

Pre-Bid Queries response from EdCIL

S.No.	Chapter No.	Page No.	Clause as per EOI	Clarification Sought	EdCIL's Response
1			General	We request to please grant 10 working days post the response to pre bid queries for us to share the quality response to the requirements of EdCIL.	OK
2	CHAPTER- I: OFFLINE AND ONLINE BID SUBMISSION DOCUMENTS	6	1.1 Offline Submissions: II. Original copy of the power-of-attorney.	As per our organization process/ policy we have a standard Power of Attorney provided to our authorized signatory at the beginning of the year. We can share a copy of this Power-of-attorney in our standard format and not the Original as per Annexure V. Request to accept the same	OK
3	CHAPTER-V: SCOPE OF WORK	15	Pre-Examination Phase: 5.1.1.1 The website will be used for inviting Online Application for various TBT examinations conducted by EdCIL, eKYC with UIDAI, integration with payment gateways, correction window, answer key challenge and declaration of results of the examination will be held for TBT examination on this website. All these activities will generate large number of hits on the website and result in establishment of a very high number of simultaneous sessions.	For Aadhaar based biometric verification/authentication, Required AUA / ASA license shall be obtained by EdCIL and the authorised link for accessing UIDAI CIDR (Central Identities Data Repository) for authentication shall be provided by EdCIL. The commercial for obtaining, using the authorised link (AUA / ASA) for Aadhar authentication shall be under the purview of EdCIL.	As per corrigendum 1
4	CHAPTER-V: SCOPE OF WORK	17	Pre-Examination Phase: 5.1.1.6 The system will be integrated with other platforms of the Government like Aadhaar, Digilocker, APAAR etc	For Aadhaar based biometric verification/authentication, Required AUA / ASA license shall be obtained by EdCIL and the authorised link for accessing UIDAI CIDR (Central Identities Data Repository) for authentication shall be provided by EdCIL. The commercial for obtaining, using the authorised link (AUA / ASA) for Aadhar authentication shall be under the purview	As per corrigendum 1
5	CHAPTER-V: SCOPE OF WORK	16	Pre-Examination Phase: 5.1.1.9 - S No. 2 - Online Application Form Depending upon the requirement of examination, online application form has to be designed for each examination. Key features are mentioned below: II. Aadhar based authentication.	For Aadhaar based biometric verification/authentication, Required AUA / ASA license shall be obtained by EdCIL and the authorised link for accessing UIDAI CIDR (Central Identities Data Repository) for authentication shall be provided by EdCIL. The commercial for obtaining, using the authorised link (AUA / ASA) for Aadhar authentication shall be under the purview	As per corrigendum 1
6	CHAPTER-V: SCOPE OF WORK	16	Pre-Examination Phase: 5.1.1.9 - S No. 2 - Online Application Form Depending upon the requirement of examination, online application form has to be designed for each examination. Key features are mentioned below: III. Exceptional handling for non-Aadhar user	Need clarity on this point as to how this needs to be handled	As per corrigendum 1

7	CHAPTER-V: SCOPE OF WORK	16	Pre-Examination Phase: 5.1.1.9 - S No. 2 - Online Application Form Depending upon the requirement of examination, online application form has to be designed for each examination. Key features are mentioned below: IV. Real time duplicate user detection using Aadhar mobile and email ID etc	Real-time duplicate user detection is not available in the current version of the system however the duplicate candidates can be identified on the basis of Name, Father's Name, DOB, Mother's name or any other criteria that EdCIL may suggest.	As per corrigendum 1
8	CHAPTER-V: SCOPE OF WORK	16	Pre-Examination Phase: 5.1.1.9 - S No. 2 - Online Application Form Depending upon the requirement of examination, online application form has to be designed for each examination. Key features are mentioned below: VII. Capability for identifying nonstandard uploaded photographs, signature, thumb, handwriting etc	At present, our system does not possess the capability to detect and process non-standard uploaded thumb impression and handwriting samples. However, we do have existing functionality to detect photographs and signatures. Kindly confirm whether this would suffice.	OK
9	CHAPTER-V: SCOPE OF WORK	17	Pre-Examination Phase: 5.1.1.9 - S No. 2 - Online Application Form Depending upon the requirement of examination, online application form has to be designed for each examination. Key features are mentioned below: VIII. Capture IP address from where candidate have done registration	Request EdCIL to confirm the reason for capturing candidate IP. We request deletion of this requirement.	No change. This is required to curb the malpractise.
10	CHAPTER-V: SCOPE OF WORK	17	Pre-Examination Phase: 5.1.1.9 - S No. 2 - Online Application Form Depending upon the requirement of examination, online application form has to be designed for each examination. Key features are mentioned below: X. AI based chat bot model which can help candidates in answering frequently asked questions and guide them on how to fill applications	The application includes an integrated helpdesk module allowing candidates to raise support tickets, along with a dedicated helpdesk contact number for query resolution. Kindly confirm whether this would suffice.	As per corrigendum 1
11	CHAPTER-V: SCOPE OF WORK	17	Pre-Examination Phase: 5.1.1.9 - S No. 2 - Online Application Form A new candidate application form should be developed by the vendor in 10 working days	We request that the timeline of development of Application form be mutually agreed between the two parties at the time of contract signing.	As per corrigendum 1
12	CHAPTER-V: SCOPE OF WORK	17	Pre-Examination Phase: 5.1.1.9 - S No. 3 - Integration capability The portal shall be designed to integrate seamlessly with external systems and services to ensure interoperability and data exchange. I. API based integration with: • Aadhar Authentication service or Aadhar Authentication service provider empanelled by EdCIL.	For Aadhaar based biometric verification, Required AUA / ASA license shall be obtained by EdCIL and the authorised link for accessing UIDAI CIDR (Central Identities Data Repository) for authentication shall be provided by EdCIL. The commercial for obtaining, using the authorised link (AUA / ASA) for Aadhar authentication shall be under the purview of EdCIL.	As per corrigendum 1
13	CHAPTER-V: SCOPE OF WORK	18	Pre-Examination Phase: 5.1.1.9 - S No. 6 - Admit card generation Module The Service provider to generate and publish admit cards of eligible candidates after finalizing the template with EdCIL. Key features are mentioned below: III. Notification via SMS and email to candidates for updates regarding admit card.	We understand EdCIL would arrange registration with TRAI for bulk SMS including approvals on SMS templates/Content. Kindly confirm.	As per corrigendum 1

14	CHAPTER-V: SCOPE OF WORK	19	Pre-Examination Phase: 5.1.1.9 - S No. 8 - Communication gateway Module A dedicated Bulk SMS / Email Module shall be developed for effective communication with candidates throughout the examination lifecycle. This module will act as a centralized messaging system with candidates. The module must be capable of handling high volumes and be able to run for concurrent examinations. The Integration with SMS and email services for: I. OTPs II. Application form submission III. Payment status IV. Application updates V. Important alerts VI. Exam-related updates and notifications VII. City intimation VIII. Admit card alerts IX. Grievance responses X. Exam day reminder XI. Last moment changes in exam centres XII. Any other important communication	We understand EdCIL would arrange registration with TRAI for bulk SMS including approvals on SMS templates/Content. Kindly confirm.	As per corrigendum 1
15	CHAPTER-V: SCOPE OF WORK	22	Question Paper Creation: 5.1.3.18 Perfection of question should be of the highest level. A certificate with respect to content accuracy(Quality standard in line with the defined syllabus and difficulty level) should be submitted to EdCIL at least 7 days prior to examination	Request deletion of this clause as TCS SMEs will author question paper as per Item requirement document shared by the customer. This IRD need to be prepared with complete clarity on difficulty level and syllabus.	No change
16	CHAPTER-V: SCOPE OF WORK	22	Pre-Examination Phase: 5.1.4.1 The Service Provider will provide SOP and documentary manuals for all the processes for safe and secure examination along with rules for contingency and exception handling/emergency procedures within 21 days of signing of SLA. The SOP amendments if any, including previous feedbacks will also be provided by the Service Provider.	EdCIL and service provider will need to discuss and mutually agree the timelines.	No change
17	CHAPTER-V: SCOPE OF WORK	22	Infrastructure for conduct of examination: 5.1.4.5 Background check/ police verification/ Criminal Report of all Exam related functionaries at the exam Venue. The service provider will get the background check/ police verification/Criminal Report conducted for all Exam related functionaries i.e., invigilators/helpers/guards/ IT personnel at the exam venue which shall not be more than one year old	During the enrolment of a resource as an Exam Functionary, identity verification, address verification, and court record check (CRC) are conducted through an authorised third-party verification agency. Post enrolment, court record checks are carried out annually by the authorised agency for all active exam functionaries. Please confirm whether this meets the requirement	OK
18	CHAPTER-V: SCOPE OF WORK	23	Infrastructure for conduct of examination: 5.1.4.9 -S No. 1 - Examination Venue: I. If EdCIL decides to take any venues developed by NRA/NTA/EdCIL, then those venues are to be mandatorily taken by the service provider.	We would request EdCIL to share the infrastructure, hardware, and network set-up of the proposed centers at least 8 weeks before the exam so that TCS can carry out feasibility and compatibility checks for conducting CBTs. Accordingly, the proposed center can be considered for the TBTs based on mutual discussion and acceptance by both parties.	No Change

19	CHAPTER-V: SCOPE OF WORK	23	Infrastructure for conduct of examination: 5.1.4.9 -S No. 1 - Examination Venue: XXV. Service Provider should submit the copy of agreement between Service Provider and exam centre along with terms & conditions	Request EdCIL to modify the clause as below: Service Provider should have the requisite MOU's / Work order between Service Provider and exam centre along with terms & conditions.	No Change
20	CHAPTER-V: SCOPE OF WORK	26	CCTV Surveillance: 5.1.5.3 Service provider shall arrange to provide both live footage and recorded footage to EdCIL as per timeline finalized by EdCIL	The timeline to be mutually agreed between the two parties	As per corrigendum 1
21	CHAPTER-V: SCOPE OF WORK	27	CCTV Surveillance: 5.1.5.11 Service Provider will be required to provide CCTV camera footages in appropriate storage media with necessary meta data to EdCIL within 15 days from completion of exam along with a certificate that the CCTV footages are for the said exam centre, date and shift and are complete and no tampering has been done. However, SP shall arrange to provide specific footages as demanded by EdCIL from time to time within 96 hours.	Request EdCIL to modify the clause as below: Service Provider will be required to provide CCTV camera footages in appropriate storage media with necessary meta data to EdCIL within 4 weeks from completion of exam along with a certificate that the CCTV footages are for the said exam centre, date and shift and are complete and no tampering has been done. However, SP shall arrange to provide specific footages as demanded by EdCIL from time to time, as per the mutual discussion and acceptance by both parties.	As per corrigendum 1
22	CHAPTER-V: SCOPE OF WORK	28	During - Examination Phase: 5.2.1 - S. No. 1 - Venue Manager Terms of engagement - An employee of the Service Provider.	Request EdCIL to modify the clause as below: Terms of engagement - An employees / long term employee on contract of the service provider.	As per corrigendum 1

23	CHAPTER-V: SCOPE OF WORK	28	During - Examination Phase: 5.2.1 - S. No. 2 - Supervisor Terms of engagement - An employee of the Service Provider.	Request EdCIL to modify the clause as below: Terms of engagement - An employees / long term employee on contract of the service provider.	As per corrigendum 1
24	CHAPTER-V: SCOPE OF WORK	29	During - Examination Phase: 5.2.5 Service Provider to provide a mock test link for Tablet bases test for the practice of candidates with clear instruction on how to attempt the questions and examination. Similar to exam day experience.	The actual exam will be conducted on tablet and mode of exam would be using tablet features like touch etc. Hence, it is not possible to share a mock test link to simulate exam day experience. We can share videos etc. for the familiarity with exam, which have already been asked in the Eol. Request EdCIL to accept the suggested approach.	As per corrigendum 1
25	CHAPTER-V: SCOPE OF WORK	30	During - Examination Phase: 5.2.8 Tablet based examination software shall support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, time left, flag questions for review, marking/ unmarking of question(s), display of status of questions with different color and symbols, switching between sections (if applicable), switching between Hindi and English languages or any other language as applicable, provision for enlargement of font, navigation to unanswered questions and prompt for submission. If the EdCIL decides for timer(s) for answering questions or sections, the same needs to be provided by SP in its Exam Software Solution.	As per the Eol requirements, EdCIL is looking for digital OMR examination. In order to maintain the simplicity of OMR examination, the question paper is uploaded as PDF file. Due to nature of pdf file, it is not possible to switch between languages in real time. However, before the start of exam, candidates can choose the language of question paper. Also, question paper can be defined in such a way that, question paper shows questions in multiple languages. Request EdCIL to please accept the suggested approach.	As per corrigendum 1
26	CHAPTER-V: SCOPE OF WORK	30	During - Examination Phase: 5.2.11 c. Free locker/ rack facility shall be provided to keep candidate's belonging under supervision of a security guard and under surveillance of CCTV	We suggest discouraging candidates from carrying any personal belongings to the exam venue, as it represents a security risk. We have the partnership with following type of test centers: 1. Own Centers - there is a provision of locker/racks facility manned by security guard 2. Leased Centers - Basis the requirement of nodes in the city, we engage these test center and the provision of locker/ racks are done on best effort basis. For some test center it may be on chargeable basis. However, for both types of test centres, there will be no ownership from the service provider for any theft, mishandling, damage etc. Please confirm if this meets the requirement.	The clause has been deleted.
27	CHAPTER-V: SCOPE OF WORK	30	During - Examination Phase: 5.2.12 Bio-metric registration of candidates: a The Service Provider to scan the QR code provided on the admit card. This will retrieve the candidate's roll number and Aadhaar verified details, if applicable (name, date of birth, father's name, and photograph).	Request EdCIL to modify the clause as per below: a. The Service Provider to check the candidates roll number as provided on the admit card. And verify details as applicable. If Aadhaar verification is configured, then the system should fetch the relevant details during Bio-Metric Verification, including details, like name, date of birth, father's name, and photograph.	As per corrigendum 1

28	CHAPTER-V: SCOPE OF WORK	32	During - Examination Phase: 5.2.26 At the end of the exam, transfer/ export of candidates Biometric Registration data, candidate responses and audit trails shall be done by the Service Provider on secured channel from tablets to central server of the Service Provider within 2 Hour from close of exam shift and before start of next exam shift from each exam venue	Request EdCIL to modify the clause as per below: At the end of the exam, transfer/ export of candidates Biometric Registration data, candidate responses and audit trails shall be done by the Service Provider on secured channel to central server of the Service Provider within 4 Hour from close of exam shift from each exam venue	No Change
29	CHAPTER-V: SCOPE OF WORK	30	During - Examination Phase: 5.2.27 Other hard copy documents such as attendance sheets, filled proformas, etc. shall be scanned immediately at the venue and dispatched to EdCIL within 7 days of the conclusion of the examination. All these documents are to be arranged roll number wise before dispatch. The scanned copy of attendance sheet, rough sheet, etc to be uploaded to Central Server within 2 hours of close of shift.	Request EdCIL to modify the clause as per below: Other hard copy documents such as attendance sheets, filled proformas, etc. shall be scanned immediately at the venue and dispatched to EdCIL within 7 days of the conclusion of the examination. All these documents are to be arranged roll number wise before dispatch. The scanned copy of attendance sheet, rough sheet, etc to be uploaded to Central Server within 4 hours of close of shift.	As per corrigendum 1
30	CHAPTER-V: SCOPE OF WORK	34	Post - Examination Phase: 5.3.1.6 - Validation of question challenged: The Service provider shall get all the questions challenged by the candidate validated form experts and submit a report to EdCIL within 2-3 days of the challenge window closure.	The timeline to be mutually agreed between the two parties	As per corrigendum 1
31	CHAPTER-V: SCOPE OF WORK	35	Post - Examination Phase: 5.3.2.5 - Timely Processing: The complete result processing, including verification and finalization, shall be completed within five (5) working days from the date of receipt of finalized answer keys and candidate response data	The timeline to be mutually agreed between the two parties	As per corrigendum 1
32	CHAPTER-V: SCOPE OF WORK	36	Post - Examination Phase: 5.3.4.1 The Service Provider will hand over the encrypted Candidate Raw Responses and candidate audit logs data to EdCIL within 4 hours of the completion of shift.	The timeline to be mutually agreed between the two parties	No Change
33	CHAPTER-V: SCOPE OF WORK	36	Post - Examination Phase: 5.3.4.2 Biometric images entry/exit, seating plan, incident reports, feedback report, Tablet audit logs any other log/data generated to be shared with in 24 Hrs of each exam shift to EdCIL in a secured manner	The timeline to be mutually agreed between the two parties	No Change
34	CHAPTER-V: SCOPE OF WORK	36	Post - Examination Phase: 5.3.4.5 Raw scores of the candidates generated basis provisional answer key will be shared with EdCIL within 6 hours of completion of the shift and for shifts ending post 6 pm the responses can be shared D+1	The timeline to be mutually agreed between the two parties	No Change
35	CHAPTER-V: SCOPE OF WORK	36	Post - Examination Phase: 5.3.4.7 The Service Provider shall provide documented inputs and support for handling. a. Candidate's queries b. RTI queries c. Court Cases d. FIR against candidates caught in impersonation or any other malpractice during exam in consultation with EdCIL. e. Such other information sought by EdCIL.	All malpractices and related incidents will be handled, including lodging FIR with the police will be as per the provision of the Public Examinations (Prevention of Unfair Means) Act, 2024	As per corrigendum 1

36	CHAPTER-V: SCOPE OF WORK	37	Post - Examination Phase: 5.4 - Project Execution timeline: Entire Section	The timeline to be mutually agreed between the two parties	No change
37	CHAPTER-V: SCOPE OF WORK	38	5.5.7 The bidder should have all relevant facilities and logistics available to execute the work. The bidder's examination software should be STQC/CERT-IN certified and the process should meet ISO 9001, ISO 20000-1 & ISO 27001 Certification standards	Request EdCIL to modify the clause to below: The bidder should have all relevant facilities and logistics available to execute the work. The bidder should have relevant STQC/CERT-IN certification and the process should meet ISO 9001, ISO 20000-1 & ISO 27001 Certification standards	As per corrigendum 1
38	CHAPTER-V: SCOPE OF WORK	39	5.5.8 The TBT software should meet the cyber security audit requirements as specified by MeitY, Government of India, i.e., audited and certified by Cert-In's empaneled agency. The bidding agency shall ensure that such certificate(s) is valid through the agreement term. Any renewal of such certificate(s) shall be the sole responsibility of the bidding agency without any recourse to EdCIL in any manner whatsoever.	Request EdCIL to modify the clause to below: The bidder should meet the cyber security audit requirements as specified by MeitY, Government of India, i.e., audited and certified by Cert-In's empaneled agency. The bidding agency shall ensure that such certificate(s) is valid through the agreement term. Any renewal of such certificate(s) shall be the sole responsibility of the bidding agency without any recourse to EdCIL in any manner whatsoever.	As per corrigendum 1

39	CHAPTER-V: SCOPE OF WORK	40	Tablets Hardware and software requirements for conduct of examination: 5.6.1.2 Tablets Hardware and software requirements for conduct of examination	TCS iON has their own paper devices which is compatible to meet out all hardware and software requirement to conduct the assessment on tablet. Please confirm whether this meets the requirement.	No change
40	CHAPTER-V: SCOPE OF WORK	43	Software/application for conduct of exam: 5.7.11 The software must be able to enable sectional timing/ question wise timing if needed.	As per the Eol requirements, EdCIL is looking for digital OMR examination. In order to maintain the simplicity of OMR examination, the question paper is uploaded as PDF file. Due to nature of pdf file, it is not possible to have question wise timing. Request EdCIL to please accept the <u>suggested approach</u>	The clause has been deleted.
41	CHAPTER-V: SCOPE OF WORK	43	Software/application for conduct of exam: 5.7.12 Software must not store any response of the candidate at Tablet	As the digital OMR exams are expected to be conducted in offline mode (without the internet), the responses cannot be transferred from one tablet to master tablet in real time. The responses are transferred directly from candidate device to Data centre or from candidate device to master device, post exam completion, as per requirement of customers. Request EdCIL to accept the suggested approach.	As per corrigendum 1
42	CHAPTER-V: SCOPE OF WORK	43	Software/application for conduct of exam: 5.7.13 Software must have the capability to synchronize the responses in the real time with the local server at venue.	As the digital OMR exams are expected to be conducted in offline mode (without the internet), the responses cannot be transferred/ synchronized from tablet to master tablet in real time. The responses are transferred directly from candidate device to Data centre or from candidate device to master device as per requirements. Request EdCIL to accept the <u>suggested approach</u>	As per corrigendum 1
43	CHAPTER-V: SCOPE OF WORK	44	Software/application for conduct of exam: 5.7.27 There should be not internet connection software to detect all such incident and generate logs and restrict the user	From the time candidate logs in to device, the internet/ network options are automatically disabled and device will not be able to connect with internet or any other type of network /application or browser. Request EdCIL to accept the <u>suggested approach</u>	The clause has been deleted.
44	CHAPTER-V: SCOPE OF WORK	45	Help desk and grievance redressal software: 5.8.1.4 The Help Desk shall handle candidate queries through Phone calls (inbound and outbound), Emails, Chatbot integrated with the Online Application Portal and candidate 360 portal etc.	AI Chatbot feature is not currently available. Our solution provides for Helpdesk support 9:00a.m. to 6:00p.m, 5 working days. Request EdCIL to confirm if this suffices.	As per corrigendum 1
45	CHAPTER-VI : ELIGIBILITY AND BID EVALUATION	49	Pre-Qualification/Eligibility Criteria 2 Bidder's Certifications - Sr. No. 2.1 CMMI 5/ CMMI 3 level certificate is necessary for Service & Development Organization Development along with proof of result published on CMMI website at https://www.cmmiinstitute.com/pars/ . The bidder's TBT software should be STQC/CERT-IN certified of the process meet must have authorized and globally accepted certifications-ISO 9001, ISO 20000-1 & ISO 27001 standards.	Request EdCIL to modify the clause to below: CMMI 5/ CMMI 3 level certificate is necessary for Service & Development Organization Development along with proof of result published on CMMI website at https://www.cmmiinstitute.com/pars/ . The bidder should be CERT-IN certified and must have authorized and globally accepted certifications-ISO 9001, ISO 20000-1 & ISO 27001 standards.	As per corrigendum 1
46	CHAPTER-VI	50	6. Statutory Requirements: 6.7 - Solvency certificate issued from bank of bidder for minimum value of Rs. 10 crores; not more than 6 months old.	Solvency Certificate will be provided as per the Standard format as followed by the company and the Bank as decided by the company.	No change