

S. No.	Organization Name	RFP Clause / Page No.	Clause Description	Query / Clarification Requested	Edcil Reply
1	ca Net Technologies Pvt Ltd	Clause 2.1 – Turnover Requirement	₹40 Cr average turnover required from examination-related business only.	We request the authority to kindly consider the provisional audit report for FY 2024–25 towards meeting the turnover requirement, as the statutory audit for the current financial year may not yet be completed or consider 25 cr average annual turnover.	Refer Corrigendum
2		Clause 2.1 – FY 2024–25 Audit Requirement	Turnover proof required for FY 2024–25.	Since FY 2024-25 audits won't be completed by bid date, will CA-certified provisional statements be accepted.	No change
3		Clause 3.1 – ₹2 Cr Government Project	The bidder should have experience of executing software development/ mobile application related project of INR 02 Crores for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).	Request for cumulative value of multiple work orders for same client be considered and allow reputed private organization experience, Ongoing projects or ongoing/completed examination related mobile app experience.	Refer Corrigendum
4		Clause 3.3 – AI on Video	The bidder should have experience of providing: Web Based application including Real Time reporting, Geo Tagging with Photo/video capture, incident reporting at center level, MIS Integration capability, AI services over the video like transcription/ Transcoding/ Language Conversion for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).	Request you to kindly consider the clause as The bidder should have experience of providing: Web Based application including Real Time reporting, Geo Tagging with Photo/video capture, incident reporting at center level, MIS Integration capability, AI services over the video like transcription/ Transcoding/ Language Conversion or examination related mobile application work and live CCTV surveillance for any State/Central Govt/PSU department.	Refer Corrigendum
7				AI services mentioned cover transcription, transcoding, and language conversion over video; does the experience requirement mandate that all these components must be part of the same project, or will separately executed projects covering these components be considered? Or request you to Consider live CCTV Surveillance video recording experience.	Refer Corrigendum
8					
9		General	General Restriction of existing examination conducting agency or service provider	Suggestion: Kindly don't allow existing examination conducting agency or service provider who is currently	The existing examination conducting agency of EdCIL will not be eligible, as it may lead to a conflict of services.

10	Cyberi	TQ	<p>“The bidder should have experience of executing software development/mobile application in examination along with AI services over the video like transcription/ transcoding/ language conversion for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).</p> <ul style="list-style-type: none"> • ≥2 Cr < 5 Cr = 5 Marks • ≥5 Cr < 7 Cr = 10 Marks • ≥7 Cr = 15 Marks 	<p>We request the department to kindly clarify whether experience from different government organizations may be considered cumulatively under this clause, provided that the bidder has:</p> <ul style="list-style-type: none"> - Executed/Ongoing software or mobile application work related to examination systems, and - Executed live CCTV Surveillance related projects involving monitoring or data processing components.. for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25). • ≥2 Cr < 5 Cr = 5 Marks • ≥5 Cr < 7 Cr = 10 Marks • ≥7 Cr = 15 Marks 	Refer Corrigendum
11		TQ	<p>“The bidder should have experience of executing Mobile application related project for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25). Registered Users up to 50,000 = 5 Marks</p> <ul style="list-style-type: none"> • ≥50,000 < 1 Lakh = 10 Marks • ≥1 Lakh = 15 Marks 	<p>Request for evaluate this point on “The bidder should have experience of executing/ongoing Mobile application related project for any State/Central Govt/PSU department/Private organization directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25). Registered Users up to 50,000 = 5 Marks</p> <ul style="list-style-type: none"> • ≥50,000 < 1 Lakh = 10 Marks • ≥1 Lakh = 15 Marks 	No change
12		Bidder's Experience Page no. 17 & 31 of 65 & Annexure 2, point 3.1	<p>The bidder should have experience of executing software development/ mobile application related project of INR 02 Crores for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).</p>	<p>The bidder should have experience of providing software development /examiantion services which shall have a mobile app as part and the value of that project shall be atleast INR 02 Crores for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).</p>	Refer Corrigendum
13		Bidder's Experience Page no. 17 & 31 of 65 & Annexure 2, point 3.3	<p>The bidder should have experience of providing: Web Based application including Real Time reporting, Geo Tagging with Photo/video capture, incident reporting at center level, MIS Integration capability AI services over the video like transcription/ Transcoding/ Language Conversion for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).</p>	<p>The bidder shall have capability to provide: mobile/ Web Based application for real time Time reporting/ Geo Tagging with Photo/video capture / incident reporting at center level, MIS Integration capability and shall have given similar services to the clients or AI services over the video like transcription/ Transcoding/ AI video analytice for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25) and nshall hvave</p>	Refer Corrigendum

14		Page no 17 and point No 2.1 & 2.2	Bidder should be a profit making company with positive networth in each of last 3 financial years and shall have average annual turnover of 40 Cr	Net worth and turnover requirement shall be increased minimum turnover shall be increased to 50 Cr and minimum networth of 15 Cr shall be asked	No Change
15		Technical Evaluation Score Page no. 18 & 33 of 65, point 3	The bidder should have experience of executing software development/ mobile application in examination along with AI services over the video: like transcription/Transcoding/Language Conversion for any State /Central Govt/PSU department directly during last 3 financial years (FY 2022-23, 2023-24 & 2024-25). <ul style="list-style-type: none"> • Project Value ≥ 2 Cr and <5 Cr.: 5 Marks • Project Value ≥ 5 Cr. and <7 Cr.: 10 Marks • Project Value ≥ 7 Cr.: 15 Marks 	The bidder should have experience of executing software development/ mobile application in examination along with AI services over the video: like transcription/Transcoding/Language Conversion or examiantion project with mobile app as a service for any State /Central Govt/PSU department directly during last 3 financial years (FY 2022-23, 2023-24 & 2024-25). <ul style="list-style-type: none"> • Project Value ≥ 2 Cr and <5 Cr.: 5 Marks • Project Value ≥ 5 Cr. and <7 Cr.: 10 Marks • Project Value ≥ 7 Cr.: 15 Marks 	Refer Corrigendum
16		Valid Certificates Copies	Our Request: In the Technical Evaluation Score (Page 19 & 33 of 65, Point 5), CMMi Level 5 (Services & Development) is specified. However, on Page 18 & 32 of 65 and in Annexure 2, Point 5, the term		Refer Corrigendum
17		Valid Certificates Copies Page no. 18 & 32 of 65 & Annexure 2, point 5	The Bidder should submit the following certificates which must remain valid as of the bid submission date: a) ISO 9001:2015 or latest. b) ISO/IEC 27001:2013/2017 or latest. c) ISO 20000 or latest. d) Min. CMMi Level 3 (Development) or above	The Bidder should submit the following certificates which must remain valid as of the bid submission date: a) ISO 9001:2015 or latest. b) ISO/IEC 27001:2013/2017 or latest. c) ISO 20000 or latest. d) Min. CMMi Level 3 (Services / Development) or above	Refer Corrigendum
18		Generic requirement	Cloud hosting services for communication management	we request you to limit the cloud data to max 60 months fromm the exam date and within this period we sahll trasnfer all the data to the edcil cloud	The vendor has to transfer the data within 30 days as mentioned in the RFP. However, there shall be a provision for 60 days of data backup in case a request is made by EdCIL.
19		17 point 2.2	The Bidder should be a profit-making company with positive net worth in each of the last 3 financial years (FY2022-23, 2023-24 & 2024-25).	We request the department to kindly amend the requirement to a positive net worth of at least ₹10 crore in each of the last three financial years (FY 2022–23, 2023–24, and 2024–25). This amendment will encourage more eligible and capable bidders to participate, promoting healthy competition and delivering better value for the department.	No Change

20	Vensysco Technologies Ltd.	17 point 3.1	The bidder should have experience of executing software development/ mobile application related project of INR 02 Crores for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).	We propose increasing the requirement to at least ₹10 crore for projects executed for any State Government, Central Government, or PSU department during the last three financial years (FY 2022–23, 2023–24, and 2024–25). Raising the project experience threshold to ₹10 crore will ensure that only bidders with proven capability, adequate financial strength, and substantial experience in executing large-scale, mission-critical government projects participate in the tender.	Refer Corrigendum
21		17 point 3.3	The bidder should have experience of providing: Web Based application including Real Time reporting, Geo Tagging with Photo/video capture, incident reporting at center level, MIS Integration capability, AI services over the video like transcription/ Transcoding/ Language Conversion for any State/Central Govt/PSU department directly during last 3 financial years (FY2022-23, 2023-24 & 2024-25).	We shall be allowed to submit documentary proof from one or more clients to demonstrate the required experience because you have asked for so many keywords and it may not be possible to show all these expertise in single work order. ‘web-based application’ is explicitly not mentioned in the PO’s, we received from our clients therefore we request you to consider all those work orders where we have given similar services.	Refer Corrigendum
22			In the tender it has been asked to provide multiple AI services for which cloud services will be required and we will be migrating the data to the EDCIL cloud please specify for how long you want us to store the data.	In the tender it has been asked to provide multiple AI services for which cloud services will be required and we will be migrating the data to the EDCIL cloud please specify for how long you want us to store the data.	The vendor has to transfer the data with in 30 days as mentioned in the RFP, however, there shall be provision for 60 days data backup in case a request is made by EDCIL.
23		65 point 2 of financial bid (Annexure - 26)	Annual Maintenance Contract (AMC) Cost per year after 1 year of contract	The point shall be amendment to "Annual cost for maintaining APP and cost of third party AI services and cloud per year after 1 year of contract"	The same shall be read as "AMC cost (annual cost for maintaining the app and the cost of third-party AI services and cloud, as applicable) per year after 1 year of the contract."
24		8.6 Specific Features	Is the real-time GPS tracking required as continuous tracking or only event-based (check-in, selfie)?		It has to be event based, as discussed during the pre bid meeting.
25		8.6 Specific Features	Does the application require native video call integration inside the mobile app, or can it be through external services linked to Salesforce?		The video call feature has to be integrated primarily into the web-based platform, as mobile may not work under a jammer. However, the video call feature should be available in the mobile app.
26		8.5.4 Administration & Operation	What is the expected volume of video recordings per exam day that require transcription & storage?		In large-scale examinations, there would be approximately 400 centers, and the expected call time may vary from 10 to 30 minutes per exam center.
27		8.5.5 Non Functional Requirement	Is multilingual transcription required? If yes, which Indian languages need support?		1. English 2. Hindi
28		8.5.3 Security & Access Control	Does the customer mandate WebRTC-based calling to be built natively, or can new system integrate with third-party providers (Zoom, Twilio, Kaleyra)?		It can be any platform. We need functionality as per the scope mentioned in the RFP, and there shall be no extra cost except AMC.
29		8.5.4 Administration & Operation	How many simultaneous video sessions should system support during peak exam hours?		upto 30

30	Sales Force	8.5.4 Administration & Operation	Is call recording mandatory for every call, and how long should system retain these recordings?		The vendor has to transfer the data within 30 days as mentioned in the RFP, however, there shall be provision for 60 days data backup in case a request is made by EdCIL.
31		8.5.4 Administration & Operation	What is the expected total data volume per exam cycle (photos, PDFs, videos, FR records)?		On an average, up to 20 pages of reports are to be submitted per exam center. You may use these numbers to estimate the data size, while FR will be done as per requirement.
32		8.5.3 Security & Access Control	Does EdCIL have an existing OTAS system with APIs that new system must integrate with? How many integrations are expected?		No. There will be at least 10–15 integrations; however, the exact number cannot be provided at the moment.
33		8.6 Specific Features	Is Observer Verification (KYC, Aadhaar, Facial Recognition) to be integrated with any NIC/UIDAI-approved service?		Yes, the vendor has to do the integration as per the request of EdCIL.
34		8.3 Mobile Application Features	Does the Exam Centre Agency (TCA) offer APIs for manpower verification, or must the system provide the entire workflow?		The service provider will have to develop the entire system and shall provide the source code of the mobile app along with the web-based system at the end of the contract. An undertaking for the same shall be provided on stamp paper of Rs. 100/-.
35		8.4.1 Observer Management	Is Duty Allocation automated or manually controlled by EdCIL within new system?		It will operate automatically; however, manual intervention will be required in exceptional cases.
36		Observer Tracker	Does the "Observer Tracker" (step count, hourly selfie) need background tracking?		We need to track the activity of the observer, and the vendor shall provision the same in the solution.
37		8.4.8 Reports & Analytics	Are separate dashboards needed for Admin, Observer, Project Manager, Zonal Manager, Vendor?		Yes, dashboards would be required for key stakeholders.
38		8.4.4 Vendor Management	Does EdCIL expect biometric integration for manpower verification? If yes, which devices/APIs?		Currently, only facial recognition is to be done. However, biometric integration functionality may be required later.
39		8.4.8 Reports & Analytics	Which reports must be real-time vs scheduled?		A brief description of the report is given in the scope of work. However, a detailed list will be prepared during SRS preparation.
40		8.5.5 Non Functional Requirement	Availability: 99.9% uptime for core services		Refer Corrigendum
41		8.7 Deliverables	Will UAT be conducted on EdCIL premises or remotely?		UAT will be conducted at the EdCIL premises, and the vendor shall provide manpower during the contract period as mentioned in the RFP.