

**CLARIFICATION TO HQ AWES RFP No AWES-2021/12-2/OST-PTP**

1. **Point 34 (n) Fact Sheet .**

(a) **For** : 08 Nov 2021

(b) **Read** : 11 Nov 2021

2. **Point 34 (o) Fact Sheet .**

(a) **For** : 09 Nov 2021

(b) **Read** : 12 Nov 2021

3. **Point No 54 (c)(i).**

(a) **For** : Average annual turnover related to education /examination/assessment business for the financial year 2016-2017, 2017-2018, 2018,2019,2019-2020,2020-2021 in INR

>=50 Crores and <100 Crores - 06  
100 Crores and < 150 Crores -08  
150 Crores -10

(b) **Read** : Average annual turn over related to education/computer based examination/assessment business for the financial year 2016-2017, 2017-2018, 2018,2019,2019-2020,2020-2021 in INR

>=50 Crores and <100 Crores - 06  
100 Crores and < 150 Crores -08  
150 Crores -10

4. **Point No 54 (d) (i)**

(a) **For** : Work order stating scope of work and client testimonial/ completion/ acknowledgement letter along with current contact details.

(b) **Read** : Work order stating scope of work **or** Client testimonial/ completion/acknowledgement letter along with contact details.

5. **Point No 54 (d) (ii).**

(a) **For** : Work order stating scope of work and client testimonial/ completion/ acknowledgement letter along with current contact details.

(b) **Read** : Work order stating scope of work or Client testimonial/ completion/acknowledgement letter along with contact details.

6. **Point No 54 (d) (iii)**

(a) **For** : Client certificate stating the number of sets of question papers in a single exam cycle and locations along with work order along with current contact details of the client.

(b) **Read** : Client certificate stating the number of sets of question papers in a single exam cycle and locations and/ or work order along with contact details of the client.

7. **Point No 54 (e) (i)**

(a) **For** : Copy of signed contract/MoU to be submitted with Bid (In- case of own centers, proof of engaging the same for an exam should be submitted).

(b) **Read** : Self-declaration will be provided by the SPs on the availability of nodes and will also provide the signed MoU with the test centers before the contract is awarded.

8. **Point No 57 (c).**

- (a) **For** : **Performance Bank Guarantee** : After receipt of the Supply Order , the selected bidder has to provide the **Performance Bank Guarantee** through a public sector bank or a private sector bank authorized to conduct government business ( ICICI Bank Ltd, Axis Bank Ltd or HDFC Bank Ltd)) for Rs 35,00,000 (Rupees thirty-five lakhs only) with in 10 days of receipt of the confirmed order. Performance Bank Guarantee (PBG) should be valid for a period of 60 days beyond the specified duration of contract. The specimen PBG is placed at Appendix 'D'.
- (b) **Read** : **Performance Bank Guarantee** : After receipt of the Supply Order, the selected bidder has to provide the **Performance Bank Guarantee** through a public sector bank or a private sector bank authorised to conduct government business (ICICI Bank Ltd, Axis Bank Ltd or HDFC Bank Ltd) for ₹22,50,000 (Rupees Twenty two Lakhs fifty thousand Only) within 10 days of receipt of the confirmed order. Performance Bank Guarantee (PBG) should be valid for a period of 60 days beyond the specified duration of the contract. The specimen PBG is placed at Appendix 'D'.

9. **Point No 68 (e).**

- (a) **For** : Software designed for Registration of candidates, Online Screening Test, publication of results and issue of Score Cards must be owned by Vendor. The vendor shall agree to provide the software in sealed Source Code form in the Escrow with mutually agreed Third Party. The layout of Score Card is placed at Appendix 'H' of this RFP.
- (b) **Read** : Software designed for Registration of candidates, Online Screening Test, publication of results and issue of Score Cards must be owned by Vendor.

10. **Point No 68 (n)**

- (a) **For** : **CCTV Installation & recording** - CCTV footage shall get recorded to a central system and the recording must be kept safe for at least 6 months from the date of the examination.
- (b) **Read** : **CCTV Installation & recording**- CCTV footage shall get recorded to a central system and the recording must be kept safe and handed over to user within 10 days of expiry of contract.

11. **Point No 70 (a)**

- (a) **For** : There will be Centralised Examination Surveillance Centreat HQ AWES. All the question paper entries, management, monitoring, etc., will be done in the Centre with due security and CCTV surveillance. The Service Provider (SP) will have a dedicated and deputed team for question paper management which will function from HQ AWES.
- (b) **Read** : The Service Provider will depute personnel who will be the points men to Coord with HQ AWES. Content team to function from vendors premises but centralized exam surveillance centre will be established at HQ AWES for conduct of exam.

12. **Point No 71 (k).**

- (a) **For** : To provide help to the candidates through a call centre (toll free number) ensuring the service quality 24/7.
- (b) **Read** : As part of Helpdesk support to candidates, Toll Numbers will be provided from 9 AM – 6 PM in English and Hindi language only.

13. **Point No 80**
- (a) **For** :To host and manage the examination process through on- line and off-line mode
- (b) **Read** :To host and manage the computer based examination process with instant evaluation. However score will not be displayed for candidates.
14. **Point No 89** .
- (a) **For** : At the end of the exam, transfer/export candidate response and audit trails on secured channel from local server to central server within 1 hour from each exam centre. This will include a feedback to be filled by each candidate online at the end of the examination within 15minutes of conclusion of the said examination. The format of the feedback shall be prepared by the vendor and be approved from AWES before dissemination. Other data such as attendance sheet, fingerprint, photograph, video recording, seating plan etc should be sent within 3 days of conclusion of the exam.
- (b) **Read** :Raw responses for shift ending 6 PM can be provided / transferred to central server the same day and any shift ending post 6 PM responses will be shared the next day by 11 AM. This will include a feedback to be filled by each candidate online at the end of the examination within 15 minutes of conclusion of the said examination. The format of the feedback shall be prepared by the vendor and be approved from AWES before dissemination. Other data such as attendance sheet, fingerprint, photograph, video recording, seating plan etc should be sent within 3 days of conclusion of the exam.
15. **Point No 89.**
- (a) **For** : Other data such as attendance sheet, fingerprint, photograph, video recording, seating plan etc. should be sent within 3 days of conclusion of the exam.
- (b) **Read** :Other data such as attendance sheet, fingerprint, photograph, video recording, seating plan etc. should be available within 3 days of conclusion of the exam in e-form
16. **Point No 91.**
- (a) **For** :To finalize the results after obtaining marks of the candidate for the written response from AWES. The results should be transmitted in soft and hard form to AWES for approval and hosting the same on the Web site.
- (b) **Read** :To finalize the results after obtaining marks of the candidate for the written response from AWES. The results should be transmitted in soft form to AWES for approval and hosting the same on the Web site.
17. **Point No 92** . :
- (a) **For** : Availability of successful candidate score card downloading option and also dispatch to the candidate e mail ID.
- (b) **Read** :Candidates to be intimated through SMS and email that the result is available for downloading on web link hosted on AWES website.

18. **Point No 95.**

- (a) **For** : **Test data Archiving** – The SP should be able to record and backup each candidate’s response after the examinations. The SP shall archive the result and other examination data for future references after specified time, as per requirement of AWES.
- (b) **Read** : **Test data Archiving** – The SP should be able to record and backup each candidate’s response after the examinations. The SP shall archive the result and other examination data for future references after specified time, as per requirement of AWES. Entire data will be handed over to user on expiry of the contract.

19 **Point No 98 (a)**

- (a) **For** : Failing to complete registration process of candidates within reasonable tolerances of 0-1% shall not be penalized, however the SP shall complete registration for any missed-out student within 7 days of registration deadline.

Delay in commencement and completion of registration arising due to infrastructure issues, technical glitches etc. shall attract a fine of INR 10,000 per day.

- (b) **Read** : Failing to complete registration process of candidates within reasonable tolerances of 0-1% shall not be penalized, however the SP shall complete registration for any missed-out student within 7 days of registration deadline.

Delay /failure to register on account of any shortcoming attributed to SP’s control to attract a fine of INR 10000 penalty per day.

20. **POINT NO 98 (j) SECTION- IV-SERVICE LEVEL AGREEMENT.**

- (a) **For**

Service level	Criticality	Penalty
Error in questions (arising from SP’s end during hosting)  (a) Up to 4% (b) >4%	High	(i) Up to 4% error in questions or answers or both penalty amount = ₹10xNo. Of questions with errors x No of candidates in that shift (ii) Beyond 4% error: penalty amount = ₹25x No of questions with errors x No of candidates in that shift

- (b) **Read**

Service level	Criticality	Penalty
Error in questions (arising from SP’s end during hosting)  (a) <=2 % (b) >2%,<=4% (c) >4%	High	(i) <=2 % - No penalty  (ii) >2<=4 % error in questions or answers or both penalty amount = ₹10xNo. Of questions with errors x No of candidates in that shift. (iii) > 4% error: penalty amount = ₹25x No of questions with errors x No of candidates in that shift.

21. **Section IV-Service Level Agreement**

**Add Note** : Penalty not to exceed 10% of the total cost of project.

22. **Appx A–Bidding Format at Ser 4 (e).**

- (a) **For** Annual turnover related to education/ examination/ assessment business for the financial year 2018- 19, 2019-20, 2020-21.
- (b) **Read** - Annual turnover related to education/ examination/ assessment business for the financial ear 2016-2017, 2017-2018 2018- 19, 2019-20, 2020-21.

23. **Appendix A –Bidding Format at Ser 4 (f)**

- (a) **For** :Work order stating scope of work and client testimonial/ completion/ acknowledgement letter along with current contact details.
- (b) **Read** :Work order stating scope of work **OR** Client testimonial/ completion/ acknowledgement letter along with contact details.

24. **Appendix A- Bidding Format at Ser 4 (g)**

- (a) **For** :Work order stating scope of work and client testimonial/ completion/ acknowledgement letter along with current contact details.
- (b) **Read** :Work order stating scope of work **OR** Client testimonial/ completion/ acknowledgement letter along with contact details.

25. **Point – Appx A-Bidding Format , Point No 4(h)**

- (a) **For** :The bidder should have delivered at least One (1) Computer Based Exam/Assessment for single client (Including Online client Application, Admit Card generation, Content creation, conduct of exam, venue/exam centre booking, Result and Merit list declaration) having more than 50,000 candidates in a single exam cycle in at least 80 cities pan India basis at multiple Centres
- (b) **Read** : The bidder should have delivered at least One (1) Computer Based Exam/ Assessment for single client (Including Online client Application, Admit Card generation, Content creation, conduct of exam, venue/exam centre booking, Result and Merit list declaration) having more than 75,000 candidates in a single exam cycle in at least 80 cities pan India basis at multiple Centres.

26. **Appx A- Bidding Format , Point No 4(l).** The clause deleted

27. **Annexure 4 to Appendix A –Form J** Form deleted

28. **Form A, Form B, Appx B and Annexure 1 to 4 to Appx A.**

- (a) **For** : RFP No : AWES-2021/12/OST/1-PTP
- (b) **Read** :RFP NO : AWES-2021/12-2/OST- PTP

29 **POINT NO 63- APPENDIX F- ELIGIBILITY CRITERIA,**

- (a) **For** : Scrutiny of application as per criteria laid down and approval of final list of candidates by AWES. The eligibility criteria are given at Appendix 'F' to the RFP.
- (b) **Read** : Scrutiny of application as per criteria laid down and approval of final list of candidates by AWES. The format for the eligibility criteria are given at Appendix 'F' to the RFP or as mutually agreed upon with the SP after award of the contract.

30 **POINT NO 64 - APPENDIX G- APPLICATION FOR ALL INDIA WRITTEN TEST FOR SELECTION OF TEACHERS FOR ARMY PUBLIC SCHOOLS**

- (a) **For** : The online registration will be done by the SP. The form required to be filled online by the candidates is given at Appendix 'G' of the RFP.
- (b) **Read** : The online registration will be done by the SP. The format of the form required to be filled online by the candidates is given at Appendix 'G' of the RFP or as mutually agreed upon with the SP after award of the contract.

31 **POINT NO 68 (E) - APPENDIX H- ARMY WELFARE EDUCATION SOCIETY -SCORE CARD.**

- (a) **For** : Software designed for Registration of candidates, Online Screening Test, publication of results and issue of Score Cards must be owned by Vendor. The vendor shall agree to provide the software in sealed Source Code form in the Escrow with mutually agreed Third Party. The layout of Score Card is placed at Appendix 'H' of this RFP.
- (b) **Read** : Software designed for Registration of candidates, Online Screening Test, publication of results and issue of Score Cards must be owned by Vendor. The vendor shall agree to provide the software in sealed Source Code form in the Escrow with mutually agreed Third Party. The layout of Score Card is placed at Appendix 'H' of this RFP or as mutually agreed upon with the SP after award of the contract.