

**Controllerate of Examinations
Tamil Nadu Agricultural University
Coimbatore – 641 003**

**Addendum issued based on the queries received by this office
up to 4 pm, 20.02.2021**

ESS – C2: Contractual service support for conducting on/off campus online examination by using mobile phone/ laptop/desktop computers with software solution

BID REFERENCE: No. TNAU / CoE / CBE / ESS – C2 /2021 dt.29.01.2021

Sl. No.	Clarification requested by the firms	Clarification given by the Controllerate of Examination
1	Exemption of Tender document fees and EMD	Already this issue was clarified in the additional documents uploaded in the portal. Those who have registered under MSME are exempted for EMD. Necessary proof in this regard is to be enclosed in the technical bid
2	Price Preference up to 15% over the quotation of large scale units.	The public procurement policy will be implemented while finalizing the price bid as per the provisions associated with such preferential treatment of those who registered under MSME
3	Whether the Joint venture or Consortium approach is allowed to participate in the tender?	Since this pertains to timely processing of exam manuscripts, due to administrative reasons joint venture mode/ consortium mode of participation is not preferred
4	Sending the SMS & email to the users for this project. Sending the SMS & email to the users for this project cost are borne by vendor or client	SMS and email costs will be borne by Controllerate of Examinations. However, provision for such facility should be available and integrated with the software.
5	Hosting in the cloud-based system with sufficient bandwidth and cloud space calculated as per ToR initially for 50000 mobile users Kindly let us know the price to be quote for a month or 3 months or 6 months or 12 months.	This facility is not required to be hosted for 6 months or one year, but only on need basis as and when exams are conducted and during follow up of evaluations.

6	<p>Mode of Operation of the Mobile App:</p> <p>Regarding online payment users will pay the money through online payment or Bank challans or other mode</p> <p>If online payment yes, payment gateway provided by vendor or client.</p>	<p>No user will be paying separately for mobile app. It is an integrated component of proposed solution for which settlement will be based on per script basis. For each set of examinations, the duration of hosting may vary from 1 month to three months.</p>
7	<p>Mode of Operation of the Mobile App:</p> <p>We would like to know the documents going to be uploaded by users, various department and officers as follows</p> <ol style="list-style-type: none"> 1. CRP (Community Resource Person)- Number of documents and file size each documents 2. Entrepreneurs:- Number of documents and file size each documents 3. PLF (Panchayat Level Federation): Number of documents and file size each documents 4. BBRC (Block Business Resource Centre): Number of documents and file size each documents 5. Other offices /department Number of documents and file size each documents 	<p>This has no relevance to the proposed solution required. The solution is to be used by the faculty and students of the TNAU.</p>

8	<p>Evaluation and Comparison of Bids</p> <p>The purchaser's evaluation of a bid will take into account, only the bid price inclusive of all services and taxes quoted for the contractual period upto 31/03/2024</p> <p>In case taxes varies How to go about it?</p>	<p>Bid price should be quoted and current tax can be mentioned. The taxes and surcharge if varies in future as per government norms it will be considered for that period</p>
9.	<p>One of the eligible conditions mentioned under section 1.2 is that we should have experience in conducting online examinations in the past one year. However, we have experience in India itself for the last 8 years running various educational solutions especially examination management solutions and handling 2.5 million answer scripts per year, the online examinations we have set up now only. Hence our humble request is that you may have to consider our wholesome experience in the education domain and not specific to conducting online examinations alone.</p>	<p>The eligibility criteria should be met by the bidder.</p>

**Controllerate of Examinations
Tamil Nadu Agricultural University
Coimbatore – 641 003**

**Addendum issued based on the discussions held in the
pre bid meeting held on 12.02.2021 and queries received by this office**

Pre-Bid Meeting: Contractual service support for conducting on/off campus online examination by using mobile phone/ laptop/desktop computers with software solution

BID REFERENCE: No. TNAU / CoE / CBE / ESS – C2 /2021 dt.29.01.2021

Clarifications to the question raised in the pre-bid meeting / received through email:

Sl. No.	Clarification requested by the firms	Clarification given by the Controllerate of Examination
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1	Since this is an offline tender, we request you to please give us at least 10 working days after publishing the pre bid responses/ corrigendum.	Last date for bid submission remains the same as published in the tender document
2	Do you require two sets hard copy Bid Document Please give us clarity	Yes. The firms have to submit two sets (i.e) original bid and copy bid in separate covers. In both the original and copy bids Price bid and Technical bid should be in separate covers.
3	Is it online or offline submission?	Bids should be submitted Offline
4	We are registered with MSME, as per MSME ACT and GFR -170, MSME registered organization can be exempted for EMD Submission. Do we need to pay the bid security amount? Please confirm the same.	Those who have registered MSME are exempted for EMD. The firms have to enclose necessary proof of evidence with the technical bid. Others have to place the Demand draft for EMD inside the sealed cover having the original technical bid.
5	Please share any Bank account number (for NEFT/RTGS) for EMD Submission. It is easy and safe for all of us. Kindly review the matter.	If any firms required to pay EMD, it should be done as Demand Draft as mentioned in the tender schedule.
6	We are assuming that TNAU is looking for web-based application or solution, so that candidate can change the device any time during the exam if any device related problem occurs. Please confirm the same	The application should run on local device with real time auto save option. Change of device during exam is not permitted. If a student want to attend the exam with a new device, he / she need to get the approval from CoE through proper channel. Students can access the examination only with the registered device.
7	Examination is very sensitive in nature and must have high level security and confidentiality. So, we are requesting you to add some more points in eligibility section so that you can make the balance between quality and cost. 1. Organization should have Cert-in certified examination platform (Security Audit). 2. Organization should have conducted minimum 2 lakh similar exam for any Single Client in past six months. 3. Organization Should have CMMi-5 level certification in development. 4. Organization should have minimum 100 employee on pay roll to execute	No more conditions for tender submission will be added at this juncture. Additional certifications and profile can be supplemented with technical bid.

	the similar work. 5. Bidder should have minimum turnover of Rs. 50 cr in the assessment business for last five years	
8	1. Should we provide a classroom (face-to-face) training to your employees only? 2. Should we consider one training session (one day)? 3. We are assuming that TNAU will provide the basic facilities for training like Hall room, Projector etc and refreshment if any. Please give us the clarity	The firm which will be given the order for contractual services is required to give off line and online training to the staff and students based on the content. TNAU will facilitate the trainings. The trainings are to be given to the students in the different campuses of TNAU.
9	1) Is it for per semester or per year? 2) Since this is a 3 years contract, should we consider the count as minimum commitment per year or semester from TNAU end?	The online mode of examination will be conducted based on need only (in situations like COVID 19). The estimated count given in the schedule of requirements is per annum. The estimated number may vary based on the number of students in a particular batch.
10	We are assuming that TNAU will consider only Computer based / RP Based examination for the same? Please confirm the same	Real time Proctoring based examination
11	1) Training for Students - I think, TNAU looking for Mock Test facility for students before the final examination. Please confirm the same 2) The service provider should ensure that the cloud should be accessible only to the COE authorized users - Please give us more clarity 3) The solution should mandatorily provide dashboard for remote monitoring of examinations, progress of evaluation and students score cards, etc - Generally super proctor can monitor proctors and proctors can monitor students and also see the students video footage and various	The students have to be trained before attending the actual examination through mock test, webinars or face to face meetings. Permissions for Uploading of question papers, real time proctoring, management of proctoring and viewing of answer scripts, assignment of scripts for evaluation, viewing and downloading of scripts and other examination related services should be only accessible by the designated staff at Controllerate of Examinations, TNAU. The solution should be flexible to define the access levels by super proctor / admin and hierarchy of admins at the CoE office.

<p>reports. Please specify your expectation.</p> <p>4) The app should facilitate the generated question papers to be downloaded to the student's device in an encrypted form just before the start of the exam and get decrypted at the time of the start of the exam for students' access. - You are looking for web-based application and ideally all responses and questions are available in application only. It has been designed in such a manner to maintain the high security.</p> <p>5) Once authenticated, the student should not be able to access any other function or window on their devices for copying or pasting any text /image. The screen should get locked down to the exam environment - Secure browser effectively use in laptop and computer exclusively. Please share your expectation.</p> <p>6) The examination for each subject may have either objective/descriptive or both and the solution should be able to ensure the student can take examination without any glitches and without logging out and re login to furnish the answer for the both the type of questions. -a) Will you conduct maximum objective type exam or subjective type exam or combination of both?</p>	<p>Full connectivity of the students throughout the exam sessions in web-based application is not a realistic proposition as some students attempting from remote locations may face interruptions in connectivity; The application should enable the delivery of the question set to the student devices through net connectivity just before the start of the exam and with further authentication through one time password, the student should be able to attempt the exam. This is to ensure that the students in remote areas with minimum network data speed can access the question paper, write the examination and upload the answer script. Resourceful application having provisions for capturing the students activity during the exam for later scrutiny even when brief interruption to net connectivity happens during the exam is what is being sought.</p> <p>When the students are attending the examination using mobile or laptop or desktop, no other windows/ other applications should accessible in the particular device</p> <p>The solution should have the flexibility to meet the requirement to conduct either objective type, or blended objective / subjective type questions as per the need of the University</p>
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12	<p>1)Internet bandwidth at stakeholders' end - Please give us clarity for the same.</p> <p>2) Flash player or other software that may facilitate or intervene with exam advocation - Please give us clarity for the same</p> <p>3)Secure remote delivery of questions in the app - Please give us clarity for the same</p> <p>4)Secure access to students for writing answers in the app and for submission - Please give us clarity for the same</p> <p>5) Secure upload of e-answer scripts and image files of students to central secured server for post exam processes - Please give us clarity for the same</p> <p>6) Role based access permissions for exam scripts - Please share your expectation</p>	<p>The students should be able to download the application and write the examination with minimum bandwidth as many of the students are from very remote / rural areas of Tamil Nadu.</p> <p>Access to the other applications should be curtailed during the entire duration of the examination. Any application that is required for writing the exam should be integrated with the exam application designed by the bidder</p> <p>Question should be accessible only to the registered student devices in which the app was permitted for downloaded for the approved students only at the time of examination based on OTP and additional secure mode of authentication built within the solution.</p> <p>As described earlier, access to the question paper should be made available only to the students approved / authorized by proctors. The app should have configuration to secure the answer script as soon the exam time is over to prevent any additional changes till uploading.</p> <p>The answer paper should be saved to the cloud upon soon after uploading of the script and the footages of the student should be made available to the admins for further scrutiny as and when required till the evaluation is completed and mark lists generated.</p> <p>What is being sought for is that the solution to have provisions for access or restrictions to admins in various stages of evaluation for the</p>
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		defined roles for a set of admins as authorized by the Controller of Examinations
13.	The eligibility criteria is fixed as the firm participating in the tender should offered similar type solution for the past two years. Whether the firms having much experience in online computer-based examination / software solutions can participate in the tender?	The firms having experience / robust online examination solution can participate in the tender process and submit the bid. But, two years of previous experience in offering similar kind of solution is necessary.
14.	Whether the Secured cloud server facility will be provided by the university or Vendor should offer the service?	A secured cloud space as integral service component should be made available and should be accessible only by the authorized staff from O/o the Controllerate of Examinations, TNAU.
15.	Whether the vendor need to provide secure browser to control opening of other applications?	The app itself should have the functionality to block other applications during the time of examination.