

Reply to Pre- bid queries on RFP - TESTING & CERTIFICATION AGENCY(TCA) published on 06.06.2016.

S.No.	Page No. and clause	Details	Query/ Remarks/ Change Request	Clarification
1	General	Approx. number of candidates & Volume of tender	1. What is the total number of candidates who will take the exam? Please provide approx. State wise registered numbers in last 1 year.	Though the city wise/state wise registration count is not available, an average 9000+ Candidates have scheduled their exams per month in last one year. The testing & certification happens across all the states.
			2. Please confirm UIDAI projection of numbers (city wise) for next 1 year would help us plan center capacity better.	UIDAI cannot give any projection about the future volume of candidates as no. of candidates depends on enrolment activity across various states. At present testing & certification is done only in enrolment eco system which may extend to other ecosystems in future. Refer RFP page 54 and 55.
			3. Is there a min. commitment given by UIDAI for candidate volume per TCA per month/year/city.	There is no minimum commitment for candidate volume.
			4. What is the minimum batch size to conduct a exam?	Batch size is not fixed. It is demand based and may vary from time to time
			5. What is the frequency of test at each test center. How many slots should be allowed for UIDAI exam at each test center in a week	The exam shall be conducted at least once in a week in each centre. However, the frequency may increase as per the requirement of UIDAI
2	Page No. 19 pt. 5.5	TCA wise Candidate allocation	1. With two TCAs working together how would the test candidates distribution handled by UIDAI between TCAs?	UIDAI does not intent to distribute the candidate among TCAs. Refer 5.5 - Allocation of Volume
			2. If the candidates will be given option to choose any of the two TCA himself, how can the distribution of test candidates between TCAs will be ensured in a fair manner evenly.	UIDAI does not control the distribution of candidates. Refer 5.5 - Allocation of Volume
3	Page No. 24	Eligibility Criteria	1. How flexible are your eligibility criteria, whether relaxation to any conditions specified therein would be allowed?	Remains Unchanged
			2. Whether the PAN -India availability of test centers can be relaxed and exam on a Zonal level can be allowed ?	Remains Unchanged

4	Page 26 pt. 8	The Bidder should be SEI CMMI Level 5/ISO 9001:2008 Certified	We assume UIDAI considers either of the two Certifications as eligibility criteria.	Yes, Bidder should be either SEI CMMI Level 5 OR ISO 9001:2008 Certified
5	Page No. 50 Clause 2 C.	Design, develop and host a web portal for testing related information and test taker scheduling, registration and payment. The hosting shall be done in a secure environment.	Why exam should be conducted in a dedicated center in a physically proctored environment, we can facilitate conduct of secured online proctored exam from home of the candidate like ITIs, colleges etc.	Remains Unchanged
6	Page No. 51 Clause B) I	The testing and certifying agency should develop and make available a secured, centrally hosted testing application able to host questions designed by CDA (currently theoretical). However, the application shall also run simulation based question if required in future.	1. Please specify the format for simulation based exam?	The simulation based questions are in flash format.
			2. What will be UIDAI's requirement of simulation based questions in future?	Yes, UIDAI may require TCA to implement simulation based exercise in future. UIDAI shall provide the simulation based questions in flash format.
7	Page No. 52 Clause B) IV.	The testing software should be able to handle multilingual tests. Each test shall be in English and one more vernacular language selected by the test takers	We assume that the content for tests in regional languages will be provided by UIDAI.	Yes, UIDAI shall provide TCA with complete test content in form of Question Bank in regional languages
8	Page No. 55 Clause E III.	Facility to authenticate the test taker using their registered Aadhaar Number by Biometric device should be available at each test centre	1. For authentication of the test taker, whether TCA is required to purchase and install Biometric device at every test centre?	Yes, every test centre should have at least one device to authenticate and captures the attendance time for each candidate
			2. Whether the Biometric devices should be authorized by any Certified Agency. Please specify.	Yes, the device should be STQC Certified
			3. What is the cost of Aadhaar based Biometric device?	It may cost around Rs. 2,000/- for a Discrete Device and Rs. 10,000/- for a Integrated Device.
9	Page No. 55 Clause E. VI.	The test should be conducted in the presence of certified /authorized invigilator	We assume this statement means only authorized invigilator from TCA required to conduct the test. Please clarify.	The test should be conducted in presence of TCA - Authorized invigilator.

10	Page No. 55 Clause E IX	Conduct retest if the test taker could not pass	1. As per Test plan – would candidate be considered passed based on total marks or based on module wise scores? If the test taker score pass marks in one or more modules, does he need to appear for retest for all the modules or the passed modules will be exempted in retest.	Refer Test Structure available at https://uidai.gov.in/testing-certification.html . Test Structure may change as per UIDAI requirement from time to time
11	Page No. 57 Clause G f.	Certificate shall be printed and provided to the test takers after passing the test at the test centre. The certificate shall be updated in the online account created by test taker during registration.	1.What should be the specification of the physical certificate (in terms of Signing Authority whether dual signature from TCA and UIDAI, Colour or B/w, Paper Quality, etc.) (TCS Query)	Sample Certificate Design/layout is provided at www.uidai.nseitexams.com . The Signing Authority will be of TCA only.
			2.Is there any fees to be collected from the candidate for the hard copy of the certificate or the cost will be included in the test fees? (TCS Query)	No, the Test Fee includes printing cost of Physical Certificate. The candidates may also download the Certificate from the TCA website by using his Login Id/ Password.
12	Page No. 58 Clause K	Transfer of complete Registration data, Fee collection data and Test data to UIDAI on contract closure	TCA own the source code of the Application developed by TCA, whereas TCS will submit all the application data to UIDAI. (TCS Query)	Please refer Point 2.11© page 72 for more clarification. TCA has to submit the complete data in electronic format to UIDAI for all the registration including Fee Details , Candidate registration details , score card and PDF Certificate issued during the contract period . UIDAI will hold the data for reference and for the benefit of the candidates so that they can download their certificates in future from UIDAI website after closure of the contract.
13	Page No. 80 Clause 6.3	Terms of payment: The payments in respect of the Services shall be made as follows:	1. After collecting the payment from individual candidates do the service provider need to pay anything to UIDAI. Any MIS report to be shared on the fees collection? (TCS Query)	No. Service provider or TCA shall not pay anything to UIDAI. MIS Reports shall be shared with UIDAI by the Bank on daily basis.
		(a) The vendor shall collect testing and certification fees from the test taker through Power Jyoti Fee collection Account (SBI) or any other Fee collection Module Account (Govt. Sector Banks) opened by TCA. This is the only source of revenue for the vendor in this project. UIDAI shall not make any payment to the vendor for any of the activities under this Project.	2. If the payment is made through electronic mode what will be the Bank charges? We assume that it will remain the same Rs. 20/- as in the case of cash payment.	Service charge based on mode of payment will be decided by Bank.

14	Page No.82	Liquidity Damages Penalty on breach of service level (Imposed quarterly)	TCA proposes to remove the penalty clauses. (TCS Query)	Remains Unchanged
15	BOQ	Cost of Service	1. Why is retest fee kept as half the price of test fee , whereas the infrastructure involved and facilities provided by TCA is same?	It is as per existing norms.

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