



आयुर्विज्ञान में राष्ट्रीय परीक्षा बोर्ड, नई दिल्ली

National Board of Examinations in Medical Sciences, New Delhi

Date 15.07.2023

Corrigendum- II

Sub: Reply to Queries received during Pre-Bid Meeting held on 03/07/2023

With reference to the CPPP Tender ID 2023_NBE_715886_1 dated 19/06/2023 and consequent to the Corrigendum in respect of Tender for Conduct of Computer Based Tests, the following are the responses to the queries discussed/received during Pre-Bid Meeting held on 03/07/2023:

Sr. No.	Page No.	Point No.	Content of the RFP requiring clarification	Query / suggestion	Response
1	4	4	Tender Submission Date	Requested that post release of the Pre-bid Queries response –Vendors be given 7-10 working days to work on the Tender documents –hence to please extend the submission date accordingly in case of a delay in release of the Pre-bid queries Response.	The Last Date for Submission of Bids has been extended upto 24/07/2023 12:00 Hours . Please refer to the Corrigendum on NBEMS Website and CPP Portal.
2	9	6	EMD	We request that instead of EMD to allow Vendors to submit a Bid Declaration form which is a standard among Govt Institutes and Organizations. If the EMD is there pl confirm if it can be paid as a BG as the amount is too large for a DD	No Change Considered. However, the exemption is available as per GOI Rules. <i>“The bid security may be accepted in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker’s Cheque or Bank Guarantee (including e- Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form, safeguarding the purchaser’s interest in all respects”</i>
3			Financial Bid	We assume that the Per Candidate rate quoted would be Per Scheduled candidate per Admit card issued, per Session, per stage Please confirm the Number of QPs to be prepared and the number of Questions per QP along with the Syllabus for costing purpose	Rate quoted shall be per scheduled candidate, per shift. For the Recruitment Examinations, the Number of QPs to be prepared and the number of Questions per QP and other details shall be communicated to the successful bidders as and when required. Refer page no. 58 for all taxes.

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				GST would be extra – any hike in the govt rate would be accordingly borne by the client- currently its 18%	<i>"The rates shall be inclusive of all costs and exclusive of all taxes paid or payable."</i>
4	48	16.	Particulars of MOU with Banks for payment gateway.	Typically Clients have their own MOU with the banks for payment gateway and bidder would facilitate the backend integration.	Currently Payment gateway of SBI is being used for which NBEMS has a MoU with SBI.
5	32	13(d)	Performance Security	Request client to consider the following: The bidder shall be given an opportunity of making a representation and of a personal hearing before forfeiture of PBG. The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder. The successful bidder shall be given a cure period of 30 days to rectify the breach.	Para 13(d)(ii) be referred. No Change Considered.
6			Opportunity of Personal Hearing/Representation	Request client to consider the following: The service provider shall be provided an opportunity of personal hearing/ Representation to represent the facts before imposition of any penalty/liability or blacklisting.	Please refer para 32 d(ii)
7	15	d	IT Support for online payment of fee.	A. For online payment we assume the transaction charges for online payment will be borne either by CLIENT or levied to candidates. Please confirm. B. We assume the registration fees collected through online payment will need to be credited directly into CLIENT bank account. C. Please confirm if the Third party Payment collector for integration will be provided by CLIENT or need to be provided by the bidder D. Would there be challan Payment?	A. Transaction Charges Levied to the candidates. B. Credit directly to NBEMS account. C. Please refer page no. 48 of tender document. Currently Payment gateway of SBI is being used for which NBEMS has a MoU with SBI. D. Only online.
8	19	xxix	Admit cards	A. Please confirm expected / Likely Exam Date(s) B. Please confirm if the exam is to be conducted in Single or Multiple sessions C. Please share historic trend of city wise candidate counts for various Online exams	A. Dates of examinations conducted are decided on the basis of decisions taken by NBEMS in consultation with NMC/DCI and MoHFW. B. Examinations are conducted in single shift. Few examinations are conducted in multiple sessions. C. City wise candidate count varies from examination to examination.

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9	58	4	Question paper for Recruitment Examination of NBEMS	A. Please share list of disciplines/subjects/ Topics/ Syllabus for QP content development by bidder B. Please confirm total modules for which QP needs to be prepared C. Please confirm duration of exam min. and max for different exam modules. D. Please confirm language required for conducting the exam	Will be shared to the successful bidder as per the requirements.
10	18	xv	Technical Queries/Grievances handling through phone and e-mail should be dealt by the Bidder from 9 am to 6 pm on all days	A. We assume the helpdesk with email and telephony support provided for candidates 9.00 am to 6.00 pm on working days will suffice. Please confirm. B. We assume the language of the helpdesk is English & Hindi will suffice the requirement. Please confirm. C. Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm	A. No Change Considered. B. Language shall be English and Hindi. C. Helpdesk number shall be a single Toll Free Number to be used for all examinations of NBEMS. There shall be a help desk portal as well integrated with each application form.
11	29	ix	To provide documented inputs and support for handling: a) Candidates queries; b) Press interaction; c) RTI queries; d) Court Cases;	We assume that vendor's Support is limited to providing document and related data only – pl confirm	No change considered; Vendor shall address queries of candidates and provide relevant data/ information/ documents and all necessary support in addressing any legal issues, including but not limited to, RTI, Police matters, Court cases, complaints raised by candidates against NBEMS related to examinations with any authority etc.
12	10-11	Section 8) Evaluation Process; Sub point b); Sub section i) Technical Proposal Evaluation Point f)	Adequate no. of Technical & Admin. Manpower and infrastructure	How many no. of technical & admin Manpower details is required to suffice this point?	Please refer point xiv) on page 6.
13	7-8	Section 4: Bidding Process; C) General Information and	Tender for Conduct of Computer Based Tests" so as to reach the Honorary Executive Director, National Board Of Examinations in Medical Sciences, NAMS	We request NBE to upload the tender document on CPP/GeM Portal so that we submit the bid response online in a more secure and encrypted manner.	The tender document is uploaded on CPPP e-publishing portal. However, tender bids needs to be submitted in offline mode as per the tender terms and conditions.

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		Instruction to the Bidders; Submission of Offers; Point (xi)	Building, Ansari Nagar, New Delhi – 110029, by 10.07.2023 (up to 12.00 Noon)		
14	11	Section 8. Evaluation Process; i). Technical Proposal Evaluation; Point j)	Entire solutions support centre on 24x7x365 basis;	Please confirm if we submit a self- declaration stating that “we provide entire solution support (across INDIA) on a 24 x 7 x365 basis with the exception of planned downtimes in various examination.” Request to confirm if this will be acceptable/suffice criteria?	Planned downtime for few hours is accepted for maintenance of the systems with prior approval of NBEMS.
15	13	Section 10. IT Competencies: a) For online submission of application forms; Point v)	...bulk SMSs including customized SMSs, as per the requirement of each examination.	Request you to provide No of SMS that are required to be sent for each exam.	Definite number cannot be provided. SMS are to be sent for all important steps of application submission processes and subsequently on issuance of deficiencies, admit cards, score cards etc. SMS may also be required to convey reporting slot on test day and various other advisories. In addition, considering some exigencies, SMS may be issued to apprise the applicants of relevant and timely information.
16	13	Section 10. IT Competencies : b) Website maintenance and support; Point (iii)	The online application form should have an inbuilt intelligence to allow/verify upload of images (such as photograph, signatures and thumb impressions) as per prescribed guidelines only.	Request you to provide the prescribed guidelines for feasibility check	Copy of extant guidelines is attached as Annexure . Please note that these guidelines are for ready reference only and same may be updated as per requirement of the examinations.
17	14	Section 10. IT Competencies: b) Website maintenance and support; Point (x)	The system developer has to provide a user demo on the application website to the guide the candidate how to fill the application form.	Help file/ User Manual will be available to guide the candidate on filling the application form. Please confirm if this will suffice the requirement?	No change considered. In addition to the User Manual, a walk through video shall be prepared by the vendor for easy understanding of the applicant regarding application interface.

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18	14-15	Section 10. IT Competencies : c) IT Security; Point (i)	The service provider should ensure various levels of securities against the vulnerabilities, both at its datacenter and engaged test centres, such as Physical Level (Authorization, Authentication, CCTV, Biometric access etc), Logical Level (Firewalls, Intrusion Detection, Antivirus, etc) and Data Level (Encryption, Recovery etc.).	<p><i>Firewall at Test Centre:</i> At time application launch on candidate machine, firewall rules (IPtables) get applied to block all the unwanted traffic and communication with Local primary server is allowed. <i>Intrusion Detection, Anti-virus at Test centre:</i> During the examination, OS continuously checks integrity of the application with data centre and take actions accordingly</p> <p>Please confirm is this is OK.</p>	No change considered. Vendor has to comply the securities asked for.
19	17	Section 11: Scope of Work; a) PreExamination Work; Point vi)	The online application form should have an inbuilt intelligence to allow/verify upload of images (such as photograph, signatures and thumb impressions) as per prescribed guidelines only.	Request you to provide the prescribed guidelines for feasibility check.	Copy of extant guidelines is attached as Annexure . Please note that these guidelines are for ready reference only and same may be updated as per requirement of the examinations.
20	17	Section 11: Scope of Work; a) PreExamination Work; Point xi)	Validation of the Application forms according to the eligibility criteria and corrections should be carried out online.	Application scrutiny should be NBEMS's responsibility due to manual and subjective nature of the task from which eligible candidates will be known. We can build in validations in the application form fields as instructed by NBEMS. Please confirm if this is acceptable?	Application form needs to be customized with suitable validations as may be required to meet the eligibility criteria prescribed for respective examination.
21	19	Section 11: Scope of Work; a) Pre-Examination Work; Point xxv)	To provide verified and reviewed images (photographs, signatures, thumb impressions etc) of candidates during and/or completion of application registration window.	Please advise on verification required.	<p>The images uploaded by the candidates in application form are in line with the NBEMS image upload guidelines.</p> <p>All images to be reviewed and images found not in line with the guidelines to be flagged for further review by NBEMS.</p>

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22	24	Section 11: Scope of Work; a) Pre-Examination Work; xxxix); Sub Point xlix); Point lix)	Any other related or incidental task decided by NBEMS on the basis of requirement of the individual examination.	Any other related or incidental task decided by NBEMS on the basis of requirement of the individual examination will be mutually discussed. Please confirm if this is acceptable?	The vendor shall be required to address the requirements of NBEMS for such incidental tasks after mutual discussions.																											
23	25	Section 11: Scope of Work; b) Conduct of Online Examinations; Point 1	Manpower Ratio	Request you update as below: <table border="1"> <tr> <td>a)</td> <td>Test Centre Administrator – Venue Controlling Officer</td> <td>1 (One for each centre)</td> </tr> <tr> <td>b)</td> <td>IT Manager – System Operator</td> <td>1 for each 200 candidates</td> </tr> <tr> <td>c)</td> <td>Invigilators – Exam Lab Invigilator</td> <td>02 per 24 candidates</td> </tr> <tr> <td>d)</td> <td>Support Staff – Volunteer, MT Operations Executive</td> <td>02 per 100 candidates</td> </tr> <tr> <td>e)</td> <td>Security Guards</td> <td>02 per 100 candidates</td> </tr> <tr> <td>f)</td> <td>Electrician</td> <td>01 (One for each centre)</td> </tr> <tr> <td>g)</td> <td>Peons /Waterman – MT Admin Executive</td> <td>02 per 100 candidates</td> </tr> <tr> <td>h)</td> <td>Registration Manager</td> <td>01 per 30 candidates</td> </tr> <tr> <td>i)</td> <td>Exam Lab Supervisor</td> <td>1 per lab</td> </tr> </table>	a)	Test Centre Administrator – Venue Controlling Officer	1 (One for each centre)	b)	IT Manager – System Operator	1 for each 200 candidates	c)	Invigilators – Exam Lab Invigilator	02 per 24 candidates	d)	Support Staff – Volunteer, MT Operations Executive	02 per 100 candidates	e)	Security Guards	02 per 100 candidates	f)	Electrician	01 (One for each centre)	g)	Peons /Waterman – MT Admin Executive	02 per 100 candidates	h)	Registration Manager	01 per 30 candidates	i)	Exam Lab Supervisor	1 per lab	Proposed revision is acceptable, however, role of each individual shall be unique and there shall not be any overlap. One individual should not be assigned more than one role in an examination.
a)	Test Centre Administrator – Venue Controlling Officer	1 (One for each centre)																														
b)	IT Manager – System Operator	1 for each 200 candidates																														
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24	25-26	Section 11: Scope of Work; b) Conduct of Online Examinations; Point vii)	To provide Hardware and Software required for Biometric and Face ID capture/verification of all candidates at the time of registration. The registration software shall be able to initiate the Aadhaar Authentication Process of the candidate against the UIDAI Aadhaar database.	For Aadhar based authentication, ASA-AUA is to be obtained by the NBEMS. There will be no data exchange (between SIP and NBEMS) for Aadhar based verification. Please confirm if it is acceptable?	The applicable Govt. guidelines shall be complied with. The bidder should be able to provide technical support in Aadhaar based verification of the identity of applicants for an examination.																											

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25		Section 11: Scope of Work; b) Conduct of Online Examinations; Point viii)	To complete registration process of the candidates before start of examination with capturing digital photo, bio-metric finger print, signatures, Iris, etc and after that allow candidates to appear for test at Examination Centres.	Signatures will be done in attendance sheet, digital signature will not be captured. Please confirm if that is OK.	Signatures will be captured in ink only.
26		Section 11: Scope of Work; b) Conduct of Online Examinations; Point xviii)	To provide blank paper sheet/s and pen to the candidates as per requirement.	Please confirm the requirement.	No change considered. Some of the examination like recruitment examination require NBEMS to provide pen and paper.
27	27	Section 11: Scope of Work; b) Conduct of Online Examinations; Point xxiii)	Any other related or incidental task.	Any other related or incidental task will be mutually discussed and agreed.	The vendor shall be required to address the requirements of NBEMS for such incidental tasks after mutual discussions.
28	27	Section 11: Scope of Work; c) Post Examination Work; Point iv)	To collect and consolidate all types of data generated during examination (including log files of servers and firewalls used) and have to preserve at least for a period of 3 years in multiple geographical locations.	On contract expiry, or contract termination, or nonrenewal of this contract, or any break in Services provided by Bidder to NBEMS, all NBEMS Data including Personal Data would be due for deletion. In essence, NBEMS Data may be retained only as long as Services continue under a valid contract. In case of such a break in Services, Personal Data too would be due for deletion irrespective of its purpose being served or otherwise. Bidder would provide to NBEMS thirty (30) days from a break in Services during the contract term itself, to enable the NBEMS to download their data using data export, reports, and data download features available in Bidder's Application Systems; after thirty (30) days NBEMS Data would be due for deletion.	No change considered. All types of data generated during examination shall be preserved for at least 3 years in multiple geographical locations, after expiry of the contract.

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29	28	Section 11: Scope of Work; c) Post Examination Work; Point vii); sub point d)	To provide forensic analysis report regarding proxy candidates, unfair means report etc utilizing data generated across all examinations to be conducted by the agency.	This forensic analysis report is not available in our solution currently. However, we can provide Face Comparison and Biometric Analysis report for the conducted exam as part of the analysis. Please confirm if this is acceptable?	No change considered. Forensic Analysis Reports to be provided after conduct of each examination for any possible use of any unfair means by candidates in terms of NBEMS Unfair means guidelines. Analysis should identify cases, including but not limited to, CCTV analysis for Peeping and Cheating, impersonation, appearing with different identity in different examination, audit log analysis to identify aberrations/ anomalies in responding to questions, Post examination analysis of QP, analysis as may be required by NBEMS etc.
30	29	Section 12 Exam Security; Point v)	...Aadhaar based authentication of candidates who have been issued Aadhaar number and provided the said details in application forms.	We don't capture ADHAAR in application form as we cannot store the same in data center. The feature of adhaar authentication is not available at application level	The applicable Govt. guidelines shall be complied with. The bidder should be able to provide technical support in Aadhaar based verification of the identity of applicants for an examination.
31	48	FORM III; Point no 16	Particulars of MOU with Banks for payment gateway.	We only integrate payment gateway. Onboarding of gateway will be NBEMS's responsibility. However, we can provide list of the bank for this point. Please confirm if sharing list of the bank will suffice ?	Payment Gateway shall be provided by the NBEMS. Vendor shall be responsible for integration and proper functioning of the same. Vendor may sign MoU for integration with the bank, if required.
32	57	FORM IX: Price Bid, SL No 4.	Rate per candidate	We suggest the Rate should be quoted for Per registered candidate. Request for necessary changes to the price bid.	Rate per candidate shall be Rate per Scheduled candidates who are issued admit card, per shift.
33	58	FORM IX: Price Bid, SL No 4.	Question paper for Recruitment Examination of NBEMS per candidate	We suggest the Unit of measure for Question Paper should be per Question Paper and separate price should be asked for Question Papers with 200 question and 300 question per Question paper separately. Request for necessary changes to the price bid.	The rate quoted should be per Candidate including Question Paper for that particular Recruitment examination.

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34	40	13: General Clauses; v) Responsibilities of the successful Bidder; Point i).	The bidder shall be responsible for the successful Conduct of Computer Based Tests for the NBEMS, New Delhi as per the terms and specification and direction of Examination Section, NBEMS ii). The bidder shall be responsible for the successful conduct of Computer Based Tests of NBEMS during the contract period through designed and maintained developed System Software as per scope of the work mentioned herein and subsequent directions of NBEMS, issued from time to time	The bidder shall be responsible for the successful Conduct of Computer Based Tests for the NBEMS, New Delhi as per the terms and specification, and direction of Examination Section, NBEMS ii). The bidder shall be responsible for the successful conduct of Computer Based Tests of NBEMS during the contract period through designed and maintained developed System Software as per scope of the work mentioned herein, and subsequent directions of NBEMS, issued from time to time	The bidder shall be responsible for the successful Conduct of Computer Based Tests for the NBEMS, New Delhi as per the applicable terms and specifications. ii). The bidder shall be responsible for the successful conduct of Computer Based Tests of NBEMS during the contract period through designed and maintained developed System Software as per scope of the work mentioned herein and subsequent directions of NBEMS, issued from time to time, if any.
35	Additional Suggestion		Various Clauses suggested by one of the prospective bidders, to incorporate them to be a part of the final agreement.		No Change Considered in Tender Document. The clauses may be included in the agreement based on Tender Terms and Conditions.

All other suggestions/queries/corrections requested by the prospective bidders has not been considered acceptable by the committee.

Enclosed: [Annexure \(click to download\)](#)



NBEMS