

Pre-Bid Query Reply

Name of Work : RFP for Appointment of HR Agency for recruitment of various post through online recruitment in BUIDCo.

NIT. No : BUIDCo/VI-319/18 (Part-II)-04, Dated : 03.02.2021

Name of Agency : NSEIT LIMITED

S. No	Pg. No	Tender Document Reference Number	Content of Tender Doc. for Clarification	Points for Clarifications	Reply
1	1		Submission of Bid	As this bid has to be submitted online we request that only Online submission be accepted and hard copy not to be sent as it unnecessarily adds to the cost etc	Bid Condition shall prevail
2	1		EMD	As per the Notification released by Ministry of Finance dated 12 th Nov 2020 request that Vendors be allowed to submit a Bid Declaration Form in lieu of the EMD Amount as most tenders are now being released without EMD due to the severe cash crunch situation in the industry.	Bid Condition shall prevail
3	12		Power of Attorney	As we have an existing document of the general power of Attorney – we request that Self attested copy be allowed	Please refer Addendum-1
4	15	Point 5	The bidder should have completed atleast one off-line recruitment process for a client in the state of Bihar.	We request this point be removed as this tender is for CBT hence not relevant as a criteria . We request Recruitment exam experience of any large Govt/PSU client PAN India be considered with single session of min 1 lakh candidates as this is an indication of the vendor's capability	Please refer Addendum-1
5	15	Point 6	The bidder should have experts with a degree in MBA (HR)	We request this point be removed as experts with MBA(HR) has no relevance to recruitment exams as the vendor is providing the Exam engine and software as a service and not recruitment process / recruitment manpower as a service	Bid Condition shall prevail.
6	15		Other criteria	We request other relevant points like CMMI level 5, Minimum Employee strength of 1000 , ISO 27001, ISO 9001, ISO 20000 etc be considered We request that QCBS option of 80:20 be used for evaluation instead of L1 so that the most technically qualified vendor is shortlisted	Bid Condition shall prevail.
7	20		Financial Bid	We assume per Application means Per Scheduled Candidate per Session Please confirm the total volume of Candidates per Exam, Number of exams annually to be considered for costing . Please confirm the scope of Interview to be considered for costing and volume of candidates expected for Interview GST will be quoted extra – currently its 18% As this is a multi year contract – any hike by the Govt will be accordingly borne by the client Request that Vendors be allowed to quote additionally for Covid19 precautions cost Request that the client handle the advertisement themselves	Please refer revised financial format in excel.
8	16	20. Retention Money	An amount equivalent to 10% of the total recruitment made against each advertisement shall be retained at the end of the recruitment process in the form of	We request to remove this clause as it is not feasible for the vendor	Bid Condition shall prevail.

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			Performance Bank Gurantee (in the form of Bank Draft or Bank Guarantee from Nationalized / Scheduled Bank in favour of Managing Director, BUIDCo payable at Patna.) and the same will be released after one year.		
9	17	23. Penalty	If the agency will not execute the work within the time frame or indulge in corrupt or fraudulent practices, the agency will be debarred from the job within the State and the agency will be blacklisted at National level and its CPG will be forfeited. The Financial penalty may also be imposed.	Request BUIDCO to consider the following amendment to the clause: If the agency will not execute the work within the time frame for the reasons solely attributable to the bidder. Further the agency should be given an opportunity of being heard/ rights of representation before imposing such penalty and forfeiting any of the amount under the contract. The Bidder shall be given a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings. Request BUIDCO to restrict the total cumulative penalty to be restricted to 5% of the relevant invoice value	Bid Condition shall prevail.
10	17	24. Termination for default	BUIDCo may without prejudice to any other remedy for breach of terms and conditions terminate the contract in whole or in part, after sending a notice to the agency in this regard.)	Request BUIDCO to consider the notice period of 30 days to rectify/remedy its defaults / defects / shortcomings.	Please refer Addendum-1
11	28	GUARANTEE DECLARATION FORM	If any deviation regarding quality work or any other work is found, I / We will take full liability & compensate the Company.	BUIDCO to note that the liability under declaration is wide and open. Hence, request BUIDCO to consider the following amendment to the declaration: If any deviation regarding quality work or any other work is found due to the reasons solely attributable to Agency and the same is proven. Further the liability arising due to said deviation shall be restricted to 5% of the invoice value	Bid Condition shall prevail.
12	7	4.1	Advertisement	We assume the role of agency is limited to design of advertisement the content of advertisement will be provided by BUIDCo	Bid Condition shall prevail.
13	7	4.2	For portal	A. Please confirm tentative go live date for the Online Application Portal B. We assume duration of hosting in months for the Online Application will be for only 1 month. Please confirm C. We assume all the eligibility criteria for validation in the application portal will be provided by BUIDCo to the bidder D. We assume the helpdesk with email and telephony support provided for candidates 9.00 am to 6.00 pm	Bid Condition shall prevail.

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				on working days will suffice. Please confirm. E. We assume the language of the helpdesk is English & Hindi will suffice the requirement. Please confirm. F. Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm	
14	7	4.2	Payment gateway	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	Bid Condition shall prevail.
15	8	4.3	Application screening	We assume that Application screening will be system driven data field basis, criteria for which will be provided by BUIDCo and developed by bidder, kindly confirm. Or is bidder expected to do manual scrutiny of the application after receiving all the application, kindly note that this will have additional cost impact.	Bid Condition shall prevail.
16	8	4.4	The venue will be at Patna only	A. Please confirm expected / Likely Exam Date(s) B. We assume exams will be required to be conducted only on Sat/Sun. Please confirm C. Please confirm if the exam is to be conducted in Single or Multiple consecutive days D. Please confirm if the exam is to be conducted in Single or Multiple sessions E. How many such exam event/drives are expected to happen in a year? F. Please share historic trend of city wise candidate counts for various Online exams G. Please share the percentage of PWD candidates. H. We Assume that the PWD candidate can bring his/her own scribe for exam? Please confirm I. We assume there is no requirement for Frisking, Photo capture, Biometric etc. If required there will be impact in cost estimated. Please confirm	Bid Condition shall prevail.
17	8	4.4	Process for Computer Proficiency Test	We assume only hosting of call letters on Web Portal for candidates to download and only intimation of availability of call letter by e-mail/SMS to candidates should suffice the requirement, kindly confirm.	Bid Condition shall prevail.
18	8	4.4	Process for Computer Proficiency Test	Kindly give a brief about Computer Proficiency Test, i.e. which area and level of expertness of computer proficiency needs to be tested via this test.	Bid Condition shall prevail.
19	8	4.5	Preparation of Question paper and model answer	A. Please share list of disciplines/subjects/ Topics/ Syllabus for QP content development by bidder B. Please share number of questions per paper (min and max.) C. Please confirm total modules for which QP needs to be prepared D. Please confirm duration of exam min. and max for different exam modules. E. Please confirm language required for conducting the exam F. We assume the questions will be only of MCQ Type.	Bid Condition shall prevail.

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20	9	4.7	Preparation of Merit List	We assume all the criteria/ reservation policy of Govt. of Bihar for merit list will be provided by BUIDCo, kindly confirm.	Bid Condition shall prevail.
21	9	4.8	Candidate Interview	<p>A. We assume only hosting of call letters on Web Portal for candidates to download and only intimation of availability of call letter by e-mail/SMS to candidates should suffice the requirement, kindly confirm.</p> <p>B. Kindly elaborate on software / process requirements for online interview.</p> <p>C. We request further clarity on this requirement. We assume Interview Panel, Interview venue, verification of candidate during Interview etc will be taken care by BUIDCo. Please confirm</p>	Bid Condition shall prevail.
22			Covid19 Precaution Measures	<p>We request that in view of the current situation that is expected to continue for the next 6-8 months and due to the Govt's mandate on Precautionary measures to be followed we request the points below be included in the tender in the financial Bid format as this would have a cost impact - so the rate should include COST of conducting Exam adhering to Covid 19 compliance.</p> <p>We request the cost of Conducting Computer based Exam + Covid 19 additional cost together be considered for computing the Total L1 Rate</p> <ol style="list-style-type: none"> 1. Due to Social Distancing norms for seating & spacing between each candidates at the Test centers - additional Centers to be booked which leads to additional Servers, Test Administrators & manpower, Security guards etc 2. Sanitization cost at the test center before and after exams (Sanitizers, Sanitization of the infra between sessions, Disinfection of the entire center at the end of the day etc) 3. Disposable Gloves, Face shield, PPE suit for Security staff attending the Frisking activities and the cost for Thermal Scanners (Ratio 1:100) 4. We suggest that to avoid Hand Pat Frisking only Metal detectors should be used for frisking - Security guards who carry out the frisking will wear PPE suit which is changed every day. 5. To reduce hand to hand contact candidates should get their own pencil for usage during the test 6. Suggested Point to be incorporated in the Admit card - that Candidate who come for the Exam should sign a self-declaration that they are free from any covid19 symptoms and none of the family member with whom they are staying are Covid19 positive and they are appearing for the exam at their own risk - the Exam conducting body and the Exam conducting Agency will not be held accountable for any Covid19 related concerns at later stage post the exam 	Bid Condition shall prevail.

Mr. Singh

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Reply