



**Government of India
Department of Expenditure
Office of Controller General of Accounts
2nd Floor Mahalekha Niyantarak Bhawan
GPOA Complex Block-E, I.N.A., New Delhi-110023**

No. A-99012/1/2020-Admin-CGA(Part-1)/157

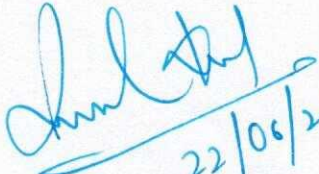
Dated: 22.06.2020

CORRIGENDUM

Sub:- Consolidated Queries & Replies on Tender for Outsourcing the conduct of AAO (Civil) Exam through online basis in the Office of CGA.

Appropos the Notice Inviting Tender (NIT) regarding outsourcing the conduct of AAO (Civil) Exam online basis vide NIT uploaded on 08.05.2020. The Committee has approved the consolidated queries and replies.

The pointwise replies to queries are attached:


22/06/2020

Assistant Controller General of Accounts(Admn.)

Encl. as above:

Final clarifications

| Sr. No. | Page No. | Tender Document Reference Number | Content of Tender Doc. for Clarification | Points for Clarifications | Comments of Exam Section |
|---------|----------|----------------------------------|--|---|--|
| 1 | | | Tender Timeline submission | We request CGA to consider extending the timeline submission deadline by some days as the timeline is too short | Timeline submission deadline already extended upto 26.06.2020 |
| 2 | | | Power of Attorney | Due to the Lockdown extension – it is not possible to get the POA printed on Stamp paper – can the POA be submitted on Letter head instead ? | At present there is no lock-down other than in containment zones. |
| 3 | 4 | 8 -iii | Submission of EMD | Due to the Lockdown extension it will not be possible to courier the EMD – this will be submitted once courier service is available – pl confirm | Now courier service has been started |
| 4 | 2 | 6- i to vi | Eligibility Criteria | To get the best of vendors we request you to consider increasing the criteria – Min Rs 100 Crores turnover from online exam business , Min Employee strength of 1000 people, 10 years+ of experience in conduct of online exams , STQC, Single session candidate count of min 1,00,000 candidates | As per NIT. |
| 5 | 36 | | Financial Bid | We assume that per Candidate means per Scheduled Candidate per paper who is issued an Admit card . Please confirm the approx. volume that we must consider the quote for 2020 as the volume | It is not possible to estimate the number of candidates who will be appearing in the first computer based examination. However, bidders may refer to Para 3.2.5 of Annexure I (Scope of Work) and the note below |

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| | | | | given in the document is for 2017 | Annexure X (Financial Bid) of the NIT. |
| 6 | 12 | Clause – 20 – | Liquidated Damages | <p>Request CGA to consider that the total cumulative penalty to be restricted to 5% of the total invoice value.</p> <p>The Bidder should be given an opportunity of being heard/ rights of representation before imposing such penalty and encharging the PBG.</p> <p>The Bidder shall be given a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings.</p> <p>The Bidder shall be liable only to the extent of its own defaults/shortcomings if any and no other.</p> | As per NIT |
| 7 | 12 | Clause- 21 | Limitation of Liability. | <p>The bidder shall be not be liable for any indirect or consequential loss or damage</p> <p>Request CGA to consider that the total cumulative penalty to be restricted to 5% of the total invoice value.</p> <p>The Bidder should be given an opportunity of being heard/ rights of representation before imposing such penalty and encharging the PBG.</p> <p>The Bidder shall be given a cure period of 30 days to rectify/remedy its</p> | As per NIT |

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| | | | | <p>defaults / defects / shortcomings.</p> <p>The Bidder shall be liable only to the extent of its own defaults/shortcomings if any and no other.</p> | |
| 8 | 13 | Clause – 25 &26 | Arbitration & Conciliation | Request CGA to consider the appointment of Arbitrator to the Arbitration proceedings to be mutual | As per NIT |
| 9 | 14 | Annex-1 1.1.9 v) | Differently abled persons | <ol style="list-style-type: none"> 1. Please share the percentage of PWD candidates. 2. We Assume that the PWD candidate can bring his/her own scribe for exam? Please confirm 3. If scribes are allowed, will there be a separate seating plan for such candidates? | <p>As per past data, number of PWD candidates may be in single digit.</p> <p>It shall depend upon the nature of disability.</p> <p>Yes</p> |
| 10 | 18 | Annex-1 5.1 | Managing the Registration Process | <p>The candidate registration module generally captures candidate's Photo and Scanned Signature. It's mentioned in the document that the module shall capture finger-print also.</p> <p>If yes, then will this captured Fingerprint be required to be matched on Examination day to avoid impersonation cases?</p> <p>Requesting CGA to kindly clarify.</p> | As per NIT. |

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| 11 | 18 | Annex-1 5.1.2 | Managing the Registration Process | <p>Requesting CGA to kindly confirm:</p> <ol style="list-style-type: none"> 1. That the Web Application will be hosted in server located in CGA office or a data center? 2. Can the Web Application need to be configured so that it can be accessed only from the authorized CGA offices or from everywhere? 3. Please confirm tentative go live date for the Online Application Portal 4. We assume duration of hosting in months for the Online Application will be for only 1 month. Please confirm | <p>As per NIT</p> <p>As per NIT</p> <p>It is not possible to speculate a date at this stage.</p> <p>Yes</p> |
| 12 | 18 | Annex-1 5.1.2 | Managing the Registration Process | <p>Requesting CGA to kindly provide the following</p> <ol style="list-style-type: none"> 1. Estimated count of candidates for which the data needs to be migrated in the system 2. Will the carry forwarded users retain their old Registration ID while applying for a new exam or will they be assigned a new ID? 3. In multiple shifts please confirm if the same candidate will | <p>For the first computer-based examination to be conducted in the year 2020, no migration of data will be involved.</p> <p>This can be decided at appropriate time.</p> <p>One candidate will have only one admit card.</p> |

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| | | | | <p>take all exams with same admit card or all shifts will have different Admit Cards, please confirm.</p> <p>4. Will the candidates be able to download Admit Cards from their homes (via Internet) or are they required to collect it from authorized CGA offices?</p> | <p>They should be able to download the admit cards from their places of posting.</p> |
| 13 | 18 | Annex-1 5.2 | Mock Tests | <p>Please confirm the duration of mock link for conducting mock exam.</p> <p>Also please confirm the tentative exam dates.</p> | <p>Two weeks ending at least a day before the commencement of exam.</p> <p>It is not possible to speculate the tentative dates for the exam. It is expected to be conducted during the calendar year 2020</p> |
| 14 | 19 | Annex-1 5.3 | Question Bank and QP generation | <p>We assume the content for all Test Papers and master keys will be provided in required standard xls format Please confirm.</p> | <p>Content shall be provided in standard format.</p> |
| 15 | 19 | Annex-1 5.3.1 | Question Paper Authoring software | <p>Please specify, If any special feature is required for Question Paper Authoring software</p> | <p>Any improvement over and above what has been mentioned in the NIT to enhance safety and security of the question paper will be welcome.</p> |
| 16 | 20 | Annex-1 5.10 | Saving of response | <p>Requesting CGA to kindly elaborate the requirement.</p> | <p>What is the specific doubt about this para of the NIT is not clear. Any clarification in this regard can be given at the time of presentation.</p> |

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| 17 | 21 | Annex-1 5.14.3 | Download of Score Cards by candidates | Will the candidates be able to download Score Cards from their homes (via Internet) or are they required to collect it from authorized CGA offices? | Candidates and the authorized offices both should be able to download the results. |
| 18 | 22 | Annex-1 5.15.10 | Candidate responses to a question paper should be sent back to the central server (Data center) from the server of an exam center within half an hour from the conclusion of examination | There are various external factors which delay the process; So candidate Responses can be provided in 3-4 hours. Hope that will suffice the requirement. Please confirm | As per NIT |

| S. No | Page No. | Point No. | Clause | Queries/Relaxation Required | Comments Of Examination Section |
|-------|----------|-----------|---|---|---|
| 1 | 3 | 6(vi) | <p>The bidder must have successfully executed/completed similar services of the value indicated below on behalf of at least three different Central Government/State Government/Autonomous Bodies/Public Sector Undertakings/reputed organisations during the financial years 2016-17, 2017-18, 2018-19 and 2019-2020:-</p> <p>["Similar services" means conducting of computer-based examinations in bilingual mode (English and Hindi) with objective multiple choice questions with randomisation and jumbling of questions and answers simultaneously at more than 15 centres located across India in at least two sessions per day continuously for at least 4 days including registration of candidates, admit card generation and result processing]</p> | <p>MeritTrace assume Autonomous bodies will include institutes/Universities as well. From capability assessment perspective, MeritTrac has not only conducted large stake exams for Central Government/State Government/PLSUs but also for Universities and Institutes.</p> | <p>As per Para 6(vi) of the NIT, experience in conducting computer-based exams for reputed organisations will also be valid. Universities can be treated as reputed institutions and hence experience in conducting their exams will qualify for eligibility.</p> |
| 2 | 4 | 7.2.1(x) | <p>Copies of work orders and completion certificates issued by the organisations for which similar services were provided in terms of Para 6(vi) indicating clearly the names of the centres where the exams were conducted and the number of candidates registered at each centre. Names and addresses of the clients who may be contacted for further information on these contracts may also be provided.</p> | <p>Work Order and Completion Certificate doesn't showcase the number of candidates registered at each centre. Lets us know, if self declaration would suffice. However we will be sharing the Work Order/Completion Certificate.</p> | <p>Copies of work order and completion certificates are required. In case the number of candidates covered is not mentioned in such documents, self-declaration may be accepted subject to verification.</p> |

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| 3 | 13 | Annexure I | <p>A candidate will get 6 continuous chances to pass the examination commencing from his/her first appearance in the examination. Those who pass all 8 subjects will be declared successful in the examination. Those who do not pass the examination as a whole by passing all 8 papers, but passes individual papers by scoring 50 marks or 45 marks, as the case may be, depending upon the category to which the candidate belongs, will be exempted from re-appearing in that paper till he/she exhausts all 6 chances available to him/her to pass the examination. The examination software to be provided by the selected agency must allow carry forward of the particulars of the candidates who have passed less than 8 papers for purposes of integrating the same with the list of fresh candidates of subsequent examinations.</p> | Need more clarity, as how it is going to be mapped. | The process can be explained during presentation |
| 4 | 17 | 3.2.6 | <p>There must be adequate spacing between two adjacent seats. In addition, partitions of appropriate size between the adjacent seats wherever required be provided to prevent a candidate's access to monitor/screens of other candidates.</p> | Need more clarity as no distance is specified between two candidates, only mentioned s adequate space between two seats. | The distance/partition should be such as would prevent candidates from viewing each other's computer screens. |
| 5 | 18 | 5.1.1 | <p>.The registration process is required to be carried out online from the designated offices all over India.</p> | Need more clarity. | Candidates appearing in the examination are posted at one of the places mentioned in Annexure VI of the NIT. They will have to be provided access |

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| | | | | | for registration from their places of posting. |
| 6 | 18 | 5.1.2 | All Points | Detailed Clarity and detailed process understanding is required for the entire registration process as it involves localized registration method involving biometrics and integration of legacy data. | As per NIT |
| 7 | 33 | 8 | Income Tax Return Acknowledgment for the Assessment Years 2017-18, 2018-19 and 2019-2020 | Para 7.2.1 (viii) of NIT talks about ITR for 2016-17, 2017-18/ 2018-19 also Due to Covid 19, ITR 2019-20 is still under process. | Income Tax Acknowledgement Forms required are for the Financial Years 2016-17, 2017-18 & 2018-19. The years 2017-18, 2018-19 and 2019-20 mentioned elsewhere in the NIT are the Assessment Years corresponding to the Financial Years 2016-17, 2017-18 & 2018-19. |
| 8 | | | Generic | What will be the hosting duration? (in months) for which the registration portal needs to be kept live. | The entire registration process is likely to be completed within one month. |
| 9 | | | Generic | What is the estimated volume of candidates who will take the test? | The number of candidates who had taken this examination conducted in December 2017 is |

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| | | | | | given in Annexure II of NIT. In this connection bidders may also refer to Para 3.2.5 of Annexure I (Scope of Work) and the note below Annexure X (Financial Bid) of the NIT. |
| 10 | | | Price Bid | Price Bid in excel format is missing . In cse there's no excel sheet, how re we going to upload the commercials? Please clarify. | As per NIT |

| Provision of the NIT on which clarification has been sought | Clarification sought by M/s Edutest Solutions Pvt. Ltd: | Comments of Examination Section |
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| <p>7.1 The prospective bidders desirous of participating in this tender may view and download the tender document free of cost from the Central Public Procurement (CPP) Portal https://eprocure.gov.in/eprocure/app. The tender documents will also be uploaded on CGA's website www.cga.nic.in and can be accessed by following the path Home>Tenders. Bids shall be submitted online only at CPP Portal: https://eprocure.gov.in/eprocure/app or https://etenders.gov.in/eprocure/app.</p> <p>7.2 Bids must be submitted online in two parts, viz., technical bid and financial bid. Manual bids will not be accepted.</p> | <p>We downloaded the above said tender from your site and as per the terms have to submit from CPP portal, but we didn't get the same from the said site for submission.</p> | <p>Tender is searchable either by location (Mahalekha Niyantarak Bhawan, INA) or by organisation (office of Controller General of Accounts)</p> |

| Sl. No. | Provision of the NIT on which clarification has been sought | Clarification sought/suggestion made by M/s Ginger Webs Pvt. Ltd. | Comments of Examination Section |
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| 1 | 2 | 3 | 4 |
| 1 | <p>The bidder must have minimum financial turnover of Rs 10.00 Crore during each of the financial years 2016-17, 2017-2018 and 2018-2019. [Para 6(iv) of NIT]</p> | <p>We have an average turn-over of 13 Cr during the financial years 2016-17,2017-2018,2018-2019. However, for the year 2016-17 our turnover is less than 10 Cr. We are qualifying considering the financial years 2017-2018, 2018-2019, 2019-20. We request you to consider (i) the average turnover instead of turnover in each year for the financial years 2016-17,2017-2018,2018-2019 OR (ii) since the financial year 2019-20 has also passed we request you taking the financial years 2017-2018, 2018-2019, 2019-20 instead of previous(sic)</p> | <p>As per NIT</p> |
| 2 | <p>The bidder must have successfully executed/completed similar services of the value indicated below on behalf of at least three different Central Government/ State Government/ Autonomous Bodies/PSU/reputed organizations during the We are qualifying considering the financial years 2016-2017,2017-2018,20</p> | <p>Considering if the bidder has one exam costing above 56 Lakh, still does the bidder need to attach three different WO's above 56 Lakh or just one. How many WO's are required to be attached and value.</p> | <p>Para 6(vi) of the NIT is clear. The bidder has to submit copies of at least 6 work orders successfully executed by them during the years mentioned in the NIT value of three of which should not be less than Rs.28.00 lakh, two of Rs.35.00 lakh and one of Rs.56.00 lakh. If all six are of the value of Rs.56.00 lakh or more, even then copies of all six work orders must be submitted.</p> |

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| | <p>18-2019, 2019-20. a) three similar exam costing not less than Rs 28.00 Lakh. b) two similar exam costing not less than Rs 35.00 Lakh. c) one similar exam costing not less than Rs 56.00 Lakh. [Para 6(vi) of NIT]</p> | | |
| 3. | <p>Similar Services : Requires exam in two sessions per day continuously for at least 4 days. [definition of “similar services’ given below Para 6(vi) of NIT]</p> | <p>Since different examinations have different modes of conduction and the stretch of exam as per number of days is dependent upon the organization and no. of seats. An examination with X candidate count can be completed in any number of days. With more no of seats available it can be done in One day itself. So the emphasis should be on number of candidates and not days. We request to you consider all CBT examinations irrespective of their stretch in number of days rather on basis of Scope of Work. Since the services to be provided are same for these examinations. We have executed exams stretched over a whole year for several bodies and each has its separate end to end process.</p> | As per NIT |

