



S. No	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Commission's Clarification
1	6. Evaluation Criteria 6.1 Pre-Qualification Criteria	6.1 Pre-Qualification Criteria Page No.: 27	<p>The Bidder must have successfully completed/ongoing projects related to development, implementation, and management of Online Application Management System or should be handling Online Applications and admit card generations of 3 Lakhs applicants or more per year for the last 5 years for any Central /State Government Recruitment Body /Public Sector Unit (PSU)/ University/ School Board/ Public Service Commission in India, during the last 5 years (as on 31.03.2023);</p> <p>One project of similar nature costing not less than INR 4.0 Crores OR Two projects of similar nature costing not less than INR 2.5 Crores each OR Three projects of similar nature costing not less than INR 2.0 Crores each</p>	<p>We would like to request you please update this clause as per below:</p> <p>The Bidder must have successfully completed/ongoing projects related to development, implementation, and management of Online Application Management System/E-Gov Software Projects for the last 5 years for any Central /State Government/ Recruitment Body /Public Sector Unit (PSU)/ University/ School Board/ Public Service Commission in India, during the last 5 years (as on 31.03.2023);</p> <p>One project of similar nature costing not less than INR 4.0 Crores OR Two projects of similar nature costing not less than INR 2.5 Crores each OR Three projects of similar nature costing not less than INR 2.0 Crores each</p>	<p>The Bidder must have successfully completed/ongoing projects related to development, implementation, and management of Online Application Management System and should be handling Online Applications and admit card generations of 1 Lakhs applicants or more per year for minimum 3 years during the last 5 years for any Central /State Government Recruitment Body /Public Sector Unit (PSU)/ University/ School Board/ Public Service Commission in India, during the last 5 years (as on 31.03.2023);</p> <p>One project of similar nature costing not less than INR 2.0 Crores OR Two projects of similar nature costing not less than INR 1 Crores each OR Three projects of similar nature costing not less than INR 50 lakhs each</p>
2	6. Evaluation Criteria 6.1 Pre-Qualification Criteria	Employee Strength Page No.: 29	<p>3. The deployed resource must produce his/her all mentioned experience proof along with the salary slip and Bank Account Statement of last 3 years.</p>	<p>As per our understanding these all details will be required at the time of deployment of resources, please remove point no 3 under the document proof as no proof can be provided at the RFP stage for the same</p>	<p>1. An Affidavit by authorised signatory on NOTARY STAMP Rs 1000 by the bidder on employee strength. Point No 2 modified as " Attested CV of the onsite manpower to be uploaded on the eproc2 portal under manpower section. " Point No 3 to be modified as " Once the IT Manpower is deployed at the Commission's Office, they will have to submit their certified resume along with salary slip of last 6 months. If they fail to produce the required documents, the selected SI will have to immediately replace the defaulting resource person."</p>
3	6. Evaluation Criteria 6.1 Pre-Qualification Criteria	Certifications Page No.: 28	<p>The Bidder should have a CMMI Level 5 certification for Service and / or Development.</p> <p>Copy of the certificate(s) signed and stamped by the authorized signatory of the Bidder</p>	<p>Please add below clause:</p> <p>CMMI Level 5 Certificate should be verifiable from www.cmmiinstitute.com</p>	<p>As per RFP</p>

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4	6. Evaluation Criteria 6.1 Technical Evaluation Criteria	Past experience of the bidder Page No.: 31	<p>Project Experience The Bidder must have successfully completed/ongoing at least projects related to development, implementation, and management of Online Application Management System & Website development for any Central / State Government Recruitment Organization / Public Sector Undertaking (PSU)/University/ School Board/ Public Service Commission in India during the last 8 years (as on 31.03.2023):</p> <p>One project of value not less than INR 2 Crores= 5 marks OR Two projects of value not less than INR 2 Crore each=7 marks OR Three projects of value not less than INR 2 Crore each=10 marks</p>	<p>We would like to request you please update this clause as below: The Bidder must have successfully completed/ongoing at least projects related to development, implementation, and management of Online Application Management System/E gov Software Projects for any Central / State Government/ Recruitment Organization / Public Sector Undertaking (PSU)/University/ School Board/ Public Service Commission in India during the last 8 years (as on 31.03.2023):</p> <p>One project of value not less than INR 2 Crores= 5 marks OR Two projects of value not less than INR 2 Crore each=7 marks OR Three projects of value not less than INR 2 Crore each=10 marks</p>	<p>Project Experience The Bidder must have successfully completed/ongoing at least projects related to development, implementation, and management of Online Application Management System for any Central / State Government Recruitment Organization / Public Sector Undertaking (PSU)/University/ School Board/ Public Service Commission in India during the last 8 years (as on 31.03.2023):</p> <p>One project of value not less than INR 50 lakhs= 5 marks OR Two projects of value not less than INR 50 lakhs each=7 marks OR More than two projects of value not less than INR 50 lakhs each=10 marks</p>
5	6. Evaluation Criteria 6.1 Technical Evaluation Criteria	Project Experience – In Bihar Page No.: 31	<p>The Bidder should have successfully implemented at least one project related to design, development, maintenance of eGovernance application with minimum value of INR 1 Crore for any large organization in Bihar during the last 5 years (as on 31.03.2023)</p> <p>One project = 2 Marks Two Projects = 3 Marks Three Projects = 5 Marks</p>	<p>We would like you to amend this clause as below:- The Bidder should have successfully implemented at least one project related to design, development, maintenance of eGovernance application with minimum value of INR 1 Crore for any large organization in Bihar during the last 5 years (as on 31.03.2023).</p> <p>One Project = 3 Marks, & Two Projects= 5 Marks</p> <p>Two (2) projects in the state suffices for the purpose of local dynamics</p>	<p>As per RFP</p>
6	6. Evaluation Criteria 6.1 Technical Evaluation Criteria	Project Experience – Online Application Management System Page No.: 31	<p>The bidder should have experience in design, develop and maintaining online application for handling =>5 Lakhs candidate's data in a single exam/ admission process in last 7 financial years (as on 31.03.2023) covering online application submission and receipt, generation and downloading of admit cards:</p> <p>1 client = 6 Marks 2 client = 8 Marks >3 clients = 10 Marks</p>	<p>We would like you to amend this clause as below:- The bidder should have experience in designing and developing any application handling total number of unique database entries in excess of 20 Lakhs in the last 7 financial years covering student/candidate data processing including their profile and other transaction level data:</p> <p>1 Project: 5 Marks 2 Projects=10 Marks</p>	<p>The bidder should have experience in design, develop and maintaining online application for handling =>1 Lakhs candidate's data in a single exam/ admission process in last 7 financial years (as on 31.03.2023) covering online application submission and receipt, generation and downloading of admit cards:</p> <p>1 Project = 6 Marks 2 Projects = 8 Marks >3 Projects = 10 Marks</p>
7	6. Evaluation Criteria 6.1 Technical Evaluation Criteria	Project Experience – Website Development Page No.: 31	<p>The Bidder should have designed, developed, deployed and maintained Website for information dissemination purpose in last 7 financial years (as on 31.03.2023).</p> <p>1 Website Development and Maintenance = 2 Marks 2 Website Development and Maintenance = 4 Marks 1 additional mark each if the Website Development and Maintenance is for Recruitment Body – max 6 projects</p>	<p>We would like to request you please update this clause as below:- The Bidder should have designed and developed a GIGW compliant website with STQC Certificate in last 7 financial years (as on 31.03.2023).</p> <p>1-5 = 3 Marks 6-10 = 5 Marks 11-15 = 7 Marks More than 15-10 Marks</p> <p>Copy of STQC Certificate along with PO & Final completion should be enclosed for each website development project showcased.</p>	<p>The Bidder should have designed, developed, deployed and maintained GIGW compliant website with STQC Certification for information dissemination purpose in last 7 financial years (as on 31.03.2023).</p> <p>1-5 Website Development and Maintenance = 2 Marks 6-10 Website Development and Maintenance = 4 Marks >10 Website Development and Maintenance =10 Marks Copy of STQC Certificate along with PO & Final completion for each website development project showcased should be uploaded on eproc2 under section Required Attachment.</p>

8	6. Evaluation Criteria 6.1 Technical Evaluation Criteria	Employee Strength Page No.: 32	Overall regular staff strength with experience on firm's payroll as on date of bid submission. = 200 to < 300 employees = 5 Marks >300 = 7 Marks	Since not all employees in an organization avail the EPF option, can we provide an HR Undertaking/Undertaking from the authorized personnel detailing employee name designation & qualification	Already mentioned in point no 2.
9	6. Evaluation Criteria 6.1 Technical Evaluation Criteria	Employee Strength Page No.: 29	The Bidder must have at least 200 IT Professionals (BCA/B. E/B. Tech/MCA) on its payroll as on bid submission date. -The deployed resource must produce his/her all mentioned experience proof along with the salary slip and Bank Account Statement of last 3 years.	As discussed during the course of the pre-bid meeting, kindly modify this requirement of salary slips & bank account statement of all employees as these are confidential documents to be shared one-to-one by employees in an interview format. BPSC can interview the candidates face-to-face once they are deployed on-premise by the agency	Already mentioned in point no 2.
10	6. Evaluation Criteria 6.1 Technical Evaluation Criteria	#C Proposed Resources (Phase-4) Project Manager (1)	Must be B.E./ B.Tech./MCA with MBA from recognized or Deemed University/ Institute (Regular course only, correspondence course not allowed) -PMP/Prince2 certified – 2 marks -Minimum 10 years of relevant experience in IT related Project Management o >=10 and <12 years: 2 mark o >=12 and <14 years: 3 marks o >=14 years: 6 marks	We would hereby like to request you to please remove MBA as a mandatory qualification since PMP/Prince2 is already solicited, which along with previous work experience should suffice to meet the BPSC project requirements. It is generally observed that since MCA is itself a Post Graduate course, MBA which is also a post graduate course is not required and moreover highly skilled IT personnel with PMP certifications do not require an additional management level course like MBA	Must be B.E./ B.Tech./MCA from recognized or Deemed University/ Institute (Regular course only, correspondence course not allowed) PMP/Prince2 certified – 2 marks Minimum 10 years of relevant experience in IT related Project Management o >=10 and <12 years: 2 mark o >=12 and <14 years: 3 marks o >=14 years: 6 marks
11	6. Evaluation Criteria 6.3 Selection Methodology	6.3 Selection Methodology	The tender evaluation committee will evaluate each of the bids on the basis of Technical Evaluation criteria. At the stage of technical evaluation, evaluation committee will assign points (quality of services score) to the pre-qualified bidders based on the technical evaluation criterion mentioned in this RFP. The commercial bid of the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive in respect of commercial considerations and who has offered the lowest evaluated bid price. Lowest Quoting Bidder will be selected as L1 bidder.	In view of the importance of this project and to ensure quality deliverables, compliance to SLA, efficiency and reliability, we would hereby like to request you to please change the evaluation methodology from pure L1 i.e. "Lowest Quoting Bidder will be selected as L1 bidder" TO "Quality & Cost Based Selection (QCBS) methodology" on 70:30 weightage for technical and commercial scores respectively.	As per RFP
12	Annexure-III: Bidder's Annual turnover over last 3 financial years	Page No.: 67	The bidder should have not less than Rs. 25 crores of average annual turnover for last 3 FY (i.e., 2018-19, 2019-20, and 2020-2021).	We assumed that this is typo error, the clause will be as per below:- The bidder should have not less than Rs. 75 crores of average annual turnover for last 3 FY (i.e., 2020-21, 2021-22, and 2022-2023).	The bidder should have not less than Rs. 75 crores of average annual turnover for last 3 FY (i.e., 2020-21, 2021-22 and 2022-2023).
13	Organization's profitability	Page No.: 27	The Bidder must have positive net worth for last 3 financial years (i.e., 2020-21, 2021-22, and 2022-2023) - Declaration from bidder on the company's letter head confirming that the CA is on firm's payroll.	As discussed during the course of the pre-bid meeting, since there is no requirement for CA to be on firm's payroll, kindly drop this requirement by issue of corrigendum	The Bidder must have positive net worth for last 3 financial years (i.e., 2020-21, 2021-22, and 2022-2023) which should be certified by a CA (With UDIN)

14	The scope of work of the website is as follows: -	Page No.: 45	Contact Us (AI based Chat-Bot needs to be implemented)	As discussed during the course of the pre-bid meeting, since an AI based chatbot is not required, kindly drop this requirement by issue of corrigendum	It would be modified as Contact Us: Email and Phone Number and other feedback details.
15	Project Timelines and Key Deliverables: -	Page No.: 57	Pt. 2/Phase-2/ Re-design, development & hosting of BPSC website	You are hereby requested to increase the timelines for SRS from 1 week to at least 3 weeks & UAT completion from 1 week to at least 3 weeks also. Also, you are requested to make the total timelines for Go-Live of website from kick-off stage to minimum 17 weeks i.e. approx. 4 months.	As per RFP
16	Pre Qualification Criteria	Section 6, Sub Section 6.1; Sl.No.1 Annual Sales Turnover; Page No.27	The bidder should have average annual turnover of more than Rs. 75 crores for last 3 financial years (i.e., 2020-21, 2021-22, and 2022-2023) from software development and IT related projects.	Request the Authority to relax the clause as per the following in order to allow more bidders to participate and the Authority can have a qualitative and transparent proposal. The bidder should have average annual turnover of more than Rs. 25 crores for last 3 financial years (i.e., 2020-21, 2021-22, and 2022-2023) from software development and IT related projects.	As per RFP
17	Pre Qualification Criteria	Section 6, Sub Section 6.1; Sl.No.4 Certifications; Page No.28	The Bidder should have a CMMI Level 5 certification for Service and / or Development	We urge the Authority to permit CMMI Level 3 certified bidders in the tender process, ensuring fairness, competition, and quality standards with major players participating. We are handling the complete IT Infrastructure of SSC HQ and comply to all standards and guidelines to implement the software. The Bidder should have a CMMI Level 3 certification for Service and / or Development	As per RFP
18	Technical Evaluation Criteria	Section 6, Sub Section 6.2; Sl.No.A (Past Experience of the Bidder); 1. Average Annual Turnover; Page No.30	Average Annual Turnover in last three financial years (i.e., 2020-21, 2021-22, and 2022- 2023): ☐ 75 Cr to <= 100 Cr = 4 Marks ☐ >100 Cr to <= 125 Cr = 6 Marks ☐ > 125 Cr = 8 Marks	Request the Authority to relax the Annual Turnover scoring criteria as: Average Annual Turnover in last three financial years (i.e., 2020-21, 2021-22, and 2022- 2023): ☐ 25 Cr to <= 30 Cr = 4 Marks ☐ >30 Cr to <= 40 Cr = 6 Marks ☐ > 40 Cr = 8 Marks	As per RFP

19	Technical Evaluation Criteria	Section 6, Sub Section 6.2; Sl.No.A (Past Experience of the Bidder); 2.Project Experience; Page No.30	The Bidder must have successfully completed/ ongoing at least projects related to development, implementation, and management of Online Application Management System & Website development for any Central / State Government Recruitment Organization / Public Sector Undertaking (PSU) / University/ School Board/ Public Service Commission in India, during the last 8 years (as on 31.03.2023): One project of value not less than INR 2 Crores= 5 marks OR Two projects of value not less than INR 2 Crore each=7 marks OR Three projects of value not less than INR 2 Crore each=10 marks	Since the major objective of the application and portal is to handle the large number of registrations for various exams, we request the Authority to consider the experience of the bidder in the same domain and particular experience to be catered as per the following: Number of Online Application Registration Project relating to Recruitment conducted for PSU and PSC with more than One Lakh application in a single recruitment: ¼ Marks for each recruitment in PSU/IBPS/ PSC and others (Max.5 Marks) 1 mark for each SSC/ State PSC (Max. 10 Marks)	Clarification already mentioned above
20	Technical Evaluation Criteria	Section 6, Sub Section 6.2; Sl.No.A (Past Experience of the Bidder); 3.Project Experience in Bihar; Page No.31	The Bidder should have successfully implemented at least one project related to design, development, maintenance of e-Governance application with minimum value of INR 1 Crore for any large organization in Bihar during the last 5 years (as on 31.03.2023). ☑ One project = 2 Marks ☑ Two Projects = 3 Marks ☑ Three Projects = 5 Marks	Request the Authority to not restrict the experience in Bihar only. This shall restrict the competition and would not allow a fair chance to the bidders. Thereby we request the Authority to consider: The Bidder should have successfully implemented at least one project related to design, development, maintenance of IT application with minimum value of INR 1 Crore for any large organization in India or Abroad during the last 5 years (as on 31.03.2023). ☑ One project = 2 Marks ☑ Two Projects = 3 Marks ☑ Three Projects = 5 Marks	Clarification already mentioned above
21	Technical Evaluation Criteria	Section 6, Sub Section 6.2; Sl.No.A (Past Experience of the Bidder); 4.Project Experience Online Application Management System; Page No.31	The bidder should have experience in design, develop and maintaining online application for handling =>5 Lakhs candidate's data in a single exam/ admission process in last 7 financial years (as on 31.03.2023) covering online application submission and receipt, generation and downloading of admit cards: ☑ 1 client = 6 Marks ☑ 2 client = 8 Marks ☑ >3 clients = 10 Marks	Request the Authority to consider the volume of applications handled by a bidder to assess the technical qualification: Maximum number registrations done in last three year (as on date of bid submission) 25 lakhs – 50 lakhs registrations (6 Marks) 50 lakhs to 75 lakhs registrations: (8 Marks) 75 lakhs and above registrations: (10 Marks)	Clarification already mentioned above
22	Technical Evaluation Criteria	Section 6, Sub Section 6.2; Sl.No.A (Past Experience of the Bidder); 5.Project Experience Website Development; Page No.31, 32	The Bidder should have designed, developed, deployed and maintained Website for information dissemination purpose in last 7 financial years (as on 31.03.2023). ☑ 1 Website Development and Maintenance = 2 Marks ☑ 2 Website Development and Maintenance = 4 Marks ☑ 1 additional mark each if the Website Development and Maintenance is for Recruitment Body – max 6 projects	Request the Authority to allow experience of Large Corporates, Multi National companies for IT/ ITES sector. The Bidder should have designed, developed, deployed and maintained Website for information dissemination purpose in last 7 financial years (as on 31.03.2023) in Govt/ Private sector. ☑ 1 Website Development and Maintenance = 5 Marks ☑ 2 Website Development and Maintenance = 10 Marks	Clarification already mentioned above

112	23	General	General	Concurrent Users and Peak Load Users	Request the Authority to provide the numbers of concurrent users and peak load users visiting the website.	More than 1 lakh
	24	General	General	Current IT Infra Being Used	Request the Authority to provide the current infrastructure provided by Meghraj. This shall allow us to understand the scale of the current application and website.	NA
	25	General	General	MSME Exemption for EMD	Request the Authority to allow EMD exemption for MSME as per Govt. of India Guidelines.	NA
	26	7.1 Introduction	3700%	<p>The Bihar Public Service Commission wants to select a System Integrator to provide the Operation and Maintenance of the Existing Online Application Management System which uses ASP Dot Net, MVC 4 Framework. SQL server is used as database. It makes use of C# programming language. Other details of existing Online Application Management system includes Active MQ- Messaging/ Messaging system and Queue generation, JQuery/ Java Script, IIS Application servers. It is expected from the selected SI to upgrade the existing OAMS (Online Application Management System) to latest/upgraded software/ Technology which is in use nowadays besides operation and maintenance of the old one.</p> <p>The Selected SI should re-design, develop, host & maintain BPSC website besides getting all the data migrated from the old/current website and also establish an IT- PMU (Project Management Unit) for 3 years to maintain the said work and accelerate the multiple IT Initiatives to bring cutting-edge technology at Bihar Public Service Commission (BPSC). The tenure of IT-PMU may be extended beyond 3 years for 2 (Two) more years, one (1) year at a time at pro-rata basis on terms and conditions mutually agreed upon, if the performance of the selected SI is satisfactory.</p>	<p>a) What is the new tech stack required ?</p> <p>B) Will any of the old tech needs to be used ?</p>	As per requirement will be discussed after finalization of the tender if need arises.
	27	7.2 Scope of Work of System Integrator	3700%	☑ Establishment of IT – PMU [Project Management Unit] for 3 years which may be extended beyond 3 years for 2 (Two) more years, one (1) year at a time at pro-rata basis on terms and conditions mutually agreed upon, if the performance of the selected SI is satisfactory.	Suggest the project be provided for total 5 years than providing it for 3+2 years. This will enable us to provided a competitive quote	AS per RFP
	28	7.3.1.2 Present Functionality of the Existing Application	3800%	Exam Creation Level1: Only Interview, ☑ Level2: Written and Interview, ☑	Will there be a mock exam required ?	NA
	29	7.3.1.2 Present Functionality of the Existing Application Registration	4000%	Provision for Registration in Online Application Management System: ☑ Option for online Registration Process. ☑ Registration Verification Process through OTP. ☑ Registration form is available for new examinations. ☑ Basic details are captured on the registration form which will be viewed in the application form.	Will mobile app integration be required ?	NA
	30	7.3.1.2 Present Functionality of the Existing Application 4 Online Payment	4000%	☑ Payment gateway integration with multiple banks/ multiple payment options.	<p>a) Will the payment gateway be provided by the department ?</p> <p>B) Will the APIs be provided by the department ?</p>	<p>a) Yes</p> <p>b) API will have to be developed, deployed and integrated by the SI as per requirement</p>
	31	7.3.1.3 Technology Landscape of the Existing Application	4200%	Defect Tracking Bugzilla	Do we need to use the existing bug tracking tool ?	As per requirement will be discussed after finalization of the tender if need arises.
	32	7.3.2.5.11.1 Website User Functionality:	4800%	User will view the What's New/ News/ Circular/Office Orders/ Events in the following manner: i.) Latest. ii.) Archive	Will a popup be required ? Will it be a running text etc ?	As per requirement will be discussed after finalization of the tender if need arises.

33	7.3.4.1 To perform error management & bug fixing in the OAMS application.	5000%	7.3.4.1.1 IT- PMU is expected to resolve all critical bugs/complaint within 24 hours and non-critical bugs/complaints within 2 days of the escalation of the Bug/complaint and update the status of the Bug/complaint resolution on the above application.	a) Is this for the existing application or for the new application ? B) Will enhancements and customiation also be required ?	As per requirement will be discussed after finalization of the tender if need arises.
34	7.3.4.3 Roles & responsibilities and qualification & Experience of IT- PMU key personnel: - The roles & responsibilities, not limited to, and qualification & Experience of PMU key personnel, shall be as given below: -	5100%	2 Sr. Software Developer 1 <input type="checkbox"/> Writing and testing code, refining and rewriting it as necessary <input type="checkbox"/> Researching, designing and writing new software programs <input type="checkbox"/> Evaluating the software and systems that make computers and hardware work 1. BE/B.Tech/MCA from recognized or Deemed University/ Institute (Regular course only, correspondence course not allowed) 2. 8 years of software development experience ASP Dot Net/ ASP Dot Net Core (Dot Net 4.5), MVC4, C# Programming Language, JQuery/ Java Script, IIS application deployment, API development. Onsite	Since the application would be hosted on NIC Cloud then why is onsite developer required ?	As per RFP
35	8. Project Timelines and Key Deliverables: -	5700%	2 Phase 2 Re-design, development & hosting of BPSK website • Migration Plan • Migration of Data P2T4=P2T3+2	a) How much data is there to be migrated ? B) Will data cleansing be required ?	As per requirement will be discussed after finalization of the tender if need arises.
36	General	NA	No of Concurrent Users	How many concurrent users are there. What is it in Milli sec, Micro sec etc.	As per requirement will be discussed after finalization of the tender if need arises.
37	General	NA	Max Transaction per Day	What is the number of transactions per day	As per requirement will be discussed after finalization of the tender if need arises.
38	General	NA	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	As per requirement will be discussed after finalization of the tender if need arises.
39	General	NA	Any Document Upload Permitted	Is there any document upload required	As per requirement will be discussed after finalization of the tender if need arises.
40	General	NA	Max Size of File in MB	What is the file Upload size in MB	As per requirement will be discussed after finalization of the tender if need arises.
41	General	NA	Max Files per User	What is the file upload per user required	As per requirement will be discussed after finalization of the tender if need arises.
42	General	NA	Database Backup Policy	What is the database back policy	As per requirement will be discussed after finalization of the tender if need arises.
43	General	NA	Database Retention Policy	What is database retention policy	As per requirement will be discussed after finalization of the tender if need arises.
44	General	NA	DC - DR Policy	What is Data recovery policy	As per requirement will be discussed after finalization of the tender if need arises.
45	General	NA	RPO – Recovery Point of Object	What is the required recovery Point of Object	As per requirement will be discussed after finalization of the tender if need arises.
46	General	NA	RTO – Recovery Time of Object	What is the Recovery Time of Object	As per requirement will be discussed after finalization of the tender if need arises.
47	General	NA	Data Archival Policy	What is the current data archival policy	As per requirement will be discussed after finalization of the tender if need arises.

48		Page No 27 / 6.1 Pre-Qualification Criteria	<p>The Bidder must have successfully completed/ongoing projects related to development, implementation and management of Online Application Management System or should be handling Online Applications and admit card generations of 3 Lakhs applicants or more per year for the last 5 years for any Central / State Government Recruitment Body / Public Sector Unit (PSU)/ University/ School Board/ Public Service Commission in India, during the last 5 years (as on 31.03.2023): One project of similar nature costing not less than INR 4.0 Crores OR Two projects of similar nature costing not less than INR 2.5 Crores each OR Three projects of similar nature costing not less than INR 2.0 Crores each</p>	<p>Request you to kindly amend the clause as The Bidder must have successfully completed/ongoing projects related to development, implementation and management of Online Application Management System or should be handling Online Applications and admit card generations of 2 Lakhs applicants or more per year for the last 5 years for any Central / State Government Recruitment Body / Public Sector Unit (PSU)/ University/ School Board/ Society /Public Service Commission in India, during the last 5 years (as on 31.03.2023): One project of similar nature costing not less than INR 4.0 Crores OR Two projects of similar nature costing not less than INR 2.5 Crores each OR Three projects of similar nature costing not less than INR 2.0 Crores each</p>	Already mentioned above in point number 1.
49		Page No 31 /6.2 Technical Evaluation	<p>The Bidder must have at least 200 IT Professionals (BCA/B. E/B. Tech/MCA) on its payroll as on bid submission date.</p> <ol style="list-style-type: none"> 1. An affidavit by authorized signatory of the Bidder on employee strength. 2. EPFO certificate of having required number of IT manpower. 3. The deployed resource must produce his/her all mentioned experience proof along with the salary slip and Bank Account Statement of last 3 years. 	<p>We understand the requirement for the deployed resource to provide proof of experience along with salary slips and bank account statements for the last three years. However, we would like to inform you that obtaining salary slips and bank statements for the last three years can be challenging, as this information is personal and confidential. Hence, request you to kindly remove the requirement of Salary Slip and Bank Statement of last 3 Years.</p>	Already mentioned above in point number 1.
50		Page No 31 /6.2 Technical Evaluation	<p>The Bidder should have successfully implemented at least one project related to design, development, maintenance of e-Governance application with minimum value of INR 1 Crore for any large organization in Bihar during the last 5 years (as on 31.03.2023).</p> <ul style="list-style-type: none"> <input type="checkbox"/> One project = 2 Marks <input type="checkbox"/> Two Projects = 3 Marks <input type="checkbox"/> Three Projects = 5 Marks 	<p>Request you to kindly change the clause as</p> <p>The Bidder should have successfully implemented at least one project related to design, development, maintenance of e-Governance application with minimum value of INR 1 Crore for any large organization in during the last 5 years (as on 31.03.2023).</p> <ul style="list-style-type: none"> <input type="checkbox"/> One project = 2 Marks <input type="checkbox"/> Two Projects = 3 Marks <input type="checkbox"/> Three Projects = 5 Marks 	Already mentioned above in point number 2.

51		Page No 31 /6.2 Technical Evaluation	<p>The bidder should have experience in design, develop and maintaining online application for handling =>5 Lakhs candidate's data in a single exam/ admission process in last 7 financial years (as on 31.03.2023) covering online application submission and receipt, generation and downloading of admit cards:</p> <p><input type="checkbox"/> 1 client = 6 Marks <input type="checkbox"/> 2 client = 8 Marks <input type="checkbox"/> >3 clients = 10 Marks</p>	<p>Request you to kindly change the clause as</p> <p>The bidder should have experience in design, develop and maintaining online application for handling =>2 Lakhs candidate's data in a single exam/ admission process in last 7 financial years (as on 31.03.2023) covering online application submission and receipt, generation and downloading of admit cards:</p> <p><input type="checkbox"/> 1 client = 6 Marks <input type="checkbox"/> 2 client = 8 Marks <input type="checkbox"/> >3 clients = 10 Marks</p>	Already mentioned above in point number 6.
52		Page No 31 /6.2 Technical Evaluation	<p>The Bidder should have designed, developed , deployed and maintained Website for information dissemination purpose in last 7 financial years (as on 31.03.2023). <input type="checkbox"/> 1 Website Development and Maintenance = 2 Marks <input type="checkbox"/> 2 Website Development and Maintenance = 4 Marks <input type="checkbox"/> 1 additional mark each if the Website Development and Maintenance is for Recruitment Body – max 6 projects</p>	<p>Request you to kindly change the clause as</p> <p>The Bidder should have designed, developed , deployed and maintained Website for information dissemination purpose in last 7 financial years (as on 31.03.2023). <input type="checkbox"/> 1 Website Development and Maintenance = 2 Marks <input type="checkbox"/> 2 Website Development and Maintenance = 4 Marks <input type="checkbox"/> 1 additional mark each if the Website Development and Maintenance is for Recruitment/Assessment Body – max 6 projects</p>	Already mentioned above in point number 7.
53	Online application & Website/2024/01 Date:-15/05/2024	6.1 Pre-Qualification Criteria, Point No 10, Page no 29	The Bidder must have at least 200 IT Professionals (BCA/B. E/B. Tech/MCA) on its payroll as on bid submission date.	<p>Please amend this as follows;</p> <p>The Bidder must have at least 150 IT Professionals (BCA/B. E/B. Tech/MCA) on its payroll as on bid submission date.</p> <p>1. An affidavit by authorized signatory of the Bidder on employee strength. 2. EPFO certificate of having required number of IT manpower.</p>	Already mentioned in point no 2.
54	Online application & Website/2024/01 Date:-15/05/2024	6.2 Technical Evaluation, Project Experience – in Bihar Point-3 Page no 31	<p>The Bidder should have successfully implemented at least one project related to design, development, maintenance of e-Governance application with minimum value of INR 1 Crore for any large organization in Bihar during the last 5 years (as on 31.03.2023).</p> <p><input checked="" type="checkbox"/> One project = 2 Marks <input checked="" type="checkbox"/> Two Projects = 3 Marks <input checked="" type="checkbox"/> Three Projects = 5 Marks</p>	<p>Please change this Clause as Under :</p> <p>The Bidder should have successfully implemented/On-Going at least one project related to design, development, maintenance of e-Governance application with minimum value of INR 1 Crore for any State Government and atleast one project in State Government of Bihar during the last 5 years (as on 31.03.2023).</p> <p><input checked="" type="checkbox"/> One project = 2 Marks <input checked="" type="checkbox"/> Two Projects = 3 Marks <input checked="" type="checkbox"/> Three Projects = 5 Marks</p>	As per RFP

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55	Online application & Website/2024/01 Date:-15/05/2024	6.2 Technical Evaluation, Project Experience – Online Application Management System Point-4 Page no 31	The bidder should have experience in design, develop and maintaining online application for handling =>5 Lakhs candidate's data in a single exam/ admission process in last 7 financial years (as on 31.03.2023) covering online application submission and receipt, generation and downloading of admit cards: ☐ 1 client = 6 Marks ☐ 2 client = 8 Marks ☐ >3 clients = 10 Marks	Please Change this Clause as Under: The bidder should have experience in design, develop and maintaining online application for handling =>5 Lakhs application in last 7 financial years (as on 31.03.2023) ☐ 1 client = 6 Marks ☐ 2 client = 8 Marks ☐ >3 clients = 10 Marks	Already mentioned in point no 6.
56	Online application & Website/2024/01 Date:-15/05/2024	6.2 Technical Evaluation, Project Experience – Website Development Point-5 Page no 31	The Bidder should have designed, developed , deployed and maintained Website for information dissemination purpose in last 7 financial years (as on 31.03.2023). ☐ 1 Website Development and Maintenance = 2 Marks ☐ 2 Website Development and Maintenance = 4 Marks ☐ 1 additional mark each if the Website Development and Maintenance is for Recruitment Body – max 6 projects	Please Change this Clause as Under: The Bidder should have designed, developed , deployed and maintained Website for information dissemination purpose in last 7 financial years (as on 31.03.2023). ☐ 1 Website Development and Maintenance = 2 Marks ☐ 2 Website Development and Maintenance = 4 Marks ☐ 1 additional mark each for the eGovernance Application Development and Maintenance project – max 6 projects	Already mentioned in point no 7.
57	Online application & Website/2024/01 Date:-15/05/2024	6.2 Technical Evaluation, Employee Strength Point-6 Page no 32	overall regular staff strength with experience on firm's payroll as on date of bid submission. ☐ = 200 to < 300 employees = 5 Marks ☐ >300 = 7 Marks	Please Change this Clause As under : overall regular staff strength with experience on firm's payroll as on date of bid submission. ☐ = 150 to < 200 employees = 5 Marks ☐ >200 = 7 Marks	Already mentioned in point no 2.
58	Tender No.: Online application & Website/2024/01 Date:-15/05/2023	2.3. Summary of Scope of Work, Page 8	Re-design, development, hosting & maintenance of BPSC website along and migration of the data from the present Website managed by NIC.	The existing vendor needs to provide handover of the existing application along with SRS, HLD , LLD, source code to the selected bidder.	As per requirement will be discussed after finalization of the tender if need arises.
59	Tender No.: Online application & Website/2024/01 Date:-15/05/2024	2.3. Summary of Scope of Work, Page 8	Re-design, development, hosting & maintenance of BPSC website along and migration of the data from the present Website managed by NIC.	Kindly provide more details on the data migration process? How much volume of data needs to be migrated, and what are the formats and sources of this data? Are there any specific tools or methodologies that BPSC prefers for data migration?	As per requirement will be discussed after finalization of the tender if need arises.
60	Tender No.: Online application & Website/2024/01 Date:-15/05/2024	5.1 Liquidated Damage (LD) Page 20	Service Provider repudiates the contract before completion of the work, BPSC at its discretion may, without prejudice to any other right or available remedy, recover 10% of the total contract value by invoke the termination clause. LD will be addition to any other penalty applicable during the contract period.	We kindly request the client to consider reducing the Liquidated Damages percentage from 10% to 5% in order to decrease short term financial obligation.	AS per RFP
61	Tender No.: Online application & Website/2024/01 Date:-15/05/2023	6.1 Pre-Qualification Criteria, Page 27	3. The deployed resource must produce his/her all entioned experience proof along with the salary slip and Bank Account Statement of last 3 years.	As the salary slip and bank account statement are confidential and unethical. We request the client to consider HR declaration instead of salary slip and Bank Account Statement of last 3 years.	Already mentioned in point no 2.

62	Tender No.: Online application & Website/2024/01 Date:-15/05/2024	7.3.1.2 Present Functionality of the Existing Application Page 38	System will allow back-office users to search & view the submitted application form.	Please mention the total no of users and concurrent users who are going to use the application.	As per requirement will be discussed after finalization of the tender if need arises.
63	Tender No.: Online application & Website/2024/01 Date:-15/05/2026	7.3.2.4 The tentative Information Architecture (IA) of the website is as given below:-, Page 45	Contact Us (AI based Chat-Bot needs to be implemented)	Please confirm the functionalities of chatbot.	Already mentioned in point no 14.
64	Tender No.: Online application & Website/2024/01 Date:-15/05/2025	8. Project Timelines and Key Deliverables Page 57	Successful completion of training of all users and completion certificate from BPSC	Please specify whether the training will be conducted physically at the client's site or virtually through online mode. In the event that physical training is chosen and conducted at the client's site, it is understood that all necessary infrastructure, including space, will be provided by the client. Also please specify how many users need to be trained ?	As per RFP
65	Tender No.: Online application & Website/2024/01 Date:-15/05/2026	Legal Entity, Page 28		Usually external auditor are the statutory auditor/CA who reviews company's financial statement to ensure the accuracy and comply with laws and regulation.	Already mentioned in point no 13.
66	Tender No.: Online application & Website/2024/01 Date:-15/05/2027			Kindly Consider MOA AOA and remove this clause.	As per RFP
67	Tender No.: Online application & Website/2024/01 Date:-15/05/2028		7.3.2.4.8 Court Cases Filterable on Date, Case No., Petitioner/Respondent & Subject 7.3.2.4.9 Syllabus (Download different syllabi pdfs)	Kindly provide the detailed functionality	As per requirement will be discussed after finalization of the tender if need arises.
68	6. Evaluation Criteria 6.1 Pre-Qualification Criteria	Point no.3 Project Experience Eligibility Criteria Page no. 27	The Bidder must have successfully completed/ongoing projects related to development, implementation, and management of Online Application Management System or should be handling Online Applications and admit card generations of 3 Lakhs applicants or more per year for the last 5 years for any Central / State Government Recruitment Body / Public Sector Unit (PSU)/ University/ School Board/ Public Service Commission In India, during the last 5 years (as on 31.03.2023): One project of similar nature costing not less than INR 4.0 Crores OR Two projects of similar nature costing not less than INR 2.5 Crores each OR Three projects of similar nature costing not less than INR 2.0 Crores each	We request you update the clause as *The Bidder must have successfully completed/ongoing projects related to development, implementation, and management of eGov Online Application Management System or handling Online Applications and admit card generations of 3 Lakhs applicants or more per year for the last 5 years for any Central / State Government Recruitment Body / Public Sector Unit (PSU)/ University/ School Board/ Public Service Commission In India, during the last 5 years (as on 31.03.2023): (One project of similar nature costing not less than INR 4.0 Crores OR Two projects of similar nature costing not less than INR 2.5 Crores each OR Three projects of similar nature costing not less than INR 2.0 Crores each)*"	Already mentioned in point no 1.

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106 69	6. Evaluation Criteria 6.1 Pre-Qualification Criteria	Point no.5 Legal Entity Eligibility Criteria Page no. 28	Bidder should be a Company (Incorporated in India under the Companies Act 1956/2013).	We request you update the clause as "Bidder should be a Company /Firm (Incorporated in India under the Companies Act 1956/2013 or Limited Liability Partnership under Partnership Act).	As per RFP
70	6. Evaluation Criteria 6.1 Pre-Qualification Criteria	Point no.5 Resource Strength Document Proof Page no. 29	3. The deployed resource must produce his/her all mentioned experience proof along with the salary slip and Bank Account Statement of last 3 years.	We request you to remove the requirement of Salary Slip and Bank account statement. As both are the confidential and financial information of individual person. Hence requesting to remove this.	Already mentioned in point no 2.
71	6.2 Technical Evaluation Technical Evaluation Criteria	Point no.5 Project Experience Page no. 30-31	The Bidder must have successfully completed/ongoing at least projects related to development, implementation, and management of Online Application Management System & Website development for any Central / State Government Recruitment Organization / Public Sector Undertaking (PSU)/ University/ School Board/ Public Service Commission in India, during the last 8 years (as on 31.03.2023): One project of value not less than INR 2 Crores= 5 marks OR Two projects of value not less than INR 2 Crore each=7 marks OR Three projects of value not less than INR 2 Crore each=10 marks	We request you to update the clause as The Bidder must have successfully completed/ongoing at least projects related to development, implementation, and management of eGov Online Application Management System for any Central / State Government Recruitment Organization / Public Sector Undertaking (PSU)/ University/ School Board/ Public Service Commission in India, during the last 8 years (as on 31.03.2023): One project of value not less than INR 2 Crores= 5 marks OR Two projects of value not less than INR 2 Crore each=7 marks OR Three projects of value not less than INR 2 Crore each=10 marks	Already mentioned in point no 1.
72	6.2 Technical Evaluation Technical Evaluation Criteria	Point no.3 Project Experience – In Bihar Page no. 31	Project Experience – In Bihar	Please remove the requirement for experience in Bihar	As per RFP
73	6.2 Technical Evaluation Technical Evaluation Criteria	Point no.4 Project Experience – Online Application Management System Page no. 31	The bidder should have experience in design, develop and maintaining online application for handling =>5 Lakhs candidate's data in a single exam/ admission process in last 7 financial years (as on 31.03.2023) covering online application submission and receipt, generation and downloading of admit cards: • 1 client = 6 Marks • 2 client = 8 Marks • >3 clients = 10 Marks	We request you to update the clause as "The bidder should have experience in design, develop and maintaining eGov online application/ integrating for handling =>5 Lakhs user's data in last 7 financial years (as on E431.03.2024) covering online application submission and receipt : • 1 client = 6 Marks • 2 client = 8 Marks • >3 clients = 10 Marks	Already mentioned in point no 6.

74	6.2 Technical Evaluation Technical Evaluation Criteria	Point no.5 Project Experience – Website Development Page no. 31	The Bidder should have designed, developed , deployed and maintained Website for information dissemination purpose in last 7 financial years (as on 31.03.2023).	We request you to update the clause as The Bidder should have designed, developed, deployed and maintained eGov Website for information dissemination purpose in last 7 financial years (as on 31.03.2023).	Already mentioned in point no 7.
75	1. Schedule of the Bid Process Fact Sheet	Fact Sheet Page no. 7	Last date (deadline) for submission of bids 07.06.2024, 4 :00 pm	Request you to please consider extension in the bid submission timelines. So that we get 10 days from the date of publishing the responses to the queries for preparing and submitting the quality proposal.	As per RFP
76	5.14 Indemnity & Limitation of Liability	5.14 Indemnity & Limitation of Liability Page no. 25	x.) The liability of the vendor (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to the Agreement, including delivery of Services covered by the Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the total contract value. The liability cap given under limitation of liability clause shall not be applicable to the indemnification obligations set out here.	We request to add below clause: Limitation of Liability: The Client (and any others for whom Services are provided) shall not recover from consultancy firm, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover consultancy firm, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.	As per RFP
77	5.7 Signing of Non-Disclosure Agreement (NDA)	5.7 Signing of Non-Disclosure Agreement (NDA) Page no. 21	The SI has to sign a non-disclosure agreement with BPSC as per the format approved by BPSC after signing of the contract. The SI has to ensure that no data in any form concerning the project or its outcome will be shared /supplied /sold to any third party/ individual by the SI without a prior written approval from BPSC and the SI will be liable under relevant clauses of Information Technology Act 2000 and Information Technology (Amendment) Act 2008 for any breach of this clause.	We request to add below: -“Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party’s knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party’s rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement.”	As per RFP

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78	5.10 Force Majeure	5.10 Force Majeure Page no.	<ul style="list-style-type: none"> • The selected Vendor, those who will be selected through proper tendering route, shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that it's delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. • If a Force Majeure situation arises, the concerned vendor shall promptly notify the BPSC in writing of such condition and the cause thereof. Unless otherwise directed by the BPSC in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. 	<p>It is recommended to add below clause to under Force Majeure to facilitate remote working (Consulting firms to evaluate the requirement of below clause) (i) To the extent that the provision of the Services is impacted by a pandemic (including COVID-19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services. (ii) Where Consulting firms Personnel are required to be present at Client's premises, Consulting firm will use reasonable efforts to provide the Services on-site at [Client] offices, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent (i) any government or similar entity implements restrictions that may interfere with provision of onsite Services; (ii) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or (iii) an Consulting firm resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk.</p>	As per RFP
79	5.11 Intellectual Property Rights (IPR)	5.11 Intellectual Property Rights (IPR) Page no. 21	<p>All intellectual property rights for the work performed under this RFP shall lie with BPSC for its exclusive use. This clause is applicable to all data & Software solutions in any form or format designed and developed for BPSC under this RFP by the SI.</p> <p>i. During the roll out phase, the responsibility to maintain the IPR would lie with the SI.</p> <p>ii. The IPR of the application shall vest with BPSC, as soon as the system is accepted by BPSC. A copy of the updated source code shall be kept in the custody of BPSC monthly, with proper version control.</p> <p>iii. SI cannot use the application developed for this project, whether in part or in full, for any other purpose.</p> <p>iv. The SI shall not use any data for any other purpose during and after the term of contract.</p> <p>v. In Case, the bidder uses any self-owned existing software or software components for this project, the source code for the same needs to be submitted to the BPSC on project completion.</p>	<p>Request you to please consider adding the following clause:</p> <p>(i) The Consulting firm may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that the Consulting firm own in performing the Services. Notwithstanding the delivery of any Reports, the Consulting firm shall retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that Consulting firm compile and retain in connection with the Services (but not Client information reflected in them). Upon payment for the Services, Client may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement.</p>	As per RFP
80	Additional	To be added in ToR as a "General Conditions of ToR"	Documents Prepared by the Consulting firm to be the Property of the Client	<p>To safe guard the interest of the Consulting firm as well, We believe you to please add the following to the existing terms as specified:</p> <p>"The Consulting firm shall not be liable for transfer of IPR owned or controlled (e.g., general professional experience, tools or third-party software) and that is reflected in deliverables. The Consulting firm shall have the right to use the methodology or the Material underlying it for other engagements, as long as the Consulting firm do not use or disclose their client confidential or pre-existing proprietary information."</p>	As per RFP

81	Additional	To be added in ToR as a "General Conditions of ToR"	Dispute resolution	<p>1 Any dispute arising out of or in connection with this Agreement shall be referred by written notice:</p> <p>1.1 first to the Service Manager of each Party who shall meet and endeavour to resolve the dispute between them within five (5) Business Days of such notice; and</p> <p>1.2 failing resolution of the dispute, to a senior Service Manager of the Supplier and a senior Service Manager of Consulting firms (together the "Senior Service Managers") who shall meet and endeavour to resolve the dispute between them within ten (10) Business Days of such notice (the "Senior Service Managers' Meeting"). The joint written decision of those Senior Service Managers shall be binding on the Parties.</p> <p>2 If the Service Managers or Senior Service Managers are unable to resolve the dispute, the Parties shall, refer the dispute to arbitration and shall be governed by the provisions of the Arbitration & Conciliation Act, 1996 (as amended). The arbitration proceedings shall be adjudicated by a sole arbitrator appointed by mutual consent of both the Parties, and the arbitration proceedings shall be held in New Delhi. The language of arbitration shall be English. The decision of the arbitrator shall be final and binding upon the Parties</p>	As per RFP
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 Bihar Public Service Commission, Patna