

## Clarification to Pre Bid Queries on RFP for Testing & Certification Services

Queries	Clarification
Approx number of candidates in a year.	Information on the number of candidates that will appear for test in an year is not available. The total number of candidates appearing for UIDAI -Sify test from October 2010 was over 70,000.
Number of Centers and exact capacity at centers required.	A minimum of 3-4 centres per state will be required; this number can be higher for bigger states. Also, In bigger states the centres would be required in 4-5 cities/districts. The centres need to have the capacity to conduct minimum 5 tests per slot.
Exam hours and Test duration for each modules (Trainer, Master Trainer, Supervisors... etc.) - Commitment in terms of number of exams/volumes not clear What would be the test duration for every level? Will each level have simulated test and would there be a breakup of duration for MCQ and Simulation in a particular test for a particular level	This Info is available under <b>test structure</b> on UIDAI's website in training section. The training section can be accessed at: <a href="http://www.uidai.gov.in/index.php?option=com_content&amp;view=article&amp;id=151&amp;Itemid=16">http://www.uidai.gov.in/index.php?option=com_content&amp;view=article&amp;id=151&amp;Itemid=16</a> .
What is the payment credit timeline after submission of invoice/test data?	Page 16 (under section 2), 9.1 of the RFP may be referred which says " <b>At the end of each quarter, based on the Audit report the payment shall be released to the TCA</b> "
Process details (Registration, Scheduling, Candidate validation, etc) not clear. Does UIDAI expect the TCA to work out the process delivery for this project. This query is being raised since the processes are covered at a very macro level and is not adequate for estimating resource and time costs involved -What all registration data will be entered by enrolling agency? Whether photograph and signature needs to be captured? Scanned photo and signature?	UIDAI testing & Certification portal may be accessed for this info. The web address is <a href="http://uidai.sifyitest.com/index.php">http://uidai.sifyitest.com/index.php</a> . " <b>How to Apply</b> " on Sify portal may be seen as an example .
-The payment should be either online or paid directly to the bank account specified and the voucher/slip produced at the time of registration. We do not recommend cash transactions. -Please confirm if the registration and payment will be done by the enrolling agency or candidates themselves since there conflicting	The test fee is supposed to be deposited in the bank account. The agency will have to offer the facility of single or bulk booking. . Please refer to "How to Apply" on Sify portal for details. And as an example. The payments can be done either by the test taker or Enrolment Agency.

<p>statements in the RFP.</p> <p>- Please provide further details of the role of the Enrolling Agency. Will the enrolling agency provide details of eligible candidates through electronic format, or will they book/pay directly on behalf of a test taker?</p>	
<p>Do we need to host the testing application at UIDAI data centre? Are we supposed to deploy our servers (Hardware &amp; Software) or would UIDAI provide the required hardware &amp; Software?</p>	<p>The testing application will be hosted by the agency (TCA) on its servers and not on UIDAI's server</p>
<p>Kindly detail the various reports expected from the system</p> <ul style="list-style-type: none"> <li>· Kindly detail the list of Partners and level of access required</li> <li>-Maintenance of database of test results (The testing and certifying agency shall also be responsible for maintaining a database of all the test related data which is centrally hosted) <ul style="list-style-type: none"> <li>· Whether this is different from the web portal?</li> <li>· Does this mean that the database needs to be exposed on the internet and will different agencies requiring access to this database to extract data as required Or will it be restricted access through reports as authorized by the Employer.</li> </ul> </li> </ul>	<p>Page No Detailed Scope of Work (page No 40 onwards) provides this information. The agency will also be required to provide a web service through which our tech support can get the desired certification information. Please refer to Sify's portal for sample MIS to be published on the portal.</p>
<p>Whether MCQ and Simulation based questions will be a part of a single QP?</p>	<p>Yes they will be a part of a single QP</p>
<p>-Will the Question Bank management will be done by TCA.</p> <p>-As test equating and normalization has not been mentioned, we assume this is the responsibility of UIDAI. Please confirm</p>	<p>The question bank will be provided by CDA/UIDAI. TCA will have to conduct tests on the basis of it. Once the test is complete the testing application of the bidder will generate test report and/or certification for candidates.</p>
<p>Will the exams be conducted in English or other languages also?</p>	<p>It will be in English and in other languages also</p>
<p>Is candidate feedback compulsory or at the discretion of the candidate?</p>	<p>Yes</p>
<p>Please provide details of certificate (design, layout, and paper quality, signature (electronic</p>	<p>Please refer to Sify's portal for sample certificate design</p>

	or manual). We recommend sending the certificates to the enrolling agency.	
	<p>While we understand your concern for quality, the Performance indicators need to be clearly defined Since the deliverable of many such indicators is not solely dependent on the TCA and the employer/third party may also be contributing</p> <p>b. Individual and cumulative penalties are quite high and needs to be reviewed</p> <p>c. We feel that the candidate feedback can be very subjective and may not be reliable. It may not be appropriate to decide penalties on the basis of candidate feedback alone.</p>	The penalties will remain unchanged
	Secured communication channel between data center and Test center	It refers to the SFTP through which data transfer from the TCA to CIDR will happen.
	Clause 2.9 & 3.8 – IPR issue, Needs discussion as the contract is not for buying/developing software for the employer.	It has been discussed in pre bid meeting. The software will remain the property of the TCA
	Clause 3.8 states that Employer's prior written approval will needed in case the vendor wants to enter into any License agreement for development of computer programme for this project with any third party – needs further clarity	It is expected that testing application development / customization is done by the TCA with the help of in house resources.
	Clause 4.4 - Removal and/or Replacement of any Key Personnel will not be made by the vendor, only in case of death, medical incapacity, retirement such replacement shall be considered by the Employer. - Needs discussion, what is the relevance?	It is expected that the TCA consults and seeks permission from UIDAI before changing the project team
	Clause 4.5 talks about Resident Project Manager for performance of services however the term " Please let us know what do you mean by “Resident”	It refers to the SPOC from the TCA side who UIDAI can contact for testing related issues
	Clause 6.3.c states that “in case of early termination of the contract, there shall be no	Question lacks clarity

	<p>payment to the vendor from the employer." however the term "early" should be clearly specified – Needs Clarification w.r.t payment for services already rendered.</p>	
	<p>Is consortium allowed-3.3, Page 8 3.3 talks about it</p>	<p>3.3 page 8 says that the bidder can engage with experts for successful execution for the project. It does not allow consortium to bid for the project.</p>
	<p>Are points divided between CMMi and ISO certification, or either will carry 5 marks? Since this is a service delivery project, CMMi may not be as appropriate</p>	<p>Page 21, Criteria for evaluation states CMMi 5/. ISO 9001: 2008. It clearly means either of the certifications will do.</p>
	<p>If the test will be conducted in IBT or CBT mode.</p>	<p>Section 4 , Terms of Reference clearly mentions “online testing” which is IBT and not CBT</p>
	<p>Please clarify your rationale for a retake fee of INR200, as opposed to INR365 for the same test for a first time test taker</p>	<p>The test and retest fee would remain unchanged</p>
	<p>It is stated that the certificate should be dispatched within a week of conducting the test. We assume that electronic certificates would be preferred. Please confirm</p>	<p>The test centre shall print the certificate and hand it over to the successful test taker immediately after the test , however in exceptional circumstances when the test centre is not able to print certificates, the test centre should educate the candidate about how to download the certificate using his/her login id and password.</p>