Responses to Pre- Bid Queries

S.No.	Tender Page No.	Tender Clause No.	Existing Clause /Requirement	Query /Suggestion	Reply to the Query/Suggestions
1	Pg 3 of 25	NOTICE INVITING TENDER, 3. Aims & Objectives of the Tender	Developing and integrating the mobile app (android and Mac) for the candidate's registration. To capture details of each registered candidates as per the requirement of NTA. Developing and integrating the mobile app (android and Mac) for the observers and invigilators to capture details as per the requirement of NTA.	The tender authority is requested to provide all the fields required/covered for candidate registration. Additionally, please provide the information on the following parameters	The agencies Applying for the tender are required to present best solutions they can provide, and technical bids will be evaluated and Credited marks accordingly.
				• Does the candidate registration module require face registration with live capture of face or just upload of image/passport size picture?	Yes, Face Recognition is required.
				• Whether advance AI based face registration/image quality registration is required i.e. the mobile app can differentiate between a real face and a photo of a face, multiple faces.	Yes, AI is required.
				• Does the mobile app require offline registration capabilities?	Yes.
				• Whether the mobile app will be multilingual i.e., English /Hindi or only one language?	Multilingual option shall be available.
				• Whether the android and IOS store registration fee will be provided by NTA as per actuals?	Yes, Fee as per actual may be preferable .
				• Does the scope require only mobile app development or also a web portal?	Scope requires app development and its integration with web Portal.
				• Is any integration required? If yes, please mention the number and type of integrations required?	Yes, Integration of the App with the Web Portal is required.
				• Is any integration with Google maps/Bharat maps required?	Yes, integration will be required which should be on optional basis.
2	Pg 3 of 25	NOTICE INVITING TENDER, 3. Aims & Objectives of the tender	Scanning consolidating past records integrating in systems.	The tender authority is requested to provide information on the following parameters • The number and type of documents which needs to be scanned. •What is the size? A4/A3/A2?	A4 sheets
				• What shall be the quantities against each.	about 50 Lakh per year.
				• Whether the document which needs to scanned is simplex or duplex?	Both Simplex and duplex
				• Whether NTA will provide scanner or allow the bidder to bring its own scanner?	Bidders shall bring their own scanner.

				• What kind of integrations is required?	Integration of the Scanned data with Current Applications/ MIS/ Dashboard and Other platforms is Required
				• Does NTA envisage any historical data upload in the new system? If yes, please provide the number of fields and data size.	Yes, historical data integration to the new system is required Fields should be able to identify candidates.
				• Can sample past records data be provided to bidders?	Yes, to the selected bidders.
3	Pg 3 of 25	NOTICE INVITING TENDER, 3. Aims & Objectives of the tender	NTA reserves the right to award the contract to one or all or empanel the agency(ies) for the job.	• The tender authority is requested to provide details on how NTA shall divide the scope among the bidders?	The decision for empanelment of one or more agencies will be taken later as per the requirement and capacity of bidders.
4	Pg 5 of 25	5. Scope of Work	Tracking and monitoring media reports and digital activities during the entire process of examination. 8 Pre-Examination news and pulse capturing. 9. Social media information gathering (affirmative and Negative)	• The tender authority is requested to clarify our understanding whether	
				o NTA wants a social media monitoring system wherein NTA will provide access to its Facebook/twitter/social media handles.	Yes
				o Does the scope also involves providing resources for media monitoring?	Yes, Resources will be required
				o Does the platform require identification of fake news?	Yes, Fake news identification is required in addition to gathering (Affirmative and Negative NEWS)
				o Whether this system will be integrated with other platforms? If yes, then please provide the details of other platforms.	Yes, Integration is required with MIS and Dashboard.
5	Pg 5 of 25	5. Scope of Work	5. Capturing Centre historical data and generating MIS.	• We understand that NTA will provide historical database of all the exam centers and the new systems provides a BI/Dashboard covering the historical data. Is our understanding correct?	NTA will provide Historical Database which will be integrated into new systems by the Empaneled Agency. Yes, Capturing of Key metrics and compliances during live exams and generating reports accordingly is required.
			6. Incident's history for each centers including technical, operations and administration based on NTA provided past data.	• Does this BI/Dashboard also require to capture key metrics and compliances during live exams and generating MIS/BI reports?	Yes, may be required

6	Pg 5 of 25	5. Scope of Work	Deployment of team for scanning of past records of center's feedback and reports	The tender authority is requested to provide information on the following parameters	
				• The number and type of documents which needs to be scanned. What shall be the size? A4/A3/A2?	A4 sheets
				• What shall be the quantities against each.	50 Lakh per year
				• Whether the document which needs to scanned is simplex or duplex?	Both Simplex and duplex
				• Whether NTA will provide scanner or allow the bidder to bring its own scanner?	Bidders shall Provide required Scanner.
				• What kind of integrations is required?	Integration of the Scanned data with Current Applications/ MIS/ Dashboard and Other platforms is required
				• Does NTA envisage any historical data upload in the new system? If yes, please provide the number of fields and data size.	Yes, historical data integration to the new system is required
				• Can sample past records data be provided to bidders for better understanding of the scope?	Yes, to the successful Bidder
7	Pg 5 of 25	5. Scope of Work	Developing and integrating the mobile app (android and Mac) for the exam event	The tender authority is requested to provide information on the following parameters	*Students registration *Centre Allocation *Attendance status of Candidate during Exam *Observer / Invigilator on duty *Details of Computer System allotted to the candidate. *Result Status of the candidate. *And other relevant fields related to Exam.
				• What is the broad idea of all the fields required/covered.	
				• Does the module require face registration with live capture of face or just upload of image/passport size pic'	Both the options are required
				• Whether advance AI based face registration/image quality registration is required i.e. the mobile app can differentiate between a real face and a photo of a face, multiple faces.	Yes, AI based Face recognition is required.
				• Does the mobile app require offline registration capabilities?	Yes, Offline registration option is required.
				• Whether the app will be multilingual i.e. English /Hindi or only oner language?	Multilingual option shall be available.
				•Whether the android and IOS store registration fee will be provided by NTA as per actuals?	Yes, Fee as per actuals may be preferable.
				• Does the scope require only mobile app development or also a web portal?	Scope requires app development integration with web Portal.

				• Is any integration required? If yes please mention the number, type, and details of the required integrations?	Yes, Integration of the App with the Web Portal is required.
8	Pg 5 of 25	5. Scope of Work	2. Past Trends analysis on examination body, agency, and city for other examinations.	We understand this will be based on the past/historical data provided by NTA on examination body, agencies, centers and cities. Is our understanding correct?	Yes, the analysis will be based on the past/historical data as well as present metrics analysis.
9	Pg 5 of 25	5. Scope of Work	3. Observer's module to capture requirements related to centers and staff deployed during the examination and tracking real time historical data of appearing candidates.	We understand that all these modules/mobile apps will require custom development. Is our understanding correct?	Yes, development of app and modules will be customized.
				We request the tender authorities to provide information on the following parameters	
				• What are the broad timelines?	About 2 months from date of Award of Tender
				• Details about the key functionalities?	As mentioned in the scope of work Point 5.
				• In case a FRS/SRS/BRD document is available. Then, it is requested to share it with all the bidders to have greater understanding.	Bidders shall propose the best solutions on the basis of Tender Document.
10	Pg 5 of 25	5. Scope of Work	4. All required data for previous examinations for scanning and capturing other data points as per the scope of work defined above.	We request the tender authorities to provide to provide information on the following parameters	
				• The address details wherein scanning needs to be performed?	Venue shall be NTA premises
				• Please provide the tentative timelines.	About 2 months from date of Award of Tender
				• Type of documents i.e., legal/A4/A3 / A2 handwritten/type.	All types of documents typed/ handwritten/ with sizes A4/A3/Legal.
				• Type of scan simplex/duplex, does the scanning requires OCR functionalities?	Both Simplex and duplex scanning with relevant Optical Character Recognition software (CRS)
				• Does the scanning also require typing/digitization of the documents?	Scanning process shall be efficient enough to present the scanned data in a Comprehensible Condition.
11	Pg 6 of 25	6(A) Organizational Level	Bidder must be CMMI, ISO 9001:2015, ISO 27001:2013 and ISO/IEC 20000:2012 certified	Considering the fact that the tender is limited to PSU/Government companies.	All the Certificates are mandatory.
				We request the authority to ask any 3 certificates out of the 4.	
				This will ensure maximum participation from the Govt. PSUs/Companies.	
				Hence, we request the tender authority to modify the clause as following.	

				"The Bidder must be ISO 9001:2015 and must have any 2 certifications out of ISO 27001:2013, ISO/IEC 20000-2012 and CMMI"	
				The bidder needs to provide an undertaking that "The development shall be conducted by bidders or its OEMs in adherence to CMMI Level 5 guidelines and Bidder or its development partner should be CMMI Level 5, ISO 9001:2015, ISO 27001:2013 and /or ISO 20000"	
12	Pg 6 of 25	6(A) Organizational Level	Employee Strength of the bidder should be atleast 100	We understand that the employees mean payroll outsources employees, Subject Matter Experts hired on term basis, Consultants and fixed term employees.	Employees on payroll / outsourced working regular with the Agency, may be counted for Employee strength.
				Is our understanding correct?	
13	Pg 16 of 25	ANNEXURE-II DETAILS OF SIMILAR WORK EXECUTED	ANNEXURE-II DETAILS OF SIMILAR WORK EXECUTED	Considering the fact that the project requires varied skill sets like Digital Forensics, Forensic analysis, data analytics, social media monitoring etc. for which no PSU will have in-house capabilities hence in order to timely deliver and to ensure quality NTA shall allow bidders using SME/Consultants.	Using Consultants or Subject matter Experts shall be Considerable subject to proper information to NTA in the Technical Bid about each Resource to be used for the specific purpose. No direct Subletting of the contact shall be permitted.
				Experiences/credentials of the SME/Bidder will also be considered as well. If yes, the same shall be submitted to NTA after the award of work.	
				Is our understanding correct?	
14	Pg 21 of 25	ANNEXURE-VIIMarking Criteria for Technical Evaluation of Bids	Certification of Agencies	We request the authority to allow certification of development partner of bidder or alternatively modify the clause as following:	
			a) ISO 9000 - 2 Marks	o ISO 9000 : 3 Marks	
			b) ISO 20000 - 2 Marks	o ISO 20000 3 Marks	Marking Scheme remains the same
			c) ISO 27000 2 Marks	o ISO 27000 : 4 Marks	
			d) CMMI 5 - 4 Marks	An undertaking that bidder shall' give that the bidder follows all the CMMI level 3 processes and would take the CMMI level 3 Compliance	
15	Pg 21 of 25	ANNEXURE-VII Marking Criteria for Technical Evaluation of Bids	Manpower strength-	Manpower strength -	
			1. More than 100 =02 Marks	1. More than 100 =03 Marks	
			2. More than 200 and less than 300 =03 Marks	2. More than 125 =04 Marks	Marking Scheme remains the same
			3. More than 300 =5 Marks	3. More than 150 =05 Marks	

16	Pg 22 of 25	ANNEXURE-VIII FINANCIAL BID FORM	Table- l: Item wise cost historical data scanning/ data feeding	We request the authority to further bifurcate the One-time setup and deployment cost as following'		No change
				1. CAPEX /one time cost for development of mobile app for student registration.		
				2. CAPEX /one time cost for development of mobile app for Observers/Exam Centre.		
				3. CAPEX /one time cost for development of Social Media Analysis platform.		
				4. Cost per document for Scanning.		
				5. Cost for data migrations in GB.		
				6. Man-month cost for Forensic Experts (deployed on need basis).		
				7. Cost for AI based platform for BI/Reporting and dashboarding.		
	Pg 22 of 25	ANNEXURE-VIII FINANCIAL BID FORM	Recurring Maintenance and service cost	We request the authority to further bifurcate the cost per candidate for Recurring maintenance and service cost on quarterly basis as following: 1. Mobile app for student registration 2. Mobile app for Observers/Exam Centre 3. Social Media Analysis platform 4. AI based platform for BI/Reporting and dashboarding		No change
17	Pg 3 of 25	NOTICE INVITING TENDER, 3. Aims & Objectives	Customized report generations and integrating AI based tools for MIS and dashboards.	Kindly define use case of AI base tools for MIS and dashboards.		AI based tools shall be developed which can be used for analyzing the patterns (for representation of data in useful way.)
18	Pg 3 of 25	NOTICE INVITING TENDER, 3. Aims & Objectives	Scanning consolidating the past records and integrating in the systems.	As per our understanding, Scanning and data entry is required.		Yes, scanning and data entry may be required.
				Is our understanding correct?		
19	Pg 5 of 25	5. Scope of Work	Developing and integrating web portal and mobile app (android and iOS) for the exam event	Please explain detail of the key functionalities?		As per the details in the Scope of Work at point 5 in the Tender Document.
				In case a FRS/SRS/BRD document is available it may be shared with all the bidders to have better understanding.		On the basis of the Tender Document / Scope pf Work the Bidders shall submit the best solution they can provide with Stage wise elaborated working plan in the Technical Bid.

20	Pg 5 of 25	5. Scope of Work	To capture details of each registered candidates as per the requirement of NTA to be discussed with selected bidder (Mac ids, Location, Biometric, face, videos etc.).	Kindly explain what biometrics would be captured?	Biometrics shall consist of Both facial recognition and Fingerprint impression
				Biometrics can be facial recognition/capture or fingerprint impression. Please clarify.	
21	Pg 5 of 25	5. Scope of Work	Capturing Center historical data and generating MIS.	Historical data is to be provided by NTA. Is that correct? If yes, please provide the format and mode in which such data is present.	Yes, Data is available both in hard(handwritten/Typed) and soft copy PDF/ Excel/ word/ Jpg.
				In case such information is available in paper mode, do we have to supply scanning and data entry?	Yes, Scanning and data entry may be required.
22	Pg 5 of 25	5. Scope of Work	Incident's history for each centers including technical, operations and administration based on NTA provided past data.	Please provide the format and mode in which such data is present.	Data is available both in hard(handwritten/Typed) and soft copy PDF/ Excel/ word/ Jpg.
				In case information is available in paper mode, do we have to supply scanning and data entry?	Bidder shall bring their own Scanner. Yes, data entry may be required.
23	Pg 5 of 25	5. Scope of Work	Manpower Deployment History	Manpower deployment historical data is to be provided by NTA. Is that correct?	Data is available both in hard(handwritten/Typed) and soft copy PDF/ Excel/ word/ Jpg.
				If yes, please provide the format and mode in which such data is present.	Data is available both in hard(handwritten/Typed) and soft copy PDF/ Excel/ word/ Jpg.
				In case such information is available in paper mode, do we have to supply scanning and data entry?	Bidder shall bring their own Scanner. Data entry may be required.
24	Pg 5 of 25	5. Scope of Work	Deployment of team for Scanning of past records of center's feedback and reports	As per our understanding, data entry is required.	Yes.
				Is our understanding Correct?	
25	Pg 5 of 25	5. Scope of Work		As per our understanding, Past trend data and metrics is to be provided by NTA. Is our understanding correct?	Yes, data will be provided by NTA
26	Pg 5 of 25	5. Scope of Work	Observer's module to capture to Capture requirements related to centers and staff deployed during the examination and tracking	Kindly elaborate on real time historical data of appearing candidates. What parameters shall be captured?	*Identifying the Candidate to avoid Impersonation. *Identifying Candidate for history of Cheating. * No of attempts Candidate has taken the Exam. *And other parameters set by NTA.

			real time historical data of appearing candidates.		
27	Pg 5 of 25	5. Scope of Work	Performance report of Centers and agency deployed	On what metrics performance of centres and agency will be evaluated?	The bidders shall propose their own metrics Parameters for the purpose. The final set of metrics shall be finalized by NTA.
28	Pg 5 of 25	5. Scope of Work	Performance report of agency manpower and invigilators.	On what metrics performance of agency manpower and invigilators will be evaluated?	The bidders shall propose their own metrics Parameters for the purpose. The final set of metrics shall be finalized by NTA.
29	Pg 5 of 25	5. Scope of Work	Analysis of selected candidate on lab wise deployment.	As per our understanding, reporting of selected candidates on basis of labs and centres is to be provided. Is our understanding correct?	Yes, report of the Selected candidate shall be presented to NTA.The report shall contain the metrics set by NTA and all the relevant data which is useful related to the selected candidate.
30	Pg 5 of 25	5. Scope of Work	Regarding integration	• What is the scope of Integration for this system with the existing systems of NTA	All the old data (scanned/ Data Entry) is to be integrated with the new / Current Systems.
				• How many systems are in the scope for integration	As per the details in the Scope of Work at point 5 in the Tender Document.
				• What is the mode of integrations	Integration of both types is required
				o Seamless integration (disconnected mode where the data comes as dumps into the new tool)	
				o Live connection — API or Connector based live integration	
				• Is there a technology specification for the web application development- .NET or Java	Any platform can be used subject to Security
				· Is there a technology specification for the mobile application development- Hybrid or Native? If Hybrid, any specific techno ?	Any platform can be used subject to Security

31			Payment Terms	Following are the payment terms are proposed	It shall be decided at the Contract agreement stage with the qualified bidder.
				for one time setup and deployment cost:	
				<table><tr><td>Schedule</td><td>Rate%</td><td>Criteria</td></tr><tr><td>Stage 1 Completion of the Requirements Phase</td><td>15</td><td>Sign off of the Requirements document by client</td></tr><tr><td>Stage:2 Completion Coding and System Testing Phase</td><td>40</td><td>Completion of system testing with the agreed upon benchmark</td></tr><tr><td>Stage:3 Completion of Deployment</td><td>30</td><td>Completion of deployment of the tool and the system is accessible by the key users</td></tr><tr><td>Stage:4 Completion of UAT and Project Sign OFF.</td><td>15</td><td>Project completion sign off by the client</td></tr></table>	
				For the recurring maintenance and service phase:	
				It shall be Paid on Quarterly Basis	
32	Page-15	Annexure-I Financial Information Point-2.	Please attach- Up to date Income Tax Clearence Certificate. - Audited Balance Sheet. - Profit/ Loss statement	Can we submit the Provisional Balance sheet Certified by the Chartered Accountant for the F/Y 2019-20,2020-21&2021-22 as they are currently getting Audited.	May be considered if authenticated & verified by Competent Authority
33			Project Value	Can you please Confirm the Total Project Value?	Being dynamic, in parameters, Project value cannot be projected.
34	Page-21	Marking Criteria for Technical Evaluation of Bids	Average Financial turnover during the last three financial years i.e., 2019-20,2020-21 & 2021-22	We request the bidder's average turnover should be reduced from 150 Crores and Considering the year of Covid Pandemic; we request the Clause ne revoked	No Change