

Agricultural scientist Recruitment Board
Krishi Anusandhan Bhawan –I
Pusa Campus, New Delhi-10012

Sub: Details of Queries/Suggestions for clarification in respect of subject Tender and clarification of the same E-Tender No 2018_DARE_297697_1 inviting bids for Operating and Managing of the Online Examination Facility of ASRB

Agricultural Scientists Recruitment Board (ASRB) has invited online bids for operating and Managing of the online Examination facility for a period of three years.

The Pre bid meeting was held on 05.02.2018 at 11.00 am in the Board room, First floor in ASRB. Six firms representative attended the meeting. The various queries received through email as well as raised in the Pre-Bid meeting have been complied and the clarification of ASRB on the respective query are as under:

S.No.	Section /Para/Page Reference	Existing Text	Query/Suggestion	ASRB Clarification
1.	Section 8.8 Page 42	8.8 Payment terms Payment to the selected agency for providing the requisite satisfactory services will be made on quarterly basis, after the work is performed . Advance payment may be made in accordance with provisions of Rule 172(1) of the GFRs, 2017	Bidder request to change this clause as "Payment to the selected agency for providing the requisite satisfactory services will be made on quarterly basis, after the work is performed, within 30 days from the date of invoice . Advance payment may be made in accordance with provisions of Rule 172(1) of the GFRs, 2017"	Agreed to modify the clause as under: "Payment to the selected agency for providing the requisite satisfactory services will be made on quarterly basis, after the work is performed, within 30 days from the date of invoice . Advance payment may be made in accordance with provisions of Rule 172(1) of the GFRs, 2017" No formal addendum is required to be notified as this condition will be included in the agreement to be signed at the time of award of contract.
2.	Section 10.7 Page 53	Penalties applicable in respect of different parameters shall be added to arrive at total penalty liable for the month.	Bidder request to cap all the penalty to 10% of applicable monthly charges which shall be equal to 1/3 of the quarterly amount payable for the maintenance and support services	Not Agreed. The penalty provisions to remain unaltered.
3.	Sect 3 Page 12 of 71	Are consumables to be covered	what is the list of consumables to be covered?	Whatever consumables may be used to maintain and operate the facility in fully functional mode during the period of contract are to be provided by

				the bidder to whom work is awarded.
4.	Sec 3 Page 12 of 71	Hardware details needed Config of P6350 storage at DC & DR Details of Delta UPS at DC & DR Details of FCIP Router at DC & DR Model & Config of hardware at 23 Examination centres § Server § Desktop/Terminal § Location Router § Layer-2 Switch § Media for Desktop (camera, headphone, microphone) § UPS 20KVA	Need details of all. Do we need to provide new security Solution or need to manage the existing security system which are at place in DC* DR.	Clarification already sent to Ms HP vide mail dated 02.02.18 as under “Please refer to your email dated 1.02.2018, seeking clarification on various points of the Bid document. The point wise issues will be discussed in the pre-bid meeting as most of the queries are unclear. However, regarding your observation that tender document has only brief details of IT hardware installed at DC/DR and other centres, it is to clarify that the details of equipments including make and model, are given under chapter 5 of the tender document from page 19 to 29. We are unable to understand what additional details could be provided. We have also given a note on Page 29 that equipment/hardware may be inspected by the prospective bidders at the respective locations during 24.01.2018 to 03.02.2018. If you wise, you may inspect the equipments to know additional details you wish to know.”
5.	PG 14 of 73	Address all Security Issue provide security software and Securing the NOEC.	Do bidder need to provide new security solution or customer have the same.	This is already clarified under point no.3 of para 3.3(i).
6.	PG 14 of 73	Bidder have to establish a technical helpdesk.	Please share the no of call flow for TSD.	Such call flow can not be foreseen and are dependent upon how perfectly the agency plans online registration of applications as well as other services to be provided to the candidates. If there is least ambiguity in the process, flow may be less. However, if there

				is lot of ambiguity, call flow may be much more.
7.	PG 14 of 73	Provide a database backup & recovery plan that will be tested for adequacy.	Please share the size of data backup happening also will consumables such as disks etc needs to be factored by Bidder for same. Please share Current backup process	Current backup plan cannot be shared for security reasons, However, all material for data backup will be arranged by the service provider.
8.	New		Bidder submits to share project implementation timelines in RFP	<p>The project is already in place. There is no new project to be implemented. The tender is for maintaining and operation of the existing online examination facility. Hence, the service provider is to maintain the facility during period of contract in fully functional mode. An examination cycle generally takes three to four months time as under :</p> <p>(a) Online registration of applications four weeks</p> <p>(b) Preparation for issue of admit card three weeks thereafter</p> <p>(c) Issue of admit cards within a week thereafter</p> <p>(d) Conduct of exam after three weeks of issue of admit card</p> <p>(e) Conduct of online exam, about 8-10 days</p> <p>(f) Receipt of online objections within 5 days after conduct of exam</p> <p>(g) Compilation of objections, analysis and preparation of final answer key within three weeks thereafter</p> <p>(h) Declaration of result within a week thereafter</p> <p>(i) Handing over all data to ASRB within a week thereafter.</p>
9.	New		Bidder request customer to share	Point no.4 under para 3.3(iv) may be referred,

			minimum committed number of examination each year. This shall help bidder in right sizing of the deal and submit PBG accordingly	where position is adequately clarified.
10.	PG 39 of 73	A project will be treated of similar nature if it includes Online registration of application, conduct of online examinations, on multiple <u>center PAN</u> India, online generation of admit cards, preparation of computerized result, handling of payment of examination fees, handling of queries of applicants and operation and maintenance (O&M) of IT infrastructure	A project will be treated of similar nature if it includes Online registration of application, conduct of online examinations, on multiple centers, online generation of admit cards, preparation of computerized result, handling of payment of examination fees, handling of queries of applicants and operation and maintenance (O&M) of IT infrastructure	Cannot be agreed.
11.		The General Terms and Conditions of Contract have not been shared in the Tender document.	Request that the General Terms and Conditions of Contract be shared.	There are no separate General Terms and conditions or special terms and conditions of contract. The contract will be governed by the terms and conditions of tendered document to be formally signed in the form of agreement.
12.	Page 41 clause 8.5.3	Furnishing Performance Bank Guarantee and Signing of Contract: There is no notice period defined in the PBG format. The selected Bidder will be required to submit additional PBGs at the time of payments at different stages as mentioned in the payment terms. These PBGs will be valid till expiry of 3 months after the completion of the contract. There is no payment term in the RFP.	Notice period to be defined in the PBG format. Request that a waiver be provided for submission of additional PBGs against different stages of payment.	No change is required. Additional PBG is proposed only in respect of any additional work involving any additional liabilities hence this is only an enabling provision.
13.	5.26	All software licenses list	Specify software licenses in each location from the	All the software licenses copies are available at ASRB KAB-I,

			exhaustive list of software licenses provided.	New Delhi. The licences at Srl No. 1,2,4,5,7 are installed at each location on each server/desktop as per numbers given under 5.1 to 5.25. Rest of the licences are installed at DC/DR, New Delhi. These licences have since expired and the cost of renewal will be borne by ASRB. However, the service provider will assist in the renewal process.
14.	3.3 (i)	Maintenance will be all inclusive, including replacement of spare parts, etc from OEMs consumables, repairs, servicing, etc. required to keep the equipment/peripherals in fully functional mode all the time.	Any configuration, fine-tuning, or any changes made to the application or software's in the list of software as per the RFP document shall not be covered in the scope of work for the bidder.	These are standard licenses of OEMs and may not require any customisation, However, if any such need arise the service provider will take care of it.
15.	3.3 (ii)	All the licenses will be procured in the name of ASRB	The cost of the licenses or support packs for the said licenses, procured in the name of ASRB and utilised by ASRB in the entire contract period or after shall not be borne by the bidder.	This is part of O&M cost, hence cost will be borne by the service provider and ASRB shall not make any extra payment
16.	3.3 (ii)	Details of hardware provided location wise	Details regarding printers, pc configuration such as RAM, HDD, PROCESSOR etc required for spares	Already clarified under Srl. No. 4 above
17.	3.3 (iv)	Providing additional centers by the bidder along with required hardware/servers/power backup	Please specify the exact <u>hardware and software requirement in case of any new centre is being provisioned</u> . Also specify, if cost of the hardware/ software procured for the new center will be provisioned by the bidder or ASRB?	The scope of work is already adequately clarified under para 3.3 (iii) of the tender document.
18.	Page 15, point (iii)	Conducting Online Examination using infrastructure of DC & DR at ASRB and 23 Centres	Clarification required – Do we need to use their test engine for conducting examination or we can use our test engine.	Depends upon how the service provider handles it. If the existing test engine is not workable for then, they may use their own test engine with adequate integration
19.	Page 15, Point (iii)	-do-	For conducting examination at	DC & DR of ASRB, but test engine as per 18

			additional centres will service provider use ASRB <u>test engine and DC & DR.</u>	above.
20.	Clarity Regarding the payment terms details	Clarity Regarding the payment terms details	Clarity Regarding the payment terms details	Given under para 8.8 of the tender document.
21.	6.1 (Pre-qualification criteria)2.b / page no. 30 of 71	The Bidder must have an average annual turnover of at least INR 10 Crore during last three financial years ending 31 st March 2017	Kindly lower the turnover limit for average annual turnover to INR 4 Crore for the Primary Bidder from the current one INR 10 crore.	Not agreed.
22.	6.1 (Pre-qualification criteria) 3/Page no. 30 of 71	The Bidder must be CMMi Dev. Level 3 or above, ISO 9001:2015 and ISO 27001:2013 and a third party Cert-in certified in the filed relevant to the scope of work under this tender.	Please exempt the bidder from the condition of CMMi Dev. Level 3.	-do-
23.	1 (Bid Data Sheet)/ Page no 7 of 71	Operation and maintenance of online examination facility of ASRB	Along with Online Examination please allow the experience gained in conducting online admission process	-do-