

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
EXAMINATION SECTION
(1 ST FLOOR CONVERGENCE BLOCK)
Ansari Nagar, New Delhi-110608

Date: 22nd Dec, 2016

The replies on the queries/clarifications sought by various vendors in response of Tender for AIIMS Examination Portal: Design, Development, Maintenance & Support(Pre and Post examination activities including Interview Management System) for the AIIMS, New Delhi submitted upto 22nd Dec, 2016(5 p.m.) through E-mail.

Sr. No	Page/Clause No.	Statement as per Tender Document	Query/Clarification	Reply/Remarks
1	12/3.1	NA	No Information has been provided for addendum/Corrigendum. Incase one is issued, request you to please give us at least 2 weeks to submit the final bid	No Addendum/Corrigendum has been issued till 22.12.2016.
2	18/4.1	The examination section has its own portal www.aiimsexams.org . At the very first outset after assignment of the work the bidder has to take charge the existing portal, its hosting and maintenance. All Sections, Forms for online registration, old data in Archive etc. shall be handed over under custody of the successful bidder and successful bidder has to keep it running without fail by deploying technical manpower, servers etc.	1) What would be the knowledge Transition/Data Migration Plan? How is it planned. How much time would be provided for Knowledge transfer.	The Knowledge transition/data migration means transferring of all the data available with the previous service provider and other relevant information. The Successful bidder will have to take over the charge of existing portal within 15 days from the award of work.

3	19/4.1	Dedicated technical persons shall be deployed on site as per website on schedule proposed by the Examination Section and as an when required to update/change the contents and others required things immediately or in short time. The dedicated person under instruction of Examination Section shall maintain the portal.	1) How many Person are to be deployed for the existing system. What is the current resource plan?	One Technical person shall be deployed onsite at Examination Section to mitigate the day to day requirement of the Section. However, some time, It may be increased if the work load of the section is high.
4	18/4.1	The portal has sections for Notices, Downloads, Welcome message, Announcement, Archives, Online registration, Administration panel (For back office support and administration), Contact us etc. Support through toll free number through 5 seater call centre is part of the work for handling student queries and grievances related to registration and other services provided at the portal.	1) Will the Call center Support be transferred to the new vendor? 2) Who will Provide Toll Free Number and how many shifts will the call center work?	Yes, the Call Center Support will be transferred to the new vendor. The new vendor will provide Toll Free Number. It will work 24 x 7.

5	19/4.2	<p>b) Development, testing & deployment of e-forms as per requirement and validation/verification of various inputs on the basis of rules provided for eligibility and enabling online registration through portal including online payment through Net Banking, Credit Card and Debit Card linked AIIMS account. Bidder has to implement payment gateway and get security certification for web site and use 128/256 bit encryption as per requirement. The online registration should acquire image, signatures, thumb impression etc. and any digital document as per requirement of forms.</p> <p>f) Checking of photos/signature/thumb impression etc. of each registered candidate and editing of Images.</p>	<p>1) Will the Biometric devices for Thumb Impression storage and validation provided by AIIMS or have to be procured by Bidder. 2) Are we looking for Aadhar based authentication here?</p>	<p>The vendor has to check the Photograph, Signature and Thumb Impression uploaded by the candidates in their registration form whether the same is as per instructions/guidelines given in the prospectus or not.</p>
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6	24/4.3	<p>4.3.2.4- Candidate Authentication: After checking the basic details of the candidate, the admin will be able to authenticate the candidate and this candidate will further be visible in SuperAdmin and Subject expert panels. Candidate authentication will be done through following process:1. Image Capture2. Biometric Capture/Verification</p>	<p>1) Are separate Biometric devices to be procured and handed over to Super Admin? Is the bidder going to provide the biometric device? How is the Authentication / verification happening?</p>	<p>For Interview Management Software while providing assistance during the interview, the vendor will provide the Biometric Device for capturing the Photograph and Thumb Impression.</p>
7	26/Deliverables	<p>Provisioning of technical manpower, support manpower as per requirement.</p>	<p>What is the total Technical Manpower/Support Manpower Requirements? What is the expertise required?</p>	<p>Minimum 15 number of Technical and Administrative employees having expertise in their field are required for the proper execution of work. The said information is also available in the tender document.</p>

8	26/Deliverables	Development of Mobile Apps as per need.	Is the Mobile Application Development included in initial scope? How do we quantify efforts?	The Mobile App will be prepared in a manner that the candidates may easily access the portal and complete all the required activities through the app. However, details will be decided after award of work.
9	28/5.4	Organization should be able to completely customize the existing web portal www.aiimsexams.org . The ability will be judged by the experience of bidder, regular manpower on their payroll infrastructure available with bidder.	In the earlier sections, it is mentioned that existing web portal should be maintained, however this sections says it should be completely customized. Since a new parallel system would be developed, why the existing portal should be completely customized?	The existing web portal www.aiimsexams.org will be maintained or customized as per requirement Examination Section, AIIMS till the new portal developed completely.

10	28/5.4	Organization must have CERT-In certified Data Centre located in India. Data Centre should be a Tier-III (Documentary Evidences shall be provided).	We suggest a consortium partner or sub contractor may be allowed to take care of Data Center requirements	This point of tender remains unchanged.
11	28/5.4	Bidder should have facility to provide support of bandwidth of at least 100 Mbps or more. However, the running of examination portal is responsibility of the vendor and higher bandwidth	What is the existing bandwidth ? The additional bandwidth required, would it be added/upgraded to the existing network? It is not clear if the bidder will procure a bandwidth of 100 mbps	The bandwidth requirement may be higher than 100 Mbps as per need and vendor has to provide in for no extra charge.
12	28/5.4	Organization must have CERT-In certified Data Centre located in India. Data Centre should be a Tier-III (Documentary Evidences shall be provided).	1) who will provide/do the sizing ? Are the sizing requirements completed? 2) Is the organization comfortable with a Public cloud based set up?	The size will be depending upon the candidate registration count.
13	28/5.4	Bidders having MOU with Banks for payment gateway will be given preference.	1) Since it has been asked that payment gateway should be with SBI only, what is the vendor has MoU with other bank Gateways? 2) Request you to consider this: Bidder should facilitate MoU with Banks and Payment Gateways on behalf of AIIMS. Bidders should have experience of payment gateway integration	The payment gateway is the domain of the Examination Section AIIMS. At present there is one gateway of SBI. However, in future it may increase. The vendor will have to

				integrate with these payment gateways and time to time ties up with the banks for any updation or changes.
14	29/5.4	The bidder should have ready infrastructure with them to host the web portal immediately.	What is the Technology preference and what is the current technology being used. In case of COTS, who will bear the expenses.	The existing web portal is running on .Net framework.The vendor will bear the expenses.
15	29/5.4	The bidder should have on his pay roll 15 number of Technical and Administrative employees for the proper execution of the contract. The bidder should submit a list of the employees stating clearly how these would be involved in this work.	Is that only 15 person are required for this project? What's basis of this sizing?	The requirement of manpower is based on the quantum of work of the Section. The details of requirement are given in the tender document.
16	29/5.4	The bidder should be able to support the entire solution on a 24 x 7 basis with a maximum response time of one hour.	Approach for ensuring Service Level Agreement (SLA) compliance - RFP doesn't detail out SLAs anywhere such as Uptime, RTO, RPO?	Uninterrupted running of examination portal with all updated information on 24x7x365 basis with ZERO down time.

17	15/3.2.1	<p>n) The payment shall be in Indian Rupees and shall be paid only after successful completion of work without error and delays. No advance payment shall be made and the successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and timeover-run etc.. In case the bidder fails to execute the contract, the AIIMS shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.</p> <p>p) The Director, AIIMS reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the Director, AIIMS shall be final. The work can be awarded to one or more agencies if need arises. Initially the contract will be for two year extendable for another one year at the discretion of competent authority. The contract can be terminated at any time if found unsatisfactory service. Separate Agreement shall be executed in this regard on</p>	Nothing has been mentioned about Milestones/Payments.	The payment will be raised on quarterly basis.
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18	32/6.4	Within 7 days of the Bidder's receipt of notification of award, the Bidder shall furnish performance security of 20% of the annual contract as demanded by the AIIMS, valid up to 90 days after the date of completion of the contract	Request you to please change it to 10% which is the industry standard Practice	This point of tender remains unchanged.
19	18/4.1	At present the portal holds approximately 20 GB of space including files and databases with yearly addition of 5-6 GB or more but bidder should quote keeping in mind	Request you to please define unlimited space as it is not possible to get a quote for unlimited space. Per unit (like VM or GB for storage should be sought	This point of tender remains unchanged.

		that the web space requirement in Unlimited space as per need.		
20	19/4.1	It includes the printing of various kind of reports, coloured attendance sheet (for all candidates) as per specified format, registration slips (all candidates as per requirement) etc. The printing shall be done at bidder's office and delivered at Examination Section on regular basis and requirement	Please specify the size and type of prints required? We suggest this to be included on Per Unit based	The major requirement will be the coloured attendance sheets. One A4 size sheet contains 4 candidate's attendance. The requirement of attendance sheets may be adjudged from the examinations conducted last year. The said information is available in the Tender document.
21	27/4.5	Providing ten e-mail IDs with domain for the use of Examination Sections. Providing SMS and e-mail facilities to the candidates, faculty and other staff for updating day to day activities. The log of SMS and E-mail will be provided to AIIMS as per requirement.	Who will bear the SMS charges? Has AIIMS already procured SMS gateway	The vendor will have to bear the SMS charges.

22	13/3.2	Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of such, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed.	Request you to please consider changing this clause and allow application vendors like us to tie up with DC's	This point of tender remains unchanged.
23	26/4.4	Backup: Backup of portal shall be taken & provided to AIIMS regularly and disaster recovery plan should be well defined and tested	Is the plan to be made for DR site only?	The plan is for both the sites viz. DC and DR.
24	52/7.9	Form IX- Price Bid	The Price Bid format only refers to rate per candidate, (Only T& M resource) however there is no section to mention Development/DC/DR and other cost factors	The price will be quoted after calculating all the factors.
25	27/5	5.3. The bidder must have successfully executed similar project(s) of developing portal related to examination and at least two project of applicants online registration for any examination through portal having a start and closing date with collection of fee and call centre support where at least 5,00,000 (Five Lakhs) online application have been received and applicant have been informed through emails and SMS in each project. The Attendance Sheet & Registration Slips have been printed in hard copy. The proof inform	Request you to reconsider the limit of 5 Lakh online applications to 2.5 lakhs applications as per the general trend.	This point of tender remains unchanged

		of work/contract/satisfactory client report shall be enclosed. Please mention the name and date of examination for which work has been done. (Bidder's past achievement in this regard shall be considered for technical evaluation)Note: Similar nature of work means design, development, maintenance & support of web portal for online registration related to examination/admission.		
26	28/5.4	Should have handled three similar kinds of projects in any University/ Research Institute and must have handled at least Rs.15 lakhs (Fifteen Lakhs) online registration in a year.	1) Request you to consider 5 Lakh + registrations in an year. 2) Must have handled two such projects with Govt. organizations	This point of tender remains unchanged
27	17/3.2.5	Technical Proposal Evaluation -As a first step, the Technical proposal submitted by each organization would be assessed against the evaluation criteria set by the Examination Section, AIIMS. Based on the criteria, each technical proposal would be assigned a score called as Technical Score (TS) out of 70.	Technical Evaluation Process has not been explained.	It will be based on the technical capabilities of the Vendor.
28	35/6.11	In case of suspension/termination, the Bidder shall be liable to pay compensation for any direct loss or additional liability, if	Please provide the Liability Limitation for the bidder	As per tender document. However, non-compliance will be

		incurred due to completion of work by another agency.		penalized as per penalty clause as well as other clauses mentioned in the Tender Document.
29.	19/4.2	Technical documentation of design and development stages of web portal, database, complete source code of portal, training to users etc. shall also be provided as asked by the Examination Section.	How many trainings are required in a year	There will be two trainings in a year.
30.	19/4.2	Creating a offline version of web portal at AIIMS and updating the same onregular basis to keep in line with live portal	Why is an offline portal required? Instead of offline portal, we will have an admin section to update in live environment.	There should be a panel/section to update the live environment.
31.	NA		Candidate's E-mail and Mobile No. verification required.	Yes. At the time of any conflict for supporting purpose verification will be required.

32.	19/4.2	Provision to upload documents etc. with E-forms.	Approximately, how many documents and what size of documents will be uploaded per application.	Approximately 5-10 documents will be uploaded per application.
33.	20/4.2	The portal will be required to design in Hindi also.	Will Hindi content in Unicode format be provided.	As per Govt. of India directions it is mandatory to be the website in Hindi version. Hence, the content of the hindi version website will be the replica of the English version.
34.	26/5.3	The bidder must have successfully executed similar project(s) of developing portal related to examination and at least two project of applicants online registration for any examination through portal having a start and closing date with collection of fee and call centre support where at least 5,00,000 (Five Lakhs) online application have been received and applicant have been informed through emails and SMS in each project.	Approximately, how many E-mail and SMS will be sent per candidate at various stages?	Approximately, 4-5 times E-mail and SMS will be sent per candidate at various stages.

35.	NA		Is it like one time registration/single sign on and candidate can register to any course or should each course have separate registration.	Yes, there will be separate registration for each course.
36.	NA		Will the team be required to participate in any of the processes with the AIIMS (like Admit Card data preparation).	The Admit Card data will be provided by the Examination Section. However, the Admit Card will be designed and uploaded by the vendor.
37.	NA		How will large data be transferred (like candidate data, photos, documents)?	Whatever latest technology available in the market will be used by the vendor.
38.	NA		How will out of scope items that pop up during the period be handled? Can it be billed separately as required.	It will be mutual understanding between AIIMS and the Vendor.