

S.No.	Section in e-Tender	Page No.	RFP Clause/Text	Query raised	Reply from IARI
1.	Test Centre Management and Examination Schedule	09	(ii) Availability of sufficient number of Test Centres in Delhi/NCR to ensure conduct of examination in a Single Session covering all candidates.	<p><b>A) We would request IARI to provide details of number of post, historic data of number of candidates applied for each post in past duration of exam.</b></p> <p><b>b) We also request to plan examination in multiple days multiple batches as per qualified computer nodes available in Delhi/NCR for conducting of smooth exam.</b></p>	<p>a) As online CBT is being conducted for the first time historical data doesn't exist.</p> <p>b) it depends on the number of registrations made/received for particular post/exam</p>
2	Test Centre Management and Examination Schedule	10	<p>(viii) Deployment of following minimum number of Technical Resources (both at IARI centres as at privatecentres) to administer servers, hardware devices, networking and facilitymanagement at each of the test-centre:</p> <ul style="list-style-type: none"> <li>● One IT Engineer per 30 nodes.</li> <li>● One IT</li> </ul>	<b>We understand we have to conduct exam at IARI Centres also we would request IARI to provide details of IARI centres with capacity available at each centre.</b>	01 Centre and 120 Nodes.

bid queries is as follows:

A) Scoring Model-ISO 20000-1:2-2018

**Reply:** As per tender term.

B) Annual Report of 2019-2020

**Reply:** Unaudited financial statement for financial year 2019-2020 signed by Company Secretary.

C) Consortium

**Reply:** Agreed.

D) COVID 19 Precaution Measures

**Reply:** As the Covid 19 is a temporary phenomena all prevalent guidelines issued by Centre/State Govt. regarding Covid 19 should be complied with by the bidder.

Sr. No.	Page No.	Tender Document Reference Number	Content of Tender Doc. for Clarification	Query raised	Reply of IARI
1	16		Scoring Model – ISO 20000-1:2-2018	Given this is a recent certification for most vendors , and 20000-1:2011 is common to most vendors the certificate in hand is valid for 2 years and does not impact the service quality in any way – we request you to please drop this criteria as it would be unfairly favouring only specific vendor	Reply on this point will be provided separately in due course.
2	17	1.3.1	Annual Report of 2019-20	Due to Covid19 the audit has been a little delayed – we request that Bidders also be allowed to submit unaudited results if the Audited results are not completed at the time of Tender submission	Reply on this point will be provided separately in due course.
3	22	3.4	Consortium	As this Tender is related to confidential activities we request that Consortium should not be allowed	Reply on this point will be provided separately in due course.
4	29	24	Undertaking to be notarized	Given the current situation Bidder are working from home hence getting notary services is difficult – we request that bidders be allowed to submit this on Letterhead without notarization	Request denied
5	30		Financial Bid	We assume that per candidate means per Scheduled candidate who has been issued an Admit card and this would be applicable for CBT, Skill test and Counselling - please confirm	As per tender norms
6	21	<b>SECTION V - General Conditions of Contract - Clause 1.9</b>	Failure to comply would attract a penalty as the IARI may deem fit to impose, including forfeiture of security deposit / Performance Security and termination of contract.	Request IARI to <b>notify the bidder in writing in case of any default on the part of the bidder before forfeiture of security deposit / Performance Security and termination of contract.</b>  a)The bidder should be given the rights of representation before imposing penalties b)along with cure period to rectify/remedy its its defaults / defects / shortcomings  c)Request IARI to restrict the total cumulative penalties/damages to be restricted to 5% of the total invoice value	a) Appropriate procedure will be followed b) Decision shall be taken as the case may be c) Request denied
7	21	<b>SECTION V - 3.1 Standard</b>	The vender/bidder shall be liable to pay to the	A)Request IARI to <b>notify the bidder in writing in case of any default on the part of the bidder before forfeiture of security deposit / Performance Security and termination of</b>	a) Appropriate procedure will be followed

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		<b>of Performance</b>	ASRB for any financial losses by way of some of system and process failure.	<p><b>contract.</b></p> <p><b>B)The bidder should be given the rights of representation before imposing penalties along with cure period to rectify/remedy its its defaults / defects / shortcomings</b></p> <p>C)Request IARI to restrict the penalties to 5% of the total invoice value..</p> <p>d)The Bidder shall be liable only to the extent of its own defaults/shortcomings if any and no other.</p>	<p>b)Decision shall be taken as the case may be</p> <p>c) Request denied</p> <p>d) Liability will be as per tender norm</p>
8	22	<b>clause 3.2 Performance Security</b>	The proceeds of the performance security shall be payable to the IARI as compensation for any loss(es) resulting from the failure of the Bidder to meet out its obligations under the Contract. This shall be in addition to any other action/penalty taken by IARI for failure.	<p>a)Request IARI <b>to notify the bidder in writing in case of any default on the part of the bidder before forfeiture of Performance Security.</b></p> <p><b>b)The bidder should be given the rights of representation before imposing penalties along with cure period to rectify/remedy its its defaults / defects / shortcomings</b></p> <p>c)Request IARI to restrict the total cumulative penalties/ damages to 5% of the total invoice value.</p>	<p>a) Appropriate procedure will be followed</p> <p>b) Decision shall be taken as the case may be</p> <p>c) Request denied</p>
9		<b>Clause – 3.5</b>	<b>Penalty Clause / Liquidated Damages</b>	<p>penalties are too steep – failure of online exam process – penalty of 100% of the project cost</p> <p>a)Request IARI <b>to notify the bidder in writing in case of any default on the part of the bidder before forfeiture of security deposit / Performance Security and termination of contract.</b></p> <p><b>b)The bidder should be given the rights of representation before imposing penalties along with cure period to rectify/remedy its its defaults / defects / shortcomings</b></p> <p>c)Request IARI to restrict the penalties to 5% of the total invoice value.</p> <p>d) The Bidder shall be liable only to the extent of its own defaults/shortcomings if any and no other.</p>	<p>a) Appropriate procedure will be followed</p> <p>b)Decision shall be taken as the case may be</p> <p>c)Request may be denied</p> <p>d) liability as per tender norms</p>
10	24	<b>clause 3.9 Termination for</b>	The quality of the delivery of various tasks is not up to the	<p>a)Request to have clarity on the parameters which shall define the quality of the delivery of various tasks.</p>	<p>a)as per tender norm</p> <p>b) Decision shall be taken as the</p>

		<b>Default</b>	satisfaction of the IARI	b)The Bidder shall be given an opportunity to remedy the defects/shortcomings if any.	case may be
11	24	<b>clause 3.9 Termination for Default</b>	In case of suspension/termination the Bidder shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency	The Bidder shall be liable only to the extent of its own defaults/shortcomings if any and no other.	a) liability as per tender norms
12	26	<b>clause 3.17 Resolution of Disputes</b>	Decision of Director, IARI shall be final for any aspect of the contract and binding to all parties. Disputes arising, if any, on the contract will be settled at his level by mutual consultation and in case of failure or settlement, dispute shall be referred to the sole arbitrator to be appointed by the Secretary, ICAR. The decision of the sole arbitrator so appointed shall be final and binding on the parties. Arbitration proceedings shall be governed by the Arbitration & Conciliation Act, 1996 as amended from time to time.	<b>Request IARI to consider that the dispute shall be referred to Sole Arbitrator who shall be mutually appointed by the parties and not the Secretary, ICAR alone</b>	Request denied
13	37	<b>Clause – 15 – Draft Specimen Agreement</b>	That in case the firm fails to fulfill any of the terms and conditions of this agreement or commits breach of the contract, IARI shall cancel/ terminate the contract and forfeit the security deposit and the performance security and initiate such other suitable legal action as ARI may deem fit against the firm/ agency .	A)The Bidder shall be liable only to the extent of its default/shortcomings and no other. B)The Bidder shall be given a specified period to remedy the defects/shortcomings. C) The Bidder shall have an opportunity of being heard.	a) liability as per tender norms b) Decision shall be taken as the case may be c) Decision shall be taken as the case may be
14	37	<b>Clause – 11 – Draft Specimen</b>	In case of any loss or damage to the property of the ,IARI	A)Request ,IARI to give prior intimation to the Bidder by issuing a notice to the Bidder.	A)Decision shall be taken as the case may be

		<b>Agreement</b>	which is attributable to the firm, the full damages will be recovered from the firm as decided by , IARI.	<p>B)The Bidder shall be given a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings.</p> <p>c)The Bidder shall be liable only to the extent of its own defaults/shortcomings if any and no other.</p> <p>d)Request IARI to restrict the total cumulative penalties/damages to be restricted to 5% of the total invoice value.</p>	<p>b)Decision shall be taken as the case may be</p> <p>c) liability as per tender norms</p> <p>d) Request denied</p>
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15	33	<b>Annexure II - Undertaking</b>	On failure to comply the provision of undertaking – would attract penalty as the IARI may deem fit – including forfeiture of security deposit/ Performance Bank Guarantee and termination of Contract, blacklisting , and legal proceeding (civil/criminal)as deem fit by the Director of the Institute	<p>Request IARI to restrict the total cumulative penalties/damages to be restricted to 5% of the total invoice value.</p> <p>Further request IARI to not to proceed for any legal proceedings and hence the same shall be deleted.</p>	<b>Request denied</b>
16	9	Scope of Work Pre- Examination	Server of IARI will be used for all purposes till conduct of examination.	<p>Requesting ICAR to kindly confirm that if the server is provided by IARI, it's hosting will also be taken care by IARI?</p> <p>Will the DR (<i>Disaster Recovery</i>) server be also provided by IARI?</p> <p>Also, how will the application deployment and access control management handled?</p>	preferably server of IARI will be used for all purpose till the conduct of examination. However server of the agency / company may be used if IARI so directs and for this no extra payment shall be made by the institute
17	9	Scope of Work Pre- Examination	Transfer of Responses/Answers within one hour of examination	There are various external factors which delay the process; So candidate Reponses can be provided in 3-4 hours. Hope that will suffice the requirement. Please confirm	Request denied
18	9	Scope of Work Pre- Examination	Test Centre Management and Examination Schedule	Please share historic trend of city wise candidate counts for various Online exams	As online exam is conducted for first time no such data exist
19	9	Scope of Work Pre- Examination	Question paper Content	<p>A. Please confirm content preparation is done by ICAR or the agency?</p> <p>B. If content is in ICAR scope then, We assume the content for all Test Papers and master keys will be provided in required standard xls format Please confirm.</p>	<p>a) Question paper will be by provided by ICAR</p> <p>b) It will be provided in the</p>

				<p>C. If no, Please share list of disciplines/subjects/ Topics/ Syllabus for QP content development by bidder</p> <p>D. Please share number of questions per paper (min and max.)</p> <p>E. Please confirm total modules for which QP needs to be prepared</p> <p>F. Please confirm duration of exam min. and max for different exam modules.</p> <p>G. Please confirm language required for conducting the exam</p> <p>H. We assume the questions will be only of MCQ Type. Please confirm</p>	<p>same format as given by ICAR</p> <p>f) as per tender norms</p> <p>h) It will be provided in the same pattern as provided by ICAR</p>
20	10	Scope of Work Pre-Examination	Test Centre Management and Examination Schedule	<p>A. We assume 10% buffer system will suffice. Please confirm</p> <p>B. Please share the percentage of PWD candidates.</p> <p>C. We Assume that the PWD candidate can bring his/her own scribe for exam? Please confirm</p>	<p>A) Query is not related to tender document</p> <p>B) it depends on number of applications received</p> <p>C) it will be decided at the time of examination</p>
21	10	Scope of Work Pre-Examination	Test Centre Management and Examination Schedule	We assume provisioning internet via modes like Broadband, Dongle, mobile hotspots will also be acceptable	Agreed
22	10	Scope of Work Pre-Examination	Test Centre Management and Examination Schedule	<p>Standard ratio for Online CBT is as mentioned below</p> <p>Support Staff - 1 per 100 candidates</p> <p>Security Guards - 1 per 100 candidates</p> <p>We assume above ratio will suffice the requirement. More manpower will add to cost impact. Kindly consider above ratio for manpower.</p>	Bidder has to ensure smooth conduct of exam with adequate Manpower Deployment
23	11	Scope of Work Pre-Examination	Environment Check at Test Centre and Conduct Mock Drills / Mock Tests	We assume Hand -pat Frisking shall suffice as there is additional cost impact for frisking with Metal detectors. Please confirm	As per tender norms
24	12	Conduction of Examination	Conduction of Examination	As part of its security Process no individual Passwords are shared with the candidate at any stage. The Admin would be keying in the password on the computer once the candidate is seated to prevent any confusion etc by the candidates	As per tender document
25	13	Conduction of Examination	Conduction of Examination	Kindly elaborate on the requirement of no scroll back feature.	The clause is self-explanatory
26	9-15	Scope of Work	Not required?	We assume there is no requirement for Online registration portal, Admit card portal and Help desk. If required there will be impact in cost estimated. Please confirm	Bidder has not to make Online registration portal/ Admit card portal/ help desk for online registration.
27	9	Scope of Work	The examination will be conducted only on application based model.	We assume that LAN based model in decentralized environment is allowed.	Yes, it is acceptable
28			Covid19 Precaution Measures	We request that in view of the current situation that is expected to continue for the next 6-8 months and due to the Govt's mandate on Precautionary measures to be	Reply on this point will be provided separately in due course.

			<p>followed we request the points below be included in the tender in the financial Bid format as this would have a cost impact - so the rate should include COST of conducting Exam adhering to Covid 19 compliance.</p> <p><b>We request the cost of Conducting Computer based Exam + Covid 19 additional cost together be considered for computing the Total L1 Rate</b></p> <ol style="list-style-type: none"> <li>1. Due to Social Distancing norms for seating &amp; spacing between each candidates at the Test centers - additional Centers to be booked which leads to additional Servers, Test Administrators &amp; manpower, Security guards etc</li> <li>2. Sanitization cost at the test center before and after exams (Sanitizers, Sanitization of the infra between sessions, Disinfection of the entire center at the end of the day etc )</li> <li>3. Disposable Gloves, Face shield, PPE suit for Security staff attending the Frisking activities and the cost for Thermal Scanners (Ratio 1:100)</li> <li>4. We suggest that to avoid Hand Pat Frisking only Metal detectors should be used for frisking - Security guards who carry out the frisking will wear PPE suit which is changed every day.</li> <li>5. To reduce hand to hand contact candidates should get their own pencil for usage during the test</li> <li>6. Suggested Point to be incorporated in the Admit card - that Candidate who come for the Exam should sign a self-declaration that they are free from any covid19 symptoms and none of the family member with whom they are staying are Covid19 positive and they are appearing for the exam at their own risk - the Exam conducting body and the Exam conducting Agency will not be held accountable for any Covid19 related concerns at later stage post the exam</li> </ol>	
29	12	i	<p>Further, the bidder shall also capture finger print and thumb impression of the candidates and match the finger print and thumb impression at the time of skill test/joining, if need for such a verification arise</p> <ol style="list-style-type: none"> <li>A. Please confirm if Biometric verification is also required when Skill test is being conducted (assuming its skill test will be conducted on a different date)</li> <li>B. Please confirm the number of cities &amp; Number of stages where Biometric verification would be required</li> <li>C. Please confirm skill test is in Bidder scope or ASRB Scope?</li> <li>D. Please confirm if the Vendor has any additional scope during the counselling process apart from biometric verification?</li> <li>E. If it is in bidder scope please share the city wise candidate count for skill test.</li> </ol>	As per tender norms



			at the time of Counseling/Joining.		
30	13	V	Application shall have the facility to push various questions based on the request received from the candidates appeared in the exam	We request further clarity on this requirement	The clause is self-explanatory
31	13	XI	Availability of colour blind feature at the time of online examination, so that colour blind people can take the test, if needed	We assume that candidate answer status option on the test engine with different shapes will suffice	The clause is self-explanatory
32	15	ii	Analyse the test pattern and answering pattern and submit reports on the answering pattern and feedback on question patterns / difficulty level.	We request further clarity on this requirement	The clause is self-explanatory

S. No.	Section of tender	Page No.	RFP Clause/Text	Query raised	Reply of IARI
1	Relevant Information at a Glance	3	EMD - Original copy of Earnest Money Deposit of Rs. 50,000/- only. DD / FDR / Bank Guarantee in favour of . . . . .	<p><b>In the prevalent COVID-19 situation there are disruptions and logistics issues with Banking, Postal and Courier services. So to address the current situation, as an additional option, we would request IARI to share the required details such as A/c No., IFSC Code, Bank Name, Branch Address etc. and accept online payment of the EMD amount.</b></p> <p><b>please confirm the kind acceptance of our request.</b></p>	Request denied
2	Eligibility Criteria	6	B. Average annual turnover of the Agency in the last three financial years (2017-18, 2018-19, 2019-20) relating to examination work.	<p><b>Due to the prevalent COVID-19 related situation, audited financials for the financial year 2019-20 has not yet been filed. So currently we can submit the audited financial statements for the FYs 2018-19, 2017-18 and 2016-17. For the FY 2019 - 20, we can submit the un-audited financials signed by Company Secretary.</b></p> <p><b>Please confirm this will comply with the RFP requirement.</b></p>	Reply on this point will be provided separately in due course
3	Eligibility Criteria	7	<p>J. Party shall submit an undertaking to the effect, on affidavit, duly attested by a Judicial Magistrate of First Class, that:</p> <p>K. Considering the confidentiality and sensitivity of the work involved, the bidders have to enclose an undertaking on affidavit, duly attested by a Judicial Magistrate of First Class or duly notarized on non-judicial stamp paper of Rs. 10/- . . . . .</p>	<p><b>Due to the prevalent COVID-19 related situation, where in offices are either closed or not accessible, we would request IARI to kindly accept Self-Declaration by the authorized representative of the Bidder as a possible alternative for the affidavit duly attested by a Judicial Magistrate of First Class. Please confirm the kind acceptance of our request.</b></p> <p><b>Due to the prevalent COVID-19 related situation, where in offices are either closed or not accessible, we would request IARI to kindly accept Self-Declaration by the authorized representative of the Bidder as a possible alternative for the affidavit duly attested by a Judicial Magistrate of First Class.</b></p> <p><b>Please confirm the kind acceptance of our request.</b></p>	Request denied
4	Scope of Work	9	Preferably, server of IARI will be used for all purpose till the conduct of examination. However, the server of agency / Company may be used, if the IARI so directs, and for this no extra payment shall be made by the Institute.	<p><b>We deliver all the exam projects using secured and robust servers hosted in our Tier 3 compliant Data Centres along with the Servers deployed at the Test Centres. We cannot use the servers of IARI for any activity. We would request IARI to confirm that this standard approach &amp; methodology for exam delivery is acceptable.</b></p>	Request denied

5	Scope of Work	9	The agency shall transfer all the responses / answers marked by the candidates, appearing in the examination within one hour of completion of examination.	<b>Data transfer depends on the data volume [batch size] and the time required for data processing. We would IARI to allow at least 24 hours to complete the post exam data transfer process. Please confirm the kind acceptance of our request.</b>	Request denied
6	Scope of Work	9	<u>Candidate Handling Process:</u> Attendance and biometric (photograph and thumb impression) handling	<b>In view of the COVID-19 related guidelines of the Government we would request IARI to replace the requirement of capturing of finger prints / thumb impression and using the same for cross-verification with face recognition solution.</b>  <b>Capturing of finger-print / thumb impression is not advisable in the COVID-19 situation and "Face Recognition" technology can be a viable alternative.</b>  <b>Please confirm the acceptance of our request.</b>	contract shall be initially for a period of Two years which may be further extended for two years on year to year basis .Prevailing covid-19 situation may change . it is also informed that changes in exam standard operating procedure due to covid-19 depends on relevant guidelines issued by Government of India /ICAR applicable at the time of conduct of examination
7	Scope of Work	9, 10	I. Test Centre Management and Examination Schedule	<b>We would request IARI 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 IARI to evaluate the proposed solution basis a equal set of parameters.</b>  <b>As per our understanding, some of the points that needs to be covered in the SOP are as follows:1. Capturing the finger prints / thumb impression 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.</b>	changes in exam standard operating procedure due to covid-19 depends on relevant guidelines issued by Government of India /ICAR applicable at the time of conduct of examination

8	Scope of Work	9	I (ii) Availability of sufficient number of Test Centres in Delhi / NCR to ensure conduct of examination in a single session covering all candidates.	<b>(a) Please confirm the maximum possible batch / session size.</b>  <b>(b) Please confirm the maximum count of nodes / computers required to conduct the exam in Delhi / NCR.</b>	a) It depends on the number of registrations received for a particular post/exam b) It depends on the number of registrations received for a particular post/exam
9	II Establish ment of Confidential ECU	11	(iv) To establish central command system at IARI or at any place as per needs of IARI, New Delhi	<b>(a) We assume that the ECU would be setup withing the IARI, Pusa, New Delhi campus. Please confirm our assumption.(b) We understand that IARI would provide the basic infrastructure to setup the ECU - secured room, security guards, CCTV, furniture, computers, printers, internet connection, un-interrupted power, AC etc. and the vendor / selected bidder has only to provide required technical support resources. Please confirm our understanding.</b>	a) Agreed b) Agreed
10	III Environm ent Check at Test Centre	11	(vii) Getting test centres in compliance with test requirements including installation of CCTV cameras at Test Centres . . . . .	<b>We would request IARI to issue the guideline on the usage of CCTV in the prevalent situation where wearing masks is compulsory in public places.</b>	Relevant guidelines will be issued later on when the need arise.
11	B. Conduct of Examinati on Phase	12	(i) . . . match the finger print and thumb impression at the time of skill test / joining, . . . .	<b>(a) Please clarify the role of the successful bidder for activities related to skill testing and joining.</b>  <b>(b) What would be the typical timeframe for completing the skill testing and / or joining?</b>  <b>(c) Will payment be linked to skill testing and joining?</b>	a) It is mentioned in the tender document  b) At this stage no such time frame can be provided  c) Payment will be made as per tender norms
12	II Test Delivery and Monitorin g	13	(iv) Ensure download / push question papers to Test Centres from ECU through 256 bit AES + RSA encrypted data transfer to various Nodes.	<b>We would request IARI to allow SSL encrypted data for downloading / pushing questions to Test Centres.</b>  <b>Please confirm the acceptance of the request.</b>	Request denied
13	C. Post Examinati on Phase:	14	I (viii) Hand over to representatives of IARI audit trails of all candidates & CCTV footage / video recording of entire exam process within 48 hours of completion of examination . . .	<b>Refer page 9 of the RFP; it mentions that the data can be handed over within 5 days after the examination is over. We would request IARI to provide a 5 days window after the examination is over to provide all the required exam related data.Please confirm the acceptance of our request.</b>	Request denied

14	C. Post Examination Phase:	15	II (iv) Provide support to IARI team in preparation of Court Cases, RTI and other related activities.	<b>We understand that the selected bidder has to provide support to IARI team in preparation of Court Cases, RTI and other related activities only during the Contract Period. Please confirm our understanding.</b>	The understanding is incorrect
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15	D. Time Frame	15	The indicative implementation plan . . .	<p><b>(a) Please confirm if registration of candidate along with payment collection is part of the scope of work.</b></p> <p><b>(b) Please confirm if the successful bidder has to provide PGI services for payment collection?</b></p> <p><b>(c) The delivery time frame is based on the timeline to receive the confirmed list of candidates for exam. Would request IARI to confirm the timeframe to handover the list of registered candidates in a mutually agreed electronic format.</b></p>	<p>A) registration of candidate along with payment collection is not the part of the scope of work.</p> <p>B) no successful bidder has not to provide PGI services for payment collection</p> <p>c) It is as per tender norms</p>
16	Scope of Work	10	. . . . question paper [to be provided by the ICAR / IARI] . . .	<b>We understand IARI will provide all the question papers and answers in English and / or Hindi in mutually agreed electronic format in Unicode fonts. Please confirm our understanding.</b>	It will be provided in same format as given provided by the ICAR
17	Scope of Work	9	General query	<p><b>(a) Please confirm the contract period.(b) What would be the estimated annual volume of candidates who would take the exams under this contract?(c) Annually, how many exam cycles would be scheduled under this contract?(d) What would be average and maximum candidate count in each of these exam cycles?</b></p>	<p>(a) the contract period is for two years which may be further extended for two years on year to year basis, based on satisfactory performance of firm and mutual agreement of the two parties to the contract</p> <p>b) It depends on the number of registrations received against a post.</p> <p>c) Exams are /will be conducted as per arising of vacancies and on completion of relevant procedures needs to initiate the Recruitment Process.</p> <p>d) It depends on the number of registrations received/made against the Advt.</p>

18	Scoring Model	16	1.1.1. Legal Structure -> Partnership / Consortium	<b>As a industry standard practice, Consortium is not allowed for CBT opportunities. We would request IARI to kindly drop this option.</b>	Proposal is also not proper and there are other options
19	Scoring Model	16	1.2.2.ISO 20000-1 ISO / IEC 20000-1: 2011 - 3 marks ISO / IEC 20000-1:2018 - 7 marks	<b>ISO 20000-1 is for "IT Service Management System" and organizations currently certified to ISO/IEC 20000-1:2011 standard have time till 29 September 2021 to transition to ISO/IEC 20000-1:2018 standard. To evaluate the organization capability and quality standard which is mote relevant to the CBT project we would request IARI to have the below mentioned alternative scoring parameters:</b>  <b>ISO / IEC 20000-1 OR ISO / IEC 27001 - 3 marks</b> <b>ISO / IEC 20000-1 AND ISO / IEC 27001 - 7 marks</b>  <b>Note: ISO / IEC 27001 is for "Information Security Management System" which is more important. As per MeitY, Govt. of India guidelines certification for both ISO 20000-1 and ISO 27001 is desirable.</b>	Information on this point will be provided separately in the due course

20	Scoring Model	17	1.3 Bidder's Financial Capability	<b>Due to the prevalent COVID-19 related situation, audited financials for the financial year 2019-20 has not yet been filed. So currently we can submit the audited financial statements for the FYs 2018-19, 2017-18 and 2016-17. For the FY 2019 - 20, we can submit the un-audited financials signed by Company Secretary.Please confirm this will comply with the RFP requirement.</b>	Reply on this will point be provided separately in due course
21	Payment	21	30% - On successful testing & Conduct of Online Examination at all Centres  40% - On satisfactory declaration of result  30% - On submission of requisite MIS reports etc.	<b>We would request IARI for the following payment schedule:</b>  <b>30% - On issue of Admit Card</b> <b>30% - Within 7 days of Conducting of Examination at all Test Centres</b> <b>30% - On handing over of Result of Examination to IARI</b> <b>10% - Within 15 days of handing over of Result of Examination to IARI</b>	Request denied
22	Penalty Clause / Liquidated Damage	23	. . . . 0.2% per day (subject to maximum 20%) . . . .	<b>We would request IARI to amend the clause as per the following suggested alternative:</b> <b><i>Penalty @ 0.1% per week of delay subject to a maximum of 10% of Contract Value.</i></b>  <b>Please confirm the acceptance of our request.</b>	Request denied

23	Penalty Clause / Liquidated Damage	23	. . . . .will entail a penalty of 100% of the Project cost and the Agency . . . . .	<p><b>We would request IARI to amend the clause to cap the overall penalty of the project to a maximum of 10% of the Project Cost.</b></p> <p><b>Please confirm the acceptance of our request.</b></p>	Request denied
24	SCHEDULE - II	30	FINANCIAL BID	<b>We cannot read and understand the Financial Bid. Please issue the format in legible format.</b>	Financial Bid (in BOQ made) has been published on the CPP portal.
25			General request	<b>Please provide the tender document in PDF format; the document available is in an image format. We need the document where we can use the facilities such as 'Search' and 'Copy'.</b>	Request denied

S.No.	Section in e-Tender	Page No.	RFP Clause/Text	Query raised	Reply from IARI
1.	Test Centre Management and Examination Schedule	09	(ii) Availability of sufficient number of Test Centres in Delhi/NCR to ensure conduct of examination in a Single Session covering all candidates.	<p><b>A) We would request IARI to provide details of number of post, historic data of number of candidates applied for each post in past duration of exam.</b></p> <p><b>b) We also request to plan examination in multiple days multiple batches as per qualified computer nodes available in Delhi/NCR for conducting of smooth exam.</b></p>	<p>a) As online CBT is being conducted for the first time historical data doesn't exist.</p> <p>b) it depends on the number of registrations made/received for particular post/ exam</p>
2	Test Centre Management and Examination Schedule	10	<p>(viii) Deployment of following minimum number of Technical Resources (both at IARI centres as at privatecentres) to administer servers, hardware devices, networking and facilitymanagement at each of the test-centre:</p> <ul style="list-style-type: none"> <li>• One IT Engineer per 30 nodes.</li> <li>• One IT Manager per 200 nodes.</li> </ul>	<p><b>We understand we have to conduct exam at IARI Centres also we would request IARI to provide details of IARI centres with capacity available at each centre.</b></p>	01 Centre and 120 Nodes.
3	Test Centre Management and Examination Schedule	10	<p>(x) Thorough checking of all nodes, network equipments, electrifications, CCTV Cameras, Biometrics machine &amp; Web Camera at Registration Desk (for capturing fingerprints, photograph &amp; signatures of candidates) and other active / passive devices as per the test-centre worthiness assessment plan at each test centre location at least five (05) days prior to the scheduled date of examination.</p>	<p><b>a)We would request IARI for test-centre worthiness assessment plan at each test centre location at least three (03) days prior to the scheduled date of examination</b></p> <p><b>b) Due to COVID-19 capturing of biometric/fingerprint of candidates may be an issue.</b></p>	<p>a) Request denied.</p> <p>b) Exam standard operating procedure due to covid-19 depends on relevant guidelines issued by Government of India/ICAR from time to time and applicable at the time of conduct of examination</p>



4	II. Establishment of confidential Examination Control Unit (ECU)	10		<b>We would request IARI to clarify for how many days we need to deploy our resources at ECU</b>	Till the finalisation of Result.
5	III. Environment Check at Test Centre and Conduct Mock Drills / Mock Tests	11	(vii) Getting test centres in compliance with test requirements including installation of CCTV cameras at test centres (one CCTV camera per ten candidates) installed in such a manner that it covers faces of all candidates with continuous recording throughout the examination process which is to be handed over to IARI after completion of examination, CCTV cameras in all the corridors of exam centre and hand videography at all the places of online examination throughout exam process. Frisking of candidates who are to take the test as per law. All invigilation staff and trained security guards as per needs of IARI will be provided by the SS&SP	<b>We would request IARI to exclude hand videography from SOW as it will increase delivery cost. We are capturing movement at examination centre through CCTV and later we will submit CCTV footage to IARI.</b>	Request denied
6	III. Environment Check at Test Centre and Conduct Mock Drills / Mock Tests	11	(vi) Certification of the nodes eligible for conducting the online assessment examination and sealing of the Test Centre after conducting final mock test.	<b>We would request IARI to clarify can selected vendor provide self certification for same.</b>	Both IARI & Vendor will certify.
7	B. Conduct of Examination Phase	12	(i) To arrange, test and set-up at least One (01) Bio-Metric Device and One (01) Web Camerato capture finger print, thumb impression and photograph for each set of 30 candidates before the examination session. The bidder shall capture photograph & signature of the examinees and reconcile (match) it with the photograph and signature given in the application. Further, the bidder shall also capture finger print and thumb impression of the candidates and match the finger print and thumb impression at the time of skill test/joining, if need for such a verification arises at the time of Counseling/Joining.	<b>a)We would request IARI to clarify are skill test and counselling are part of scope of work.</b>  <b>b) If so please provide more details for conduct of skill test and counselling (number of expected candidates and number of days for this activity)</b>	a) skill test and counselling are part of scope of work  b) it depends on the number of registrations received for particular post where skill test/ counselling is to be made.
8	Generic			<b>We would request IARI to clarify measures need to consider for conduct of examination considering COVID-19 situation.</b>	Exam standard operating procedure due to covid-19 depends on relevant guidelines issued by

					Government of India /ICAR from time to time and applicable at the time of conduct of examination
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