

Corrigendum - I

Tender for Empanelment of Agencies to provide Security Ancillary Services for Offline Examinations

Tender No. EdCIL/OTAS/ASOE/2026 dated 12.03.2026

Pre-Bid Queries

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
1.	<u>7.1 CCTV Surveillance (Live Feed & Recording)</u>	List of examination centres will be provided to the successful Service Provider by the EdCIL or any other agency as designated by EdCIL two weeks before the commencement of examination	Considering the requirement for large scale and geographical spread of the Examination, it is requested that the candidate details and the list of examination centres be shared at least four weeks prior to the commencement of the examination. This will enable adequate planning for logistics, technical deployment, resource mobilization, and coordination across all examination locations to ensure smooth and compliant execution of the CCTV surveillance services.	No change. However, the list of examination cities shall be provided three weeks prior to commencement of examination so that the bidder can do adequate planning for logistics, technical deployment, resource mobilization, etc. to ensure smooth and compliant execution of the CCTV surveillance services. The list examination centres shall be provided two weeks before the commencement of examination so that rest of the activities can be completed.
2.	<u>7.1 CCTV Surveillance (Live Feed & Recording).</u> <u>A. Deployment and Reporting Norms for Personnel/Staff.</u> <u>1. Mandatory Reporting Time</u>	All deployed personnel/staff must report to their assigned centers 3 hours prior to the commencement of candidates entry. Delays in reporting shall attract penalties.	Our understanding is that one manpower per centre is required on the examination day for deployment at the Superintendent's room to assist in live CCTV viewing. Kindly confirm if this understanding is correct. Further, it is requested that the reporting time requirement may kindly be revised to 10:00 AM. Reporting 3 hours prior to the commencement of candidate entry would be significantly early and may pose operational challenges considering	Minimum one dedicated Manpower is required for managing CCTV Services at Examination Centre including Centre Superintendent room. No change in reporting time. However, mutual timelines shall be drawn in consultation with EdCIL's end client so that the entire activity is managed

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
3.	<p><u>7.1 CCTV Surveillance (Live Feed & Recording).</u> <u>A. Deployment and Reporting Norms for Personnel/Staff.</u> <u>3. Details of Personal/Staff</u></p>	<p>The Service Provider must share the list and details of personnel/staff to be deployed for the mock and exam-day duties along with valid ID (preferably Aadhaar). The list should be submitted one (01) week prior to the mock day. The Service Provider shall ensure that the personnel/staff deployed on the mock day remain the same on the exam day.</p>	<p>the large scale and geographical spread of the examination centres.</p> <p>It is requested that the Service Provider may be required to share only the name and mobile number of the personnel/staff proposed to be deployed. Collection, storage, and handling of Aadhaar number or Aadhaar ID may raise privacy concerns and could have implications under the Digital Personal Data Protection (DPDP) Act.</p> <p>Further, it is requested that the requirement for submission of the personnel list be revised to three (03) days prior to the examination day, which would enable the Service Provider to furnish accurate and final deployment details considering the scale and logistical coordination involved.</p>	<p>smoothly by the successful bidders.</p> <p>The primary responsibility of storage and dissemination of personal information as per any legal provisions in India pertaining to deployment of manpower at each examination centre shall be with the bidder.</p> <p>The bidder shall be required to submit a declaration-cum-undertaking as per the attached format w.r.t. the manpower deployment at each examination centre.</p> <p>The Service Provider must share the list and details of personnel/staff to be deployed for the mock and exam-day duties along with valid ID (preferably Aadhaar/Government photo ID). The list should be submitted four (04) days prior to the mock day. The Service Provider shall ensure that the personnel/staff deployed on the mock day remain the same on the exam day.</p>
4.	<p><u>7.1 CCTV Surveillance (Live Feed & Recording).</u> <u>A. Deployment and Reporting Norms for Personnel/Staff.</u> <u>4. Attendance:</u></p>	<p>Attendance on the day of the mock & on exam day, shall be submitted to EdCIL or EdCIL's end client, separately, along with geo tagged picture of the manpower deployed at</p>	<p>It is requested to kindly clarify the mechanism through which the geo-tagged photograph evidence is required to be submitted.</p> <p>1. Whether the geo-tagged photograph along</p>	<p>1. The geo-tagged photograph along with attendance is required to be submitted in soft copy along with time stamp.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
5.	<u>7.1 CCTV Surveillance (Live Feed & Recording), B. Installation and Verification: S No. 2</u>	the centre (along with name of centre clearly visible), countersigned by Centre Superintendent. A geo fenced application may be used for attendance. Successful Service Provider shall be intimated regarding attendance to EdCIL	<p>with attendance is required to be submitted in hard copy to the Centre Superintendent for countersignature.</p> <p>2. In case hard copy submission is required, whether the Service Provider will be facilitated with printing support at the centre level by EdCIL or EdCIL's end client.</p> <p>3. Whether EdCIL or EdCIL's end client will provide the geo-fenced application for capturing and recording geo-tagged attendance, or whether the Service Provider is expected to arrange the same.</p>	<p>2. No Hard Copy for geo tagged photo to be submitted.</p> <p>3. The service provider is required to provide the geo-fenced portal/application for capturing and recording geo-tagged attendance.</p>
		The CCTV system solution should be provisioned with dual independent Ethernet network paths to ensure high availability during examination hours. The solution must support automatic failover such that, in the event of failure of the primary network link, traffic seamlessly switches to the secondary link without manual intervention or loss of video stream. This redundancy is mandatory to prevent disruption, data loss, or monitoring gaps during live examinations.	<p>Deployment of dual independent Ethernet network paths at each examination centre is neither practically feasible nor economically viable, considering the scale and geographical spread of centres involved in such examination. Arranging two independent ISP connections at each centre across the country would be operationally challenging and difficult to implement within the available timelines.</p> <p>Further, this requirement would lead to a significant escalation in the per-candidate service cost. It is therefore requested that this clause may kindly be reviewed and rationalized, and that a single reliable network connectivity with appropriate bandwidth and stability be considered sufficient for the CCTV monitoring solution</p>	<p>The Service Provider shall ensure uninterrupted live streaming of CCTV feeds at both the CS Room at the examination centre and the Central Command Centre (CCC). It is the Service Provider's responsibility to implement all necessary technical measures and solutions required to maintain continuous live monitoring without interruption and loss of CCTV recordings.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
6.	<p>7.1 CCTV Surveillance (Live Feed & Recording), B. Installation and Verification: S No. 4</p>	<p>The camera feed should start streaming 3 hours prior to the commencement of entry of candidates at the exam centre or receipt of confidential exam material whichever is earlier and continue as per instructions issued by the Authority.</p> <p>However, the examination time period is most critical, failure to provide live feed & recording will lead to zero payment for the concerned Centre, along with appropriate penalties</p>	<p>The timeline at which the confidential examination material is expected to reach the examination centres should be clearly communicated to the Service Provider. Alternatively, a fixed uniform time for all centres may be specified from which the live CCTV feed from the strong room is required to commence.</p> <p>This clarification is necessary to enable proper planning and timely activation of monitoring systems at all centres, ensuring uninterrupted surveillance of the strong room once the confidential examination material reaches the premises.</p> <p>It is submitted that at times, due to circumstances beyond the control of the Service Provider—such as local power outages, network connectivity disruptions, or other unforeseen infrastructure issues at the centre—there may be temporary interruption in the live feed during the examination period.</p> <p>In such cases, complete payment deduction and imposition of penalties for the concerned centre may be excessively stringent, particularly when the disruption is not attributable to the Service Provider's negligence. It is therefore requested that the clause may kindly be reviewed and moderated, and that reasonable provisions may be included to account for force majeure or infrastructure-related disruptions beyond the control of the Service Provider.</p>	<p>No change in tender condition.</p> <p>The timeline at which the confidential material is expected to reach examination centre shall be divulged to the successful bidder with concurrence with EdCIL's end client so as to ensure that the CCTV feed from strong room started on time. The bidders may please note that they need to be prepared in terms of availability of manpower, power back up for minimum 15 minutes and necessary equipments much before the mentioned timeline so as to avoid last minute hustle and levy of penalty.</p> <p>Network connectivity is purely under the purview of service provider; however, any circumstances beyond the scope of services (like force majeure) shall not be taken into consideration for levy of penalty.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
7.	<p>7.1 CCTV Surveillance (Live Feed & Recording), B. Installation and Verification: S No. 5</p>	<p>Live Demo and Verification: All cameras are to be installed 02 days in advance and demo for the same shall be done. (ref pt. 1 above). Failure to do so shall attract penalty as outlined</p>	<p>To ensure timely installation and testing of the CCTV systems well in advance of the examination, it is requested that EdCIL / its end client facilitate the necessary permissions for camera installation at the examination centres.</p> <p>Such permissions may kindly be arranged along with the sharing of candidate and centre details, or at the latest at least three (03) weeks prior to the examination date, so that the Service Provider can complete installation, testing, and mock activities within the stipulated timelines.</p>	<p>EdCIL shall organize to provide list of examination cities 03 (three) weeks before the commencement of examination and list of examination centres 02 (two) weeks before the commencement of examination. While sharing the list of examination centres, the service provider shall be given number of candidates per centre, necessary permission from the EdCIL's end client shall be given so as to facilitate timely installation of CCTV cameras.</p>
8.	<p>7.1 CCTV Surveillance (Live Feed & Recording), B. Installation and Verification: S No. 6.</p>	<p>Specifications: Further, there should be additional CCTV cameras (depending on size of the exam centre) installed in entrance-01, strongroom-01, biometric area-01, frisking-01, Centre superintendent room-01 and common areas such as passages, etc. (01 for every common area) etc. so that all the examination areas are covered under CCTV coverage</p>	<p>It is requested that the maximum number of passages/common areas to be covered under CCTV surveillance may kindly be specified or capped. The number of such areas may vary significantly from centre to centre, and some centres may have a large number of passages or common areas, which could substantially increase the number of CCTV cameras required for deployment.</p> <p>If the requirement is clearly specified or capped, it will enable bidders to undertake a more accurate commercial estimation and planning of resources, ensuring transparency and uniformity in the bidding process.</p>	<p>Please refer table for deployment of cameras at page no. 11 of the Tender Document which mentions "01 (for each passage/common area)". The number of camera for common area to be read as minimum 03 in place of 01.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
9.	<u>Z.1 CCTV Surveillance (Live Feed & Recording), B. Installation and Verification: S.No. 11</u>	Observer shall upload all pictures and reports (pertaining to cameras installed, computer screen & manpower arrangement for Centre Superintendent) on the specified portal (through a geo fenced app), both on mock day as well as exam day. Payment will be made accordingly based on this.	It is requested to kindly clarify whether EdCIL or its end client has developed a dedicated portal or application to enable observers to upload such pictures and reports at a central level. Further, it is suggested that uploading of pictures and reports by the Observers should be made mandatory and the same may be incorporated as part of the Observer booklet/instructions, to ensure uniform compliance across all centres. Additionally, it is requested to clarify whether the reporting format will be similar to the CSR (Centre Superintendent Report) format. In case the format differs, the template of such report formats may kindly be shared with the Service Provider in advance, so that the required documents can be prepared and countersigned by the Observers at the centre. Lastly, linking the Service Provider's payment solely to the Observer's uploading of reports may adversely impact the Service Provider, as any delay or omission by the Observer in uploading the required details would place the Service Provider's payment at risk despite successful service delivery. It is therefore requested that the Service Provider's payment may instead be linked to submission of CSR reports, availability of live feed, and recording data, which are directly under the Service Provider's control.	<ol style="list-style-type: none"> 1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level. 2. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre superintendent to allow the bidder to scan the above document for compliance across all centres. 3. The centre sign off report format shall be modified in due course for all the practical requirements. 4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and exam day in the portal/application.
10.	<u>Z.1 CCTV Surveillance (Live Feed & Recording), C. Camera Standards and Feed Quality, S.No. 2</u>	Data Submission: Each camera should have a unique ID clearly labelled. The recorded footage should be centre-wise and room number wise/area wise (passage/entrance/particular	As per prevailing industry practices, typically up to 12 characters are permissible as part of the camera/recording nomenclature, which generally incorporates details such as Centre Code and room number/area identifier (passage, entrance, or specific common area).	The intent for having unique ID for each camera is to clearly identify the footage for the areas covered under CCTV surveillance.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
		<p>common area etc.), clearly mentioning the camera ID.</p>	<p>Capturing and labelling an additional separate unique ID for each camera may not be practically feasible in such deployments. The combination of Centre Code along with room-wise/area-wise location details is sufficient to uniquely identify and map each camera feed.</p> <p>It is therefore requested that the requirement for a separate unique camera ID may kindly be reviewed, and that centre code along with room/area identification may be considered adequate for camera identification and footage submission</p>	<p>The combination of characters creating unique ID on the basis of centre code and room number/ passage/ entrance/ specific common area shall be worked out jointly by EdCIL and bidder.</p> <p>Furthermore, while submitting the daily installation report, camera inventory report, online/offline camera status report, camera uptime report, CCTV recording storage report, etc., each report must include the unique camera ID along with the corresponding watermark mapping (Centre Code_Room Number / Area).</p> <p>Additionally, while submitting CCTV recording hard disk to be clearly labelled with the Centre code and the list to be provided mapping the hard disk number and Centre code.</p>
11.	<p><u>7.1 CCTV Surveillance (Live Feed & Recording), C. Camera Standards and Feed Quality, S No. Z</u></p>	<p>Footage Segregation and Labelling: Every feed (live and recorded) must have an overlay of centre code, room number, camera ID, date, and time</p>	<p>It is requested that the requirement for a separate unique camera ID may kindly be reviewed, and that centre code along with room/area identification may be considered adequate for camera identification and footage submission</p>	<p>The intent for having unique ID for each camera is to clearly identify the footage for the areas covered under CCTV surveillance.</p> <p>The combination of characters creating unique ID on the basis of centre code and room number/ passage/ entrance/ specific</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
				<p>common area shall be worked out jointly by EdCIL and bidder.</p> <p>Furthermore, while submitting the daily installation report, camera inventory report, online/offline camera status report, camera uptime report, CCTV recording storage report, etc., each report must include the unique camera ID along with the corresponding watermark mapping (Centre Code_Room Number / Area). Additionally, while submitting CCTV recording hard disk to be clearly labelled with the Centre code and the list to be provided mapping the hard disk number and Centre code.</p>
12.	<p><u>Z.1 CCTV Surveillance (Live Feed & Recording).</u> <u>D. Documentation and Acknowledgements, S.No. 1</u></p>	<p>No Forced Signatures: The Service Provider (SP) shall not make it compulsory for the Centre Supervisor or observer for signing any document regarding service delivery. However, agency must ensure proper documentation which will suffice the need for release of payment.</p>	<p>It is requested to kindly clarify the process to be followed in cases where the Centre Supervisor or Observer does not sign the service delivery documentation. In the absence of such signatures, it may become difficult for the Service Provider to establish proof of service delivery and consequently process payment.</p> <p>Therefore, it is requested that EdCIL or its end client may provide clear guidance on the acceptable documentation mechanism in such situations. Alternatively, it may be considered to mandate the Centre Supervisor or Observer to sign the service delivery documents, to ensure</p>	<p>1. The intent here is to maintain dignity by the service provider's in-charge at the exam centre during signing of centre sign off report (CSR) by the Centre Superintendent (CS). The CS should not be pressurized to sign CSR for the unfulfilled services. However, in case of any constraint, the same may be reported to EdCIL for intervention. The onus of service delivery in such cases shall lie on the bidder.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
13.	<p><u>7.1 CCTV Surveillance (Live Feed & Recording).</u> <u>D. Documentation and Acknowledgements, S.No. 2</u></p>	<p>Observer and CS Feedback Form: Centre Sign Off Report to be filled by Observer and Centre Superintendent (CS) for submission to EdCIL. Format of Centre Sign Off Report for Mock day and Exam Day is attached. Payment will be based on the photos uploaded on EdCIL's end client portal by the Observers, of work done (installation of cameras as per defined norms.</p>	<p>proper verification of services rendered and to avoid any ambiguity during payment processing.</p> <p>It is requested that the format of the Observer/Centre Superintendent (CS) Centre Sign Off Report for both Mock Day and Exam Day may kindly be shared with the Service Provider in advance. This will help maintain uniformity and consistency in documentation and reporting formats across all centres and will also facilitate smoother coordination with Observers and Centre Superintendents.</p> <p>Further, it is requested to clarify the procedure in cases where the Observer has not uploaded photographs of cameras that were installed and operational, even though such cameras were visible in the Command and Control Centre (CCC)/ the recordings are available with the Service Provider. In such situations, kindly clarify how the payment for the concerned centre will be processed, as the Service Provider would have fulfilled the service requirements despite the Observer not uploading the required photographs.</p>	<p>2. Also refer S.No.9.</p> <p>1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level.</p> <p>2. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre superintendent to allow the bidder to scan the above document for compliance across all centres.</p> <p>3. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and exam day in the portal/application.</p>
14.	<p><u>7.1 CCTV Surveillance (Live Feed & Recording).</u> <u>E. Other Terms & Conditions are as follows, S No. 4</u></p>	<p>The Service Provider (SP) shall be informed at least 03 weeks in advance about the exam cities along with scheduled candidate count and two (02) weeks in advance about exam centre by EdCIL / its end client.</p>	<p>It is requested to kindly revise the timeline for data sharing to 4 weeks before the exam date.</p>	<p>EdCIL shall organize to provide list of examination cities 03 (three) weeks before the commencement of examination and list of examination centres 02 (two) weeks before the commencement of examination.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
15.	<u>Z.1 CCTV Surveillance (Live Feed & Recording).</u> <u>E. Other Terms & Conditions are as follows, S No. 6</u>	SP to provide a camera inventory list for each exam centre prior to the mock day.	We understand that only details of number of cameras installed at each exam center are to be provided. Please confirm	Service Provider to provide a camera inventory list for each exam centre prior to the mock day containing centre wise number of camera installed with unique camera ID.
16.	<u>Z.1 CCTV Surveillance (Live Feed & Recording).</u> <u>E. Other Terms & Conditions are as follows, S No. 13</u>	Installation of CCTV systems shall be completed at least three (03) days prior to the examination to facilitate mock drills and testing	This seems to be a typo error and should be changed to two (02) days prior to the examination, consistent with the overall scope requirements.	No change
17.	<u>Z.1 CCTV Surveillance (Live Feed & Recording).</u> <u>E. Other Terms & Conditions are as follows, S No. 17</u>	Payment shall be released only after reconciliation of Observers' reports with the cloud feed data/report uploaded/logged by the vendor	It is requested to clarify the procedure in cases where the Observer has not uploaded correct reports for cameras that were installed and operational, even though such cameras were visible in the Command-and-Control Centre (CCC)/ the recordings are available with the Service Provider. In such situations, kindly clarify how the payment for the concerned centre will be processed, as the Service Provider would have fulfilled the service requirements despite the Observer not uploading the required reports correctly.	<p>1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level.</p> <p>2. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre superintendent to allow the bidder to scan the above document for compliance across all centres.</p> <p>3. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
18.	<u>Z.1 CCTV Surveillance (Live Feed & Recording).</u> <u>E. Other Terms & Conditions are as follows, S No. 20</u>	During the examination period, CCTV facility shall not be interrupted due to any technical fault, etc., and the service provider shall take due care of seamless functioning of CCTV with adequate backup arrangement.	In line with the earlier tender and prevalent industry practice, adequate should be clearly defined as "Upto 15 minutes".	exam day in the portal/application. The primary responsibility for providing power arrangement along with the back-up shall be with the examination centre. The bidder shall be responsible for power backup arrangement with UPS with minimum 15 minutes backup along with all back up to avoid technical fault.
19.	<u>Z.1 CCTV Surveillance (Live Feed & Recording).</u> <u>E. Other Terms & Conditions are as follows, S No. 37</u>	In case of grievance or court cases, if special request is made by EdCIL/ its end client, CCTV recording to be provided within 24 Hrs	It is requested that the timeline for submission of recorded CCTV data may kindly be revised to up to 48 hours from the time of request. Considering the large volume of video data and the logistical effort involved in retrieval, compilation, and secure transfer, providing the recordings within 24 hours may be operationally challenging in certain situations. Further, it may also be clarified that this requirement shall be applicable only until the time the recorded data has been formally handed over to EdCIL or its end client, after which the responsibility for maintaining and retrieving such data would rest with the receiving authority.	No change.
20.	<u>Z.1 CCTV Surveillance (Live Feed & Recording).</u> <u>F. Deliverables, S.No. 2</u>	Centre wise list of manpower to be deployed should be shared along with basic details (Name, mobile number, Date of Birth, Age, gender, etc.) and tagging of police verification status along with date of	It is requested that the Service Provider may be required to share only the name and mobile number of the manpower proposed to be deployed. Other details such as date of birth, age, gender, etc. fall under the category of Personal Identifiable Information (PII), and	The primary responsibility of storage and dissemination of personal information as per any legal provisions in India pertaining to deployment of

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
		<p>verification to be shared 01 week prior to exam day.</p>	<p>collection, storage, and processing of such data may have implications under the Digital Personal Data Protection (DPDP) Act.</p> <p>Further, it is requested that the timeline for submission of the manpower list may kindly be revised to at least three (03) days prior to the examination day, to ensure accuracy of deployment details, as changes may occur due to unforeseen exigencies at the centre level.</p> <p>Additionally, arranging police verification for such a large number of manpower across all centres may not be practically feasible. It is therefore requested that this requirement may kindly be reviewed and suitably relaxed.</p>	<p>manpower at each examination centre shall be with the bidder.</p> <p>The bidder shall be required to submit a declaration-cum-undertaking as per the attached format w.r.t. the manpower deployment at each examination centre.</p> <p>The Service Provider must share the list and details of personnel/staff to be deployed for the mock and exam-day duties along with valid ID (preferably Aadhaar/Government photo ID). The list should be submitted four (04) days prior to the mock day. The Service Provider shall ensure that the personnel/staff deployed on the mock day remain the same on the exam day.</p>
21.	<p><u>7.1 CCTV Surveillance (Live Feed & Recording), F. Deliverables, S.No. 3</u></p>	<p>Undertaking/ self-declaration for police verification of the manpower to be deployed at exam centres to be provided on company letter head by the authorized signatory, 01 week prior to exam day.</p>	<p>Considering the very large number of personnel required to be deployed across examination centres nationwide, arranging police verification for the entire manpower pool may not be practically feasible within the stipulated timelines. It is therefore requested that this requirement may kindly be reviewed and relaxed.</p>	<p>The primary responsibility of storage and dissemination of personal information as per any legal provisions in India pertaining to deployment of manpower at each examination centre shall be with the bidder.</p> <p>The bidder shall be required to submit a declaration-cum-undertaking as per the attached format w.r.t. the manpower</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
22.	<u>Z.1 CCTV Surveillance (Live Feed & Recording).</u> <u>F. Deliverables, S.No. 5</u>	Geo tagged photos of personnel deployed (centre name in background) on both mock and exam day with time stamp to be submitted within 01 week from exam day.	Would EdCIL/its client be arranging for any application to capture Geo tagged photos of personnel deployed (centre name in background)?	deployment at each examination centre. The Service Provider must share the list and details of personnel/staff to be deployed for the mock and exam-day duties along with valid ID (preferably Aadhaar/Government photo ID). The list should be submitted four (04) days prior to the mock day. The Service Provider shall ensure that the personnel/staff deployed on the mock day remain the same on the exam day. The service provider is required to provide the geo-fenced portal/application for capturing and recording geo-tagged attendance.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
23.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S.No. 1</u>	Deployment of manpower on day of the mock drill (01 day before the exam). The manpower deployed shall report at the designated centres. Timing shall be communicated in due course.	It is requested that only the Frisking Supervisor/In-charge may be required to be present at the centre on the Mock Day for coordination and verification purposes. Deployment of the entire manpower pool on the mock day would have significant cost implications, as all personnel would need to be engaged and compensated for two days. Additionally, such large-scale deployment for the mock day may not be operationally and logistically viable. Therefore, it is requested that the requirement may kindly be limited to the presence of the designated Supervisor/In-charge during the mock drill, while the complete manpower deployment may be required only on the actual examination day.	<p>1. One supervisor for each service (Frisking and Biometric services) shall be deployed on mock day at each examination centre.</p> <p>2. Bidder shall ensure that the stipulated manpower mentioned in the tender document is mandatorily arranged and available on the examination day. The entire responsibility in this regard lies on the bidder.</p> <p>3. The supervisor shall ensure that the deputed manpower for all the three services are well aware about their individual roles & responsibilities and the area of their work in the examination centre which should be identified on mock day.</p> <p>Note: The pre-bid queries related to manpower being deployed on mock day for frisking and biometric services, the above clarification shall be applicable.</p>
24.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S.No. 2</u>	All deployed personnel must wear uniform with a Service Provider logo, carry a valid photo ID card, and behave professionally	Considering the large scale of manpower deployment across examination centres and the limited timelines available, arranging uniforms with the Service Provider's logo for all personnel may not be practically feasible.	All deployed personnel at each examination centre must wear uniform/armband/ jacket/ any other unique identifier and carry a valid photo ID card and behave professionally.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
25.	<p><u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S.No. 3</u></p>	<p>Attendance on the day of the mock & on exam day, shall be submitted to EdCIL / its end client, separately, along with geo tagged picture of the manpower deployed at the centre (along with exam functionaries & name of centre clearly visible), countersigned by Centre Superintendent. A geo fenced application may be used for attendance. Successful Service Provider (SP) shall be intimated regarding attendance accordingly.</p>	<p>It is therefore requested that the requirement may kindly be revised to allow service-wise colour-coded jackets/vests for the deployed staff, along with valid photo ID cards. This would ensure clear identification of personnel and maintain discipline at the centre, while also being operationally feasible for large-scale deployment.</p> <p>It is requested to kindly clarify the mechanism through which the geo-tagged photograph evidence is required to be submitted.</p> <ol style="list-style-type: none"> Whether the geo-tagged photograph along with attendance is required to be submitted in hard copy to the Centre Superintendent for countersignature. In case hard copy submission is required, whether the Service Provider will be facilitated with printing support at the centre level by EdCIL or EdCIL's end client. Whether EdCIL or EdCIL's end client will provide the geo-fenced application for capturing and recording geo-tagged attendance, or whether the Service Provider is expected to arrange the same. <p>Also, it is requested that only the Frisking Supervisor/In-charge may be required to be present at the centre on the Mock Day for coordination and verification purposes. Deployment of the entire manpower pool on the mock day would have significant cost</p>	<p>The colour code for each service shall be different and communicated to EdCIL.</p> <ol style="list-style-type: none"> The geo-tagged photograph along with attendance is required to be submitted in soft copy along with time stamp. No Hard Copy for geo tagged photo to be submitted. The service provider is required to provide the geo-fenced portal/application for capturing and recording geo-tagged attendance. Also see S.No.23.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
26.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S No. 3</u>	<p>The Service Provider must ensure police verification of the manpower being deployed.</p> <p>The verification must be recent- not more than 06 months prior to the date of the exam.</p> <p>Report for the same to be provided 01 week prior to the exam day along with the deployment list.</p>	<p>implications, as all personnel would need to be engaged and compensated for two days. Additionally, such large-scale deployment for the mock day may not be operationally and logistically viable.</p> <p>Therefore, it is requested that the requirement may kindly be limited to the presence of the designated Supervisor/In-charge during the mock drill, while the complete manpower deployment may be required only on the actual examination day.</p> <p>Considering the very large number of personnel required to be deployed across examination centres nationwide, arranging police verification for the entire manpower pool may not be practically feasible within the stipulated timelines.</p> <p>It is therefore requested that this requirement may kindly be reviewed and relaxed.</p>	Refer S.No.21.
27.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S No. 5</u>	<p>Observer shall upload all pictures and reports (pertaining to number of candidates reported and frisked) on the specified portal (through the geo fenced app), both on mock day as well as exam day. Payment will be made, accordingly, based on this.</p>	<p>It is requested to clarify the procedure in cases where the Observer has not uploaded correct reports for candidates reported and frisked. In such situations, kindly clarify how the payment for the concerned centre will be processed, as the Service Provider would have fulfilled the service requirements despite the Observer not uploading the required reports correctly.</p>	<p>1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level.</p> <p>2. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre superintendent to allow the bidder to scan the above document for compliance across all centres.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
				<p>3. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and exam day in the portal/application.</p>
28.	<p><u>7.2 Frisking of candidates through HHMD, Security and Crowd Control. (A) Key Requirements, S No. 6</u></p>	<p>On the day of the examination, the Service Provider (SP) shall conduct frisking of the candidates & exam functionaries, at the entry point of the examination center (before the start of the exam), by employing trained manpower for male and female candidates, using Hand - Held Metal Detectors (HHMD)</p>	<p>It is requested to kindly clarify that in cases where exam functionaries report at the examination centre prior to the designated reporting time of the frisking staff, the Service Provider shall not be held liable for frisking of such personnel.</p> <p>The responsibility of frisking may therefore be considered applicable only after the frisking staff have reported and the frisking process has formally commenced at the centre, as per the scheduled deployment time.</p>	<p>No change.</p>
29.	<p><u>7.2 Frisking of candidates through HHMD, Security and Crowd Control. (A) Key Requirements, S No. 7</u></p>	<p>The Metal Detector (HHMD) provided for Frisking should be able to detect any prohibited metallic ornaments/electronic devices/any other prohibited material, at examination centers, on the day of examination</p>	<p>It is submitted that detection of gold/silver ornaments may not be feasible through the standard Hand-Held Metal Detectors (HHMDs) that are typically used in the examination sector. Detection of such items generally requires specialized and more sensitive metal detection equipment, which differs from the HHMD devices commonly deployed for examination frisking.</p>	<p>EdCIL will inform its end client to issue necessary instructions in their guidelines to candidates, invigilators, observers, etc. that gold/silver/precious metal ornaments are prohibited for entry to the examination premises.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
30.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S No. 8</u>	The Service Provider must share the list and details of personnel/staff to be deployed for the mock and exam-day duties along with valid ID (preferably Aadhaar). The list should be submitted one (01) week prior to the mock exam day. The Service Provider shall ensure that the personnel/staff deployed on the mock day remain the same on the exam day. Any changes in the deployment must be communicated in advance to facilitate smooth access at the exam centres; otherwise, entry may not be allowed	<p>It is therefore requested to kindly review and clarify this requirement, and specify that the HHMD devices should be capable of detecting metallic/electronic devices and other prohibited items as per standard industry practice, rather than specifically mandating detection of gold/silver ornaments.</p> <p>It is requested that the Service Provider may be required to share only the name and mobile number of the personnel/staff proposed to be deployed. Collection, storage, and handling of Aadhaar number or Aadhaar ID may raise privacy concerns and could have implications under the Digital Personal Data Protection (DPDP) Act.</p> <p>Further, it is requested that the requirement for submission of the personnel list be revised to three (03) days prior to the examination day, which would enable the Service Provider to furnish accurate and final deployment details considering the scale and logistical coordination involved.</p> <p>Also, it is requested that only Frisking Supervisor/Incharge should be called on Mock Day</p>	Refer S.No.21 and S.No.23.
31.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S No. 9</u>	Reporting Time- 03 hours prior to commencement of candidate entry time. Shift duration shall be of 10 hrs.	<p>Reporting time should be revised to 01 hour prior to candidate entry.</p>	No change. However, mutual timelines shall be drawn in consultation with EdCIL's end client so that the entire activity is managed smoothly by the successful bidders.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
32.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S No. 16</u>	Provision of necessary infrastructure at the examination centres to ensure proper frisking of candidates can take place. HHMD, separate enclosure for female candidate, Planks/foot stepper/frisking booth must be provided at each frisking point minimum 2x2 feet size so that candidate can stand on the same for frisking. Banner size of 4x3 feet should be placed at the Entry Gate - 'Things not to carry in Exam'.	It is requested to kindly review and revise the requirement for providing planks/foot steppers/frisking booths of minimum 2x2 feet size at each frisking point, as arranging such infrastructure at every frisking location across a large number of examination centres may not be practically feasible within the given timelines. It is therefore requested that this requirement may kindly be relaxed or made optional, while ensuring that frisking is carried out in an orderly and effective manner using HHMD devices and designated frisking enclosures, wherever required.	The requirement of 'Planks/foot stepper/frisking booth must be provided at each frisking point minimum 2x2 feet size' has been withdrawn from the scope of work.
33.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (B) NOTE, S No. 3</u>	The Service Provider (SP) shall be informed at least 03 weeks in advance about the exam cities along with scheduled candidate count and two (02) weeks in advance about exam centre by EdCIL / its end client.	It is requested to kindly revise the timeline for data sharing to 4 weeks before the exam date.	EdCIL shall organize to provide list of examination cities 03 (three) weeks before the commencement of examination and list of examination centres 02 (two) weeks before the commencement of examination.
34.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (C) Other Terms & Conditions, S No. 12</u>	Payment shall be made only after verification and reconciliation of Observers' reports with attendance and deployment records submitted by the Service Provider.	It is requested to clarify the procedure in cases where the Observer has not uploaded correct reports for frisking conducted. In such situations, kindly clarify how the payment will be processed, as the Service Provider would have fulfilled the service requirements despite the Observer not uploading the required reports correctly.	1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level. 2. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre superintendent to allow the bidder to scan the above document for compliance across all centres.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
35.	<u><i>Z.2 Frisking of candidates through HHMD, Security and Crowd Control, (D) Deliverables, S.No. 3</i></u>	Centre wise list of manpower to be deployed should be shared along with basic details (Name, mobile number, Date of Birth, Age, gender, etc.) and tagging of police verification status along with date of verification to be shared 01 week prior to exam day	<p>It is requested that the Service Provider may be required to share only the name and mobile number of the manpower proposed to be deployed. Other details such as date of birth, age, gender, etc. fall under the category of Personal Identifiable Information (PII), and collection, storage, and processing of such data may have implications under the Digital Personal Data Protection (DPDP) Act.</p> <p>Further, it is requested that the timeline for submission of the manpower list may kindly be revised to at least three (03) days prior to the examination day, to ensure accuracy of deployment details, as changes may occur due to unforeseen exigencies at the centre level.</p> <p>Additionally, arranging police verification for such a large number of manpower across all centres may not be practically feasible. It is therefore requested that this requirement may kindly be reviewed and suitably relaxed.</p>	<p>3. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and exam day in the portal/application.</p> <p>Refer S.No.21.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
36.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (D) Deliverables, S.No. 4</u>	Undertaking/ self-declaration for police verification of the manpower to be deployed at exam centres to be provided on company letter head by the authorized signatory to be shared 01 week prior to exam day.	Considering the very large number of personnel required to be deployed across examination centres nationwide, arranging police verification for the entire manpower pool may not be practically feasible within the stipulated timelines. It is therefore requested that this requirement may kindly be reviewed and relaxed.	Refer S.No.21.
37.	<u>7.2 Frisking of candidates through HHMD, Security and Crowd Control, (D) Deliverables, S.No. 5</u>	Geo tagged photos of personnel deployed (centre name in background) on both mock and exam day with timestamp to be submitted within 01 week from exam day.	Would EdCIL/its client be arranging for any application to capture Geo tagged photos of personnel deployed (centre name in background)?	The service provider is required to provide the geo-fenced portal/application for capturing and recording geo-tagged attendance.
38.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, (A) Key requirements, S.No. 1(i)</u>	If the thumbprint matches the Aadhaar-linked fingerprint associated with the candidate's Roll Number; entry will be permitted through an encrypted verification code.	Kindly clarify, what would "entry will be permitted through an encrypted verification code." exactly mean	The candidate's Aadhaar-linked fingerprint associated with the candidate's Roll Number required to be verified from UIDAI. It means entry shall be allowed after positive matching of Aadhaar linked biometrics.
39.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, (A) Key requirements, S.No. 1(iii)</u>	Service provider needs to capture photograph and thumb impression of all candidates appearing at exam centre and store securely and after exam share it with EdCIL / its end client. Service provider to ensure the candidate captured photographs are of good quality and full face of the candidate is visible, photographs to be captured in proper lighting condition with white background	It is requested to kindly clarify whether both photograph and thumb impression are required to be captured for all candidates, or whether thumb impression is required only for candidates who fail Aadhaar authentication. Further, ensuring a white background at all examination centres may not be operationally feasible, considering the variation in infrastructure across centres. It is therefore requested that EdCIL / its end client may either facilitate the required white background	1. Both photograph and thumb impression are required to be captured for all candidates. 2. The bidder is required to capture the photograph with clear background so that no other person is visible in the background. Accordingly, the provision should be kept.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
40.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service. (A) Key requirements, S No. 1(vi)</u>	Capture photograph and thumb impression of the deployed manpower (CCTV, Frisking and biometric manpower).	arrangements at the centres or suitably revise the clause to allow photographs to be captured with adequate lighting and clear visibility of the candidate's face without mandating a white background. As the biometric reference details of the manpower deployed at the examination centres would not be available with the Service Provider, it may not be possible for the Service Provider to verify or ensure whether the captured photograph or thumb impression actually belongs to the respective manpower. It is therefore requested to kindly clarify the mechanism through which such verification is expected to be carried out, or suitably revise the requirement, as the Service Provider can only capture and record the biometric/photographic data but cannot authenticate it against any official biometric database.	The tender clause requires that the service provider shall Capture photograph and thumb impression of the deployed manpower (CCTV, Frisking and biometric manpower). Verification of the captured photograph and thumb impression may be verified at a later stage if required.
41.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service. 4. Manpower, S No. i. Requirement Ratio (b)</u>	One Supervisor shall be deployed for every 5 Verifiers as per norms mentioned below.	Considering the large-scale, pan-India deployment involved in this examination, the requirement of deploying one Supervisor for every five Verifiers may not be practically viable or commercially feasible. Such a ratio would significantly increase the overall manpower requirement, potentially adding several thousand additional personnel across centres. It is therefore requested that this requirement may kindly be removed.	1. Clause no.7.3, S.No.4 i) (b) stands deleted. 2. One of the verifier at the examination centre can be additionally designated as Supervisor for biometric services.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
42.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S No. ii. Eligibility & Verification of Manpower (b)</u>	Service Provider should ensure that Supervisors must be Graduate with knowledge of device handling.	Considering the scale involved this requirement may be removed	No Change
43.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S No. ii. Eligibility & Verification of Manpower (c)</u>	The Service Provider must ensure police verification of the manpower being deployed. The verification must be recent- not more than 06 months from the date of the exam.	Considering the very large number of personnel required to be deployed across examination centres nationwide, arranging police verification for the entire manpower pool may not be practically feasible within the stipulated timelines. It is therefore requested that this requirement may kindly be reviewed and relaxed.	Refer S.No.21.
44.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S No. iii.</u>	Registration of verifiers All mobile numbers of verifiers and supervisors must be registered in EdCIL/it's end client portal/Service Provider Portal 7 days prior to the day of the examination	It is requested that the requirement for submission of the personnel list be revised to three (03) days prior to the examination day, which would enable the Service Provider to furnish accurate and final deployment details considering the scale and logistical coordination involved.	Centre wise list of manpower to be deployed should be shared along with basic details (Name, mobile number, Date of Birth, Age, gender, etc.) be shared (04) four days prior to exam day.
45.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S No. iv. Deployment and Reporting Norms for manpower deployed. (b)</u>	Details of Personnel/Staff: The Service Provider must share the list and details of personnel/staff to be deployed for the mock and exam-day duties along with valid ID (preferably Aadhaar). The list should be submitted 10 days prior to the exam day. The Service Provider shall ensure that the personnel/staff deployed on the mock day remain the same on the exam day. Any changes in the deployment must be communicated in advance to	It is requested that only the Biometric Supervisor/In-charge may be required to be present at the centre on the Mock Day for coordination and verification purposes. Deployment of the entire manpower pool on the mock day would have significant cost implications, as all personnel would need to be engaged and compensated for two days. Additionally, such large-scale deployment for the mock day may not be operationally and logistically viable. Therefore, it is requested that the requirement	Refer S.No.21 & S.No.23.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
		<p>facilitate smooth access at the exam centres; otherwise, entry may not be allowed</p>	<p>may kindly be limited to the presence of the designated Supervisor/In-charge during the mock drill, while the complete manpower deployment may be required only on the actual examination day.</p> <p>It is also requested that the Service Provider may be required to share only the name and mobile number of the personnel/staff proposed to be deployed. Collection, storage, and handling of Aadhaar number or Aadhaar ID may raise privacy concerns and could have implications under the Digital Personal Data Protection (DPDP) Act.</p> <p>Further, it is requested that the requirement for submission of the personnel list be revised to three (03) days prior to the examination day, which would enable the Service Provider to furnish accurate and final deployment details considering the scale and logistical coordination involved.</p>	
46.	<p><u>7.3 Biometric Authentication services (Aadhar based) & Attendance Marking Service, 4. Manpower, S.No. iv. Deployment and Reporting Norms for manpower deployed. (c)</u></p>	<p>Entire verification activity must be completed 15 minutes before the start of exam. There shall be no authentication activity post this. Reports of violation of this clause (by CS) shall attract blacklisting. Biometric activity after closure of examination may be undertaken only upon specific instruction issued by EdCIL/it's end client</p>	<p>It is requested that Centre Superintendents and Observers may be clearly instructed not to carry out any verification or authentication activity within the last 15 minutes prior to the start of the examination or during the examination period. In several instances, such activities are undertaken during this restricted time window under the direction or pressure of the Centre Superintendent/Observers, which may lead to non-compliance by the Service Provider despite adherence to prescribed timelines.</p> <p>Further, any exceptional instruction to carry out</p>	<p>No change. However, the procedure will be defined at a later stage.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
47.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S.No. iv. Deployment and Reporting Norms for manpower deployed. (h)</u>	Manpower verification: The Service Provider must ensure police verification of the manpower being deployed. The verification must be recent- not more than 06 months from the date of the exam. Report for the same to be provided 01 week prior to the exam day along with the deployment list.	verification or biometric activity during this restricted period should be issued only in written form by EdCIL or its end client, to ensure proper documentation and avoid any ambiguity regarding responsibility or compliance. Considering the very large number of personnel required to be deployed across examination centres nationwide, arranging police verification for the entire manpower pool may not be practically feasible within the stipulated timelines. It is therefore requested that this requirement may kindly be reviewed and relaxed.	Refer S.No.21.
48.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S No. iv. Attendance in Mock Drill & Training (a)</u>	Attendance in the mock drill is compulsory for all verifiers and supervisors. Only those who attend will be permitted for Examination Day duty	It is requested that only the Biometric Supervisor/In-charge may be required to be present at the centre on the Mock Day for coordination and verification purposes. Deployment of the entire manpower pool on the mock day would have significant cost implications, as all personnel would need to be engaged and compensated for two days. Additionally, such large-scale deployment for the mock day may not be operationally and logistically viable. Therefore, it is requested that the requirement may kindly be limited to the presence of the designated Supervisor/In-charge during the mock drill, while the complete manpower deployment may be required only on the actual examination day.	Refer S.No.23.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
49.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S No. vii. Verification Process / Duties of Verifiers (h)</u>	However, in the event of failure of authentication, the candidate shall be managed strictly in accordance with the exception-handling procedures prescribed by EdCIL / its end client, which may include manual verification, submission of additional documents & undertaking proforma (to be filled by the candidate), and recording such details in the prescribed registers.	We understand exception-handling procedures prescribed by EdCIL / its end client including manual verification, submission of additional documents & undertaking proforma (to be filled by the candidate), and recording such details in the prescribed exception registers are expected to be carried out by Centre Superintendent/ Observers. Kindly confirm	In case of exception handling procedures submission of additional documents and undertaking proforma (to be filled by candidate) and recording such details in the prescribed exception registers are expected to be carried out by centre superintendent/ observers.
50.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S No. vii. Verification Process / Duties of Verifiers (i)</u>	If the QR/barcode is missing or Aadhaar-based biometric authentication fails, or for candidates whose authentication was "Invalid/No Match/Error", the Service Provider will manually enter the candidate's Roll Number and personal details in a register. This register and its scanned copy will be submitted to EdCIL / its end client along with the rest of the data collected after the examination.	Manual entry in register should not be the responsibility of service provider	Manual entry in register should be carried out by centre superintendent/ observers.
51.	<u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S No. vii. Verification Process / Duties of Verifiers (j)</u>	Any verification will be performed under CCTV surveillance; no verification will be performed in blind spots.	Compliance for the same needs to be checked by EdCIL/its client on mock day.	The intent is to verify all the candidates under CCTV surveillance. No verification will be performed without CCTV surveillance. The onus of compliance lies on the service provider.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
52.	<p><u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S.No. viii. Documentation and Acknowledgements:</u></p>	<p>No Forced Signatures: The Service Provider (SP) shall not make it compulsory for the Centre Supervisor or observer for signing any document regarding service delivery. However, agency must ensure proper documentation which will suffice the need for release of payment.</p>	<p>It is requested to kindly clarify the process to be followed in cases where the Centre Supervisor or Observer does not sign the service delivery documentation. In the absence of such signatures, it may become difficult for the Service Provider to establish proof of service delivery and consequently process payment.</p> <p>Therefore, it is requested that EdCIL or its end client may provide clear guidance on the acceptable documentation mechanism in such situations. Alternatively, it may be considered to mandate the Centre Supervisor or Observer to sign the service delivery documents, to ensure proper verification of services rendered and to avoid any ambiguity during payment processing.</p>	<p>1. The intent here is to maintain dignity by the service provider in-charge at the exam centre during signing of centre sign off report (CSR) by the Centre Superintendent (CS). The CS should not be pressurized to sign CSR for the unfulfilled services. However, in case of any constraint, the same may be reported to EdCIL for intervention. The onus of service delivery in such cases shall lie on the bidder.</p> <p>2. Also refer S.No.9. Refer S.No.21.</p>
53.	<p><u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S.No. x. Deliverables (c.)</u></p>	<p>Undertaking/ self-declaration for police verification of the manpower to be deployed at exam centres to be provided on company letter head by the authorized signatory to be shared 01 week prior to exam day</p>	<p>Considering the very large number of personnel required to be deployed across examination centres nationwide, arranging police verification for the entire manpower pool may not be practically feasible within the stipulated timelines.</p> <p>It is therefore requested that this requirement may kindly be reviewed and relaxed.</p>	
54.	<p><u>7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S.No. x. Deliverables (d)</u></p>	<p>Geo tagged photos of personnel deployed (centre name in background) on both mock and exam day with timestamp to be submitted within 01 week from exam day</p>	<p>Would EdCIL/its client be arranging for any application to capture Geo tagged photos of personnel deployed (centre name in background)?</p>	<p>The service provider is required to provide the geo-fenced portal/application for capturing and recording geo-tagged attendance.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
55.	19. <u>Penalty</u> (Service Level Agreement) 19.1 <u>CCTV Surveillance Service with live feed and recordings</u> ; Page 33; Sr. no 1	Failed to install adequate cameras at exam centre and/or live streaming cameras at common control centre (CCC) on: On mock days: 100% of the amount quoted per centre; On Exam days: 200% of the amount quoted per centre	Request for revision: On mock days: 100% of the amount quoted for affected Candidate/Camera (1 Camera = 12 candidates); On Exam days: 200% of the amount quoted for affected Candidate/Camera (1 Camera = 12 candidates)	The clause may be read as below: Failed to install adequate cameras at exam centre and/or live streaming of cameras at common control centre (CCC) on: On mock days: 100% of the amount quoted for affected Candidate per centre; On Exam days: 200% of the amount quoted for affected Candidate per centre.
56.	19. <u>Penalty</u> (Service Level Agreement) 19.1 <u>CCTV Surveillance Service with live feed and recordings</u> ; Page 33; Sr. no 2	Failed to deploy manpower and/or provide one operational computer screen in CS room from where CS can monitor whole exam centre on: Mock days / Exam day. On mock days: 100% of the amount quoted per centre; On Exam days: 200% of the amount quoted per centre	Request for revision: On mock days: 1% of the payable amount for that centre; On Exam days: 2% of the payable amount for that centre	No change.
57.	19. <u>Penalty</u> (Service Level Agreement) 19.1 <u>CCTV Surveillance Service with live feed and recordings</u> ; Page 33; Sr. no 3	Failed to provide accessible HLS/RTSP link/any other link for analysis purpose on: Mock days / Exam Day. On mock days: 100% of the amount quoted per centre; On Exam days: 200% of the amount quoted per centre	Request for revision: On mock days: 1% of the payable amount for that centre; On Exam days: 2% of the payable amount for that centre	No change.
58.	19. <u>Penalty</u> (Service Level Agreement) 19.1 <u>CCTV Surveillance Service with live feed and recordings</u> ; Page 33; Sr. no 4	Failed to provide CCTV recording for grievance and court cases within 24 hours from request and/or recording of all exam centres within 30 days. 100% of the amount quoted per candidate per centre	Request for revision: Failed to provide CCTV recording for grievance and court cases within 5 days from request and/or recording of all exam centres within 30 days. 5% of the amount quoted for that centre	No change.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
59.	19. <u>Penalty (Service Level Agreement) 19.1 CCTV Surveillance Service with live feed and recordings</u> ; Page 33; Sr. no 5	Failed to provide CCTV recording for entire duration of exam centre (recordings which are incomplete or trimmed etc.): For exam rooms, CS room, frisking area, biometric area and passages/common area (From candidate entry 10:30 AM till exam end 06:00 PM); For strong room (From 08:00 AM till packing & dispatch of exam material). 100% of the amount quoted per candidate per centre	Request for revision: 5% of the amount quoted for that centre	No change.
60.	19. <u>Penalty (Service Level Agreement) 19.1 CCTV Surveillance Service with live feed and recordings</u> ; Page 33; Sr. no 6	Submitting non-authentic, dummy or tampered CCTV footage and/or billed for unperformed service; providing CCTV footage of another exam; providing CCTV footage with wrong centre code mapping. 100% of the amount quoted per candidate per centre and blacklisting for 02 years.	Request for revision: 5% of the amount quoted for that centre	No Change
61.	19. <u>Penalty (Service Level Agreement) 19.1 CCTV Surveillance Service with live feed and recordings</u> ; Page 33; Sr. no 7	Failed to submit CCTV recording via hard disk with no proper tagging and labelling (Centre code, room number, camera ID, date and time etc.). 100% of the amount quoted per candidate per centre	Request for revision: 5% of the payable amount for that centre	No change.
62.	19. <u>Penalty (Service Level Agreement) 19.1 CCTV Surveillance Service with live feed and recordings</u> ; Page 33; Sr. no 8	Submitting poor quality CCTV footage (black and white feeds, lagging feeds, flickering feeds or poor feed quality from which candidate and exam functionaries' activities are not visible). 100% of	Request for revision: 5% of the payable amount for that centre	No change.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
63.	<p><u>19. Penalty (Service Level Agreement)</u></p> <p><u>19.1 CCTV Surveillance Service with live feed and recordings</u></p> <p><u>Page 33</u></p> <p><u>Sr. no 9</u></p>	<p>the amount quoted per candidate per centre</p> <p>In case of blind spot and/or candidate is not identified in the provided CCTV recording, 100% of the amount quoted per candidate per centre</p>	<p>Request for revision: 1% of the payable amount for that centre</p>	<p>No change.</p>
64.	<p><u>19. Penalty (Service Level Agreement)</u></p> <p><u>19.1 CCTV Surveillance Service with live feed and recordings</u></p> <p><u>Page 33</u></p> <p><u>Sr. no 10</u></p>	<p>In case of major default (if 10% of the work allotted is leftover). 100% of quoted amount per candidate for leftover work and blacklisting for 02 years</p>	<p>Request for revision: In case of major default (if 10% of the work allotted for that centre is leftover) 100% of quoted amount per candidate for leftover work and blacklisting for 02 years</p>	<p>No change.</p>
65.	<p><u>19. Penalty (Service Level Agreement)</u></p> <p><u>19.1 CCTV Surveillance Service with live feed and recordings</u></p> <p><u>Page 33</u></p> <p><u>Sr. no 11</u></p>	<p>If CCTV recordings are not retained for 03 months from the date of submission of data (recording/footages). No payment will be made for those centres.</p>	<p>Request for revision: No payment will be made for those centres</p>	<p>No change.</p>
66.	<p><u>19. Penalty (Service Level Agreement)</u></p> <p><u>19.1 CCTV Surveillance Service with live feed and recordings</u></p> <p><u>Page 33</u></p> <p><u>Sr. no 12</u></p>	<p>Failed to deploy dashboard showing state, city and centre wise status at CCC. 2% of total billed amount will be deducted</p>	<p>Request for revision: 2% of total billed amount will be deducted</p>	<p>No change.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
67.	<p>19. <u>Penalty (Service Level Agreement)</u></p> <p>19.1 <u>CCTV Surveillance Service with live feed and recordings</u></p> <p>Page 33</p> <p>Sr. no 13</p>	<p>If any deployed personnel: Police verification is not done and submitted to EdCIL; or is not wearing proper uniform and is without ID card. No payment will be made for those centres</p>	<p>Request: Delete this clause</p>	<p>The clause may be read as under:</p> <p>No payment will be made for those centres if all deployed personnel is not wearing uniform/armband/ jacket/ any other unique identifier and carry a valid photo ID card and behave professionally.</p> <p>Note: This clause will be applicable for all three services.</p> <p>No change.</p>
68.	<p>19. <u>Penalty (Service Level Agreement) 19.2 Frisking of candidates through HHMD, Security and crowd control Page 34 Sr. no 1</u></p>	<p>Failed to provide adequate number of manpower as detailed in SOW for the said duration on:</p> <ul style="list-style-type: none"> - Mock day - Exam day <p>Penalty:</p> <ul style="list-style-type: none"> - On mock days: 100% of the amount quoted per centre - On Exam days: 200% of the amount quoted per centre 	<p>Request for Revision:</p> <ul style="list-style-type: none"> - On mock days: 5% of the amount quoted for affected centre - On Exam days: 200% of the amount quoted for affected candidate/centre 	<p>The clause may be read as under:</p> <p>No payment will be made for those centres if all deployed personnel is not wearing uniform/armband/ jacket/ any other unique identifier and carry a valid photo ID card and behave professionally.</p>
69.	<p>19. <u>Penalty (Service Level Agreement) 19.2 Frisking of candidates through HHMD, Security and crowd control Page 34 Sr. no 2</u></p>	<p>If any deployed personnel</p> <ul style="list-style-type: none"> - Police Verification is not done and submitted to EdCIL - Is not wearing proper uniform and is without ID card <p>Penalty: No payment will be made for those centres</p>	<p>Request for deletion of this clause.</p>	<p>The clause may be read as under:</p> <p>No payment will be made for those centres if all deployed personnel is not wearing uniform/armband/ jacket/ any other unique identifier and carry a valid photo ID card and behave professionally.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
70.	19. <u>Penalty (Service Level Agreement) 19.2 Frisking of candidates through HHMD, Security and crowd control Page 34 Sr. no 3</u>	Failed to provide adequate number of working HHMD/ female enclosure for frisking, Planks/foot stepper/ frisking booth of min 2 x 2 feet and Banner of 4 x 3 feet with the list 'Things not to carry in Exam' on: - Mock day - Exam day Penalty: - On mock days: 100% of the amount quoted per centre - On Exam days: 200% of the amount quoted per centre	Request for Revision: - On mock days: 5% of the amount quoted for affected centre - On Exam days: 200% of the amount quoted for affected candidate/ centre	Note: This clause will be applicable for all three services. The clause may be read as under: Failed to provide adequate number of working HHMD/ female enclosure for frisking and Banner of 4 x 3 feet with the list 'Things not to carry in Exam' on: - Mock day - Exam day Penalty: - On mock days: 100% of the amount quoted per centre - On Exam days: 200% of the amount quoted per centre No Change
71.	19. <u>Penalty (Service Level Agreement) 19.2 Frisking of candidates through HHMD, Security and crowd control Page 34 Sr. no 7</u>	If any instance of manpower deployed found using mobile phone (chatting/watching videos, etc.) during the duty period	Request for deletion of this clause.	No Change
72.	19. <u>Penalty (Service Level Agreement) 19.2 Frisking of candidates through HHMD, Security and crowd control Page 34 Sr. no 5</u>	In case of major default (if 10% of the work allotted is leftover) Penalty: 100% of quoted amount per candidate for leftover work and blacklisting for 02 years	Request for Revision: In case of major default (if 10% of the work allotted for that center is leftover) Penalty: 100% of payable amount per candidate for that center	No Change
73.	19. <u>Penalty (Service Level Agreement) 19.3 Biometric Authentication services (AAadhar based) & attendance marking service Page 35 Sr. no 1</u>	Failed to provide adequate number of manpower as detailed in SOW for the said duration on: - Mock day - Exam day Penalty:	Request for Revision: - On mock days: 5% of the amount quoted for affected centre - On Exam days: 200% of the amount quoted for affected candidate/centre	No change.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
74.	19. <u>Penalty (Service Level Agreement) 19.2 Biometric Authentication services (Aadhar based) & attendance marking service Page 35 Sr. no 6</u>	<p>- On mock days: 100% of the amount quoted per centre</p> <p>- On Exam days: 200% of the amount quoted per centre</p> <p>If any biometric related activity performed during the exam time (from 02:00 PM to 05:00 PM) Penalty: 200% of quoted amount per centre and blacklisting for 2 years.</p>	<p>Request for Revision:</p> <p>200% of quoted amount per centre</p>	No Change
75.	19. <u>Penalty (Service Level Agreement) 19.2 Biometric Authentication services (Aadhar based) & attendance marking service Page 35 Sr. no 10</u>	<p>In case of major default (if 10% of the work allotted is leftover)</p> <p>Penalty: 100% of quoted amount per candidate for leftover work and blacklisting for 02 years</p>	<p>Request for Revision:</p> <p>In case of major default (if 10% of the work allotted for that center is leftover)</p> <p>Penalty: 100% of payable amount for affected center</p>	No Change
76.	19. <u>Penalty (Service Level Agreement) 19.2 Biometric Authentication services (Aadhar based) & attendance marking service Page 35 Sr. no 10</u>	<p>If service provider billed for unperformed service 100% of billed amount and blacklisting for 02 years.</p>	<p>Request for deletion of this clause.</p>	No Change
77.	Examination Center and Candidate Details for all services	<p>List of examination centres will be provided to the successful Service Provider by the EdCIL or any other agency as designated by EdCIL two weeks before the commencement of examination</p>	<p>REIL requests that the candidate details and list of examination centres may be shared at least four (04) weeks prior to the date of examination to enable successful project delivery.</p>	EdCIL shall organize to provide list of examination cities 03 (three) weeks before the commencement of examination and list of examination centres 02 (two) weeks before the commencement of examination.
78.	Manpower Reporting time for all Services	<p>All deployed personnel/staff must report to their assigned centers 3 hours prior to the commencement of</p>	<p>Clarification is sought on whether one manpower per examination centre is sufficient to be deployed on the examination day at the</p>	No change. However, mutual timelines shall be drawn in consultation with EdCIL's end client so that the entire activity is

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
79.	Deployment and Details of Personal/Staff for all 3 services	<p>candidate's entry. Delays in reporting shall attract penalties.</p> <p>The Service Provider must share the list and details of personnel/staff to be deployed for the mock and exam-day duties along with valid ID (preferably Aadhaar). The list should be submitted one (01) week prior to the mock day. The Service Provider shall ensure that the personnel/staff deployed on the mock day remain the same on the exam day.</p>	<p>Superintendent's room to assist in live CCTV viewing.</p> <p>Further, REIL requests that the reporting time requirement may be reconsidered and requirement to be changed to 1 hour before candidate entry time.</p> <p>Collection and handling of Aadhaar details may raise privacy related issues. Therefore, REIL requests that the Service Provider may be required to furnish only the name and mobile number of the personnel proposed to be deployed.</p> <p>Further, REIL requests that the timeline for submission of deployment details may be revised to two (02) days prior to the examination day.</p>	<p>managed smoothly by the successful bidders.</p> <p>Refer S.No.21.</p>
80.	Section 7.1 CCTV Surveillance (Live Feed & Recording), B. Installation and Verification: S. No. 2	<p>The CCTV system solution should be provisioned with dual independent Ethernet network paths to ensure high availability during examination hours. The solution must support automatic failover such that, in the event of failure of the primary network link, traffic seamlessly switches to the secondary link without manual intervention or loss of video stream. This redundancy is mandatory to prevent disruption, data loss, or monitoring gaps during live examinations.</p>	<p>REIL submits that deployment of dual independent Ethernet network paths at each examination centre may be operationally and economically unviable.</p> <p>Arranging two independent ISP connections at each centre may also lead to substantial inflation in cost.</p> <p>It is therefore humbly requested that the said requirement may be reviewed and rationalized, and a single reliable network connectivity with adequate bandwidth and stability may be considered sufficient.</p>	<p>The Service Provider shall ensure uninterrupted live streaming of CCTV feeds at both the CS Room at the examination centre and the Central Command Centre (CCC). It is the Service Provider's responsibility to implement all necessary technical measures and solutions required to maintain continuous live monitoring without interruption and loss of CCTV recordings.</p>
81.	Section 7.1 CCTV Surveillance (Live Feed & Recording), B. Installation and Verification: S. No. 6	<p>Specifications: Further, there should be additional CCTV cameras (depending on size of the exam</p>	<p>REIL requests that pricing may be sought on a per-camera basis to avoid any conflict in Camera</p>	<p>Refer S.No.8.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
82.	Installation and Verification by Observer and uploading of pictures and reports for all services	<p>centre) installed in entrance-01, strongroom-01, bio-metric area-01, frisking-01, Centre superintendent room-01 and common areas such as passages, etc. (01 for every common area) etc. so that all the examination areas are covered under CCTV coverage.</p> <p>Observer shall upload all pictures and reports (pertaining to cameras installed, computer screen & manpower arrangement for Centre Superintendent) on the specified portal (through a geo fenced app), both on mock day as well as exam day. Payment will be made accordingly based on this.</p>	<p>deployment at Center and to ensure maximum coverage.</p> <p>Clarification is sought on whether EdCIL / its end client has developed a dedicated portal or application for uploading pictures and reports by Observers.</p> <p>Further, REIL requests that payment of the Service Provider may not be solely linked to uploading by the Observer, as delays or omissions by the Observer may adversely affect payment despite successful service delivery.</p>	<p>1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level.</p> <p>2. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre superintendent to allow the bidder to scan the above document for compliance across all centres.</p> <p>3. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and exam day in the portal/application.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
83.	Section 7.1 CCTV Surveillance (Live Feed & Recording), C. Camera Standards and Feed Quality, S. No. 5	CCTV feed data should travel through secured VPN Tunnel and one copy should be maintained at Cloud based storage.	Given the very large volume of video data generated from CCTV feeds, maintaining complete copies of recordings on cloud storage may not be viable. It is therefore humbly requested that the requirement may be reviewed and the Service Provider may be permitted to maintain secure recordings within its own storage infrastructure and provide the same whenever required.	CCTV feed data should travel through secured VPN Tunnel and one copy should be maintained at Cloud based storage/ service provider's own data centre with disaster recovery centre in two different seismic zones.
84.	Section 7.1 CCTV Surveillance (Live Feed & Recording), C. Camera Standards and Feed Quality, S. No. 7	Footage Segregation and Labelling: Every feed (live and recorded) must have an overlay of centre code, room number, camera ID, date, and time.	REIL requests that the requirement for displaying a separate unique camera ID may be reviewed and Centre Code along with room or area identification may be considered sufficient.	<p>The intent for having unique ID for each camera is to clearly identify the footage for the areas covered under CCTV surveillance.</p> <p>The combination of characters creating unique ID on the basis of centre code and room number/ passage/ entrance/ specific common area shall be worked out jointly by EdCIL and bidder.</p> <p>Furthermore, while submitting the daily installation report, camera inventory report, online/offline camera status report, camera uptime report, CCTV recording storage report, etc., each report must include the unique camera ID along with the corresponding watermark mapping (Centre Code_Room Number/ Area). Additionally, while submitting CCTV recording hard disk to be</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
85.	Documentation and Acknowledgements, for all services	No Forced Signatures: The Service Provider (SP) shall not make it compulsory for the Centre Supervisor or observer for signing any document regarding service delivery. However, agency must ensure proper documentation which will suffice the need for release of payment.	Clarification is sought regarding the procedure to be followed in cases where the Centre Supervisor or Observer does not sign service delivery documentation. In absence of such signatures, proof of service delivery may become difficult for payment purposes. Suitable guidance may be issued by EdCIL / its end client.	clearly labelled with the Centre code and the list to be provided mapping the hard disk number and Centre code. 1. The intent here is to maintain dignity by the service provider in-charge at the exam centre during signing of centre sign off report (CSR) by the Centre Superintendent (CS). The CS should not be pressurized to sign CSR for the unfulfilled services. However, in case of any constraint, the same may be reported to EdCIL for intervention. The onus of service delivery in such cases shall lie on the bidder. 2. Also refer S.No.9.
86.	Section 7.1 CCTV Surveillance (Live Feed & Recording), E. Other Terms & Conditions, S. No. 9	SP to provide camera uptime report for all CCTV cameras installed at exam centres as a supporting document to be used for payment verification. Payment shall be released only after reconciliation of Observers' reports with the cloud feed data/report uploaded/logged by the vendor.	Considering the large scale deployment with over lakh cameras, REIL requests that the minimum average uptime requirement for CCTV cameras may be optimized, preferably to 90% uptime. REIL requests that the payment procedure may be clarified in cases where the Observer has not uploaded correct reports despite the cameras being installed and operational.	No change.
87.	Section 7.1 CCTV Surveillance (Live Feed & Recording), E. Other Terms & Conditions, S. No. 17			1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level. 2. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
88.	Section 7.1 CCTV Surveillance (Live Feed & Recording), E. Other Terms & Conditions, S. No. 20	During the examination period, CCTV facility shall not be interrupted due to any technical fault, etc., and the service provider shall take due care of seamless functioning of CCTV with adequate backup arrangement.	REIL requests that the term "adequate backup arrangement" may be defined, preferably allowing interruption tolerance up to 15 minutes, in line with prevailing industry practice.	<p>superintendent to allow the bidder to scan the above document for compliance across all centres.</p> <p>3. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and exam day in the portal/application.</p> <p>The primary responsibility for providing power arrangement along with the back-up shall be with the examination centre.</p> <p>The bidder shall be responsible for power backup arrangement with UPS with minimum 15 minutes backup along with all back up to avoid technical fault.</p> <p>Refer S.No.21.</p>
89.	Section 7.1 CCTV Surveillance (Live Feed & Recording), F. Deliverables, S. No. 3; 7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S. No. x. Deliverables (c.); 7.2 Frisking of candidates through HHMD, Security	Undertaking/ self-declaration for police verification of the manpower to be deployed at exam centres to be provided on company letter head by the authorized signatory, 01 week prior to exam day.	Given the large number of personnel required to be deployed across examination centres nationwide, REIL submits that arranging police verification for the entire manpower pool within the stipulated timelines may pose practical challenges. Accordingly, REIL requests that the said requirement may be reviewed and suitably	

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
	and Crowd Control, (D) Deliverables, S. No. 4		relaxed, while allowing the Service Provider to provide an appropriate self-declaration / undertaking on company letterhead regarding the background verification of deployed personnel.	
90.	Section 7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S. No. 1	Deployment of manpower on day of the mock drill (01 day before the exam). The manpower deployed shall report at the designated centres. Timing shall be communicated in due course.	REIL requests that only the Frisking Supervisor / In-Charge may be required to remain present on the mock day for coordination purposes, while full manpower deployment may be required only on the examination day.	Refer S.No.23.
91.	Section 7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S. No. 3	Attendance on the day of the mock & on exam day, shall be submitted to EdCIL / its end client, separately, along with geo tagged picture of the manpower deployed at the centre (along with exam functionaries & name of centre clearly visible), countersigned by Centre Superintendent. A geo fenced application may be used for attendance. Successful Service Provider (SP) shall be intimated regarding attendance accordingly.	REIL requests that the mechanism for submission of geo-tagged attendance records may be clarified. Further, REIL requests that only the Frisking Supervisor / In-Charge may be required to attend the mock day.	<p>1. The geo-tagged photograph along with attendance is required to be submitted in soft copy along with time stamp.</p> <p>2. No Hard Copy for geo tagged photo to be submitted.</p> <p>3. The service provider is required to provide the geo-fenced portal/ application for capturing and recording geo-tagged attendance.</p> <p>4. Refer S.No.23.</p>
92.	Section 7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S. No. 3; 7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S. No. ii. Eligibility & Verification of Manpower (c); 7.3 Biometric Authentication	The Service Provider must ensure police verification of the manpower being deployed. The verification must be recent- not more than 06 months prior to the date of the exam. Report for the same to be provided 01 week prior to the exam day along with the deployment list.	REIL requests that the requirement for police verification of deployed manpower may be reviewed and relaxed, Given the scale of deployment across centres nationwide.	Refer S.No.21.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
93.	<p>services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S. No. iv. Deployment and Reporting Norms for manpower deployed, (h)</p> <p>Section 7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S. No. 16</p>	<p>Provision of necessary infrastructure at the examination centres to ensure proper frisking of candidates can take place. HHMD, separate enclosure for female candidate, Planks/foot stepper/frisking booth must be provided at each frisking point minimum 2x2 feet size so that candidate can stand on the same for frisking. Banner size of 4x3 feet should be placed at the Entry Gate - 'Things not to carry in Exam'.</p>	<p>REIL requests that the requirement for providing planks or foot-steppers of minimum 2x2 feet at each frisking point may be reviewed, as arranging such infrastructure across a large number of centres may not be practically feasible.</p>	<p>The requirement of 'Planks/foot stepper/frisking booth must be provided at each frisking point minimum 2x2 feet size' has been withdrawn from the scope of work.</p>
94.	<p>Section 7.2 Frisking of candidates through HHMD, Security and Crowd Control, (D) Deliverables, S. No. 5; 7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S. No. x. Deliverables (d); 7.1 CCTV Surveillance (Live Feed & Recording), F. Deliverables, S. No. 5</p>	<p>Geo tagged photos of personnel deployed (centre name in background) on both mock and exam day with timestamp to be submitted within 01 week from exam day.</p>	<p>Clarification is sought on whether EdCIL / its client will provide any application for capturing geo-tagged photographs of deployed personnel.</p>	<p>The service provider is required to provide the geo-fenced portal/application for capturing and recording geo-tagged attendance.</p>
95.	<p>Section 7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, (A) Key requirements, S. No. 1(iii)</p>	<p>Service provider needs to capture photograph and thumb impression of all candidates appearing at exam centre and store securely and after exam share it with EdCIL / its end client. Service provider to ensure the candidate captured photographs are of good quality and full face of the</p>	<p>Clarification is sought on whether both photograph and thumb impression are required for all candidates or only in cases where Aadhaar authentication fails. Further, REIL requests that the requirement of white background for photographs may be reviewed Given infrastructure variations across centres.</p>	<p>1. Both photograph and thumb impression are required to be captured for all candidates. 2. The bidder is required to capture the photograph with clear background so that no other person is visible in the</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
96.	Section 7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S. No. i. Requirement Ratio (b)	<p>candidate is visible, photographs to be captured in proper lighting condition with white background.</p> <p>One Supervisor shall be deployed for every 5 Verifiers as per norms mentioned below.</p>	<p>Given the scale of deployment across centres nationwide, REIL requests that the requirement of one Supervisor for every five Verifiers may be reviewed as this would raise need to deploy additional 10000 manpower.</p>	<p>background. Accordingly, the provision should be kept.</p> <p>1. Clause no.7.3, S.No.4 i) (b) stands deleted.</p> <p>2. One of the verifier at the examination centre can be additionally designated as Supervisor for biometric services.</p>
97.	Section 7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S. No. iv. Deployment and Reporting Norms for manpower deployed, (b)	<p>Details of Personnel/Staff: The Service Provider must share the list and details of personnel/staff to be deployed for the mock and exam-day duties along with valid ID (preferably Aadhar). The list should be submitted 10 days prior to the exam day. The Service Provider shall ensure that the personnel/staff deployed on the mock day remain the same on the exam day. Any changes in the deployment must be communicated in advance to facilitate smooth access at the exam centres; otherwise, entry may not be allowed.</p>	<p>REIL requests that only the Biometric Supervisor/In-charge may be required to remain present at the examination centre on the Mock Day for coordination and verification purposes. Deployment of the entire manpower pool on the mock day may lead to significant cost implications.</p>	<p>Refer S.no.23.</p>
98.	Section 7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service, 4. Manpower, S. No. iv. Deployment and Reporting Norms for manpower deployed, (c)	<p>Entire verification activity must be completed 15 minutes before the start of exam. There shall be no authentication activity post this. Reports of violation of this clause (by CS) shall attract blacklisting. Biometric activity after closure of examination may be undertaken</p>	<p>REIL requests that Centre Superintendents and Observers may be advised not to insist upon biometric authentication activity during the last 15 minutes prior to commencement of the examination, unless specifically instructed in writing by EdCIL / its end client.</p>	<p>No change.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
99.	Section 19. Penalty (Service Level Agreement):	<p>only upon specific instruction issued by EdCIL/it's end client.</p> <p>19.1 CCTV Surveillance Service with live feed and recordings</p> <p>19.2 Frisking of candidates through HHMD, Security and crowd control</p> <p>19.3 Biometric Authentication services (Aadhar based) & attendance marking service</p>	<p>This will help ensure compliance with the stipulated timelines and avoid any operational ambiguity at the examination centres.</p> <p>Considering the scale and operational complexity involved in the deployment of CCTV surveillance, biometric authentication, and frisking services across multiple examination centres, it is submitted that an uncapped penalty structure may result in disproportionate financial exposure for the Service Provider.</p> <p>In order to maintain a balanced contractual framework while ensuring accountability for service delivery, it may kindly be considered to introduce an upper limit on the cumulative penalties applicable for a particular examination.</p> <p>Accordingly, it is proposed that the maximum cumulative penalty for any specific examination and service component may be capped at 5% of the total Work Order value for that examination and service.</p>	<p>Please refer clause no.19.4 at page no.36 of the tender document wherein 'at any time, the cumulative penalty value will not increase 10% of the total exam value'.</p>
100.	Annexure – 1, Compliance to Pre-Qualification Criteria, S. No 5	<p>The bidder should have been in the business of providing CCTV Surveillance Service, Frisking & Security Services and Biometric capture/ Aadhaar Based Authentication</p> <p>Services in examination during last 3 years as on last date of bid Submission and for minimum 2 Lakh candidates in a single shift for at least two services.</p>	<p>It is respectfully submitted that in many examination-related service contracts, formal completion certificates or acknowledgements from the client may not always be issued.</p> <p>In view of the above, it is humbly requested that the authority may kindly allow supporting documents such as Payment Invoices, CA-certified Work Completion Certificates, or Client Payment Confirmation as acceptable proof of successful service execution in lieu of formal completion certificates.</p>	<p>Requirement to be read as below:</p> <p>Copy of work orders/agreements with completion certificate/ acknowledgement from client for service delivery/copy of Invoice commensurate with Client Payment Confirmation to be enclosed.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
101.	The bidder should have been in the business of providing CCTV Surveillance Service, Frisking & Security Services and Biometric capture/ Aadhaar Based Authentication Services in examination during last 3 years as on last date of bid Submission and for minimum 2 Lakh candidates in a single shift for at least two services.	Copy of work orders/agreements with completion certificate/ acknowledgement from client for service delivery to be enclosed.	The bidder should have been in the business of providing CCTV Surveillance Service / Frisking & Security Services / Biometric capture/ Aadhaar Based Authentication Services in examination during last 3 years as on last date of bid Submission and for minimum 2 Lakh candidates in a single shift for at least two services.	No change.
102.	Valid certifications issued before date of bid publication: ISO 9001 + ISO 27001 : 10 Marks ISO 9001 + ISO 27001+ CMMI Level 3: 15 Marks ISO 9001 + ISO 27001+ CMMI Level 5: 20 Marks Note: CMMi certificate should be verifiable on CMMi website https://cmminstitute.com/pars	10 Marks	Valid certifications issued before date of bid publication: ISO 9001 + ISO 27001: 10 Marks ISO 9001 + ISO 27001+ CMMI Level 3: 20 Marks Agencies like NTA usual mandatory ask has been CMMI Level 3 certifications only for all the previous examination related projects Note: CMMi certificate should be verifiable on CMMi website. https://cmminstitute.com/pars	No change.
103.	The Bidder should have provided Biometric capture/ Aadhaar Based Authentication in examination assignment for 2 Lakh candidates in a single shift for any Government Department/ institution/Bodies, during	20 Marks	The Bidder should have provided Biometric Capture/ Aadhaar Enrolments experience for any Government Department/ institution/Bodies, during the three (3) years, as on date of bid publication:	No change.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
	<p>the three (3) years, as on date of bid publication:</p> <p>≥ 2,00,000 – <=3,00,000 candidates – 10 Marks</p> <p>> 3,00,000 – <=4,00,000 candidates – 15 Marks</p> <p>> 4,00,000 candidates – 20 Marks</p>		<p>≥ 2,00,000 – <=3,00,000 Enrolments – 10 Marks</p> <p>> 3,00,000 – <=4,00,000 Enrolments – 15 Marks</p> <p>> 4,00,000 Enrolment – 20 Marks</p>	
104.	<p>Clause No. 9.1 Page No. 28 Point B7:C11(LIFICATION CRITERIA)</p>	<p>The bidder should have been in the business of providing CCTV Surveillance Service, Frisking & Security Services and Biometric capture/ Authentication Services in Aadhaar Based examination during last 3 years as on last date of bid Submission and for minimum 2 Lakh candidates in a single shift for atleast two services.</p>	<p>The bidder should have been in the business of providing CCTV Surveillance Service, Frisking & Security Services and Biometric capture/ Aadhaar Based Authentication Services in examination during last 3 years as on last date of bid Submission and for minimum 2 Lakh candidates in a single shift for atleast one services.</p>	No change.
105.	<p>Clause No. 11.1 Page No. 29 Point No. 1 (QUALIFICATION CRITERIA)</p>	<p>Average annual turnover of INR 50 Crores from during the last three financial years i.e. FY 2022-23, 2023-24 and 2024-25.</p> <p>Average Turnover ≥ INR 50- <=60 Marks</p> <p>Average Turnover > INR 60- <=70 Marks</p> <p>Average Turnover > INR 70 Crores: 20 Marks</p>	<p>Average Turnover ≥ INR 10 Crores – ≤ 15 Crores: 10 Marks</p> <p>Average Turnover > INR 15 Crores – ≤ 20 Crores: 15 Marks</p> <p>Average Turnover > INR 20 Crores: 20 Marks</p>	No change.
106.	<p>Clause No. 11.1 Page No. 29 Point No. 2 (QUALIFICATION CRITERIA)</p>	<p>Valid certifications issued before date of bid publication: ISO 9001 + ISO 27001: 10 Marks</p> <p>ISO 9001 + ISO 27001+ CMMI Level</p>	<p>Valid certifications issued before date of bid publication: ISO 9001 + ISO 27001: 10 Marks</p> <p>ISO 9001 + ISO 27001+ CMMI Level 3:</p>	No change.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
107.	Clause No. 11.1 Page No. 29 Point No. 3 (QUALIFICATION CRITERIA)	<p>3: 15 Marks ISO 9001 + ISO 27001+ CMMI Level 5: 20 Marks</p> <p>The Bidder should have provided CCTV surveillance in examination assignment for 2 Lakh candidates in a single shift for any Government Department/ institution/Bodies, during the three (3) years, as on date of bid publication: $\geq 2,00,000 - \leq 3,00,000$ candidates – 10 Marks $> 3,00,000 - \leq 4,00,000$ candidates – 15 Marks $> 4,00,000$ candidates – 20 Marks</p>	<p>15 Marks ISO 9001 + ISO 27001+ PASARA Licence: 20 Marks</p> <p>The Bidder should have provided CCTV surveillance in examination assignment for 2 Lakh candidates in a single shift for any Government Department/ institution/Bodies, during the three (3) years, as on date of bid publication: $\geq 1,00,000 - \leq 2,00,000$ candidates – 10 Marks $2,00,000 - \leq 3,00,000$ candidates – 15 Marks $3,00,000$ candidates – 20 Marks</p>	No change.
108.	Clause No. 4 Page No. 21 point 1	<p>The service provider shall deploy manpower with smartphones/tablets at a ratio of minimum (01) one Verifier for every 48 candidates (1:48) to complete the activities. Additional devices should be kept as buffers, in case of emergency.</p>	<p>The service provider shall deploy manpower with tablets at a ratio of minimum (01) one Verifier for every 48 candidates (1:48) to complete the activities. Additional devices should be kept as buffers, in case of emergency.</p>	<p>The clause to be read as below: The service provider shall deploy manpower with tablets at a ratio of minimum (01) one Verifier for every 48 candidates (1:48) to complete the activities. Additional devices should be kept as buffers, in case of emergency.</p>
109.	7.1 CCTV Surveillance (Live Feed & Recording).	<p>A. Deployment and Reporting Norms for Personnel/Staff, 3. Details of Personnel/Staff</p>	<p>It is humbly requested that the Service Provider may be required to furnish only the name and mobile number of the personnel proposed to be deployed. Collection and handling of Aadhaar details may raise privacy considerations under the</p>	<p>The primary responsibility of storage and dissemination of personal information as per any legal provisions in India pertaining to deployment of</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
			<p>provisions of the Digital Personal Data Protection (DPDP) Act. Further, it is requested that the timeline for submission of deployment details may kindly be revised to three (03) days prior to the examination day, enabling submission of final and accurate deployment information.</p>	<p>manpower at each examination centre shall be with the bidder.</p> <p>The bidder shall be required to submit a declaration-cum-undertaking as per the attached format w.r.t. the manpower deployment at each examination centre.</p> <p>The Service Provider must share the list and details of personnel/staff to be deployed for the mock and exam-day duties along with valid ID (preferably Aadhaar/Government photo ID). The list should be submitted four (04) days prior to the mock day. The Service Provider shall ensure that the personnel/staff deployed on the mock day remain the same on the exam day.</p>
110.	7.1 CCTV Surveillance (Live Feed & Recording).	A. Deployment and Reporting Norms for Personnel/Staff, 4. Attendance	<p>It is requested for kind clarification regarding the mechanism through which the geo-tagged photograph evidence and attendance records are required to be submitted, specifically: Whether geo-tagged photographs along with attendance are required to be submitted in hard copy to the Centre Superintendent for countersignature. In case hard copy submission is required, whether printing support will be provided at the centre level by EdCIL / its end client.</p>	<ol style="list-style-type: none"> 1. The geo-tagged photograph along with attendance is required to be submitted in soft copy alongwith time stamp. 2. No Hard Copy for geo tagged photo to be submitted. 3. The service provider is required to provide the geo-fenced portal/application for capturing and

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
111.	7.1 CCTV Surveillance (Live Feed & Recording),	B. Installation and Verification: S. No.2	<p>Whether EdCIL / its end client will provide the geo-fenced application for attendance capture or the Service Provider is expected to arrange the same.</p> <p>It is respectfully submitted that deployment of dual independent Ethernet network paths at each examination centre may be operationally challenging considering the scale and geographical spread of centres across the country.</p> <p>Arranging two independent ISP connections at each centre may also lead to substantial escalation in cost.</p> <p>It is therefore humbly requested that the said requirement may kindly be reviewed and rationalized, and a single reliable network connectivity with adequate bandwidth and stability may kindly be considered sufficient.</p>	<p>recording geo-tagged attendance.</p> <p>The Service Provider shall ensure uninterrupted live streaming of CCTV feeds at both the CS Room at the examination centre and the Central Command Centre (CCC). It is the Service Provider's responsibility to implement all necessary technical measures and solutions required to maintain continuous live monitoring without interruption and loss of CCTV recordings.</p>
112.	7.1 CCTV Surveillance (Live Feed & Recording),	B. Installation and Verification: S. No.6	<p>It is humbly requested that the maximum number of passages/common areas to be covered under CCTV surveillance may kindly be specified or defined.</p> <p>The number of such areas may vary significantly from centre to centre and may materially affect the number of cameras required.</p>	<p>No Change.</p> <p>Please refer table for deployment of cameras at page no. 11 of the Tender Document which mentions "01 (for each passage/common area)".</p>
113.	7.1 CCTV Surveillance (Live Feed & Recording),	B. Installation and Verification: S. No. 11	<p>It is requested to kindly clarify whether EdCIL / its end client has developed a dedicated portal or application for uploading pictures and reports by Observers.</p> <p>Further, it is humbly requested that payment of the Service Provider may kindly not be solely</p>	<p>1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level.</p> <p>2. EdCIL will intimate its end client to incorporate instruction</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
114.	7.1 CCTV Surveillance (Live Feed & Recording).	C. Camera Standards and Feed Quality, S. No. 2	<p>linked to uploading by the Observer, as delays or omissions by the Observer may adversely affect payment despite successful service delivery.</p> <p>As per prevailing industry practice, recording nomenclature generally includes Centre Code along with room or area identification. It is therefore humbly requested that this combination may kindly be considered sufficient for identification of camera feeds instead of mandating an additional separate camera ID.</p>	<p>in their guidelines for centre superintendent to allow the bidder to scan the above document for compliance across all centres.</p> <p>3. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and exam day in the portal/application.</p> <p>The intent for having unique ID for each camera is to clearly identify the footage for the areas covered under CCTV surveillance.</p> <p>The combination of characters creating unique ID on the basis of centre code and room number/ passage/ entrance/ specific common area shall be worked out jointly by EdCIL and bidder.</p> <p>Furthermore, while submitting the daily installation report, camera inventory report, online/offline camera status report, camera uptime report,</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
115.	7.1 CCTV Surveillance (Live Feed & Recording).	D. Documentation and Acknowledgements, S. No. 1	It is requested for kind clarification regarding the procedure to be followed in cases where the Centre Supervisor or Observer does not sign service delivery documentation. In absence of such signatures, proof of service delivery may become difficult for payment purposes. Suitable guidance may kindly be issued by EdCIL / its end client.	CCTV recording storage report, etc., each report must include the unique camera ID along with the corresponding watermark mapping (Centre Code_Room Number / Area). Additionally, while submitting CCTV recording hard disk to be clearly labelled with the Centre code and the list to be provided mapping the hard disk number and Centre code. Refer S.No.12.
116.	7.1 CCTV Surveillance (Live Feed & Recording).	E. Other Terms & Conditions, S. No. 4	It is humbly requested that the timeline for sharing examination city and centre details may kindly be revised to four (04) weeks prior to the examination date.	EdCIL shall organize to provide list of examination cities 03 (three) weeks before the commencement of examination and list of examination centres 02 (two) weeks before the commencement of examination.
117.	7.1 CCTV Surveillance (Live Feed & Recording).	E. Other Terms & Conditions, S. No. 17	It is requested that the payment procedure may kindly be clarified in cases where the Observer has not uploaded correct reports despite the cameras being installed and operational.	1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
118.	7.1 CCTV Surveillance (Live Feed & Recording),	E. Other Terms & Conditions, S. No. 20	It is humbly requested that the term "adequate backup arrangement" may kindly be defined, preferably allowing interruption tolerance up to 15 minutes, in line with prevailing industry practice.	<p>2. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre superintendent to allow the bidder to scan the above document for compliance across all centres.</p> <p>3. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and exam day in the portal/application.</p> <p>The primary responsibility for providing power arrangement along with the back-up shall be with the examination centre.</p> <p>The bidder shall be responsible for power backup arrangement with UPS with minimum 15 minutes backup along with all back up to avoid technical fault.</p> <p>Refer S.No.21.</p>
119.	7.1 CCTV Surveillance (Live Feed & Recording),	F. Deliverables, S. No. 2; 7.2 Frisking of candidates through HHMD, Security and Crowd Control, (D) Deliverables, S. No. 3	It is humbly requested that the Service Provider may be required to furnish only name and mobile number of deployed manpower.	

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
120.	7.1 CCTV Surveillance (Live Feed & Recording), 7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service; 7.2 Frisking of candidates through HHMD, Security and Crowd Control,	F. Deliverables, S. No. 3; 4. Manpower, S. No. x. Deliverables (c.) (D) Deliverables, S. No. 4	Collection of additional personal data such as date of birth, gender, etc. may result in issues related to individual's private data handling. Considering the large number of personnel required to be deployed across examination centres nationwide, it is respectfully submitted that arranging police verification for the entire manpower pool within the stipulated timelines may pose practical challenges. Accordingly, it is humbly requested that the said requirement may kindly be reviewed and suitably relaxed, while allowing the Service Provider to provide an appropriate self-declaration / undertaking on company letterhead regarding the background verification of deployed personnel.	Refer S.No.21.
121.	7.2 Frisking of candidates through HHMD, Security and Crowd Control,	(A) Key Requirements, S. No. 1	It is humbly requested that only the Frisking Supervisor / In-Charge may be required to remain present on the mock day for coordination purposes, while full manpower deployment may kindly be required only on the examination day.	Refer S.No.23.
122.	7.2 Frisking of candidates through HHMD, Security and Crowd Control,	(A) Key Requirements, S. No. 3	It is requested that the mechanism for submission of geo-tagged attendance records may kindly be clarified. Further, it is humbly requested that only the Frisking Supervisor / In-Charge may be required to attend the mock day.	1. The geo-tagged photograph along with attendance is required to be submitted in soft copy alongwith time stamp. 2. No Hard Copy for geo tagged photo to be submitted. 3. The service provider is required to provide the geo-fenced portal/ application for capturing and

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
				<p>recording geo-tagged attendance.</p> <p>4. Also refer S.No.23.</p>
123.	7.2 Frisking of candidates through HHMD, Security and Crowd Control, (A) Key Requirements, S. No. 9		It is humbly requested that the reporting time for frisking staff may kindly be revised to one hour prior to commencement of candidate entry.	No change. However, mutual timelines shall be drawn in consultation with EdCIL's end client so that the entire activity is managed smoothly by the successful bidders.
124.	7.2 Frisking of candidates through HHMD, Security and Crowd Control,	(A) Key Requirements, S. No. 16	It is humbly requested that the requirement for providing planks or foot-steppers of minimum 2x2 feet at each frisking point may kindly be reviewed, as arranging such infrastructure across a large number of centres may not be practically feasible.	The requirement of 'Planks/foot stepper/frisking booth must be provided at each frisking point minimum 2x2 feet size' has been withdrawn from the scope of work.
125.	7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service,	(A) Key requirements, S. No. 1(f)	It is requested that the phrase "entry will be permitted through an encrypted verification code" may kindly be clarified.	The candidate's Aadhaar-linked fingerprint associated with the candidate's Roll Number required to be verified from UIDAI. It means entry shall be allowed after positive matching of Aadhaar linked biometrics.
126.	7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service,	(A) Key requirements, S. No. 1(iii)	It is requested to kindly clarify whether both photograph and thumb impression are required for all candidates or only in cases where Aadhaar authentication fails. Further, it is humbly requested that the requirement of white background for photographs may kindly be reviewed considering infrastructure variations across centres.	<p>1. Both photograph and thumb impression are required to be captured for all candidates.</p> <p>2. The bidder is required to capture the photograph with clear background so that no other person is visible in the background. Accordingly, the provision should be kept.</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
127.	7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service.	4. Manpower, S. No. i. Requirement Ratio (b)	Considering the scale of deployment across centres nationwide, it is humbly requested that the requirement of one Supervisor for every five Verifiers may kindly be reviewed.	1. Clause no.7.3, S.No.4 i) (b) stands deleted. 2. One of the verifier at the examination centre can be additionally designated as Supervisor for biometric services.
128.	7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service,	4. Manpower, S. No. iii.	It is humbly requested that the requirement for registration of mobile numbers of verifiers and supervisors may kindly be revised to three days prior to the examination day.	Centre wise list of manpower to be deployed should be shared along with basic details (Name, mobile number, Date of Birth, Age, gender, etc.) be shared (04) four days prior to exam day. 1. Also see S.No.23.
129.	7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service,	4. Manpower, S. No. iv. Deployment and Reporting Norms for manpower deployed, (b)	It is humbly requested that only the Biometric Supervisor/In-charge may kindly be required to remain present at the examination centre on the Mock Day for coordination and verification purposes. Further, it is requested that the timeline for submission of the personnel list may kindly be revised to three (03) days prior to the examination day, which would enable the Service Provider to furnish accurate and final deployment details considering the scale and logistical coordination involved.	2. Centre wise list of manpower to be deployed should be shared along with basic details (Name, mobile number, Date of Birth, Age, gender, etc.) be shared (04) four days prior to exam day.
130.	7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service,	4. Manpower, S. No. iv. Deployment and Reporting Norms for manpower deployed, (c)	It is humbly requested that Centre Superintendents and Observers may kindly be advised not to insist upon biometric authentication activity during the last 15 minutes prior to commencement of the examination, unless specifically instructed in writing by EdCIL / its end client.	No change.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
131.	7.3 Biometric Authentication services (Aadhaar based) & Attendance Marking Service,	4. Manpower, S. No. vii. Verification Process / Duties of Verifiers (I)	This will help ensure compliance with the stipulated timelines and avoid any operational ambiguity at the examination centres. It is humbly requested that compliance with the requirement that verification be performed under CCTV surveillance and not in blind spots may kindly be verified by EdCIL / its end client during the Mock Day inspection, so that necessary corrections, if any, may be implemented prior to the examination day.	The intent is to verify all the candidates under CCTV surveillance. No verification will be performed without CCTV surveillance. The onus of compliance lies on the service provider.
132.	Annexure - 1, Compliance to Pre-Qualification Criteria	S. No 5	It is requested that documents such as Payment Invoices, CA-certificate for work completion may also be accepted as valid proof of service execution in place of completion certificates/acknowledgements.	Requirement to be read as below: Copy of work orders/agreements with completion certificate/ acknowledgement from client for service delivery/copy of Invoice commensurate with Client Payment Confirmation to be enclosed.
133.	Page 15, 19, 21, 22 and 25	The tender requires the Service Provider to ensure police verification of all manpower deployed at examination centres, with verification not older than six months, and submission of verification details one week prior to the examination.	Considering the scale of deployment across multiple examination centres nationwide and the large number of personnel involved, obtaining police verification for every individual within the stipulated timeline may be operationally challenging. We therefore request the Authority to kindly reconsider this requirement or permit submission of a self-declaration/undertaking from the Service Provider confirming that due background checks have been carried out for the deployed personnel	Refer S.No.23.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
134.	Page 12 and Page 23	The tender states that the Service Provider shall not make it compulsory for the Centre Superintendent or Observer to sign any document regarding service delivery.	<p>In such circumstances, it may become difficult for the Service Provider to establish proof of service delivery in the absence of signed documentation, which may subsequently impact the processing of payments.</p> <p>We request the Authority to kindly clarify the mechanism that will be followed to establish proof of service delivery where signatures from the Centre Superintendent or Observer are not available</p>	Refer S.No.12.
135.	Page 13 and Page 19	The tender states that payment shall be released only after reconciliation of Observer reports with the cloud feed data or reports uploaded by the Service Provider.	<p>We request clarification regarding situations where the Observer may not upload reports correctly or within the prescribed timeline, even though the required services (such as CCTV installation, live feed availability, and frisking activities) were duly performed and recorded by the Service Provider.</p> <p>In such cases, kindly clarify how the payment for the concerned centre will be processed, particularly when evidence such as live feed logs, CCTV recordings, and service deployment records are available with the Service Provider.</p>	<p>1. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level.</p> <p>2. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre superintendent to allow the bidder to scan the above document for compliance across all centres.</p> <p>3. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>4. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
136.	Page 9, Page 17 and Page 22	The tender requires all deployed personnel to report at the examination centre three hours prior to the commencement of candidate entry.	Considering the operational logistics involved and the nature of the services to be provided, we request the Authority to kindly consider revising the reporting time requirement to one hour prior to the commencement of candidate entry , which would be operationally more feasible while still ensuring timely preparation.	exam day in the portal/application. No change. However, mutual timelines shall be drawn in consultation with EdCIL's end client so that the entire activity is managed smoothly by the successful bidders.
137.	Page 9, Page 11, Page 16 and Page 22	The tender requires submission of geo-tagged photographs and attendance details of deployed personnel through a geo-fenced application on both mock day and examination day.	In this regard, the following clarifications are requested: I Whether EdCIL or its end client will provide a dedicated portal or geo-fenced application for capturing and uploading the geo-tagged photographs and attendance records. II Whether the geo-tagged photographs along with attendance details are required to be submitted in physical (hard copy) form to the Centre Superintendent for countersignature. III In case physical submission is required, whether necessary printing facilities will be made available at the examination centre by EdCIL or its end client. IV In the event that no application or portal is provided by EdCIL or its end client, kindly clarify whether the Service Provider is expected to arrange its own mechanism for capturing and maintaining geo-tagged attendance records. Further, it is submitted that linking the Service Provider's payment solely to the uploading of reports or photographs by the Observer may expose the Service Provider to payment risks	1. The geo-tagged photograph along with attendance is required to be submitted in soft copy along with time stamp. 2. No Hard Copy for geo tagged photo to be submitted. 3. The service provider is required to provide the geo-fenced portal/ application for capturing and recording geo-tagged attendance. 4. The bidder has to provide a dedicated portal or application and the responsibility lies on the bidder to upload such pictures and reports at a centre level. 5. EdCIL will intimate its end client to incorporate instruction in their guidelines for centre superintendent to allow the bidder to scan the above

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
138.	Page 10	The tender requires provisioning of dual independent Ethernet network paths to ensure redundancy for CCTV live streaming at each examination centre.	<p>arising from delays or omissions beyond its control. It is therefore requested that the payment mechanism may also take into account other verifiable evidence of service delivery, such as Centre Sign-Off Reports, availability of live CCTV feed at the Command Control Centre, and submission of CCTV recordings or related data logs.</p>	<p>document for compliance across all centres.</p> <p>6. The centre sign off report format shall be modified in due course for all the practical requirements.</p> <p>7. The service provider shall support in providing evidence of uploading of all pictures and reports for both mock day and exam day in the portal/application.</p> <p>The Service Provider shall ensure uninterrupted live streaming of CCTV feeds at both the CS Room at the examination centre and the Central Command Centre (CCC). It is the Service Provider's responsibility to implement all necessary technical measures and solutions required to maintain continuous live monitoring without interruption and loss of CCTV recordings.</p>
139.	Page 10	The tender requires installation of additional CCTV cameras in entrance areas, strong rooms, biometric areas, frisking zones, Centre Superintendent rooms, passages, and other common areas. However, the number of passages or	<p>Arranging and managing two independent ISP connections at each centre across the country for a temporary examination assignment may be operationally difficult and may significantly increase logistical complexity.</p> <p>We therefore request the Authority to kindly reconsider or relax this requirement.</p> <p>In the absence of a defined numerical threshold, accurate costing may be difficult.</p> <p>We therefore request that pricing for such additional cameras may kindly be considered on a per-camera basis to ensure transparency and feasibility in financial bidding.</p>	<p>No Change.</p> <p>Please refer table for deployment of cameras at page no. 11 of the Tender Document which mentions "01 (for each passage/common area)".</p>

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
140.	Pre-Qualification Criteria Page no. 27 S. No. : 2	common areas requiring coverage has not been clearly defined. The Bidder should have an average annual turnover of INR 50 Crores during the last three financial years i.e., FY 2022-23, 2023-24 and 2024-25, as revealed in Annual Financial Statements reported in India, in each of the last 3 (three) financial years mentioned above.	We respectfully request that the eligibility criteria be reconsidered to allow an average annual turnover of INR 10 Crore, instead of INR 50 Crore, during the last three financial years (FY 2022-23, 2023-24, and 2024-25), so as to enable broader participation while maintaining the required financial capability.	No change.
141.	Deliverables Page no. 19 S. No. 3	Centre wise list of manpower to be deployed should be shared along with basic details (Name, mobile number, Date of Birth, Age, gender, etc.) and tagging of police verification status along with date of verification to be shared 01 week prior to exam day.	For examinations conducted on such a large scale, where a significant amount of manpower is required, it may not be feasible to carry out police verification for every individual personnel. Therefore, it is recommended that an alternative and practical mechanism be considered to ensure proper verification and compliance for the deployed manpower.	Refer S.No.21.
142.	Pre-Qualification Criteria Page no. 28 S. No. : 6	The bidder should have been in the business of providing CCTV Surveillance Service, Frisking & Security Services and Biometric capture/ Aadhaar Based Authentication Services in examination during last 3 years as on last date of bid Submission and for minimum 2 Lakh candidates in a single shift for atleast two services.	Kindly consider 1,00,000 to 1,50,000 candidates for the examination instead of 2,00,000 candidates.	No change.
143.	Pre-Qualification Criteria Page no. 27 S. No. : 4	The Bidder should have any two the following certifications issued before last date of bid publication and validity up to exam dates: • ISO 9001	As there is no specific requirement for CMMI Level 3 certification in the present scope of work, we kindly request that the eligibility criteria be considered without mandating this certification	No change.

Sr. No	RFP Document Reference (Clause No., Page No.)	Content of the RFP Requiring Clarification	Required Modifications/Clarifications	EdCIL's Reply
		<ul style="list-style-type: none"> ISO 27001 CMMi Level 3 or above 	or We kindly request that firms whose certification is currently under process also be considered eligible.	



(U.S. Gaikwad)
 Chief General Manager (OTAS)
 19.03.2026

**CERTIFICATE-CUM-UNDERTAKING FOR NON-DEPLOYMENT OF PERSONNEL
WITH CRIMINAL RECORDS**

(to be submitted in a duly notarized Non-Judicial Stamp Paper of Rs.100/-)

To,
Chief General Manager (OTAS)
EdCIL (India) Limited
A Government of India Mini Ratna Category-I Enterprise
18A, Sector-16A, Noida – 201301 (U.P)

Date:.....

Subject: Undertaking regarding personnel character antecedents and no criminal record.

Sir,

With reference to the NIT No..... dated..... for [Name of the Service], we, M/s [Name of Company], hereby declare and undertake that:

1. We will scrutinize the character and antecedents of all the personnel intended to be deployed during conduct of examination by EdCIL's end client and verify that they are clean and free from any criminal record.
2. We will not deploy any person having a criminal record, pending investigation, pending trial, or a history of conviction in any court of law.
3. We undertake that all engaged personnel are over 18 years of age, law-abiding citizens and are not involved in any criminal/antisocial activities.
4. We will verify the identification documents, parentage, and residential addresses of all personnel being deputed to the examination centres.
5. If any personnel deployed by us is found involved in any criminal or any un-lawful activity or if it is discovered that they possessed a criminal record/ un-lawful activity record at the time of deployment, we accept full responsibility.
6. We further undertake that in such an event, we will immediately remove the person from the examination centre and replace them, and EdCIL (India) Limited shall have the right to take legal action or terminate the contract with us, for which we shall not hold EdCIL liable.
7. It shall be the sole responsibility of our agency to bear all kind of loses or otherwise happened due to any such un-lawful activity by agency or its personnel engaged for the activities assigned to us.

Authorized Signatory,
[Signature & Company Seal]
Name: [Name of Authorized Person]
Designation: [.....]
Company Name: [Name of Company]
Contact Number: [Number]

Note: This document shall be invariably submitted alongwith the technical bid.