



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES
ANDHRA PRADESH
(Established through Act No.18 of 2008)**

Date: 07.09.2020

CLARIFICATIONS ON QUERIES RAISED BY BIDDERS

Tender for conducting Online Examinations with remote proctoring to the RGUKT Students (Confidential Work).

Ref. No.: RGUKT-AP/E-Proc/Online Examination/ET01/2020, Date: 21.08.2020

S.No.	Firm Name	Query	Clarifications from RGUKT
1	Integrated Learning Solution Private Limited	We would like to know if MSE organization is waived from the EMD (Under Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012), Please respond in order to fulfill requirements.	EMD is waived off for MSE and MSME firms. They need to submit the relevant proof of MSE/MSME registration.
2	Intent Infotech Pvt. Ltd.	Kindly consider the request to enhance the below criteria and publish the corrigendum, so that many reputed firms might get eligible for the tender. 2. Pre - Qualification Criteria: (PART- I) 2.1. Firms /agencies/ companies having at least One year experience of online Pre & Post examination processing work in any Central / State Government Universities/ Institutions/ Board/Commissions/ any Organizations as on 31-7-2020. The online examination solution should have online proctoring solution inbuilt and methodology document should be enclosed.	Clause 2.1, page 7 of tender document shall remain same with the following changes: 1. Bidder should have completed one year experience in conducting online examinations as on dt.31.07.2020. 2. Bidder should have past experience in proctoring.

		2.2. Bidder should have satisfactorily completed letters for online Pre & Post examination processing works in last Three years as on 31.07.2020: Two project of min Rs. 10 LAKHS OR Three projects of min Rs. 5 LAKHS	Not considered.
		3) Request to modify similar sentence in Technical Bid(PART-2), Sl. 01	Not considered.
3	SchoolGuru Eduserve Private Limited	The EMD fees and tender fees need to submit in the form of DD. Can we do the same online, and submit the technical bid also through email.	YES. But online payment acceptance is subjected to submission of transaction receipt along with bid. (Please refer corrigendum)
4	MeritTrac Services Private Limited	1. We are a Company Registered under MSME and Govt Agencies/Universities offer exemption to EMD. Can the same be offered also so that we attach the MSME certificate. As per the notification issued by the Government, MSME's can avail exemption from Bid Security / EMD amount as per GFR 2017 rules (General Finance Rules,2017 issued by Ministry of Finance).	EMD is waived off for MSE and MSME firms. They need to submit the relevant proof of MSE/MSME registration.
		2. If the Pre – Qualification and Technical documentation copies are sent by E- Mail, then the hard copy of the same is not needed to be submitted. If your E- Mail does not allow heavy attachments, then can multiple mails be sent to send all the documents? Please clarify.	YES. In view of COVID-19 pandemic situations documents may be sent through E-Mail. Email id: director.cetls@rgukt.in
		3. If the uploaded documents in AP – E procurement portal is sent by mail then why should we once again send the Hard copies. This Note Contradicts Clause 7 above.	Except DDs of EMD/Bid document fee, submission of hard copies of all other documents is optional.
		4. The concept of Online Remote Proctoring has come since the Covid – 19 Pandemic Broke that broke out as of March 22 2020. This being the case, we have got multiple projects with various commercial values. Some as high as 1. 2 Crores and some as low as 1.5 lacs. This being the case our experience is just over a period of 4 months and not last 3 years. Is it agreeable?	The following changes are amended in the tender document regarding this clause: 1. Bidder should have satisfactory completed one year experience in online examinations for a period as on 31.07.2020. 2. Bidder should have past experience in

			proctoring.
		<p>5. Can this be increased to a minimum of 1 Crore and above? Going by the EMD value, the value of the project as per our estimate is budgeted for INR 25 lacs. How can a company whose turnover is just 20 lacs put in the necessary investment to address an opportunity over and above the turnover?</p>	Turnover is increased to Rs. 25 Lakhs.
		<p>6. We assume that the University will give the list of students who are to take up the final semester exams. Accordingly, we shall do the server sizing, support for mock test for that many candidates. Are we right in our assumption to bill the University basis the Data given by the University irrespective of whether a student is present or absent for the exams? We ask this question because, once a provision is made in the server to accommodate the student to attempt the exam then it is considered as one exam count irrespective of the fact whether the student is present or absent for the exams. Please clarify on this point.</p>	YES. Payment shall be made as per the Purchase order (or) actual number of students took examination whichever is more.
		<p>7. Request more clarity on why this required. While we can do this, it will impact the commercials as this an additional component. What is the meaning of Integration here? Is our software expected to get integrated with the workflow of the existing software in the University by the exposure of API's on both the codes?</p>	Integration is not required with the existing software/server of the University. However, the end data (results) need to be given in the University prescribed format.
		<p>8. Should the authoring software be setup at the University? Please clarify.</p>	Not mandatory.
		<p>9. There are two kinds of Answers. One is for the Multiple Choice Questions. Second is for the Short answer and long answer questions. In such a case, the Download of answers keyed in by the candidate is specific to every candidate. While MCQ is an automatic process, Descriptive answers have to be evaluated by the Faculty and marks have to be awarded. Hence post evaluation, the answer responses have to be downloaded individually by every candidate or</p>	<p>1. The bidder should submit (in bulk form) MCQ marks along with softcopies of answer scripts of each student.</p> <p>2. The bidder should submit/make a provision for the University to bulk download descriptive</p>

		<p>University one by one. Is this OK? There cannot be a bulk download capability as it is Candidate Specific.</p>	<p>answers in Pdf format.</p>
		<p>10.This is possible through a Safe Exam Browser and we do that. If this is being done, for papers where a candidate has to draw a diagram in a piece of paper, scan and upload the same into the answer screen, it would not be possible as the candidate cannot connect a scanning device like a mobile phone to do the same. We also implement a browser where every activity that is made by the candidates in his /her desktop is recorded as a video and gives the flexibility of the candidate to answer descriptive questions and upload the same as a file. This also has a time stamp of the file getting created so that the candidate does not upload a diagram from the mobile phone anticipating a question that eventually comes in the examinations. Is this acceptable? Secondly, for descriptive questions the candidate is expected to type in a text box. Is it right to assume that your students have good typing speed both in the Laptop as well as the mobile phone as there are descriptive questions? Please clarify.</p>	<p>Doesn't arise. Scope is limited to either MCQ/short answers which will be typed by student either in laptop/ smart phone.</p> <p>RGUKT follows ICT based teaching pedagogy and hence students are good /decent at typing speed on laptop/smart phone.</p>
<p>5</p>	<p>Aceline Tech Solutions Private Limited</p>	<p>1. Please confirm if we can assume that the below points are in place.</p> <ol style="list-style-type: none"> a. These require active & operating webcam/cam facility in the device (desktop/laptop or Mobile/Tab) in which the student is taking the examination. b. Camera has decent quality and proper lighting is available at the place where the candidate takes the exam. He/She should ensure the above. c. The activities can be detected as long as they are in the purview of the camera 	<p>YES.</p>
		<p>2. Since it is web-based, certain points cannot be completely avoided as there are many methods where people can outwit technology. Our software has the latest and most advanced features of restricting such malpractices.</p> <p>Query: Where and how does one draw a line on what</p>	<p>Standard malpractice norms shall be followed (Any extraordinary case may be reported to Controller of Examinations).</p>

		is acceptable and what is not. We have taken global standards in addressing these issues. What are the guiding principles in adjudicating the same?	
		3. Do you require messaging on the platform or do you also require video/audio intervention?	Messaging on the platform is required. Audio/Video intervention is not required.
		4. There is a possibility in the software. However, continuous proctoring in 1:n or m:n will require considerable network/data consumption at the student's end .Would that be fine?	1:n proctoring is sufficient. m:n proctoring is not required. The range of 'n' may vary from 10-20.
		5. (1) Please let us know the details of the platforms. (2)What exactly need to be integrated?	Integration not required with University platforms.
		6. Since ours is an online platform, we can have a sub-domain exclusive for the exam purpose. Students can be re-directed from the University website to the sub-domain where the exams/mock tests are hosted. Is that fine?	YES.
6	Tata Consultancy Services	TCS will need this information for creating vendor name to proceed further with Tender Process. 1) Pan Card of the organization 2) GST No of the Organization (kindly give details of exemption if exempted from GST) 3) TCS prefers to do bank guarantee towards EMD - Kindly suggest and share bank details. <ul style="list-style-type: none"> • Bank Name • Bank Account number • Beneficiary name • IFSC Code • MICR number 	YES. This information shall be provided to the successful bidder.
		1. Due to the current Pandemic situation, getting a DD from Nationalized bank is difficult, Please allow us to either provide BID Fees and EMD via other options as well.	YES. But online payment acceptance is subjected to submission of transaction receipt along with bid. (Please refer corrigendum)

		<p>For Eg Online Transfer or DD from other non-nationalized Banks. In case of Online Transfer – Please provide the bank account details (Name, Bank Name, Bank Address, Acc No, Branch, IFSC Code)</p>	
		<p>2. We wish to inform that our company started online proctoring from Mar 2020 in lieu of the on center or on premise assessments, due to lockdown measures of COVID. The company has a robust exam platform, which was used extensively for high stake exams in Center based assessments and even in Internet based examinations.</p> <p>We request you to give relaxation in this clause.</p>	<p>Refer corrigendum.</p>
		<p>3. During the current COVID situation, putting actual Signature of our Authorized Signatory on bid documents is not possible. We will provide all documents with name and address and below mentioned acceptance** statement now and the actual signed copy will be submitted as soon as Business As Usual starts. Moreover, the entire Bid Document will be digitally signed through our DSC during submission through e-procurement portal. Request RGUKT to accept the same.</p> <p>Acceptance**: The Information contained in the document is confidential, privileged only for the intended purposes and is accepted by <Bidder> vide its authorized signatory. We hereby request you to accept this document in lieu of physically signed documents. The physical submission/ scan copy of the executed document shall be submitted once the situation of Pandemic COVID-19 is settled and lockdown is relaxed by the Government of India.</p> <p>Please confirm if this is acceptable.</p>	<p>Will be considered.</p>
		<p>4. Please clarify the requirement. We will be submitting our technical bid with digital</p>	<p>Will be considered.</p>

	<p>signatures (DSC token) of the authorized signatory on the e-portal.</p>	
	<p>5. In current Pandemic situation most of the offices are closed and getting the signed documents from clients is difficult, we request the following change to the clause. List of previous similar service (copies of the work orders/agreement copy/ email confirmations/ work completion certificates to be attached).</p>	<p>Digitally signed/authorized softcopies will be considered.</p>
	<p>6. In current Pandemic situation most of the offices are closed and getting the signed documents from clients is difficult, due to which we request the following change to the clause.</p> <p>Support of this the bidder must submit the Work Order/agreement copy / Work Completion Certificate / Email confirmations from client with satisfactory or good credentials.</p>	<p>Digitally signed/authorized softcopies will be considered.</p>
	<p>7. For better quality of competition with robust, secured systems and processes, We would request addition of following quality benchmark points to the evaluation criteria.</p> <ol style="list-style-type: none"> 1. CMMi Dev – Min level 3 2. CMMi Service - Min level 3 3. ISO 27001 4. ISO 9001 	<p>Not considered.</p>
	<p>8. The SECTION – I INVITATION FOR BIDS, Point 7 mentions “The bidders need to scan and upload the required documents as per the Check list given. Such uploaded documents pertaining to technical bid need to be attached to the tender while submitting the bids online. The Self attested copies of all these uploaded documents of Pre-Qualification and technical bid, signed undertaking of tenderer should be submitted</p>	<p>YES. Legible copies of the scanned documents will be considered.</p>

	<p>offline by person or postal or courier or Uploaded Scanned Pre-qualification and Technical Documents copies through Email (director.cetls@rgukt.in) or The Director, CETLS, RGUKT-A.P by 15.09.2020 by 03:00 PM. RGUKT will consider only the bids submitted through online E-procurement platform.</p> <p>Kindly confirm whether emailing the copy of the scanned documents will suffice.</p>	
	<p>9. Need clarification on the scope of the inspecting and testing.</p>	<p>As per standard procedure.</p>
	<p>10. The Mock Test is a platform for the candidates to get a real time experience / feel of the examination software. Since the actual exam is not of assistive nature, request to remove this clause. Please confirm if this is acceptable.</p>	<p>Clause 44 of Page 20 in the tender document is made null and void.</p>
	<p>11. MAC Address of any devices connected to ports are captured as part of a report. Please confirm if this will suffice.</p>	<p>Not mandatory</p>
	<p>12. The AI/ML algorithms capture "Face not found" "multiple faces found" and "low match found - i.e. where the registration image of the candidate is not matching the captured video/image feed of the candidate" - any other facial distractions, like eye movement neck movement is not captured. Please confirm if this will suffice.</p>	<p>Not mandatory</p>
	<p>13. MAC Address of any devices connected to ports are captured - this will be part of the incident report. Please confirm if this will suffice.</p>	<p>Not mandatory</p>
	<p>14. In dual proctoring mode, the AI/ML algorithms will capture "Face not found" "multiple faces found" and "low match found - i.e. where the registration image of the candidate is not matching the captured video/image feed of the candidate" - the human</p>	<p>YES</p>

		proctors will have to take the required action on seeing such instances. Please confirm if this is acceptable.	
		15. Grace time can be configured for the examination - as these are Remote Assessments the network dis-connectivity and power disruption are handled by the provision of configuring grace time at exam level. Please confirm if this is acceptable	This will be discussed with the successful bidder.
		16. Proctors can send pre-configured messages to single or multiple candidates during the course of examination. Please confirm if this will suffice.	YES.
		17. Our system supports integration with other platforms, however we request the institute to share the technical details of the institutes' platform, so that a feasibility check can be done.	Integration with University platform is not mandatory.
		18. For Remote Assessments, the laptop/desktop is owned by the students and the compatibility with microphones or speakers is beyond our control. However, we do conduct a pre-exam check of Infrastructure Readiness Check, Data Quality Check and Exam Dry Run Check and guide the students towards system compatibility in order to conduct a smooth Remote Assessments. Please confirm if this is acceptable.	Not mandatory.
		19. Remote Assessments can be taken on laptop/desktop/Smart phone. However, as of now our custom secured browser supports only laptop/desktop. Thus, on smart phones, the candidates would be able to use other applications while giving the exam. We request high stake exams to be taken on laptops / desktops.	Students must be able to take examinations on Laptop/desktop/Smartphone/Tablets
		20. We request that the result format be shared in advance and the same needs to be agreed by both the Bidder and the Institute.	Result format shall be discussed with the successful bidder.
		21. Currently only candidate photo is displayed on screen. Candidate can capture both photograph and signature as a single image and upload the same in order to	YES

	display as per requirement. Please confirm if this is acceptable.	
	<p>22. Due to snapshot backup technology used in our data center to backup all production data, upon contract expiry, the customer data will be retained securely for a period on one year. Please confirm if this is acceptable.</p>	Shall be discussed with successful bidder.
	<p>23. Please suggest what frequency is required for carrying out this periodic audit. We do conduct a pre-exam check of Infrastructure Readiness Check and guide the students towards system compatibility in order to conduct a smooth Remote Assessments.</p>	During the course of mock tests only.
	<p>24. The system does not disable any ports or Bluetooth devices/keys since in some cases plug-in camera may need to be used. If the exam is given using laptop/desktop, the launcher will not allow any other application like, browser, file explorer etc. to be accessed. Please confirm if this is acceptable.</p>	To be followed as per tender document.
	<p>25. We have CA certificates with the Turnover details in our organizational format. Kindly confirm whether sharing the same with the Annexure-4 signed by authorized signatory will suffice.</p>	Will be considered.
	<p>26.8. Payment Terms: Payment will be made based on the certification of RGUKT Officials on successful completion and acceptance of work. No Advance Payment will be made. Payment will be made within 30 days of submission of invoice, provided the same is complete and duly authenticated by the specified Officer(s) of RGUKT <u>if the work is completed as per the agreed terms</u>. Payment will be made by E-payment/NEFT/RTGS after deducting the TDS as applicable</p> <p><u>In consideration of the Services hereunder, the RGUKT shall pay Bidder the fees and expenses ("Charges") as</u></p>	To be followed as per tender document.

		<p><u>specified in Schedule. All amounts payable to Bidder are exclusive of any Taxes. RGUKT shall be entitled to deduct from applicable payments to Bidder, any tax on Bidder' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide Bidder with evidence or certificate of payment of such tax to the taxing authorities. Bidder shall submit invoices to RGUKT in accordance with the payment schedule. RGUKT shall remit payment to Bidder within thirty (30) days from the date of invoice. Bidder shall invoice and RGUKT shall make payment, in advance, in accordance with the billing period. If any invoice remains unpaid after the aforesaid period, Bidder shall be entitled to recover the unpaid invoices with interest @ 1.5% per month calculated from the payment due date until the recovery is made in full with interest and/or suspend the Services.</u></p>	
		<p>27. Please allow us to share suggestions which can be mutually agreed at the time of agreements if we get the opportunity to win.</p>	<p>YES on mutual terms.</p>
		<p>28.17. Compliance of statutory obligations: The bidder will be required to comply with all <u>the applicable</u> statutory obligations from time to time applicable to this contract. In the event of violation of any contractual or statutory obligations by the bidder, the bidder shall be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against RGUKT by any individual, agency or government authority due to acts of the bidder, the bidder shall be liable to make good / compensate such claims or damages to the RGUKT. As a result of the acts of the bidder, if RGUKT is required to pay any damages to any individual, agency or government authority, the bidder would be required to reimburse to RGUKT such amount along with other expenses incurred by RGUKT or RGUKT reserves the</p>	<p>To be followed as per tender document.</p>

		right to recover such amount from the payment(s) due to the bidder while settling its bills.	
		<p>29.then, and in any such event and without prejudice to any other rights or remedies that RGUKT may have, RGUKT may issue contractor written notice describing the default. If contractor does not commence remedy of the default within (10) Ten days after receipt of the notice, RGUKT may terminate all or any part of the Contract Service / Empanelment under this Contract and may then complete or have others complete all such terminated Work at the consultant's sole risk and cost.</p>	To be followed as per tender document.
		<p>30.In case of <u>all</u> such termination, Contractor shall not be entitled to receive further payment, until the terminated Service is completed and accepted by RGUKT. If the costs incurred by RGUKT, including costs incurred in performing additional services to complete the Contract Scope of service and RGUKT's overheads in this regard, exceed the unpaid balance of the Contract Price, the Contractor shall reimburse RGUKT such excess within (10) ten days after receipt of an invoice thereof.</p>	To be followed as per tender document.
		<p>31.27. Contract Agreement: IF REQUIRED BY RGUKT, the successful Bidder has to execute a <u>mutually agreed</u> contract Agreement with RGUKT on the non-judicial stamp paper of Rs.100/- (Rupees One hundred only). The cost of stamp paper shall be borne by successful Bidder. RGUKT reserves the right to amend the terms & conditions of contract after Mutual discussions and shall only be in writing.</p>	To be followed as per tender document.
		<p>32.28. Indemnity: The Contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property <u>caused by willful misconduct of the Bidder</u>. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen Compensation Act, Sales, Royalty, Excise Duty, Octroi,</p>	To be followed as per tender document.

		<p>Works Contract, Labour cess etc. and shall keep the Institute indemnified against all penalties and liabilities of every kind for breach of any such statute ordinance or law/regulations or by laws. The Contractor shall not employ child labour. Both Parties would indemnify each other as well their Directors, officers, employees, and agents against all /any claims, damages, loss or expenses arising from any breach in connection with agreement.</p>	
		<p>33.30. Dispute Resolution: If any dispute, difference, controversies or claims of any kind whatsoever shall arise between RGUKT and the successful bidder, they shall seek to resolve any such dispute or difference by amicable mutual consultation and deliberation in good faith within 21 days from the date of intimation of such dispute, difference, controversies, or claims by referring it to the Chancellor/Vice Chancellor of RGUKT. If RGUKT and successful bidder fail to resolve such dispute or difference, controversy, or claim by mutual consultation, then either Party may give the other, a formal notice in writing that the dispute, difference, controversy or claim exist specifying its nature, the point(s) in issue and its intention to refer such disputes, differences, controversies, or claims to arbitration under the Arbitration and Conciliation Act, 1996. The sole arbitrator shall be appointed by Chancellor/Vice Chancellor RGUKT having requisite technical expertise to adjudicate such nature of disputes <u>the parties mutually</u>. The decision of sole arbitrator shall be binding on both the parties. Arbitration shall be held in Vijayawada/Nuzvid, Andhra Pradesh, India and the arbitration proceedings shall be conducted in the English language. The arbitrator will be requested to give their award <u>within 60 days' time specified in the Arbitration and Conciliation Act</u>. The award shall be a reasoned award and the same shall be final and binding on the Parties. The award shall be entered in the courts at</p>	<p>To be followed as per tender document.</p>

		Vijayawada/Nuzvid and such courts may order enforcement of the award against the Parties and their respective successors and permitted assignees. The costs and expenses of the arbitration shall be borne equally by both the parties. The courts in Vijayawada/Nuzvid shall have the exclusive jurisdiction.	
		<p>34.32. Intellectual Property Rights: All the intellectual property rights over the information, database, reports generated as outcome of the services with all rights including but not limited to perpetual, unlimited, nonexclusive, irrevocable and royalty-free license to use, modify, transfer, sell, make derivative work, translate, adapt, improve, merge with other information /database /reports, reproduce, disseminate, reverse engineer, release or disclose in whole or in part, in any manner, and for any purposes whatsoever, and to have or authorize others to do so shall be of RGUKT Bidder. The bidder <u>RGUKT</u> shall not copy, reproduce, alter, modify, create derivative works, or public display any content of the Services, including information, database, reports generated as outcome of the services, unless expressly authorized by RGUKT.</p>	To be followed as per tender document.
		<p>35.41. This Notice Inviting Tender shall form part of the contract document. The successful bidder, on acceptance of his tender by RGUKT shall, within 10 calendar days from the date of issue of purchase order, sign the <u>mutually agreed</u> Agreement consisting of notice inviting tender, technical conditions and price bid, etc., forming the tender, as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.</p>	To be followed as per tender document.
		<p>36.ANNEXURE - 1</p> <p>Acceptance Certificate</p>	To be followed as per tender document.

[To be given on letter head] Ref. No: Date:

I / We

(hereinafter referred to as the Tenderer) being desirous of tendering for the work under the above mentioned tender and having fully understood the nature of the work and having carefully noted all the

terms and conditions, specifications etc., as mentioned In the tender document, DO HEREBY DECLARE THAT:

1.The tenderer is fully aware of all the requirements of the tender

document and subject to deviations agrees with all provisions of the tender document.

2.The tenderer is capable of executing and completing the work as required in the tender.

3.The tenderer accepts all risks and responsibilities directly or indirectly connected with the performance of the tender.

4.The tenderer has not been influenced by any statement or promises of RGUKT or any of its employees but only by the tender document.

5.The tenderer is financially solvent and sound to execute the tendered work.

6.The tenderer is sufficiently experienced and competent to perform the contract to the satisfaction of RGUKT University as per the agreed terms.

7.The information and the statements submitted with the tender are true.

8.The tenderer is familiar with all general and special laws, acts, ordinances, rules and regulations of the

		<p>Municipal, District, State and Central Government that may affect the work, its performance or personnel employed therein.</p> <p>9. <u>To the best of its knowledge and belief and based on the records available</u> The tenderer has not been debarred from similar type of work by RGUKT and / or any State/Central Government undertaking/ Department/ Autonomous bodies.</p> <p>10. This offer shall remain valid for acceptance for Six month from the date of opening of financial bid.</p> <p>11. The tenderer has attached herewith the earnest money as required in the tender document.</p> <p>12. The Tenderer gives the assurance to execute the tendered work as per terms and conditions <u>read with the deviations</u> and in exact configuration of the sample submitted (wherever applicable) on award of work.</p>	
s		<p>37. Annexure-3 NONBLACKLISTING CERTIFICATE [To be submitted on letterhead] I/We hereby certify that <u>to the best of our knowledge and belief and based on the available records</u> the [Name of the company/ firm] has not been ever blacklisted/debarred by any Central/ State Government / Public Undertaking / Institute on any account. I/We also certify that firm will be supplied the item as per the specification given by The University and also <u>subject to deviations will</u> abide all the terms and conditions stipulated in Rate Contract. I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concern firm or participation maybe summarily terminated at any stage, the firm will be blacklisted and The University may imposed any action as per Notice Inviting Tender rules.</p>	<p>To be followed as per tender document.</p>

7	Aon's Assessment Solutions	1. Clarity Needed regarding the Bill of Material	Refer scope of work and corrigendum
		2. Evaluation should be done by faculty	Refer clause [3], page 25 of the tender document.
		3. Clarity Needed regarding the Insurance 4. Due to COVID situation, is it possible to train the faulty virtually?	Refer clause [16], page 13 of the tender document.
		5. Purpose of the mock test is to help students understand the login process. The mock exam will have the same functionality as the main exam	YES. Refer clause [6.11](a), page 30 of the tender document.
		6. Need Clarity regarding the click audit trail	Audit trail is optional. However audit logs in cases of malpractices to be submitted to the University.
		7. Proctor can do the announcement or communicate with individual candidates but can't make mass announcements	Text Announcements/Communications need to be made to individual candidates (and/or) all candidates in group.
		8. Need Clarity regarding on proctor assignments and mass uploads	For proctor assignments refer page 22,23,24 of the tender document. No requirement for mass uploads.
		9. Only Candidate photo can be displayed	To be followed as per the tender document.
		10. Need Clarity on Crib (PV suggestion: grading issues/concerns) management	Not mandatory
		11. Audit logs can be provided for the candidates based on the request from university for cases regarding malpractice, submission errors, etc.	Sufficient.
		12. For students: Platform will display their name and Photographs. Invigilators will be able to view Roll Number, Candidate Name and Test Name	To be followed as per the tender document.
		13. Platform supports uploading of images in questions. Clarity needed on audio and video upload	No Audio and Video uploads.
		14. Audit logs can be provided for the candidates based on the request from university for cases regarding malpractice, submission errors, etc.	Query repeated.

	15. Platform can support messages to individual candidates.	Messaging should support both to individual and to group.
	16. Audit logs can be provided for the candidates based on the request from university for cases regarding malpractice, submission errors, etc.	Query repeated
	17. Download and printable option is provided for Descriptive Pattern test, whereas one can view the answers of MCQ pattern test of each candidate	1. The bidder should submit (in bulk form) MCQ marks along with softcopies of answer scripts of each student. 2. The bidder should submit/make a provision for the University to bulk downloads descriptive answers in Pdf format.
	18. Audit logs can be provided for the candidates based on the request from university for cases regarding malpractice, submission errors, etc.	Query repeated

Sd/-
Director (CETLS)
RGUKT - Andhra Pradesh