | Please refer to Corrigendum 4, Sr. No. 12. |

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| | | | | | iii. Out of the projects mentioned above, 2 projects should be of experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments | Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed/ Ongoing should be at least 2 iii. Out of the projects mentioned above, 1 project should be of experience as a System Integrator/ Application Development/ Software & IT Consulting in successfully conducting Proctored Online Written and Oral Exam in India/ Global with Online/Computer Based assessments | |
| 8. | Part I | Section III - Qualification Criteria | 25-26 | Qualification Criteria (QC1) | i. Bidder/Lead Bidder must have at least 7 years' experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments. ii. During the last 7 years, The Bidder / Lead bidder must have system integrator experience and the implementation must include | We have experience of carrying out complex projects and we are in the process of delivering one of the most prestigious project of the country for Staff Selection Commission. Modernizing end to end exam process and acting as a system integrator for the same. We possess technical expertise and would request the Authority to consider relaxation as: | Please refer to Corrigendum 4, Sr. No. 12. |

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| | | | | | <p>application development/customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/workforce Support and it shall be completed or substantially completed should be at least 3.</p> <p>iii. Out of the projects mentioned above, 2 projects should be of experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments</p> | <p>ii) During the last 7 years, The Bidder / Lead bidder must have system integrator experience and the implementation must include application development/ customization, Operations, and maintenance services, Training and Capacity Building, Providing Technical human resource/ workforce Support and it shall be completed or substantially completed should be at least 1.</p> <p>iii) Out of the project mentioned above, 1 project should be of experience as a System Integrator in successfully conducting Proctored Online Written and Oral Exam in India with Online/Computer Based assessments for any State/ Central Govt/ PSU in India.</p> | |
| 9. | Part I | Section III - Qualification Criteria | 26 | Qualification Criteria (QC2) | General (Certification) - The bidder Lead Bidder and consortium member must submit ISO 9001, ISO 27001 certification, and ISO/IEC 20000 certification | If ISO 27001 certification is required as per the criteria, then why is additional requirement of ISO/IEC 20000 introduced? The Qualification criteria shall encourage more number of bidders instead of being restrictive in nature | No change in the clause, the tender conditions shall prevail. |

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| 10. | Part I | Section III - Qualification Criteria | 27 | Qualification Criteria (QC3) | Turnover: Minimum average annual turnover of Rs.200 Cr. at least 50% of which should be from System Integrator Contracts (examination services), calculated as total certified payments received for contracts in progress or completed within the last 7 years. | Remove the "examination services" . New clause shall read as follows: Minimum average annual turnover of Rs.200 Cr atleast 50% of which should be from System Integrator Contracts, calculated as total certified payments received for contracts in progress or completed within the last 7 years. If the lead bidder is not into provide examination services, its consortium partner must have rich experience in proctored examinations with highest concurrency, AI-based proctor, photo-video screen sharing, safe browser, Live and recorded. | Please refer to Corrigendum 4, Sr. No. 13. |
| 11. | Part I | Section III - Qualification Criteria | 27 | Qualification Criteria (QC3) | Turnover: Minimum average annual turnover of Rs.200 Cr. at least 50% of which should be from System Integrator Contracts (examination services), calculated as total certified payments received for contracts in progress or completed within the last 7 years. | Our humble request to provide our company a relaxation in prior turnover and experience criteria that is due for technology oriented companies bringing cost effective open source innovation for enterprise operations management. | Please refer to Corrigendum 4, Sr. No. 13. |

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| 12. | Part I | Section III - Qualification Criteria | 27 | Qualification Criteria (QC3) | Qualification Criteria - QC3: Minimum average annual turnover of Rs.200 Cr. at least 50% of which should be from System Integrator Contracts (examination services) | The minimum average annual turnover is on extremely high side and will restrict participation & competition. Request this criteria be reduced to Rs 50 cr, in order to facilitate a more inclusive participation by various participants | Please refer to Corrigendum 4, Sr. No. 13. |
| 13. | Part I | Section III - Qualification Criteria | 27 | Qualification Criteria (QC4) | The bidder (for single firm) should have a positive net worth of minimum 25 Cr for 3 consecutive years i.e. 2020-21, 2021-22 and 2022- 23 In case of a Consortium, the Lead Member must have positive net worth. | The new clause may read as follows: "The bidder (for single firm) should have a positive net worth for 3 consecutive years i.e. 2020-21, 2021-22 and 2022-23. The bidder (for single firm) should have a positive net worth of minimum 50cr for financial year ending 31.3.2023. | Please refer to Corrigendum 4, Sr. No. 14. |
| 14. | Part I | Section III - Qualification Criteria | 27 | Qualification Criteria (QC4) | Qualification Criteria - QC4: The bidder (for single firm) should have a a positive net worth of minimum 25 Cr for 3 consecutive years i.e. 2020-21, 2021-22 and 2022-23. In case of a Consortium, the Lead Member must have positive net worth. | Why are the requirements different for a single bidder and a consortium lead member? | Please refer to Corrigendum 4, Sr. No. 14. |
| 15. | Part I | Section III - Qualification Criteria | 27 | Qualification Criteria (QC4) | The bidder (for single firm) should have a positive net worth of minimum 25 Cr for 3 consecutive years i.e. 2020-21, 2021-22 and 2022- 23 In case of a | Request to kindly modify clause as below: The bidder (for single firm) should have a positive net worth of minimum 8 Cr for 3 consecutive years i.e. 2020- | Please refer to Corrigendum 4, Sr. No. 14. |

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| | | | | | Consortium, the Lead Member must have positive net worth. | 21, 2021-22 and 2022-23 (cumulative networth) In case of a Consortium, the Lead Member must have positive net worth. OR The bidder (for Lead Bidder and Consortium Member) should have a positive net worth of minimum 25 Cr. for 3 consecutive years i.e. 2020-21, 2021-22 and 2022-23. In case of a Consortium, the Lead Member must have positive net worth. | |
| 16. | Part I | Section III - Qualification Criteria | 27 | Qualification Criteria Table | For a JV/C to qualify, the Lead member must meet at least 40 percent of those minimum criteria for an individual Bidder and other members at least 20% of the criteria. Failure to comply with this requirement shall result in the rejection of the JV/C's bid | Why are these restrictive clauses placed on the other members of a JV/C? | No change in the clause, the tender conditions shall prevail. |
| 17. | Part II | Section IV - Background | 29 | Purpose/Objectives | The selected System Integrators will also be responsible for the operation and maintenance of the platform for a period of 5 years, ensuring its continued efficiency and | Delineation of responsibilities between DGS and the vendor for the conduct of the exams needs to be clarified. | The specific clause mentioned in the REOI will be detailed out in the subsequent RFP. |

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| | | | | | effectiveness in supporting DGS's examination needs. | | | |
| 18. | Part II | Section IV - Scope | 30 | Scope | Scope of work section | Additional scope of work (Missing in RFP currently) Additionally, we would also suggest adding below mentioned services to curb the malpractices during exams and aid the relevant authorities at every step of the examination to clear out all possibilities of fraud and misconduct: | No change in the clause, the tender conditions shall prevail. | |
| | | | | | | Key challenges in Examination process | | Proposed Solution / Services |
| | | | | | | No Method to establish Candidate's identity that an individual is who he or she claims to be | | TRUSTview: Biometrics solution • Aadhaar-based authentication • IRIS authentication • Facial recognition • Finger-print verification • Real-time attendance |

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| | | | | | | | feature For Impersonation Control by authenticating a candidate's identity | |
| | | | | | | No monitoring for Candidates /ground staff getting involved in various mal practices | CAMview: Live CCTV Surveillance Solution to monitor the examination process in real-time from remotely placed CCTV Command Control room | |
| | | | | | | Unsafe Transportation of crucial exam documents | TRACKview: Smart GPS Locking Solution for Safe Transport and storage. | |
| | | | | | | OMR Sheet Fudging post examination | SCANview: On-spot Scanning Solution immediately | |

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| | | | | | | | after the examination | | |
| 19. | Part II | Section IV - 3 | 30-31 | Scope | Phase 1, 2 and 3 definitions | End to end solution is also a requirement, and as such, Phases can be removed. Complete end-to-end solution is already available and can be deployed at once. | | | No change in the clause, the tender conditions shall prevail. |
| 20. | Part II | Section IV - Scope | 30 | Scope | "This section will dynamically fetch data from the DGS website, presenting the latest timelines on the new system" | Please clarify these timelines. | | | Please refer to Corrigendum 4, Sr. No. 15. |
| 21. | Part II | Section IV - Scope | 30 | Scope | To ensure data security and accessibility, the system will employ cloud storage, enabling the storage of students' answer sheets securely | Is cloud storage only for answer sheets and not for other data | | | Please refer to Corrigendum 4, Sr. No. 15. |
| 22. | Part II | Section IV - Scope | 31 | Written Competency Examination | Eligibility Assessment | Will this be an independent check in e-examination or data can be fetched from e gov? | | | The Bidder is requested to refer to Part II, Section IV (pg. no. 31) signifying an end-to-end solution consisting of eligibility assessment as a part of the solution. |
| 23. | Part II | Section IV - Scope | 31 | Written Competency Examination | Subsuming/Takeover of existing software (for e.g.: ePariksha) being used by | This will need to be integrated in e-exam? | | | The specific clause mentioned in the REOI will be |

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| | | | | | DGS for registration and eligibility assessment | | detailed out in the subsequent RFP. |
| 24. | Part II | Section IV - Scope | 32 | Exit Examination - 3h | Arrangement of deposit lockers or safe keep area for candidate's bags and mobile phones etc | Why is this in this doc for SI? | Please refer to Corrigendum 4, Sr. No. 16. |
| 25. | Part II | Section IV - Deliverables and Outcomes | 33 | Coded Answer Sheet Upload | The System Integrator (SI) will implement a coded answer sheet system to ensure accurate mapping of candidates' responses with their respective INDOS (Indian National Database of Seafarers) numbers. Before candidates arrive at the examination center, unique coded answer sheets will be printed for each candidate. | System users, including the Evaluators, will know the identity of candidates. | Bidders are requested to refer Form no. 7(Pg. no. 63) and submit their responses accordingly. |
| 26. | Part II | Section IV - Deliverables and Outcomes | 33 | Question bank Preparation | The chosen System Integrator (SI) shall assume full responsibility for overseeing the comprehensive solution for the preparation of a question bank. | Is there in any change considered for the examination format to go for digital examination.(MCQ, interactive diagrams, simulation etc.) | No change in the clause, the tender conditions shall prevail. |
| 27. | Part II | Section IV - Deliverables and Outcomes | 33 | Question bank Preparation | 1. Identification and Approval of Question Paper Setters and Subject Matter Experts: The SI will undertake the task of identifying and assembling a team of proficient question paper setters and subject matter experts. It is | Please clarify/elaborate the approval criteria | The specific clause mentioned in the REOI will be detailed out in the subsequent RFP. |

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| | | | | | imperative that all individuals selected for these roles meet the stringent approval criteria set forth by the Directorate General of Services (DGS) | | |
| 28. | Part II | Section IV - Deliverables and Outcomes | 34 | CCTV Surveillance and Management | Data Ownership and Security: The sole ownership of all recordings shall reside with the DGS. The SI shall ensure the highest level of data security, integrity, and confidentiality, and will not retain any rights over the recorded data | Data ownership is with DGS but the vendor shall be allowed to process the data using machine learning and AI to improve the system and functionalities. | No change in the clause, the tender conditions shall prevail. |
| 29. | Part II | Section IV - Deliverables and Outcomes | 34 | CCTV Surveillance and Management | Online Proctoring and Misconduct Logs | Invigilation of Invigilators and complete integration of the CCTV/surveillance system with the e-examination system shall be available on a single dashboard. | No change in the clause, the tender conditions shall prevail. |
| 30. | Part II | Section IV - Deliverables and Outcomes | 36 | Answer sheet processing | Answer Sheet Scanning: Upon completion of the written examination, physical answer sheets will be scanned through a designated scanner. The scanning process will ensure a digital representation of the candidates' handwritten responses, facilitating | While it is proposed going back to paper, scanners and bar codes and human intervention at various stages, alternate approaches and solutions need to be evaluated and incorporated. | Bidders are requested to refer Form no. 7, clause 2 - Approach and Methodology (Pg. no. 61) and submit their responses accordingly. |

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| | | | | | efficient evaluation and result processing. | | |
| 31. | Part II | Section IV - Deliverables and Outcomes | 37 | Evaluation of answer sheet | Remarks and Feedback: Evaluators will have the option to include remarks and feedback for each question, providing insightful comments on candidates' responses. The remarks can highlight strengths, areas for improvement, or specific reasons for awarding certain marks, aiding candidates in understanding their performance and enabling them to learn from the evaluation process | Candidates will have access to their answer sheets? | Please refer to Corrigendum 4, Sr. No. 19. |
| 32. | Part II | Section IV - Deliverables and Outcomes | 38 | Oral Examination | Oral Exams | As specified, the examination system has no reform in terms of objectivity | Bidders are requested to refer Form no. 7(Pg. no. 63) and submit their responses accordingly |
| 33. | Part III | Section IV - Deliverables and Outcomes | 34 | Deliverables and Outcomes | Live CCTV • The selected System Integrator (SI) will be responsible for incorporating comprehensive CCTV surveillance and management capabilities | To ensure the successful examination conduction, various contemporary security measures have been inducted in the examination process through this tender like: • Live CCTV surveillance of | No change in the clause, the tender conditions shall prevail. |

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| | | | | | into the online exam software.. | <p>exam centres</p> <ul style="list-style-type: none"> • Manual Frisking of candidates • Aadhaar-based Biometric and touchless IRIS Biometric solutions <p>As per Industry best practice, the Tendering authority should always roll out separate RFP and not make these services a part of scope of Examination conduction agency, as the same would mean that the examination conducting agency itself is entrusted to monitor its work. In such a case, the purpose of enabling IT technology to control impersonation and provide Transparency would not be resolved, as no agency will ever point-out or highlight its own shortcomings. So, the best Industry Practice suggests Tendering authority should hire two separate agencies</p> <ul style="list-style-type: none"> • One for Examination conduction • Second for Supporting Infrastructure or Security ancillary services | |

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| | | | | | | First Agency, Exam conduction Body, will be focused on conduction of examination during examination day and the second agency would be working in real time scenario that will escalate the issues / challenge in real time to the client for immediate and effective resolution. Hereby, it is suggested that there should be two separate agencies for examination conduction and supporting infrastructure / audit activities / Security ancillary services | |
| 34. | Part III | Form 2 | 49 | Qualification Criteria - Compliance | The Bidder / lead bidder in case of consortium must have a minimum average turnover of INR 200 Cr. for the last three financial years ending 31st March 2023 as evidenced by the audited accounts of the company. In case of consortium, consortium member (except Lead Bidder) must have a minimum turnover of INR 200 Crores (Two Hundred Crores) | Is it possible to reduce the average turnover to 19cr? | Please refer to Corrigendum 4, Appendix 1. |

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| 35. | Part III | Form 2 | 49 | Qualification Criteria - Compliance | The Bidder / lead bidder in case of consortium must have a minimum average turnover of INR 200 Cr. for the last three financial years ending 31st March 2023 as evidenced by the audited accounts of the company. In case of consortium, consortium member (except Lead Bidder) must have a minimum turnover of INR 200 Crores (Two Hundred Crores) | The Bidder (for single firm) must have a minimum turnover of INR 8 Cr. for any of the last seven financial years ending 31st March 2023. | Please refer to Corrigendum 4, Appendix 1. |
| 36. | Part III | Form 2 | 49 | Qualification Criteria - Compliance | The Bidder / lead bidder in case of consortium must have a minimum average turnover of INR 200 Cr. for the last three financial years ending 31st March 2023 as evidenced by the audited accounts of the company. In case of consortium, consortium member (except Lead Bidder) must have a minimum turnover of INR 200 Crores (Two Hundred Crores) | <p>This clause is restrictive and biased in nature and restricts participation from wider firms. Request to kindly modify clause as below: Minimum average annual turnover of Rs.100 Cr. at least 50% of which should be from System Integrator/ Consultancy & Advisory Services Contracts, calculated as total certified payments received for contracts in progress or completed within the last 7 years.</p> <p>OR</p> <p>Minimum average annual turnover of Rs.200 Cr. (Lead</p> | Please refer to Corrigendum 4, Appendix 1. |

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| | | | | | | Bidder + Consortium Member) at least 50% of which should be from System Integrator/ Consultancy & Advisory Services Contracts, calculated as total certified payments received for contracts in progress or completed within the last 7 years. | |
| 37. | Part III | Form 2 | 49 | Qualification Criteria - Compliance | The Bidder / lead bidder in case of consortium must have a minimum average turnover of INR 200 Cr. for the last three financial years ending 31st March 2023 as evidenced by the audited accounts of the company. In case of consortium, consortium member (except Lead Bidder) must have a minimum turnover of INR 200 Crores (Two Hundred Crores) | We are a small organization but carrying out the Examination Modernization end to end for Staff Selection Commission. Considering the complexity of the project, we have well in place expertise and would request the Authority to consider relaxation in the eligibility as: Minimum average annual turnover of Rs.20 Cr. from System Integrator Contracts excluding sale of products, hardware or COTS software solutions, calculated as total certified payments received for contracts in progress or completed within the last 7 years. Or The bidder should have an annual turnover of at least Rs 20 Crore from software development and/or | Please refer to Corrigendum 4, Appendix 1. |

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| | | | | | | <p>software services in each of the last three financial years (FY 2020-21, 2021-22 and 2022-23).</p> <p>The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/ sister concerns etc. from software development and/or software services. The turnover should exclude sales of system software or COTS/hardware/hosting/non-development services.</p> | |
| 38. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 3 (DEV) and above certification and ISO 9001 and ISO 27001 certification. In case of consortium, consortium member should also have at least CMMI Level 3 certification | Is it possible to change it any one of consortium to be CMMI Level 3 certified? | Please refer to Corrigendum 4, Appendix 1. |
| 39. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 3 (DEV) and above certification and ISO 9001 and ISO 27001 certification. In case of | Is it possible to remove this? | Please refer to Corrigendum 4, Appendix 1. |

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| | | | | | consortium, consortium member should also have at least CMMI Level 3 certification | | |
| 40. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | The bidder/Lead Bidder must have prior experience as a System Integrator in successfully conducting of Proctored Online Written, Oral Exam, and MCQ based exam in PAN India basis with Online/Computer Based assessments. | Is it possible to reduction and ask for proof for LMS or exam solution for any of top premier institute like IIM or IIT etc. | No change in the clause, the tender conditions shall prevail. |
| 41. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | The bidder must have successfully conducted exam for minimum 5,00,000 (5 Lakh) candidates in three years (aggregate / cumulative basis) for single/multiple clients (Conduct of Remote Proctored Online Exam PAN India basis with Online/Computer Based assessments). The documentary evidence in the form of work order/contract and performance report must be enclosed on the client's letterhead. | Please reduce this to 50 Lakh or 1 crore as such solutions are normally not that costly to furnish such proofs. | Please refer to Corrigendum 4, Appendix 1. |

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| 42. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | <p>f) The bidder/Lead Bidder must have prior experience as a System Integrator in successfully conducting of Proctored Online Written, Oral Exam, and MCQ based exam in PAN India basis with Online/Computer Based assessments.</p> <p>i. The Bidder (Single firm or any member of the consortium) must have experience in implementation of at least one project of conduct of Proctored Online Exam PAN India basis with Online/Computer Based assessments of amount not less than Rs. 175 Cr.</p> <p>OR</p> <p>ii. two projects of conduct of Proctored Online Exam PAN India basis with Online/Computer Based assessments of amount not less than Rs. 125 Cr.</p> <p>OR</p> <p>iii. Three projects of conducting Proctored Online Exam PAN India basis with Online/Computer Based assessments of amount not less than Rs. 100 Cr. each</p> | <p>f) The bidder/Lead Bidder must have prior experience as a System Integrator in successfully conducting of offline Exam, and MCQ based exam in PAN India basis or Online/Computer Based assessments.</p> <p>i. The Bidder (Single firm or any member of the consortium) must have experience in implementation of at least one project of conduct of Offline Exam PAN India basis or Online/Computer Based assessments of amount not less than Rs. 8 Cr. OR</p> <p>ii. two projects of conduct of Offline Exam PAN India basis or Online/Computer Based assessments of amount not less than Rs. 5 Cr.</p> <p>OR</p> <p>iii. Three projects of conducting Offline Exam PAN India basis or Online/Computer Based assessments of amount not less than Rs. 3 Cr. Each of which includes Application Development, Software Support, training, support manpower & maintenance involving</p> | Please refer to Corrigendum 4, Appendix 1. |

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| | | | | | of which includes Application Development, Software Support, training, support manpower & maintenance involving services to any state / central government organization in India and PSU in India or abroad during the last seven financial years. | services to any state / central government organization in India and PSU in India or abroad during the last seven financial years. | |
| 43. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | a) The bidder must have successfully conducted exam for minimum 5,00,000 (5 Lakh) candidates in three years (aggregate / cumulative basis) for single/multiple clients (Conduct of Remote Proctored Online Exam PAN India basis with Online/Computer Based assessments). 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). (FY 2017-18, 2018-19 & 2019-20). | The bidder must have successfully conducted exam for minimum 5,00,000 (5 Lakh) candidates in six years (aggregate / cumulative basis) for single/multiple clients (Conduct of Offline Exam PAN India basis or Online/Computer Based assessments). 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). (FY 2017-18, 2018-19 & 2019-20). | Please refer to Corrigendum 4, Appendix 1. |

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| 44. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | prior experience as a System Integrator in successfully conducting of Proctored Online Written, Oral Exam, and MCQ based exam in PAN India basis with Online/Computer Based assessments. i. The Bidder (Single firm or any member of the consortium) must have experience in implementation of at least one project of conduct of Proctored Online Exam PAN India basis with Online/Computer Based assessments of amount not less than Rs. 175 Cr. OR ii. two projects of conduct of Proctored Online Exam PAN India basis with Online/Computer Based assessments of amount not less than Rs. 125 Cr. OR iii. Three projects of conducting Proctored Online Exam PAN India basis with Online/Computer Based assessments of amount not less than Rs. 100 Cr. Each of which includes Application Development, Software Support, training, support manpower & | Very high project experience requirements have been put & these should be relaxed, in order to facilitate a more inclusive participation by various participants. | Please refer to Corrigendum 4, Appendix 1. |

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| | | | | | maintenance involving services to any state/central government organization in India and PSU in India or abroad during the last seven financial years | | |
| 45. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | The bidder must have successfully conducted exam for minimum 5,00,000 (5 Lakh) candidates in three years (aggregate/cumulative basis) for single/multiple clients (Conduct of Remote Proctored Online Exam PAN India basis with Online/Computer Based assessments). The documentary evidence in the form of work order/contract and performance report must be enclosed on the client's letterhead. past achievement in this regard shall be considered for technical evaluation). (FY 2017-18, 2018-19 &2019-20) | Very high (Unrealistic) minimum candidate threshold have been put in the criteria & should be removed, in order to facilitate a more inclusive participation by various participants. | Please refer to Corrigendum 4, Appendix 1. |
| 46. | Part III | Form 2 | 50 | Qualification Criteria - Compliance | The bidder / Lead Bidder in case of consortium must have been assessed for CMMI Level 3 (DEV) and above certification and ISO | Kindly clarify why would the consortium member need to meet the same CMMI requirements as the Lead bidder? | Please refer to Corrigendum 4, Appendix 1. |

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| | | | | | 9001 and ISO 27001 certification. In case of consortium, consortium member should also have at least CMMI Level 3 certification | | |
| 47. | Part III | Form 7 - Approach and Methodology | 61 | Approach and Methodology | 2.4 What are the methodologies proposed by your organization to conduct frisking and ensure that no candidate commits cheating during examinations? | <p>To ensure the successful examination conduction, various contemporary security measures have been inducted in the examination process through this tender like:</p> <ul style="list-style-type: none"> • Live CCTV surveillance of exam centres • Manual Frisking of candidates • Aadhaar-based Biometric and touchless IRIS Biometric solutions <p>As per Industry best practice, the Tendering authority should always roll out separate RFP and not make these services a part of scope of Examination conduction agency, as the same would mean that the examination conducting agency itself is entrusted to monitor its work. In such a case, the purpose of enabling IT technology to control</p> | No change in the clause, the tender conditions shall prevail. |

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| | | | | | | <p>impersonation and provide Transparency would not be resolved, as no agency will ever point-out or highlight its own shortcomings. So, the best Industry Practice suggests Tendering authority should hire two separate agencies</p> <ul style="list-style-type: none"> • One for Examination conduction • Second for Supporting Infrastructure or Security ancillary services <p>First Agency, Exam conduction Body, will be focused on conduction of examination during examination day and the second agency would be working in real time scenario that will escalate the issues / challenge in real time to the client for immediate and effective resolution. Hereby, it is suggested that there should be two separate agencies for examination conduction and supporting infrastructure / audit activities / Security ancillary services</p> | |
| 48. | Annexure I | A(II) | 65-66 | Eligibility Assessment | Eligibility Assessment | Overlapping with e-Governance RFP | No change in the clause, the tender |

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| | | | | | | | conditions shall prevail. |
| 49. | Annexure I | A (I) and A (VI) | 65 & 75 | Written Competency Examination | <p>Biometric</p> <ul style="list-style-type: none"> • The system may employ various authentication methods, such as username and password, two-factor authentication (2FA), or biometric verification, INDOS number based verification. • System shall require internal examiner to verify the candidate with (i) photograph mapping with profile, (ii) biometric verification in case of inperson meeting | <p>To ensure the successful examination conduction, various contemporary security measures have been inducted in the examination process through this tender like:</p> <ul style="list-style-type: none"> • Live CCTV surveillance of exam centres • Manual Frisking of candidates • Aadhaar-based Biometric and touchless IRIS Biometric solutions <p>As per Industry best practice, the Tendering authority should always roll out separate RFP and not make these services a part of scope of Examination conduction agency, as the same would mean that the examination conducting agency itself is entrusted to monitor its work. In such a case, the purpose of enabling IT technology to control impersonation and provide Transparency would not be resolved, as no agency will ever point-out or highlight its own shortcomings.</p> | No change in the clause, the tender conditions shall prevail. |

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| | | | | | | <p>So, the best Industry Practice suggests Tendering authority should hire two separate agencies</p> <ul style="list-style-type: none"> • One for Examination conduction • Second for Supporting Infrastructure or Security ancillary services <p>First Agency, Exam conduction Body, will be focused on conduction of examination during examination day and the second agency would be working in real time scenario that will escalate the issues / challenge in real time to the client for immediate and effective resolution. Hereby, it is suggested that there should be two separate agencies for examination conduction and supporting infrastructure / audit activities / Security ancillary services</p> | |
| 50. | Annexure I | A(VI) | 68 | Examination | <p>xi. System shall have provision for assigned DGS staff to mark the attendance of candidate as per the attendance sheet generated. Or</p> | <p>Why is this human intervention necessary and who will have the access to these codes? System is broken and not secure if these codes are exposed.</p> | <p>Bidders are requested to refer Form no. 7, 2. Approach and Methodology (Pg. no. 61) and submit</p> |

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| | | | | | The attendance sheet will generate, and mark automatically based on the login of the candidates. xii. System shall have provision for assigned DGS staff to fill in answer sheet code and examiner details for each seafarer who appeared for the examination | | their responses accordingly. |
| 51. | Annexure I | A(IX) | 70 | Submission of answer sheet | The system shall have a provision to scan answer sheets by the candidate by scanner available at the exam table and then encrypt and upload them into the system. | While it is proposed going back to paper, scanners and bar codes and human intervention at various stages, alternate approaches and solutions need to be evaluated and incorporated. If a Candidate wants to answer on the computer, he/she shall be able to do so. | Bidders are requested to refer Form no. 7(Pg. no. 63) and submit their responses accordingly |
| 52. | Annexure I | A(XI) | 70 | Evaluation of answer sheet | The system shall have provision to access the scanned answer sheet by the competent authority of DGS The system shall have the capability to distribute scanned answer sheets randomly to any of the DGS-approved MMD centers. | Access to answer sheet shall only be given to the assigned Evaluator. Access to answer sheets shall not be available to anybody before being assigned and evaluated. Checkpoints need to be identified. | Please refer to Corrigendum 4, Sr. No. 25. |

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| 53. | Annexure I | A(XI) | 71 | Evaluation of answer sheet | xiv. The system shall include a provision for the overwriting of comments and marks, following the hierarchy levels, along with appropriate justifications or reasoning for the changes made | This should only be possible through the re-evaluation process. Do we want Original records to be overwritten? This will allow the system user to change the marks and remarks of the original Evaluator. Checkpoints need to be identified. | Please refer to Corrigendum 4, Sr. No. 26. |
| 54. | Annexure I | A(VIII) | 78 | Marking Evaluation Status | System shall update examination evaluation on the (i) DGS module, (ii) MTI module, (iii) Candidate module | There is no clarity on the different modules that are mentioned in the system and the features expected to be associated with such modules. E.g. MTI module | The specific clause mentioned in the REOI will be detailed out in the subsequent RFP. |
| 55. | | | | | Additional Clauses for Inclusion | Additional Clauses for Inclusion: Indemnity Limitation of the Bidder's Liability towards the Purchaser Non-solicitation Force Majeure Termination for Convenience Retention of Copies Non- Exclusivity | These clauses shall be considered in the subsequent RFP stage. No change in the existing clauses, tender conditions shall prevail. |
| 56. | | | | | Not able to view the pages after page 25 in the pdf. | Not able to view the pages after page 25 in the pdf. | Please refer to Corrigendum no. 1. |
| 57. | | | | | | Controller of Examinations dashboard is missing on the requirement specifications | Bidders are requested to refer Form no. 7(Pg. no. 63) and submit their responses accordingly |

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| 58. | | | | | Interactions with the other system | There is no clear list of the systems that e-Exam will be interacting with, besides e-Governance. | The specific clause mentioned in the REOI will be detailed out in the subsequent RFP. |
| 59. | | | | | User Types | There is no clarity of the different user types and their roles and actions associated with the roles that is expected in the system. This is required for the various types of DGS/MMD officials that will be interacting with the system. Authorities associated with some of the roles are not clear e.g. Instructor. User types and roles need to be clearly defined. | The specific clause mentioned in the REOI will be detailed out in the subsequent RFP. |
| 60. | | | | | Identity and Access Management | For the DGS ecosystem - since the users, both internal and external, for e-examination, e-governance etc. are going to be the same, kindly clarify how the single login and authentication mechanism is being planned for seamless user experience | Bidders are requested to refer Form no. 7(Pg. no. 63) and submit their responses accordingly |
| 61. | | | | | Tender References | TENDER REFERENCES of other State / Central Government Bodies of India | No change in the clause, the tender conditions shall prevail. |

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| | | | | | | w.r.t above mentioned propositions | | | |
| | | | | | | DEPARTMENT NAME | TENDER NO. / DATE | TENDER DESCRIPTION | |
| | | | | | | NATIONAL TESTING AGENCY | NTA/2021-22/034 Dated 20.07.2021 | Ancillary security services on turnkey basis during Offline (Pen-Paper based) examination | |
| | | | | | | National Testing Agency | NTA/2021-22/033 Dated 11.05.2021 | Provide Live CCTV Surveillance, Biometric authentication and Frisking service during | |

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| | | | | | | | | CBT examination | |
| | | | | | | Maharashtra Public Service Commission | MIS-0120/C R27/2021/23 Dated 09.09.2021 | PROVIDING SERVICES FOR CCTVS SURVEILLANCE SYSTEM | |
| | | | | | | Maharashtra Public Service Commission | MIS-0615/CR 22/2020/II I Dated 30.07.2020 | Providing Security Ancillary Services Including Sanitization during Examinations | |
| | | | | | | All India Institute of Medical Sciences (AIIMS) | GEM/2021/B/1470754 Dated 27-08-2021 | Live CCTV, Biometric (Iris, Facial recognition and fingerprint) | |

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| | | | | | | | | nt) during examination. | |
| | | | | | | Bihar Staff Selection Commission, Patna | 1343/आ Dated 26.06.2021 | Biometric Authentication and Attendance Marking Service | |