

**GOVERNMENT OF INDIA
NATIONAL BIODIVERSITY
MINISTRY OF ENVIRONMENT, FOREST AND CLIMATE CHANGE
TICEL BIOPARK, CISR ROAD, TARAMANI
CHENNAI – 600 113**

**Conducting Online Examination for Engaging Young Professionals (YPs) in The National Biodiversity Authority (NBA), Chennai
Tender Notice No: NBA/2/208/2020-Admn/NBA/
PRE-BID QUERIES**

Name of the Company: Sify Technologies Limited

Query / Clarification Sought:

Sl. No.	RFP Clause / Section	Page No.	Content of RFP Requiring Clarification(s)	Points of Clarification	Response of NBA
1	1. GENERAL	4	The National Biodiversity Authority (NBA), Chennai, a statutory body established under the Biological Diversity Act, 2002, intends to engage around 30 Young Professionals in Scientific, Legal/IPR, System and Accounts categories at NBA. This number may vary as per functional requirements of NBA.	Volume of candidates is the key solution driver for any CBT project so a guidance on this parameter is paramount for proper planning and execution of the project. So, based on historical data available with NBA, we would request NBA to share the estimated volume of candidates expected to register for the exam(s) planned to be conducted under this contract.	NBA is proposing to conduct this type examination for the first time. Therefore no historical data is available. However, details regarding the sub-categories under each category of YP, their educational and experience requirements, appropriate number of candidates to be engaged under each sub-category, duration of engagement are provided as addendum to the NIT.
2	2. SCOPE OF SERVICE	4	The selected agency will plan, design, develop, format, organize, conduct and manage the engagement of Young Professionals through online competitive examination across India using its own network, managing the entire range of activities related to engagement process.	Please mention the cities where the exams are planned to be conducted. Also, if possible, please share the city wise estimated volume of candidates expected to be scheduled. This information would help in realistic planning for the exam delivery.	Tender conditions are being modified. Candidates will appear from their homes. Only in the event of inability of any candidate he / she may appear from a 'call centre' for which he / she would make his / her own credible arrangement and shall be responsible.

3	2. SCOPE OF SERVICE	4	The selected agency has to plan to conduct the examination in such a way that the candidates shall take the online examination either from their home or at designated centres of the service provider. So the service provider has to offer the choice to candidate to take the examination either from their home or from designated Centres.	As you know that the approach, methodology, solution platform and infrastructure required for conducting exams at designated Test Centre and at the home of the candidate is completely different. So we would request NBA to plan conducting the exams in either of the option. Planning for both is a challenge for all stakeholders including the candidates. Please confirm the way the exams are to be scheduled.	Yes, the exam would be conducted in single mode (home-based). Please refer to NBA response given in the earlier section.
4	2.1 PRE EXAMINATION PROCESS	4	I. Designing the format of application for online submission by the candidates to be linked to NBA Website	We would request NBA to kindly clarify the following points: 1. Duration for which the registration module is required. 2. Do we need to make any provision for uploading documents in the registration portal? If 'Yes', then please clarify the maximum number, file format [PDF/JPEG/DOC/XLSX etc/] and maximum file size that needs to be provisioned for accepting documents from candidates. 3. Do we need to provide a "challenge system" where in candidates can apply for changes in the uploaded / registered information or challenge the marks scored by the candidate. 4. For accepting digital payments through Credit / Debit Cards, Digital Wallets & Internet Banking, we understand NBA would sign the required MoU with their Bank for provisioning of the Payment Gateway Integration (PGI) and the successful bidder would use the PGI of NBA. Please confirm our understanding.	1. Registration Module should be live for 30 days. 2. No document need to be uploaded during registration process. 3. Not applicable . 4. NBA will not provide any payment gateway. Successful bidders shall collect payment on behalf of NBA and shall remit the collected amount to NBA.
5	2.1 PRE EXAMINATION PROCESS	4	Coding & Decoding features shall be built in to the process of the examination	Please elaborate on the requirement with some relevant examples.	Encrypting and decrypting the Questions and Answers.

6	2.1 PRE EXAMINATION PROCESS	4	VI. Provide virtual proctoring solutions such as: (a) Conducting live proctor, where a proctor/Invigilator will be assigned to watch live feed from candidate web cam including the Desktop i.e., human based	For conducting exams using remote virtual proctoring solutions please clarify the proctor / invigilator to candidate ratio required. We would suggest a 1:10 ratio. Please confirm.	Exam will be conducted in single mode / home based only. So only remote virtual proctoring system will be required.
7	2.1 PRE EXAMINATION PROCESS	5	Additional device detection	We record the real time video of the entire examination session & the e video captured is available for review & audit. In this context please confirm if the feature of "additional device detection" is required.	Yes
8	2.1 PRE EXAMINATION PROCESS	5	Question Bank Management and Examination Paper o NBA shall provide 'Question Bank' to Service Provider (SP) for each type of examination.	(a) We assume that NBA would provide the questions and their answers in mutually agreed electronic format and the documents would be prepared using Unicode fonts. Please confirm our understanding. (b) We understand that the exams would be conducted only in English. Please confirm our understanding. (c) Please share the duration of the exam and the maximum number of questions that would be included for each of the exams.	Yes Yes. Exam shall consist of Multiple choice questions and essay type question. Both - put together- will be 60 to 90 minutes duration.

9	2.2 Examination Phase	5	2.2.1 The selected bidder/ SP shall ensure that only the authorized candidates are taking the exam.	<p><u>For Exams Conducted at Test Centres:</u> In the prevalent COVID-19 situation capturing finger prints is not advisable. Please confirm that facial recognition technology along with recording of physical signature, examination of an original Govt. issued photo ID card and taking a digital photo at the Test Centre would be accepted for candidate verification process.</p> <p><u>For Exams Conducted at Home:</u> Please confirm that facial recognition technology along with visual examination of an original Govt. issued photo ID card and video recording of the exam would be accepted for candidate verification process.</p>	<p>Not applicable</p> <p>Yes</p>
10	2.2 Examination Phase	5	2) Short essay of about 250 words on a given type, which the candidate would type and upload.	<p>(a) We understand that the candidate would type in the response directly in the exam interface of the exam conducting software and there won't be any option of scanning & uploading pictures / PDF files of the answer sheets. Please confirm our understanding.</p> <p>(b) We assume that NBA would manually evaluate the answers for the essay type question using the services of their SME panel. Please confirm our understanding.</p>	<p>Yes.</p> <p>For multiple choice questions the evaluation would be electronic and provided by the selected service provider. NBA would get the essays evaluated by its experts and communicate the marks obtained to the service provider, who would then consolidate and tabulate the marks scored by each candidate.</p>

11	2.2 Examination Phase	6	<p>x. At the end of the exam, transfer / export of candidate response and audit trails shall be done by the selected bidder on secured channel from Central server of the selected bidder within 24 hour from each exams.</p>	<p>(a) For exams conducted at Test Centres, please confirm if CCTV recording, physical frisking by security guards using hand-held metal detectors, capturing the finger prints and photography of the candidate is also part of the scope of the work.</p> <p>(b) The raw data of the candidate response along with the audit trail can pushed to the Central Server within 24 to 48 hours depending on the candidate volume. However heavy data such as CCTV recording, scanned data of finger print etc. can be provided on a separate channel such as HDD / FTP over a period of 5 days depending on the volume / size of the data. Please confirm that this procedure is acceptable by NBA.</p>	<p>Not applicable</p> <p>Yes</p>
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12	2.2 Examination Phase	6	<p>Note – Following shall be made available by NBA:</p> <ul style="list-style-type: none"> * Question Paper format defining number of questions to be included in the examination * Rules / guidelines /marking scheme etc. 	<p>We would request NBA to issue a detailed Standard Operation Procedure (SOP) for the Test Centres to address the COVID19 situation which should be accepted by all bidders and implemented by the successful bidder. This SOP should be issued as an addendum to the RFP. This SOP would help all the potential bidders with the necessary information regarding the preparation required for addressing the COVID19 situation and would also help NBA to evaluate the proposed solution basis a equal set of parameters.</p> <p>As per our understanding, some of the points that needs to be covered in the SOP are as follows:</p> <ol style="list-style-type: none"> 1. Capturing the finger prints / LTI to be replaced with face recognition technology. 2. Maintaining physical distancing norms at the candidates' waiting area, candidate registration desks and in the examination halls. 3. Sanitization of the waiting area, exam halls, toilets and locker facility after every batch. 4. Temperature check and hand-sanitization of the candidates and Test Centre team. 5. Providing face mask, face shield and gloves to the Test Centre team. Keeping a provision for extra masks in case candidates reach the Test Centre without a mask. 6. Protocol to handle candidates who fail the temperature check. 	Not applicable, in view of single mode of exam.
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13	2.3 Evaluation Phase	7	The selected bidder's software must have provision for elimination of any incorrect/ out of syllabus questions while evaluation. NBA shall provide/ facilitate for listing such questions post examination. The system must also be able to normalize marks and accommodate for providing grace marks as per limits set by NBA.	<p>(a) As per our understanding NBA would provide the questions. So, we would request NBA to remove the following requirement - "<i>The selected bidder's software must have provision for elimination of any incorrect/ out of syllabus questions while evaluation.</i>".</p> <p>(b) We assume that NBA would provide the guidelines and procedure to "<i>normalize marks and accommodate for providing grace marks as per limits</i>" well in advance during the requirement gathering phase. Please confirm our</p>	<p>(a) Not agreed. Necessary provision to be made in Bidder's Software.</p> <p>(b) Yes</p>
14	2.3 Evaluation Phase	7	The selected bidder shall provide attendance data of all the candidates captured during examination, for verification purposes.	<p>By "attendance data" we understand the signature and photograph of the candidate taken at the Test Centre.</p> <p>For exams taken from home it would be video recording of the exam session.</p> <p>Please confirm the understanding.</p>	<p>Not applicable</p> <p>Yes</p>
15	2.3 Evaluation Phase	7	<p>o The selected bidder shall provide documented inputs and support for handling</p> <ol style="list-style-type: none"> 1. Candidate's queries 2. RTI queries 3. Court Cases 	<p>We understand that the successful bidder has to provide documented inputs and support for handling candidate's queries, RTI queries and Court cases only during the Contract period.</p> <p>Please confirm our understanding.</p>	<p>Yes.</p>
16	2.3 Evaluation Phase	7	o Test Data Archiving: The selected bidder should be able to record and backup each candidate's response after the examinations. The selected bidder shall archive the result and other examination data for future references after specified time, as per requirement of NBA	<p>As per industry practice the Test Data is archived till the result is handed over to the exam conducting authority (NBA in this case). Along with the result, the complete dataset is handed over to the exam conducting authority and the responsibility of archiving the data is transferred to the exam conducting authority (NBA in this case). We understand NBA would follow the same procedure.</p> <p>Please confirm our understanding.</p>	<p>Yes . However, Service provider may be in need of archived data for candidate's queries, RTI queries and court cases, till the agreed duration as per Service Contract, i.e upto a period of six months.</p>

17	2.3 Evaluation Phase	7	o After generation of the result, if required Bidder may have to develop API/software/application to directly upload the scores at NBA's official portal.	Please elaborate the requirement and confirm the scope of work. Without access and knowledge of the existing website of the NBA it would be difficult to commit direct uploading of Exam Result onto NBA's official website. We would request NBA to drop this requirement.	This will be decided while entering Contract agreement on mutual understanding.
18	3 QUALIFYING CRITERIA FOR TECHNICAL BID	8	1. The Applicant can either be a Company or firm / society registered under relevant Acts in India and is in similar business for at least 03 years as of 31st March, 2020 shall have completed at least 3 similar assignments in the last 5 years. The bidders should mandatorily possess the registration numbers e.g. PAN, GST, etc., as applicable to them.	We understand "3 similar assignments" means projects for conducting computer based examinations. Please confirm our understanding.	Yes.
19	3 QUALIFYING CRITERIA FOR TECHNICAL BID	8	2. Average Annual Turnover of Rs.3 Crore (Rupees Three Crore only) in last three Financial years (i.e., 2017-18, 2018-19 & 2019 - 20). Documentary Evidence: a) Copy of the Audited Statement of Accounts (Balance Sheet and Profit & Loss Account) for the last three FY (i.e., 2017-18 & 2018-19 & 2019 -20). (b) Certificate by Chartered Account to this effect has to be submitted in Form 2.	Due to the prevalent COVID-19 situation we have not been to convene the AGM and file our audited accounts. So we would request NBA to allow Company Secretary signed un-audited financial statements for the FY 2019-20 for Eligibility Criteria compliance. For earlier FYs ending on 31st March 2019, we can provide the audited financials and CA certificate. Please confirm the acceptance of our request.	Agreed.

20	3 QUALIFYING CRITERIA FOR TECHNICAL BID	9	7. Earnest Money Deposit (EMD) in the form of Account Payee Demand Draft/Banker's Cheque, in favour of "National Biodiversity Authority" for an amount of Rs.10,000/- (Rupees Ten thousand only) on any Scheduled Bank along with the bid.	In view of the prevalent COVID-19 situation wherein Banks are also not operating as per normal schedule, we would request NBA to allow online payment through NEFT / RTGS for EMD amount deposit. Kindly confirm and provide the necessary details such as Bank Name, Branch Address, A/c Number, A/c Name and IFSC code.	As Banks are functioning and to facilitate returning EMD of unsuccessful bidders at the earliest (returning of original Banker's Cheque/DD), the existing condition is not modified.
21	8.6. PAYMENT TERMS:	11	Payment of the cost of service as mentioned in the Price Schedule will be effected immediately after completion of the job, and after completion of any other obligation arising out of the tender subject to relevant certificate from the Purchaser on the bills	We would request NBA to have the following payment terms: 30 % within 1 week of issued Admit Cards 30% within 1 week of conducting the Exam 30% within 1 week of handing over of result 10% within 1 month of handing over of result	As we are Government of India organization, payment can be made only on post procurement method. Stage payments can only be considered for long term projects.
22	ANNEXURE –IV FINANCIAL DETAILS	17	<u>Financial Bid</u> To conduct online Examination for engaging young professionals for NBA as per process defined in the Tender Document.	As you know that the approach, methodology, solution platform and infrastructure required for conducting exams at designated Test Centre and at the home of the candidate is completely different. Consequently the pricing model of each of the examination approach is also different. So in case NBA wants to use both the exam conducting methodologies then we would request NBA to accept two separate rates - one for each type of exam which is being envisaged by NBA and not ask only for a "Composite Rate". Please confirm the acceptance of our request.	The examination would be conducted in 'Single' mode only so a 'single rate' needs to be provided.

23	TECHNICAL BID SCORE	19	<p>Successfully handled and completed end to end recruitment/selection process by conducting online exams for any Government agencies including Central / State Government Departments / PSUs/ Public Sector Banks, etc. during last 3 (three) Financial Years ending 31.03.2020.</p> <p>Criteria of Scoring: < 3 years = 0 >= 3 Years to <=5 Years = 20 Marks > 5 Years to <= 10 Years = 30 Marks >= 10 years = 40 Marks Or based on number of Exams handled (to be decided)</p>	<p>We are in the field of conducting online assessment for more than 10 years and we can confirm that end to end recruitment / selection process by conducting online exams was not the standard norm for any Government agencies including Central / State Government Departments, PSUs and Public Sector Banks. So to promote wider participation and make it easy for NBA to evaluate the relevant experience of the bidder we would request NBA to amend the parameter as suggested here:</p> <p>Successfully conducted computer based exams for any reputed organization during the last 3 (three) Financial Years ending 31.03.2020.</p> <p>Criteria of Scoring: < 3 years = 0 >= 3 Years to <=5 Years = 20 Marks > 5 Years to <= 10 Years = 30 Marks >= 10 years = 40 Marks</p>	Not agreed
24	Form: 2 Company's Financial Information	23		<p>Due to the current COVID 19 related situation, audited financials for the FY 2019-20 has not yet been filed.</p> <p>So for all the clauses related to Financial status of the organization we would request NBA to either allow the submission of audited financial statements till the period 31st March 2019 or allow submission of Company Secretary certified un-audited financials for FY 2019-20 along with the audited financials of the FYs 2017-18 and 2018-19.</p> <p>Please confirm the acceptance of our request.</p>	Agreed. Addendum will be issued.