

## Reply to pre bid queries on Testing and Certification RFP published on 21.01.2013

| Sr, No | Page No. and Clause | Details                       | Remarks/Change Request   | Clarifications   |
|--------|---------------------|-------------------------------|--|--|
| 1      | NA                  | Approx. number of candidates. | <p>1. Please confirm approx. city wise registered numbers in last 1 year</p> <p>2. Please confirm UIDAI projection of numbers (city wise) for next 1 year would help us plan center capacity better</p> <p>3. Is there a min. commitment given by UIDAI for candidate volume per TCA per month/year/city</p>     | <p>1. Though the city wise registration count is not available. In the appendix of this document please see the total number of certified candidates across states till date.</p> <p>2. UIDAI can't give monthly projections as number of candidates would depend on the ramp up of enrolment activity. The total no of enrolments and the break-up thereof may be checked on <a href="http://www.portal.uidai.gov.in">www.portal.uidai.gov.in</a>. For the total no of registered candidates and the exams taken the MIS section of SIFY's portal may be checked at <a href="http://www.uidai.sifyitest.com/mis_report.php">www.uidai.sifyitest.com/mis_report.php</a></p> <p>3. There is no minimum commitment for candidates' volume.</p> |
| 2      | NA                  | TCA wise Candidate allocation | <p>1. With multiple TCA working together – how would the test candidates distribution handled by UIDAI between TCAs?</p> <p>2. Is it possible to have a single registration portal from where registered candidates can be distributed between TCAs automatically in a fair manner evenly through algorithm?</p> | <p>1. UIDAI just wants additional testing agency/agencies to so that the candidates can have more choice. UIDAI does not intend to distribute the candidates among TCAs</p> <p>2. Each TCA will have to maintain its own registration interface.</p>   |

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| 3 | Page No. 37 and Clause B (a) | Para: The testing and certifying agency should develop and make available a secured, centrally hosted testing application which should include a theory module and a practical simulated module. The testing application should be able to support all scheduled languages mentioned in the 8th schedule of the Constitution of India. | We assume that the CDA will be providing content in all required regional languages for uploading on Assessment Application. Please confirm                             | Yes  |
| 4 | Page No. 37 and Clause B (b) | Para: The test should be different for each test taker, questions shall be randomized and sequence for each test taker shall be different. The duration, no of test items and modules, pass marks etc shall be as per the testing framework provided by UIDAI.   | Please confirm the frequency of such modifications expected in a year. Also we assume the timeline for implementing such changes will be mutually discussed and agreed. | In past the frequency of these has been twice a year on an average. UIDAI decides the timeline for implementing these changes (though the TCAs are consulted in this regard) |

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|   |                              | The framework may change from time to time and it is expected that the TCA will modify/enhance the testing application as per the framework within timelines defined by UIDAI. |  |  |
| 5 | Page No. 37 and clause 3 – A | Section: Planning and Formulating overall Test Plan  | We assume that all modules mentioned in Test Structure per role/paper will be subsection of a rolewise single QP. Please confirm   | The question not clear. You can refer to the test structure for clarity. The link is as under <a href="http://uidai.gov.in/images/FrontPageUpdates/uidai_test_structure.pdf">http://uidai.gov.in/images/FrontPageUpdates/uidai_test_structure.pdf</a>  |
| 6 | Page - 37 and clause 3 - A   | Planning and Formulating overall Test Plan   | <p>If candidate fails some modules out of applicable modules for a discipline, does he/she need to schedule again for test using retest mechanism?</p> <p>As per Test Plan – would candidate be considered passed based on total marks or based on modulewise scores ?</p> | <p>The candidate will have to pass every module. Some modules may be consist of several types, e.g :</p> <ul style="list-style-type: none"> <li>• Module 3 . Setting up and Managing an Enrolment Centre</li> <li>• Module 3. Setting up and Managing an Enrolment Centre – <b>Technical – Text Based</b></li> <li>• Module 3. Setting up and Managing an Enrolment Centre – <b>Technical – Simulation Based</b></li> </ul> <p>For the purpose of this test the three types will be considered separate modules and the candidates will have to clear all the 3.</p> |
| 7 | Page - 37 and                | Planning and Formulating overall   | 1. We assume MCQ questions would be provided in XLS format. Please confirm.  | 1. Yes   |

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|   | clause<br>3 - A                       | Test Plan   | <p>2. Please specify the format for the Simulated Practical Questions.</p> <p>3. Is typing and data entry skill part of simulation test?</p> <p>4. What is expected out of data entry and transliteration type of questions. Please explain the scope and functionality.</p> | <p>2. They are currently being administered in flash.</p> <p>3. Data entry would be part of simulated test bank. The question typically wants the candidate to type the data (in English) with the help of keyboard.</p> <p>4. The purposed is to test the candidate's ability to type the given data correctly. The exercise will be in form of simulation question and the answers will be adjudged <b>Right</b> only when it matches the data given in the question correctly.</p> |
| 8 | Page -<br>38 and<br>Clause<br>- 3 - C | Facility like a web/digital camera to capture Facial image of the test taker immediately before the test should be available. | <p>1. Please confirm where in the application captured candidate photo needs to be integrated.</p> <p>2. Please confirm the retention period for captured photo at the TCA Center</p>  | The TCA is supposed to capture the image and store it in its central database till the period of the contract and present it to UIDAI on demand.  |
| 9 | Page -<br>38 and<br>Clause<br>- 3 - C | Web Portal Design and Development   | Please explain/elaborate role of Enrollment Agency in candidate registration, Test scheduling, and Payment collection- from online portal perspective.   | The candidate himself/herself can register for the test or the EA can register a candidate. In case of EAs they can do bulk registrations also.   |

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| 10 | Page No. - 38 and Clause - 3 - C    | Web Portal Design and Development  | How many max. administrative roles/ users will have access to live data / registration portal at any given point in time  | The TCA will have to create a dashboard for public display of information. The data that is deemed as classified by UIDAI should be visible to UIDAI Admin roles only. The number of these roles will not exceed 10.   |
| 11 | Page No. 38 and Clause D a (iii) -1 | Test center location shall depend upon the requirement for testing.<br><br>Desktop/Laptop terminals @ 20 - 40 per center, however it will depend on the demand | 1. We assume that min. of 3-4 centers per state will be required with min. capacity of 5 tests per slot. Please confirm.<br><br>2. We assume with lesser number of seats – bandwidth requirement can be accordingly lesser. Please confirm.   | 1. The centers with a capacity of 5-10 is okay however number of seats per center and no of centers within a state are indicative. The TCA may be asked to increase the no of centers or seats if need be.<br><br>2. The specified bandwidth of 2MBPS is optimum for a 5-10 seat center keeping in view the nature of the question bank. |
| 12 | Page No. 38 and Clause D a (iii) -3 | Internet connectivity should be available at a minimum speed of 2 mbps and capable of scaling up depending upon the requirements.                              | 1. We assume it would be fine if the concurrent exams happen smoothly in available bandwidth at the centre even if it is lesser than 2 MBPS. Please confirm<br><br>2. Please confirm the size of simulation content per question.<br><br>3. Since the exam content (simulation content) provided by CDA/UIDAI what is the expected bandwidth requirement per test taking candidate? | 1. The specified bandwidth of 2MBPS is optimum for a 5-10 seat center keeping in view the nature of the question bank.<br><br>2. Transliteration question size is 0.5MB Average. Simulation Question size is 0.7MB Average<br><br>3. The requirement of bandwidth per test center has been given above.                                  |

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| 13 | Page 39 and Clause E (a, b)   | Verify the identity of the test taker<br>Identification details of the test taker should be captured (including the test taker's UID number) along with a digital photograph | <p>1. Besides UID No. and digital photo capture please elaborate which other identification details of the test taker needs to be captured.</p> <p>2. In case of candidate identity mismatch, as per our standard process our invigilators have the authority to disallow the candidate. The same shall be applicable with UIDAI Exam. Please confirm.</p> | <p>1. The candidate's authentication using UIDAI biometric auth needs to be done</p> <p>2. In case of such mismatches the TCA will not allow the candidate to take tests.</p> |
| 14 | Page 39 and Clause E (d)      | The test should be conducted in the presence of a certified/authorized invigilator   | We assume this statement means only authorized invigilator from TCA required to conduct the test. Please clarify   | 1. Authorized invigilator from the TCA should suffice.  |
| 15 | Page No. 40 and Clause H (a)  | Test fees shall be paid by the candidate/enrollment agency though a DD or cash in the name of the escrow account   | <p>We assume that registration payment will continue to be thru Challan payment at Bank only as mentioned on the UIDAI website and no cash/DD needs to be collected at the test centre. Please confirm</p> <p>We do not recommend cash/DD collection at the test centre.</p>   | The test fee should be submitted in the bank account . No fee collection would happen at the test center.   |
| 16 | Page No. 40 and Clause G (C ) | Certificate should be dispatched to the candidate/Enrolling Agency within a Week of conducting   | We assume that the certificate and score card will need to be printed at the test centre post the test submission by candidate and issued immediately. In case of any exceptions – the same could be made available on registration  | The certificate should be printed and given to the candidate after the completion of test.  |

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|    |                                  | the test.   | portal under candidate login to download the same. Please confirm  |   |
| 17 | Page No. 60 and Section (4.5)    | Resident Project Manager  | We assume that the Resident Project manager is referred to SPOC from TCA whom UIDAI can contact for testing related co-ordination/queries. Please confirm  | Yes. The TCA needs to make a Single point of contact available. Also the TCA should give the escalation matrix.   |
| 18 | Page No. 38 and Clause - D a (i) | Test center location shall depend upon the requirement for testing. | While we have PAN India Presence – we assume we can start with few centers in every state and increase centers later basis demand. Please confirm.   | While it is not suggested that TCA should go live in all the states on the day one of rolling out tests, however the TCA should be able to go live in all the states and UTs within 3 months of going live. |
| 19 | NA                               | Operation Process – General Query                                   | We assume 10 minutes would be the buffer time for late candidates. Candidates reporting at test venue later than 10 minutes from exam time can be disallowed by Invigilator. Please confirm.   | The candidates need to be allowed upto 1 hour late. The duration can be reconsidered if UIDAI feels the need.   |
| 20 | NA                               | Operation Process – General Query                                   | In case of any late candidates to be allowed, as per our standard process we allow only balance time in scheduled time slot. Please confirm the same for UIDAI exam.   | The candidates who turn up to 1 hour late should be allowed the full duration of the test.  |
| 21 | NA                               | Operation Process – General Query                                   | As per our standard process our Invigilators have the authority for debarring candidates attempting/involved in malpractice.<br><br>Please confirm the result withheld requirement for such cases.<br><br>Please confirm if such candidate can be allowed to re-register for retest. | The candidates found involved in malpractice should be failed and the report (as part of the periodic reports) should be shared with UIDAI.   |

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| 22 | Page No. 39 and Clause - F, b | The database shall be accessible to UIDAI and its partners as specified by UIDAI from time to time. The partners shall include but not limited to Enrollment agencies, Registrars, Government departments, Training agencies etc. | Is it required to expose live database on internet available for viewing to any website visitor or restricted access to be given to only authorized user logins as declared by UIDAI. Please confirm. | Please refer to answer to question no 10.  |
| 23 | Page No. 37 and Section- B    | Application software design, development, implementation, hosting, maintenance and support for test scheduling, test taker registration and online testing  | We assume the Assessment Application and Online Registration Portal will be hosted on TCA's server and not on UIDAI Server. Please confirm.   | Yes the registration portal and testing application etc need to be hosted on TCA's server. |
| 24 | Page No. 37 and Clause - A, c | The testing and certifying agency shall be provided with the Question bank (includes both Multiple choice questions and simulation exercises) by the CDA  | We assume the MCQ and Simulation based questions will be a part of same single Question Paper. Please confirm.  | The MCQs and simulated questions shall be separate modules.                                |
| 25 | Page No. 37                   | The communication channel between the   | Please elaborate how the data from TCA server be exported to UIDAI CIDR. Please help with   | The TCA shall upload the certification information on the SFTP location shared by          |

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|    | and Clause - B, g      | Test centre location and the Data centre should be secured. | purpose and more details of CIDR   | UIDAI.  |
| 26 | Page No. 15 Section 9. | Payment Mechanism   | Post raising invoice please confirm the timeframe (in days) for completion of audit and payment release .                      | It would be done post an audit and should not take more than 30 days.   |
| 27 |                        | Operation Process – General Query                           | Is UIDAI open for an Off-The-Shelf Testing product like Questionmark perception?   | No. UIDAI will require the test engine to be customized as per its testing & Certification needs. For details please refer to the scope of work document.       |
| 28 |                        |   | Does the vendor need to be Government Authorized for Recruitment related Certification/testing?                                | Please refer to the Instruction to the bidder, scope of work and evaluation criteria for details  |
| 29 |                        |   | Will there be a single or multiple Certification exams? For eg. One exam for each role employed as part of the Enrollment team | There are 4 role holders for which the TCA would conduct testing and certification. For each role there would be one exam. For details please refer to the RFP. |
| 30 |                        |   | Is UIDAI interested in building Training curriculum/content towards preparation of these exams?                                | The CDA develops and maintains the training content for the exam.   |
| 31 |                        |   | Bidder status (Individual or consortium)   | Bidder has to be a single organization  |
| 32 |                        | Experience and evaluation                                   | Experience in testing and certification internal within the organization should be considered                                  | Please refer to the evaluation criteria for details.  |

Apart from the above clarifications the other sections/parts in the RFP remain the same.

The competent authority has decided to give the time extension for the bid submission as requested by the bidders during pre bid conference. The new date of bid submission shall be **Feb 22, 2013 (till 16:00 hours)**. **The bids shall be opened on the same date at 16:30 hrs.**

## Appendix

| <b>State</b>                             | <b>Certified Count</b> |
|--|------------------------|
| <b>Maharashtra Total</b>                 | 21913                  |
| <b>Andhra Pradesh Total</b>              | 18770                  |
| <b>Madhya Pradesh Total</b>              | 17635                  |
| <b>Tamil Nadu Total</b>                  | 11090                  |
| <b>Rajasthan Total</b>                   | 11073                  |
| <b>Karnataka Total</b>                   | 11023                  |
| <b>Uttar Pradesh Total</b>               | 9972                   |
| <b>Gujarat Total</b>                     | 9891                   |
| <b>West Bengal Total</b>                 | 8972                   |
| <b>Punjab Total</b>                      | 8053                   |
| <b>Orissa Total</b>                      | 7284                   |
| <b>Kerala Total</b>                      | 5203                   |
| <b>Delhi Total</b>                       | 4236                   |
| <b>Jharkhand Total</b>                   | 3616                   |
| <b>Haryana Total</b>                     | 1718                   |
| <b>Himachal Pradesh Total</b>            | 1690                   |
| <b>Pondicherry Total</b>                 | 1659                   |
| <b>Bihar Total</b>                       | 1397                   |
| <b>Tripura Total</b>                     | 933                    |
| <b>Uttarakhand Total</b>                 | 641                    |
| <b>Assam Total</b>                       | 541                    |
| <b>Nagaland Total</b>                    | 338                    |
| <b>Goa Total</b>                         | 336                    |
| <b>Sikkim Total</b>                      | 322                    |
| <b>Daman and Diu Total</b>               | 299                    |
| <b>Manipur Total</b>                     | 270                    |
| <b>Chandigarh Total</b>                  | 239                    |
| <b>Chhattisgarh Total</b>                | 147                    |
| <b>JAMMU &amp; KASHMIR Total</b>         | 65                     |
| <b>Mizoram Total</b>                     | 5                      |
| <b>ANDAMAN AND NICOBAR ISLANDS Total</b> | 0                      |
| <b>Meghalaya Total</b>                   | 0                      |
| <b>Grand Total</b>                       | 159331                 |