

Skill India NSDC India  
RFP for identification of Service Providers to conduct Computer Based Examination  
**Corrigendum/Addendum-1**

**RFP for “Selection of Service Provider to Conduct Computer Based Examinations for the Skill India NSDC India”**

1. **Skill India NSDC India** published a Request for Proposal (RFP) on 17<sup>th</sup> Aug 2018.
2. **Skill India NSDC India** has addressed the queries received from the bidders. Details of responses are at Annex-1 and the changes made to certain clauses of the RFP are reflected in the corrigendum given below.
3. Bidders may refer to the Corrigendum along with the RFP.

S.No.	Section/ Page Number	Existing RFP Clause	Corrigendum
1.	11	3.3.5 Readiness and Conduct of Examination - (b) venue - Bullet point no 2 (i) and (ii) <i>For small exams (less than or equal to 10 lakh candidates), the venue shall be taken over 3 days in advance</i> <i>For large exams (more than 10 lakh candidates), the venue shall be taken over 5 days in advance</i>	This clause should be read as “For Examinations, the venue shall be taken over <b>3 days</b> in advance
2.	12	3.3.5 (b) Readiness and conduct of Examination <i>3/5 days prior to the examination, the venue shall be available for Mock Drill. Mock drill must be completed with 100% load.</i>	This clause should be read as For Examinations, the venue shall be available for <b>MOCK-DRILL 2 days in advance</b>
3.	13	3.3.6 Submission of documents to Skill India NSDC India after Examination <i>Within one hour of completion of the shift, one copy of “Candidate’s examination responses” in encrypted format must be made available to Skill India NSDC India</i>	The clause should be read as <b>Within two hours</b> of completion of the shift, one copy of “Candidate’s examination responses” in encrypted format must be made available to Skill India NSDC India "
4.	13	3.3.7 Question Set - Preparation of final scores - (a) Page 15 <i>Service Provide will finalise the answer keys within 5 days of the receipt of the challenges and provide the same to Skill India NSDC India</i>	To be read as "Service Provider will finalize the answer keys <b>within 7 days</b> of the receipt of the challenges and provide the same to Skill India NSDC India "

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5.	22	4.2.1 Software Application Requirements - Point no 10 <i>Within one hour of completion of the shift, one copy of "Candidate's examination responses" in encrypted format must be made available to Skill India NSDC India.</i>	The clause should be read as <b>"Within two hours</b> of completion of the shift, one copy of "Candidate's examination responses" in encrypted format must be made available to Skill India NSDC India "
6.	27	4.5 Manpower Requirements	The clause should be read as

S.No.	Section/ Page Number	Existing RFP Clause	Corrigendum
		<i>All personnel deployed by the Service provider shall wear distinctly visible Photo-ID Cards</i>	"All personnel deployed by the Service Provider shall have <b><u>Role Tag badge displayed, with photo ID proof kept in possession to be displayed only when required</u></b> "
7.	27	4.6 Surveillance system requirements - Point no 6 <i>Service Provider is required to share the CCTV footage with Skill India NSDC India either through a File Transfer mechanism or by providing access to the storage servers, and also keep a copy of the same securely till One year after the expiry of contract between Service Provider and Skill India NSDC India.</i>	The clause should be read as "Service Provider is required to share the CCTV footage with Skill India NSDC India either through a File Transfer mechanism or by providing access to the storage servers, and also keep a copy of the same securely till <b><u>One year after the Completion of that examination</u></b> "
8.	32	6. Operational Requirements for the Project - Point no 4 <i>Skill India NSDC India or their designated agency may audit the DC /DR at any time</i>	The clause should be read as " Skill India NSDC India or their designated agency may audit the DC/DR <b><u>during business hours, with a 5 days advance notice</u></b> "

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9.	Page 47  10.3 PreQualification Criteria – Mandatory	<p><b>For Slab 1 (≤50 Lakh candidates):</b>  <i>The Bidder should have an annual turnover of at least Rs. 20 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018</i></p> <p><b>For Slab 2 (&gt;50 Lakh candidates):</b>  <i>The Bidder should have an annual turnover of at least Rs. 100 Cr from the business of conducting Computer based Examinations during each of the last three financial years (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018</i></p>	<p>This clause should be read as :</p> <p><b>For Slab 1 (≤50 Lakh candidates):</b>  The Bidder should have combined turnover of at least <b>Rs. 50 Cr</b> from the business of conducting Computer based Examinations during <b>the last three financial years</b> (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018 <b>For Slab 2 (&gt;50 Lakh candidates):</b>  The Bidder should have a combined turnover of at least <b>Rs. 100 Cr</b> from the business of conducting Computer based Examinations <b>during the last three financial years</b> (i.e. 2015-2016, 2016-17, 2017-18) with positive net worth as on 31.3.2018</p>
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10.	Pg. No.48  10.4. Technical Evaluation Criteria S.no. 2	<table><tr><th>2.</th><th>Net Profit (as % of Turnover) of the Company</th><th>Units</th><th>7</th><th>Units</th><th>7</th></tr><tr><td></td><td>Net Profit &gt;=30%</td><td></td><td></td><td>7</td><td></td></tr><tr><td></td><td>Net Profit &gt;=20% but &lt; 25%</td><td></td><td></td><td>5</td><td></td></tr><tr><td></td><td>Net Profit &gt;=15% but &lt; 20%</td><td></td><td></td><td>4</td><td></td></tr><tr><td></td><td>Net Profit &gt;=15%</td><td>7</td><td></td><td>2</td><td></td></tr><tr><td></td><td>Net Profit &gt;=10% but &lt; 15%</td><td>5</td><td></td><td></td><td></td></tr><tr><td></td><td>Net Profit &gt;=5% but &lt; 10%</td><td>4</td><td></td><td></td><td></td></tr><tr><td></td><td>Net Profit Positive</td><td>2</td><td></td><td></td><td></td></tr></table>	2.	Net Profit (as % of Turnover) of the Company	Units	7	Units	7		Net Profit >=30%			7			Net Profit >=20% but < 25%			5			Net Profit >=15% but < 20%			4			Net Profit >=15%	7		2			Net Profit >=10% but < 15%	5					Net Profit >=5% but < 10%	4					Net Profit Positive	2				<table><tr><th>2</th><th>Net Profit (as % of Turnover) of the Company</th><th>Units</th><th>7</th><th>Units</th><th>7</th></tr><tr><td></td><td>Net Profit &gt;=20%</td><td>7</td><td></td><td>7</td><td></td></tr><tr><td></td><td>Net Profit &gt;=15% but &lt; 20%</td><td>6</td><td></td><td>6</td><td></td></tr><tr><td></td><td>Net Profit &gt;=10% but &lt; 15%</td><td>5</td><td></td><td>5</td><td></td></tr><tr><td></td><td>Net Profit &gt;=5% but &lt; 10%</td><td>4</td><td></td><td>4</td><td></td></tr><tr><td></td><td>Net Profit (positive) but &lt;5%</td><td>2</td><td></td><td>2</td><td></td></tr><tr><td></td><td>No profit</td><td>0</td><td></td><td>0</td><td></td></tr></table>	2	Net Profit (as % of Turnover) of the Company	Units	7	Units	7		Net Profit >=20%	7		7			Net Profit >=15% but < 20%	6		6			Net Profit >=10% but < 15%	5		5			Net Profit >=5% but < 10%	4		4			Net Profit (positive) but <5%	2		2			No profit	0		0	
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11.	Pg. No. 49-50  10.4. Technical Evaluation Criteria S.no. 7	<b>Computer Nodes : Venue &lt;Minimum&gt; Owned (or) Leased for at least 3 years validity on the date of submission of the bid</b>									
		<table><tr><td></td><td>10,000 units</td><td>10</td><td>75,000 units</td><td>10</td></tr></table>						10,000 units	10	75,000 units	10
			10,000 units	10	75,000 units	10					
		<table><tr><td>Ownership of 100% of the nodes</td><td>10</td><td></td><td>10</td><td></td></tr></table>					Ownership of 100% of the nodes	10		10	
		Ownership of 100% of the nodes	10		10						
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		Ownership of at least 50% of the nodes (rest hired)	7		7						
		<table><tr><td>ownership less than 50% of the nodes (Hired) [More than 25% of nodes but less than 50%]</td><td>5</td><td></td><td>5</td><td></td></tr></table>					ownership less than 50% of the nodes (Hired) [More than 25% of nodes but less than 50%]	5		5	
		ownership less than 50% of the nodes (Hired) [More than 25% of nodes but less than 50%]	5		5						
		<table><tr><td>Fully Hired</td><td>1</td><td></td><td>1</td><td></td></tr></table>					Fully Hired	1		1	
Fully Hired	1		1								
Proof: Agreement copy with site/venue owner in case of leased venues. Certificate from CTO of site owned by service provider, 3 <sup>rd</sup> party audit certificate/ client’s audit certificate											

Type of ownership of Computer Nodes		10,000 units	10	75,000 units	10
A) Owned					
Ownership of 100% of the nodes		7		7	
Ownership of at least 50% of the nodes		5		5	
Ownership of at least 25% of nodes		3		3	
Ownership of at least 10% of nodes		1		1	
Proof: Certificate from CTO of site owned by service provider, 3 <sup>rd</sup> party audit certificate/ client’s audit certificate					
B) Leased					
Leased for at least 3 years validity on the date of submission of the bid					
Lease of 100% of the nodes		3		3	
Lease of at least 50% of the nodes		2		2	
Lease of at least 25% of nodes		1		1	
Proof: Agreement copy with venue owner					

S.No.	Section/ Page Number	Existing RFP Clause	Corrigendum								
1 2 .	Pg. No.50 10.4.1 S.No. 9	<b>Network Security</b> <table> <tr> <td><b>2</b></td><td></td><td><b>2</b></td><td></td></tr> <tr> <td>One terminal cannot trace other terminal</td><td>0.5</td><td>0.5</td><td></td></tr> </table>	<b>2</b>		<b>2</b>		One terminal cannot trace other terminal	0.5	0.5		The parameter at 10.4.1 stands removed
<b>2</b>		<b>2</b>									
One terminal cannot trace other terminal	0.5	0.5									

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			Dual Network setup available at site	0.5	0.5																												
			Dual Network setup available at site	0.5	0.5																												
			Central tool to monitor each terminal activity	0.5	0.5																												
13	Pg. No. 48  10.4. Technical Evaluation Criteria S.no. 3	<table><tr><td>Conducting of Computer Based exams in FY 2016-17 &amp; 201718 (with minimum candidates per exam)</td><td>10,000 candidates</td></tr><tr><td>Conducted 10 exams or above</td><td>5</td></tr><tr><td>Conducted 7-9 exams</td><td>4</td></tr><tr><td>Conducted 4-6 exams</td><td>3</td></tr><tr><td>Conducted 1–3 exams</td><td>2</td></tr></table>	Conducting of Computer Based exams in FY 2016-17 & 201718 (with minimum candidates per exam)	10,000 candidates	Conducted 10 exams or above	5	Conducted 7-9 exams	4	Conducted 4-6 exams	3	Conducted 1–3 exams	2	<table><tr><td>Conducting of Computer Based exams candid in FY 2016-17 &amp; 2017-18 ates (with minimum candidates per exam)</td><td>50,000</td><td>7</td><td>5,0</td></tr><tr><td>Conducted 10 exam above</td><td></td><td></td><td></td></tr><tr><td>Conducted 7-9 exams</td><td>5</td><td></td><td>5</td></tr><tr><td>Conducted 4-6 exam</td><td></td><td></td><td></td></tr><tr><td>Conducted 2–3 exams</td><td>1</td><td></td><td></td></tr></table> <p>Marks will be allotted on pro-rata basis for each year based upon the figures submitted by the bid in their bid document</p>	Conducting of Computer Based exams candid in FY 2016-17 & 2017-18 ates (with minimum candidates per exam)	50,000	7	5,0	Conducted 10 exam above				Conducted 7-9 exams	5		5	Conducted 4-6 exam				Conducted 2–3 exams	1		
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1 4 ·	10.4.1 S.No. 11 Page 51	CMMi Levels on Services CMMi Level 5 -5 Marks CMMi Level 4 -4 Marks CMMi Level 3 -3 Marks Less than CMMi Level 3 in Service 0	This clause should be read as CMMi Level 5: 5 marks CMMi Level 4: 4 marks CMMi Level 3: 3 Marks <b>ISO9001 /ISO20000 : 2 Marks</b>
1 5 ·	10.4.1 S.No. 12 Page 51	CMMi Levels in Development CMMi Level 5 -5 Marks CMMi Level 4 -4 Marks CMMi Level 3 -3 Marks Less than CMMi Level 3 in Software 0	This clause should be read as CMMi Level 5: 5 marks CMMi Level 4: 4 marks CMMi Level 3/ <b>ISO9001: 3 Marks</b> <b>STQC+ Cert-IN : 2 Marks</b> <b>STQC/ Cert-IN : 1 Mark</b>

S.No.	Section/ Page Number	Existing RFP Clause	Corrigendum
16.	47	10.3 Pre-Qualification Criteria - Mandatory - Point no 4 <i><b>Power of Attorney from the bidder, in the name of person signing the Bid, authorizing him to submit/execute this agreement as a binding document</b></i>	This clause may be read as <b>"Power of Attorney from the bidder, in the name of person signing the Bid, authorizing him to submit/execute agreement as a binding document"</b> .
17.	47	10.3 Pre-Qualification Criteria - Mandatory - Point no 6 <i><b>Certified Copy of the financial statements including audited Balance sheet and Profit &amp; Loss Account along with the certificate issued by the Statutory Auditor appointed by the Company</b></i>	The clause may be read as "Documentary Evidence "- <b><u>"Certified Copy of the financial statements including audited Balance sheet and Profit &amp; Loss Account"</u></b>
18.	51	10.4.1 Technical Evaluation Criteria with marks: S.No 11 <i><b>Less than CMMi Level 3 in Software</b></i>	This clause should be read as <b><u>"Less than CMMi Level 3 in Services"</u></b>
19.	51	10.4.1 Technical Evaluation Criteria with marks: S.No 12 <i><b>Less than CMMi Level 3 in Services</b></i>	This clause should be read as <b><u>"Less than CMMi Level 3 in Development"</u></b>
20.	52	10.4.2 Technical Proposal – Other Requirements Point 5(m) <i><b>Bidder must provide the team structure and the resumes of key officials responsible for the management of this project. Termination in case of wrongdoing</b></i>	This clause must be read as <b>"Bidder must provide the team structure and the resumes of key officials responsible for the management of this project"</b>

21.	56-59	11.6 Service Level Agreement (SLAs) SLA TABLE <i>Re-examination</i>	<u>Addendum:</u> Maximum penalties will be as per the provisions of GFR 2017 and Re-examination shall be conducted by the Service Provider at their own cost. The cost towards such re-examination shall not be included in the maximum penalty cap.
22.	48	10.4 Technical Evaluation Criteria: <i>Balance sheet of the company signed by company auditor</i>	Provisional balance sheet would be accepted at the time of submission of bids. <b>However, the company if found successful in the final evaluation, shall submit the final approved balance sheet before signing of the contract.</b>
23.	49-50	Addendum	<b>The selected Service Provider would ensure that the candidates would be allotted to the owned venues first followed by leased venues and the remaining candidates would only be allotted to the hired venues after exhausting the full capacity in the owned and leased venues in the said order.</b>
S.No.	Section/ Page Number	Existing RFP Clause	Corrigendum
24.	Pg.No.37 8.1 (9)	Time and Date of opening of Technical Proposal received in response to the RFP notice for successful bidders : 09 <sup>th</sup> October 2018 (Tuesday)	<b>To be read as</b> Time and Date of opening of Technical Proposal received in response to the RFP notice for successful bidders : <b><u>Thursday 11<sup>th</sup> October 2018</u></b>
25.	SLA 11.6	Addendum to SLA	Failure to submit/upload "Candidate's examination responses" in encrypted format to Skill India NSDC India <b><u>Within two hours</u></b> of completion of the shift will invite a penalty as follows 1. Upto 4 hours of completion of that shift: Rs. 10,000 2. Beyond 4 hours but within same day : Rs. 25,000 3. Beyond the same day (23:59:59) : Rs. 50,000

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