

Response to Pre-bid Queries

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1.	2		06- Feb-2021 is last date of submission of bid as mentioned in Important date of RFP (page no. 2)o	In view of the limited timeline request that in case of delay in releasing queries, the submission timeline be extended to give Vendors a min of 7-10 working days for the submission from the date of Queries response release	Refer Corrigendum
2.	11	1.6 Timelines for the recruitment process	6. OMR based written examination of around 20 lakhs candidates in a batch of 1,00,000: 3 shifts: Around 3,00,000 candidates daily (Approx. 10 days with leave reserves)	Kindly confirm if we allowed to do batches of more than 1,00,000 candidates per shift?	Clarification: The details of numbers of candidates in each batch is indicative in RFP and it is for the purpose to calculate the tentative timelines for completion of examination. The size of batch will be mutually decided between the selected bidder and the respective recruitment board prior to examination.
3.	12	2.1 Broad requirement of the services (b.)	Online Admit Card generation with barcode and hosting	Request Punjab Police to convey objective of having Admit Card with Barcode.	As per RFP
4.	13	2.2.2 Question Paper Creation (a.)	The bidder is expected to create 1 primary question paper per shift.	C. Please share list of disciplines/subjects/ Topics/ Syllabus for QP content development by bidder D. Please share number of questions per paper (min and max.) E. Please confirm total modules for which QP needs to be prepared Please confirm duration of exam min. and max for different exam modules.	As per RFP

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5.	13	2.2.2 Question Paper Creation (b.)	Prepare question sets as per the guideline/ syllabus provided by Punjab Police/Recruitment Board	We request you to provide the syllabus along with question paper pattern and duration for the all the posts	As per RFP
6.	13	2.2.2 Question Paper Creation (g.)	Each question paper would have 4 sets of question paper (A, B, C, D) with same question but change sequence.	Kindly confirm if we can we have more sets of question paper? We recommend for 6 or 8 sets of QP.	As per RFP
7.	14	2.2.2 Question Paper Creation (Specific to CBT Exam - (c.))	Provide a facility to candidates for static mock link for mock test before /scheduled examination. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software	Please confirm the duration of mock link for conducting mock exam.	As per RFP
8.	15	2.3 Conduct of Examination (c.)	Ensure complete biometric registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stage are to be used at later stages of the recruitment process for authentication purposes	Due to the current pandemic situation for In Centre Assessments capture of Biometrics has been temporarily discontinued. Please confirm if an alternate solution is acceptable. Please confirm if an alternate solution is acceptable.	Clarification: The biometric registration process will be followed same as mentioned in the RFP. However, alternative solution may be accepted following the pandemic guidelines as and when enforced by Gol/Govt. of Punjab.
9.	15	2.3 Conduct of Examination (f.)	Examination at each venue is to be video graphed using CCTV cameras installed and the video footage of each venue is to be handed over to Punjab Police in the form of separate external hard disks/pen drives in a sealed manner	We assume the required data will be provided in the form of DVD will suffice your requirement. Please confirm	Refer Corrigendum
10.	16	2.3.1	OMR based written Examination	C. Please confirm expected / Likely Exam Date(s) D. We assume exams will be required to be conducted only on Sat/Sun. Please confirm	As per RFP

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				E. How many such exam event/drives are expected to happen in a year? Please share historic trend of city wise candidate counts for various Online exams	
11.	16	2.3.1 OMR based written Examination (c.)	Arranging two sets of question papers and transporting the same at exam centres per day. Decision on the question set to be taken by officials 15 mins prior to the exam	It is suggested to mutually discuss and consider when to take the decision to select the QP instead of specifying 15 minutes timeframe, the decision to select the QP shall be owned by the service provider only.	As per RFP
12.	16	2.3.1 OMR based written Examination (d.)	Provide blank paper sheet/s, pen/pencils, erasers, other accessories to the candidates as per requirement	It's not recommended to provide erasers, pen, pencils etc. to the candidates. Since these are personal items, can we restrict candidates to bring Black or Blue point pen? Kindly confirm if the same is acceptable?	Refer Corrigendum
13.	16 - 17	2.3.2	Computer based test	C. Please confirm expected / Likely Exam Date(s) D. We assume exams will be required to be conducted only on Sat/Sun. Please confirm E. How many such exam event/drives are expected to happen in a year? F. Please share historic trend of city wise candidate counts for various Online exams G. Please share the percentage of PWD candidates. H. We Assume that the PWD candidate can bring his/her own scribe for exam? Please confirm	As per RFP

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14.	17 - 18	2.4 Post Examination Activities (m.)	Test Data Archiving: archive the examination data for future references after specified time, as per requirement of Punjab Police	Please specify the period till which the test data will be archived. Test data will be retained as long as contract is valid.	As per RFP
15.				Please provide the duration required for "Test Data Archiving"	As per RFP
16.	18	2.4 Post Examination Activities, Specific to OMR based written exam (g. vii.)	A soft copy of all OMR answer sheets should be provided in duplicate to Punjab Police within 01 week of the receipt of answer sheets.	We suggest to discuss and mutually agree to the timelines as exam will run in multiple shifts and situation could vary from exam to exam.	Refer Corrigendum
17.	18	2.4 Post Examination Activities (Specific to CBT Exam (c.))	Hand over the raw responses/data to Punjab Police immediately (same day) after the candidate's response upload from local exam server.	Raw responses for shift ending 6 PM can be provided / transferred to central server the same day and any shift ending post 6 PM responses can be shared the next day by 11 AM.	As per RFP
18.	18 - 19	2.5 Conducting PST and PMT of shortlisted candidates (h.)	Prepare software for PST and PMT as per the requirement and direction of recruitment board/Punjab Police to upload the data from PST and PMT examination.	Please provide the detailed software requirements.	As per RFP
19.	19	2.5 Conducting PST and PMT of shortlisted candidates (i. Formation of the batches for PST and PMT as follows: (iii))	Maximum of 30 batches (20 candidates maximum in each batch) per day to be conducted at one location	Please confirm How many locations & how many days are required?	As per RFP
20.	19	2.5 Conducting PST and PMT of shortlisted candidates (j. The readiness of PST & PMT to be ensured	Provision for power back such as generator for supply of minimum 10 KVA power (with diesel and manpower).	Kindly confirm if this will be in the scope of Punjab Police or Solution Provider?	Clarification: Selected bidder to provide power backup in the examination centres

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		by the Solution Provider as follows: (iv))			
21.	19	2.5 Conducting PST and PMT of shortlisted candidates (i. Formation of the batches for PST and PMT as follows: (v))	Record the biometric fingerprint of each candidate using Biometric Fingerprint device to be installed & maintained by the Solution Provider and to update the details into the central server of the Solution Provider	Due to the current pandemic situation for in Centre Assessments, capture of Biometrics has been temporarily discontinued. Please confirm if an alternate solution is acceptable	Clarification: The process of biometric record of candidate will be followed same as mentioned in the RFP. However, alternative solution may be accepted following the pandemic guidelines as and when enforced by Gol/Govt. of Punjab.
22.	20	2.5 Conducting PST and PMT of shortlisted candidates (j. The readiness of PST & PMT to be ensured by the Solution Provider as follows: (viii))	Submit the CCTV recordings to the representative of Punjab Police at the end of each day for PMT/ PST	we request that instead of CCTV recording, vendors be allowed to submit video recording as PST/PMT are conducted in the grounds outdoors Please confirm	As per RFP
23.	20	2.5 Conducting PST and PMT of shortlisted candidates (j. The readiness of PST & PMT to be ensured by the Solution Provider as follows: (ix))	The CCTV recordings is to be tagged with candidate ID along with time, data and venue.	Please elaborate on the requirement.	Clarification: The CCTV recording of a candidate shall be tagged with candidate ID along with their reporting time at the venue, venue details, name of the candidate and enrolment number of the candidate.

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24.	20	2.5 Conducting PST and PMT of shortlisted candidates (k. Physical Measurement Test (PMT): (i))	Scan the barcode marking on his/her admit card, pull up relevant data of the candidate from the database and issue RFID chips for each chest number. Update details into the candidate's database.	Kindly confirm if the RFID chips be provided by Punjab Police?	Clarification: RFID chip-based cards to be provisioned by the selected bidder
25.	21	2.5 Conducting PST and PMT of shortlisted candidates (l.)	Physical Screening Test (PST)	We understand that the ground for each location, where PST is to be conducted, shall be provided by Punjab Police. We request for confirmation to the same.	Clarification: The ground for each location, where PST is to be conducted, will be provided by Punjab Police.
26.				We request to confirm the distance which each candidate is required to run in PST.	As per RFP
27.	21	2.5 Conducting PST and PMT of shortlisted candidates (m. Results Processing at PMT & PST Venue: (i))	Print the Qualified & Non- Qualified Results sheet in three copies and handover two copies to nodal officer or officer-in-charge of the PMT & PST Venue	The process of result processing at PMT and PST venues will be discussed and mutually agreed at the time of contracting. Kindly confirm.	As per RFP
28.	22	2.6 Merit List Generation – Interviews, Document Verification and Medical: (i)	Provide an interface for searching the database on all fields to display information in the required format	Data is provided in excel format only Please Confirm.	As per RFP

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29.	23	2.6 Merit List Generation – Interviews, Document Verification and Medical: (cc)	The Solution Provider will handover the data to respective recruitment board/department post completion of each recruitment process as defined above after three months with proper indexes and structure on Data in duplicate on Hard drives.	Soft copy of candidate data (candidate data of each stage including PST&PMT measurements, merit list etc) is uploaded / provided through secure cloud access (web cabinet) (Indexes / structure of database is not provided) hard disk not provided. Please Confirm if this is acceptable?	As per RFP
30.	23 23	2.7 Setting up of Helpdesk	Setup helpdesk for the assistance of candidates. The Helpdesk is to cover following activities: a. Technical Queries/Grievances handling through phone and e-mail b. Establish a central helpdesk to cater to the queries from/assistance to the applicants, with such number of calling lines and operators as per the requirement. c. Address the issues raised by the candidates immediately and d. Provide daily MIS of reports comprising details of issues faced by the candidates and action taken by the helpdesk e. Adequate candidate care and support for query handling from the start of registration till the declaration of result. f. A contact centre would be set up by the bidder to respond to the queries from prospective candidates during the entire process of recruitment from the date of release of advertisement notice. g. The Help Desk personnel should be well versed with the recruitment process and be in a position to answer all the queries of candidates. h. A log of all the queries/calls received including the responses given to be entered into a database. i. The helpdesk operators should well conversant in English, Hindi and Punjabi.	C. We assume the helpdesk with email and telephony support provided for candidates 9.00 am to 6.00 pm on working days will suffice. Please confirm. D. We assume the language of the helpdesk is English & Hindi will suffice the requirement. Please confirm. Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm	As per RFP
31.				Since calling to Landline number is free on all mobile networks. Kindly confirm if Toll Number can be used for Helpdesk?	Refer Corrigendum

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			<p>j. A toll-free telephone number, telephone line and the requisite infrastructure for the help desk.</p> <p>k. Toll free number should operate on all Govt. working days from 9 am to 6 pm</p>		
32.	24	2.8 CCTV Live Streaming	<p>CCTV Live Streaming</p> <ul style="list-style-type: none"> • The bidder may arrange for viewing of Live CCTV Surveillance at the control room established in Punjab Police Office in Chandigarh with below scope as an additional service based on requirement of Punjab Police. <ul style="list-style-type: none"> o To arrange live viewing at remote location and recording CCTVs Systems of all examination centres at control room situated at Punjab Police Office in Chandigarh/Mohali. o Live viewing on dedicated desktop screens of computers placed in the Examination Halls of Punjab Police allocating one or two examination centres on each computer. 	<p>Kindly confirm if this requirement is for CBT exam only or required for OMR based assessments? LIVE CCTV Streaming from offline centres in remote locations can be a challenge to limited/poor internet bandwidth.</p>	Refer Corrigendum

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33.	24		<p>o To provide the internet connectivity & up linking facility without interruption for live viewing of conduct of examination centres.</p> <p>o During the period of examination, CCTV facility will not be interrupted due to any technical fault, etc., and the bidder will take due care of functioning of CCTV with adequate backup of CCTV during the conduct of examination and as per the time period mentioned in the Work Order of respective assignments</p> <p>o The hardware required for the job will be provided by the bidder and Training/ sensitization of staff deployed at the examination Centres shall be imparted by the bidder.</p> <p>o Computer/ Laptop and manpower will be provided by Punjab Police in Main Control Room. However, internet facility for Control Room will be provided by the bidder.</p> <p>o The bidder will install cameras of 1280X720 or higher resolution IP based CCTV camera in the Centre.</p> <p>o The bidder will organize and provide required manpower to install the CCTV Colour Cameras at the Examination Centres.</p> <p>o Supervisory technical staff 20:1 Computer/Laptop will be provided by the bidder at the Control Room.</p>	<p>We assume instead of live streaming of CCTV, CCTV Camera with local recording and live monitoring console for each centre observer at each venue will suffice. Please confirm.</p> <p>Please note CCTV Surveillance with live streaming facility requires High bandwidth and additional infrastructure (which is not available in many locations) Enabling this would have a high cost impact which would have to be borne by the client.</p> <p>We request you to please relax the live streaming requirement due to Logistical issues</p>	Refer Corrigendum
34.	24	2.9 Adherence to guidelines for Covid19 (b.)	<p>a. Ensure that the entire recruitment process is conducted as per the COVID19 guidelines of Punjab at the time of exams/ assessment</p> <p>b. Due to social distancing norms for seating and spacing between each candidate at the test centre – arrangement for additional test centres, servers, computers, other devices, personnel/ manpower etc. to be made</p> <p>c. Sanitization at the test centres before and after exams (sanitizers, sanitization of infra in between</p>	Suggested Point to be incorporated in the Admit card - that Candidate who come for the Exam should sign a self-declaration that they are free from any covid19 symptoms and none of the family member with whom they are staying are Covid19 positive and they are appearing for the exam at their own risk - the Exam conducting body and the Exam conducting Agency will not be held accountable for any Covid19 related concerns at later stage post the exam	Clarification: The necessary guidelines related to Covid19 shall be issued by the respective recruitment board before examination.

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35.	24		<p>sessions, disinfection of the entire centre at starting and end of the day) etc. d. Ensure availability of following at examination centre: i. disposable gloves ii. face shield iii. PPE suit for security staff attending the frisking activities iv. thermal scanners v. sanitizer bottles etc.</p>	<p>We request for confirmation of the following: 1. The required distance between two candidates. 2. We request to confirm if candidates to be seated in alternate seats? 3. Is COVID isolation lab/room to be set up at each test centre for COVID like symptoms candidates? 4. We request to confirm if each candidate is mandatorily required to be provided with face mask before entering the test centre or candidates are required to have their own facemasks. 5. We suggest PPE kit to be used by staff placed in COVID isolation labs only. Please confirm. 6. In case of conduct of examinations during COVID situations, some of the activities mentioned in scope of work may not be practicably possible. Same shall be discussed in such a situation and mutually agreed to.</p>	Refer Corrigendum
36.	24 - 25	2.10 Other safety and security measures (b.)	<p>Ensure availability of proper security/ frisking at the examination centres. Separate frisking facilities for female candidates. Only female staff will frisk the female candidates. The frisking of candidates should be with handheld metal detectors (HHMD).</p>	<p>Due to current pandemic situation kindly confirm if physical frisking is mandatory during COVID times?</p>	<p>Clarification: The security frisking process will remain same as mentioned in the RFP. However, precautionary measures to be taken for pandemic following the guidelines as and when enforced by Gol/Govt. of Punjab.</p>

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37.	25	2.11.1 Technical/Functional requirements for online registration web portal (a.)	Web portal should be compatible with all popular browsers including Mobile browsers (Android & iOS).	C. Please confirm tentative go live date for the Online Application Portal D. We assume duration of hosting in months for the Online Application will be for only 1 month. Please confirm We assume all the eligibility criteria for validation in the application portal will be provided by Punjab Police to the bidder.	As per RFP
38.	25	2.11.1 Technical/Functional requirements for online registration web portal (h.)	h. Integration with multiple online payment gateways (with multiple banks, payment wallets like paytm, phonepe etc.), payment reconciliation, payment status, processing for refund of fee for multiple/ failed payments wherever required.	A. For online payment we assume the transaction charges for online payment will be borne either by CLIENT or levied to candidates. Please confirm. B. We assume the registration fees collected through online payment will need to be credited directly into CLIENT bank account. C. Please confirm if the Third-party Payment collector for integration will be provided by CLIENT or need to be provided by the bidder	Clarification: All responses are affirmative
39.	25	2.11.1 Technical/Functional requirements for online registration web portal (i.)	The database shall be in open source server architecture and should be fully searchable. An interface for searching the database on all the fields shall be provided which will display information in a format required by the Punjab Police	We request further clarity on this requirement	As per RFP
40.	25 - 26	2.11.2 Photo Specification for Admit Card (v.)	Photo of the applicant can be obtained through digital camera/ webcam or by scanning the physical photograph	We assume that uploading of photograph as per specification from local machine should suffice the requirement, kindly confirm.	Refer corrigendum
41.	27	2.11.6 OMR Sheet Specifications (r.)	Security Logo: The word "Punjab Police" should be Printed as Security Logo in the OMR Answer Sheet. It should not cause any hindrance in reading/processing of OMR Answer Sheets. The	The printing personnel would get to know about the exam and the Organization if it is printed. Please confirm Organization if it is printed.	Refer corrigendum

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			security logo should only be visible when subjected to ultraviolet light.		
42.	27	2.11.6 OMR Sheet Specifications (p.)	Litho Code: 100% accurate Litho Code printing without any duplication	Kindly confirm if Litho Code required on the Question Paper as well?	As per RFP
43.	28	2.13	Payment Term	We understand that the payment shall be made as per the actual number of candidates who appear for the examination. However, we request you to note that the entire planning for conduct of examination and its readiness (printing of question paper, booking of test centres, manpower and resource deployment for OMR and CBT exams is undertaken as per the count of candidates scheduled for examinations. Irrespective of the actual candidates who are present for the examination, expenditure has to be done for all scheduled candidates. As has been the practice with all examination/ recruitment bodies in the government sector, we request you to consider paying as per the scheduled count of the candidates for each batch of exam.	Refer Corrigendum

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44.	28	2.13 Payment Term Milestone M1- Successful completion of online application processing and issuance of admit cards for examination	20% of the respective value of event. Payment amount to be calculated based on the actual numbers of admit card issued. However, Payment would be adjusted in M2 based on actual number of candidates appeared in the examination	We wish to inform that in an examination, payment to solution provider is always calculated on the basis of actual numbers of admit cards issued and not on the basis of actual number of candidates appeared in the examination. We, therefore, request for following modification in this clause : 20% 30% of the respective value of event. Payment amount to be calculated based on the actual numbers of admit cards issued. However, Payment would be adjusted in M2 based on actual number of candidates appeared in the examination	Refer Corrigendum
45.	28	2.13 Payment Term Point no M2	As per section 2.13 at page no. 28: Payment amount to be calculated based on number of candidates appeared in the examination This would include end to end examination, Support for Physical Assessment (PST& PMT), all pre & post requisite. Payment would be adjusted from M1 based on actual number of candidates appeared in the examination	We request for following modification in this clause: Payment amount to be calculated based on actual number of admit cards issued candidates appeared in the examination This would include end to end examination, Support for Physical Assessment (PST& PMT), all pre & post requisite. Payment would be adjusted from M1 based on actual number of candidates appeared in the examination	Refer Corrigendum
46.	28	2.13 PaymentTerm Point no M2 – Successful completion of OMR and/ or CBT examination including Physical Assessment and CCTV live streaming (If applicable)	As per section 2.13 at page no. 28: M2 – Successful completion of OMR and/ or CBT examination including Physical Assessment and CCTV live streaming (If applicable) – 40% of the respective value of event	We request for following modification in this clause:4050% of the respective value of event	Refer Corrigendum

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47.	29	2.13 Payment Term Point no M3 – Successful completion of Merit list generation, document verification and declaration of Final list of recruited personnel	As per section 2.13 at page no. 29: Successful completion of Merit list generation, document verification and declaration of Final list of recruited personnel 20% of the respective value of event – 20% of the respective value of event	We request for following modification in this clause: 20 10% of the respective value of event	As per RFP
48.	29	2.13 Payment Term Point no M4 – Successfully handing over data to recruitment board/ Punjab Police	As per section 2.13 at page no. 29: Payment Term Point no M4 – Successfully handing over data to recruitment board/ Punjab Police – Remaining 20% payment of M1 to M3	We request for following modification in this clause: Remaining 20 10% payment of M1 to M3	As per RFP
49.	29	2.13 Payment Term	As per section 2.13 at page no. 29: Note: Payment amount to be calculated based on the actual numbers of candidates.	We request for following modification in this clause: Note: Payment amount to be calculated based on the actual numbers of candidates <u>admit cards issued</u> .	Refer Corrigendum
50.	30	3.2 Completeness of Response	As per section 3.2 at page no. 30: ii. Include all supporting documentations specified in this RFP, Corrigendum or any addendum issued	We request for providing time of 4 weeks to be after corrigendum release for bid submission for processing the response as per final RFP scope and terms.	Refer Corrigendum
51.	31	3.6.1 and 3.16	Please refer section 3.6.1 on page no. 31: Can provide bid securing document as per Central Govt. procedures.	Exemption from EMD, being Govt. Setup. Can provide bid securing document as per Central Govt. procedures.	Refer Corrigendum
52.	31	3.6.1 Earnest Money Deposit	Please refer section 3.6.1 Earnest Money Deposit (EMD)/ Bid Security at page no. 31:	As part of internal process for preparation of EMD, we need PAN Number and GST Number of Punjab Police. We request for providing the same.	Details provided

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53.	31	3.6.1 – Earnest Money Deposit	Rs. 1 Cr. To be deposited by the bidder as mentioned in RFP Data sheet of RFP (page no. 7)	As per current govt policy we request that instead of EMD amount bidders be allowed instead to submit a Bid Security Declaration in lieu of EMD	Refer Corrigendum
54.	33	3.7.2.e Responses to Pre-Bid Queries and Issue of Corrigendum	Please refer section 3.7.2 e at page no. 33: In order to provide prospective Bidders reasonable time for taking the Corrigendum into account, Punjab Police may, its discretion, extend the last date for the receipt of the Proposals.	We request for extending due date of submission of bid by four weeks from the date of issue of corrigendum to enable reasonable time for preparation and submission of bid response.	Refer Corrigendum
55.	33	3.8 Preparation of the Proposal	c. The authorization shall be indicated by written power of attorney/ Board resolution and shall accompany the Proposal.	Due to the large size of our organization a standard POA is provided to our Business Unit Head (Sr Vice President) as authorized representative to act on behalf of the organization. We shall submit standard POA provided to our Business Unit Head (Sr Vice President) as authorized representative in place of format provided in the tender document. We request that our standard POA for authorized representative may be accepted.	Refer Corrigendum
56.	35	Point e	Rs. Five thousand to be submitted by the bidder as Tender Fees (RFP document fees) as mentioned in RFP Data sheet of RFP (page no. 7)	As per Tender notice only Tender fees of 5000/- is applicable- pl confirm what is RFP document fee and processing fee?	Clarification: The RFP Document Fees and Tender Fees will be considered same throughout the RFP document
57.	35	3.12.3 Submission of Bids	h. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer technology.	The interface will be accessible through secured mode using VPN and OTP based Authentication instead of PKI based.	Clarification: PKI encryption of the submitted bid is as per provision in e-procurement to maintain secrecy of the document.

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58.	36	3.13 Bidder Qualification	a. The Bids should be accompanied by an appropriate board resolution or power of attorney in the name of an authorised signatory of the bidder stating that he is authorised to execute documents and to undertake any activity associated with the bidder's Proposal. A copy of the same should be uploaded under the relevant section/folder on the e-Procurement portal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.	Due to the large size of our organization a standard POA is provided to our Business Unit Head (Sr Vice President) as authorized representative to act on behalf of the organization. We shall submit standard POA provided to our Business Unit Head (Sr Vice President) as authorized representative in place of format provided in the tender document. We request that our standard POA for authorized representative may be accepted.	Refer Corrigendum
59.	37	3.15 Deviations	No deviation shall be allowed with bid. Bidders must ensure that pre-bid meeting is attended by their concerned senior representatives so that all the doubts, clarification & ambiguities regarding bid document & project are resolved well before bid submission. Any conditional bid shall be rejected.	Kindly allow to include suggestions for preparing the tender responses.	Refer Corrigendum
60.	37	3.16 a	As per section 3.16 at page no. 37: a. The Bidder shall furnish, as part of its bid, EMD of the amount INR 1,00,00,000 (INR One crore) as mentioned in "Data sheet" in this RFP document. The format of the EMD is provided in Annexure 11 of the RFP document.	We are registered as a MSME. Request you to exempt the EMD amount as per the GFR 2017 rules (General Finance Rules, 2017 issued by Ministry of Finance – Rule 170 – Bid Security). Further as ordered by Ministry of Finance vide Circular No. F.9/4/2020-PPD dated 12th Nov 2020, exemption has been given for EMD submission for all tenders.	Refer Corrigendum
61.	37	EMD	The Bidder shall furnish, as part of its bid, EMD of the amount INR 1,00,00,000 (INR One crore) as mentioned in "Data sheet" in this RFP document. The format of the EMD is provided in Annexure 11 of the RFP document.	Exemption of EMD for MSME as we are registered under MSME.	Refer Corrigendum

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62.	40	4.2 Sr. no. 1	The Bidder must be registered in India under the Companies Act 1956/2013 or LLP under LLP Act 2008 or subsequent amendments thereto, for at least Five (5) years (as on date of bid submission)	We are a Govt. society and not a company. Hence modification required.	Refer Corrigendum
63.	40	4.2 Pre-Qualification Criteria (Sr.No. 1)	The Bidder must be registered in India under the Companies Act 1956/2013 or LLP under LLP Act 2008 or subsequent amendments thereto, for at least Five (5) years (as on date of bid submission)	We request for following modification in the clause: The Bidder must be registered in India under the Companies Act 1956/2013 or LLP under LLP Act 2008or subsequent amendments thereto, for at least Ten (10) years (as on date of bid submission)	As per RFP
64.	40	4.2 Pre-Qualification Criteria (Sr.No.2)	The Bidder should have an average annual turnover of more than INR 40 crores in last three Financial Years(FY 2017-18, FY 2018-19 and FY2019-20)	We request for following modification The Bidder should have an average annual turnover of more than INR 100 crores in last three Financial Years (FY 2017-18, FY 2018-19 and FY2019-20)	As per RFP
65.				Turnover amount decreases to 25 cr	As per RFP
66.	41	4.2 Pre-Qualification Criteria (Sr.No.4)	Average annual turnover of Bidder from recruitment related activities of more than INR 25 crores in last three Financial Years (FY 2017-18, FY 2018-19 and FY2019-20)	Turnover relating only to recruitment may be expanded to include Certification exams, In service exams and Competitive exams.	As per RFP
67.				We request for following modification Average annual turnover of Bidder from recruitment related activities of more than INR 50 crores in last three Financial Years (FY 2017-18, FY 2018-19 and FY2019-20)	As per RFP
68.	41	4.2 Pre-Qualification Criteria (Sr.No.5)	The Bidder should have at least 100 technically qualified/trained and experienced manpower on its payroll for conducting OMR/CBT.	We request for following modification The Bidder should have at least 500 technically qualified/trained and experienced manpower on its payroll for conducting OMR/CBT.	As per RFP

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69.	41	4.2 Pre-Qualification Criteria (Sr.No.9)	<p>The Bidder should have any of the following valid certificates:</p> <ul style="list-style-type: none"> • CMMi level 3 or above • ISO 9001 • ISO 27001 	<p>We request for following modification The Bidder should have all of the following valid certificates:</p> <ul style="list-style-type: none"> • CMMi level 3 or above • ISO 9001 • ISO 27001 	As per RFP
70.	41	4.2 Pre-Qualification Criteria Point no11	<p>Special Power of Attorney / Board Resolution</p> <p>[Copy of Board Resolution/ Power of Attorney in the name of the Authorized Signatory]</p>	<p>Due to the large size of our organization a standard POA is provided to our Business Unit Head (Sr Vice President) as authorized representative to act on behalf of the organization.</p> <p>We shall submit standard POA provided to our Business Unit Head (Sr Vice President) as authorized representative in place of format provided in the tender document. We request that our standard POA for authorized representative may be accepted.</p>	Refer Corrigendum
71.	42	4.3 Technical Evaluation (A.1.)	<p>Average Annual Turnover in last three Financial years (2017-18, 2018-2019, 2019-2020)</p> <ul style="list-style-type: none"> • INR 300 Cr or more: 10 Marks • INR 200 Cr or more and less than INR 300 Cr: 8 Marks • INR 100 Cr or more and less than INR 200 Cr: 7 Marks • Less than INR 100 Cr and more than or equal to INR 40 Cr: 5 Marks • Below INR 40 Cr.: 0 Marks 	<p>To be fair to other vendors we request that the turnover criteria be changed:</p> <ul style="list-style-type: none"> • INR 200 Cr or more: 10 Marks • INR 100 Cr or more and less than INR 200 Cr: 7 Marks • Less than INR 100 Cr and more than or equal to INR 40 Cr: 5 Marks • Below INR 40 Cr.: 0 Marks 	As per RFP

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72.				Request you to relax this criterion as under <ul style="list-style-type: none"> • INR 75 Cr or more: 10 Marks • INR 60 Cr or more and less than INR 75 Cr: 7 Marks • INR 40 Cr or more and less than INR 60 Cr: 5 Marks • Below INR 40 Cr.: 0 Marks 	As per RFP
73.				We request for following modification INR 500 Cr or more:10 Marks	As per RFP
74.	42	4.3 Technical Evaluation (A.2.)	Average annual turnover from OMR / CBT based examination related to recruitment activities in last three Financial Years (2017-18, 2018-2019, 2019-2020) <ul style="list-style-type: none"> • More than 75 Cr: 10Marks • More than 50 Cr: 7Marks • More than or equal to 25 Cr: 5 Marks • Below INR 25 Cr.: 0Marks 	We request for following modification <ul style="list-style-type: none"> • More than 100 Cr: 10 Marks • More than 75 Cr: 5Marks • More than 50 Cr: 3Marks • Equal to or below INR 50 Cr.: 0Marks 	As per RFP
75.	42	4.3 Technical Evaluation (B.1.)	Maximum number of candidates appeared in Computer-based test (CBT) in single shift in India in last five Financial years (2015-16, 2016-17,2017-18, 2018-2019, 2019-2020) <ul style="list-style-type: none"> • More than 1,50,000 Candidates: 10 Marks 	To be fair to other vendors we request to please change this to More than 1,00,000 Candidates: 10 Marks 75,000 – 1,00,000 Candidates: 7 Marks 30,000 – 74,999 Candidates: 5 Marks	Refer Corrigendum

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76.			<ul style="list-style-type: none"> · 75,000 – 1,50,000 Candidates: 7 Marks · 30,000 – 74,999 Candidates: 5 Marks 	<p>Request you to relax this criterion as under Maximum number of candidates scheduled in Computer-based test (CBT) in single shift in India in last five Financial years (2015-16, 2016-17, 2017-18, 2018-2019, 2019-2020)</p> <ul style="list-style-type: none"> · More than 1,00,000 Candidates: 10 Marks · 75,000 – 1,00,000 Candidates: 7 Marks · 30,000 – 74,999 Candidates: 5 Marks 	Refer Corrigendum
77.				Any CBT upwards of 10000 candidates is challenging. Scoring should be moderated for this size of examinations also.	Refer Corrigendum
78.	42	4.3 Technical Evaluation (B.2.)	<p>Maximum number of candidates appeared in OMR in single exam in India in last five Financial years (2015-16, 2016-17, 2017-18, 2018-2019, 2019-2020) – for Bidder</p> <ul style="list-style-type: none"> · More than 10,00,000 Candidates: 10 Marks · 5,00,000 – 10,00,000 Candidates: 7 Marks · 2,00,000 – 4,99,999 Candidates: 5 Marks · <2,00,000: 0 Marks 	<p>Request you to relax this criterion as under Maximum number of candidates scheduled in OMR in single exam in India in last five Financial years (2015-16, 2016-17, 2017-18, 2018-2019, 2019-2020) – for Bidder</p> <ul style="list-style-type: none"> • More than 4,00,000 Candidates: 10 Marks • 2,00,000 – 3,99,999 Candidates: 5 Marks • <2,00,000: 0 Marks 	As per RFP
79.				<p>To be fair to other vendors we request to please change this to:</p> <p>More than 2,00,000 Candidates: 10 Marks</p> <p>1,50,000 – 1,00,000 Candidates: 7 Marks</p> <p>1,00,000 – 1,49,999 Candidates: 5 Marks</p> <p><1,00,000: 0 Marks</p>	As per RFP
80.				Any OMR based exam upwards of 10000 candidates is challenging. Scoring should be moderated for this size of examinations also.	As per RFP

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81.	43	4.3 Technical Evaluation (B.4.)	<p>Experience of conducting recruitment examinations for Police bodies (Police, Defence, CAPFs) in India in last five financial years (2015-16, 2016-17, 2017-18, 2018-19, 2019-20)</p> <ul style="list-style-type: none"> • 3 or more projects: 7 Marks • 2 projects: 5 Marks • 1 project: 2 Marks 	We assume that exams conducted for Ministry of Defence too will suffice	Clarification: Yes, the ministry of defence may suffice the requirements subject to the pattern and process of examinations are similar in nature as asked in this RFP
82.	43	4.3 Technical Evaluation (B.5.)	<p>Experience of developing Question banks for examinations for Government bodies/PSUs in India in last five Financial years (2015-16, 2016-17, 2017-18,2018-19, 2019-20)</p> <ul style="list-style-type: none"> • More than 3 projects: 5 Marks • 3 projects: 3Marks • 2 projects: 2Marks • <2 projects: 0Marks 	Due to confidentiality agreement signed with clients, the details of examinations for which the Question bank has been developed, cannot be shared. We request for deletion of this clause for evaluation.	As per RFP
83.	43	4.3 Technical Evaluation (C.1.)	<p>Bidder to have a valid certificate</p> <ul style="list-style-type: none"> • CMMi Level 5: 5Marks • CMMi Level 4: 4Marks • CMMi Level 3: 3Marks • Else: 0 Marks 	Some marks for ISO certification should be allocated.	Refer Corrigendum
84.				<p>Since Scope of Work involves solution provider to Behaving expertise in both software and practical conduct of examinations, we request following modifications in this clause:</p> <ul style="list-style-type: none"> • CMMi Level 5 for both Services and Development: 10Marks • CMMi Level 4 for both Services and Development: 5Marks • CMMi Level 3 for both Services and Development: 3Marks • Else: 0 Marks 	Refer Corrigendum

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85.	44	4.3 Technical Evaluation, Note: (3)	Minimum passing marks in technical evaluation is 50 out of 100	We request to please increase this to 70 marks cut off to get the technically better qualified vendors	As per RFP
86.	46	5.5 – Performance Bank Guarantee	The Punjab Police may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.	Request Punjab Police Recruitment to consider the following: The total cumulative penalty to be restricted to 5% of the relevant invoice value. The Bidder should be given an opportunity of being heard/ rights of representation before imposing such penalty and encashing the PBG. The Bidder shall be given a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings.	Refer Corrigendum
87.	51	6.13 Disclosure	The selected bidder shall make available for inspection during normal business hours on all working days all relevant records and reports to the Punjab Police or its authorized representative as and when required.	Kindly clarify where and for which activity the inspection is to be done.	Clarification: Punjab Police doesn't intent to access the physical premises of Bidder including its office or data centre etc. The intent of Punjab Police to access the information in normal business hours which is in custody of the selected bidder pertaining to the project only.
88.	51 - 52	6.14 Confidentiality and Non- Disclosure	g. The selected bidder should provide the details including names and phone numbers of persons (Directors, Project Manager/TL/DBA/ System Administrator) who have the right to access the Confidential Information of the application from backend.	We can provide details of people to be associated with the project (Project Manager/TL/DBA/ System Administrator) after the signing of the contract.	Refer Corrigendum

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89.	53	6.16 Commercial Terms	6.16 Commercial Terms	<p>We request for including following clause in the Commercial Terms:</p> <p>All amounts payable to Bidder are exclusive of any Taxes. PURCHASER 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 PURCHASER in accordance with the payment schedule. PURCHASER shall remit payment to Bidder within thirty (30) days from the date of invoice. Bidder shall invoice and PURCHASER 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 of one (1%) percent per month calculated from the payment due date until the recovery is made in full with interest and/or suspend the Services.</p>	As per RFP
90.	54	6.18 - Suspension	<p>As per section 6.18 at page no. 54, point b:</p> <p>Punjab Police may, by written notice to Bidder, suspend all payments to the Bidder hereunder, if the Bidder fails to perform any of its obligations under the Contract including the carrying out of the services, provided that such notice of suspension: Shall specify the nature of failure Shall request the Bidder to remedy such failure within a period not exceeding seven (7) days after receipt by the Bidder of such notice of failure</p>	<p>Request Punjab Police Recruitment to consider the following amendment:</p> <p>Bidder shall be given a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings</p>	Refer Corrigendum

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91.	54	6.21 – Force Majeure	For purposes of this clause “Force Majeure” means an event beyond the control of the Agencies and not involving the Bidder’s fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. The decision of the Punjab Police, regarding Force Majeure shall be final and binding on the Agencies.	Request Punjab Police to add ‘Pandemic’ as a force majeure event.	Refer Corrigendum
92.	56	6.24.1 – Indemnity	To be referred to Indemnity Condition clause 6.24.1 at page no. 56: The capping is not given	Request Punjab Police Recruitment to consider capping the indemnity to 5% of the relevant Invoice value. The said indemnity clause shall be applicable provided that any claim under indemnity is not attributable to PPR”	As per RFP
93.	56	6.24 Indemnity	Subject to Clause below, Bidder (the "Indemnifying Party") undertakes to indemnify Punjab Police (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non- performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against	6.24 Indemnity Subject to Clause below, Bidder (the "Indemnifying Party") undertakes to indemnify Punjab Police (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non- performance	As per RFP

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			<p>Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or Indian patents of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by:</p> <p>a. Indemnified Party's misuse or modification of the Service;</p> <p>b. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;</p> <p>c. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;</p> <p>d. Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or</p> <p>e. information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either</p> <p>i. procure the right for Indemnified Party to continue using it,</p> <p>ii. replace it with a non-infringing equivalent,</p> <p>iii. modify it to make it non- infringing.</p> <p>The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and</p>	<p>under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or Indian patents of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that maybe finally awarded against Indemnified Party Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by:</p> <p>a. Indemnified Party's misuse or modification of the Service;</p> <p>b. Indemnified Party's failure to use corrections or enhancement made available by the Indemnifying Party;</p> <p>c. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;</p> <p>d. Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or</p> <p>e. information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either</p> <p>i. procure the right for Indemnified Party to continue using it,</p> <p>ii. replace it with a non- infringing equivalent,</p> <p>iii. modify it to make it non infringing.</p> <p>The foregoing remedies constitute</p>	

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			Indemnifying Party's entire liability with respect to infringement.	Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.	
94.	57	6.25 -Liability	a. The liability of Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the exam (total amount due to the bidder for performing the tasks as mentioned in this RFP) value paid to selected bidder by Punjab Police for the service that gives rise to such liability. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause.	Request Punjab Police Recruitment to consider the following: The total cumulative liability of the bidder to be restricted to 5% of the relevant invoice value. The Bidder should be given an opportunity of being heard/ rights of representation before imposing such penalty and encashing the PBG. The Bidder shall be given a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings.	Refer Corrigendum

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95.	57	6.25 Liability	<p>6.25 Liability</p> <p>a. The liability of Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the exam (total amount due to the bidder for performing the tasks as mentioned in this RFP) value paid to selected bidder by Punjab Police for the service that gives rise to such liability. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause.</p>	<p>We request for following modification in the clause:</p> <p>6.25 Liability</p> <p>a. The liability of Bidder (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the exam (total amount due to the bidder for performing the tasks as mentioned in this RFP) value paid to selected bidder by Punjab Police <u>during the immediately preceding twelve months</u> for the service that gives rise to such liability. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause.</p>	As per RFP
96.	58	6.27 Delivery	6.27 Delivery	As we provide services and not any goods, this point is not applicable hence, we request removal of this clause.	Refer Corrigendum
97.	58	6.28 Insurance	6.28 Insurance	As we provide services and not any goods which would require any insurance this point is not applicable hence, we request removal of this clause.	Refer Corrigendum

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98.	59	6.3 Information Security	f. Punjab Police at its discretion may appoint third party for auditing the data and operations of entire services provided to the them. g. The Bidder shall allow access to the Punjab Police or its nominated agencies to all information which is in their possession or control for audit	<p>Our LAN based CBT Solution CERT-IN certified We also perform quarterly VAPT of the infrastructure and identified vulnerabilities are addressed We are certified for ISO 9001-2015, 27001:2013, ISO 27017: 2015, ISO27018: 2019</p> <p>Our business model do not allow customer or customer arranged third party auditors to audit our locations and/or data centre. Our locations and Data centers are already audited by our arranged third party auditors and certificate issued by them can be shared with the customer. Customer can talk to our third party auditors and in case or any gaps found in audit, third party auditors will fill the gaps</p>	Clarification: Punjab Police doesn't intent to access the physical premises of Bidder including its office or data center etc. The intent of Punjab Police to access the information in normal business hours which is in custody of the selected bidder pertaining to the project only.
99.	60	6.32 Performance security	<p>6.32 Performance security</p> <p>a. The Performance Bank Guarantee is required to protect the Purchaser against the risk of selected Bidder's conduct, which would warrant the PBGs forfeiture.</p> <p>b. The selected Bidder shall ensure, the PBG is as per the clause 5.5.</p> <p>c. Purchaser shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Purchaser incurs any loss due to Selected Bidder's negligence in execution of the contract as per the agreed terms & conditions. Purchaser shall notify the selected Bidder in writing of the exercise of its right to receive such compensation within 14 (fourteen)days.</p> <p>d. Before encashing the PBG, the Solution Provider will be given an opportunity to represent before Purchaser. The decision of Purchaser on the representation given by the Solution Provider shall be final and binding. If circumstances so</p>	<p>We request for following modification in the clause:</p> <p>6.32 Performance security</p> <p>a. The Performance Bank Guarantee is required to protect the Purchaser against the risk of selected Bidder's conduct, which would warrant the PBGs forfeiture.</p> <p>b. The selected Bidder shall ensure, the PBG is as per the clause 5.5.</p> <p>c. Purchaser shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Purchaser incurs any loss due to Selected Bidder's gross negligence in execution of the contract as per the agreed terms & conditions. Purchaser shall notify the selected Bidder in writing of the exercise of its right to receive such compensation within 14 (fourteen) days.</p> <p>d. Before encashing the PBG, the Solution Provider will be given an opportunity to represent before Purchaser. The decision of</p>	Refer Corrigendum

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			warrant, the matter may be referred to an arbitrator (s) as appointed under section on Arbitration in Clause 6.22.2 of this RFP. The selected Bidder shall be responsible for extending the validity date of the Performance Guarantee as and when it is due on account of extension of the contract.	Purchaser on the representation given by the Solution Provider shall be final and binding. If circumstances so warrant, the matter may be referred to an arbitrator (s) as appointed under section on Arbitration in Clause 6.22.2 of this RFP. e. The selected Bidder shall be responsible for extending the validity date of the Performance Guarantee as and when it is due on account of extension of the contract.	
100.	61	6.34 Liquidated damages	6.34 Liquidated damagesa. a. In the event of delay or any gross negligence in execution of the project as per agreed timelines, for causes solely attributable to the Solution Provider, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Solution Provider as agreed, liquidated damages, as per the SLAs subject to a maximum of 10% of the value of the work order of specific examination. b. In case of default noted which is deemed to be of more serious nature compromising on the integrity of the exam, Punjab Police reserves the right to recover any cost of loss of brand while reserving its right to claim any legal damage deemed fit. c. Purchaser reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Purchaser to the Solution Provider. Liquidated damages will be calculated on per week basis. Any such recovery or liquidated damages shall not in any way relieve the Solution Provider from any of its obligations to complete the Work or from any other obligations and liabilities under the Contract. Delay not attributable to the Solution Provider will be considered for exclusion for computing liquidated	We request for following modification in the clause: 6.34 Liquidated damages a. In the event of delay or any gross negligence in execution of the project as per agreed timelines, for causes solely attributable to the Solution Provider, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Solution Provider as agreed, liquidated damages, as per the SLAs subject to a maximum of 10% of the value of the delayed or undelivered services under work order of specific examination. b. In case of default noted which is deemed to be of more serious nature compromising on the integrity of the exam, Punjab Police reserves the right to recover any cost of loss of brand while reserving its right to claim any legal damage deemed fit. c. Purchaser reserve sits right to recover these amounts by any mode such as adjusting from any payments to be made by the Purchaser to the Solution Provider. Liquidated damages will be calculated on per week basis. d. Any such recovery ofr liquidated damages shall not in any way relieve the Solution Provider from	Refer Corrigendum

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			damages.f. In the event of failure by the Solution Provider to fulfil the delivery conditions, Purchaser at its discretion may initiate any of the actions as given below:i. Additional resources will be requested for speeding up the work.	any of its obligations to complete the Work or from any other obligations and liabilities under the Contract. e. Delay not attributable to the Solution Provider will be considered for exclusion for computing liquidated damages. f. In the event of failure by the Solution Provider to fulfil the delivery conditions, Purchaser at its discretion may initiate any of the actions as given below: i. Additional resources will be requested for speeding up the work. ii. Liquidated Damages will be levied. iii. Any other action as maybe deemed fit in the best interest of the Purchaser.	
101.	61	6.34 a – Liquidated Damages	a. In the event of delay or any gross negligence in execution of the project as per agreed timelines, for causes solely attributable to the Solution Provider, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Solution Provider as agreed, liquidated damages, as per the SLAs subject to a maximum of 10% of the value of the work order of specific examination.	Request Punjab Police Recruitment to consider the following: The total cumulative liquidated damages/penalties to be restricted to 5% of the relevant invoice value. The Bidder should be given an opportunity of being heard/ rights of representation before imposing such penalty and Liquidated damages. The Bidder shall be given a cure period of 30 days to rectify/remedy its defaults / defects / shortcomings.	Refer Corrigendum
102.	61	6.34 b - – Liquidated Damages	In case of default noted which is deemed to be of more serious nature compromising on the integrity of the exam, Punjab Police reserves the right to recover any cost of loss of brand while reserving its right to claim any legal damage deemed fit.	Request Punjab Police Recruitment to restrict the total cumulative liquidated damages/penalties to 5% of the relevant invoice value.	As per RFP

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103.	61	6.34 c - – Liquidated Damages	Liquidated damages will be calculated on per week basis.	Request Punjab Police to include/ modify the following in the said clause. “However, the total cumulative liquidated damages/penalties to shall be limited to 5% of the relevant invoice value.	As per RFP
104.	64	7.2.1 – Operational	Delay in hosting of web portal for online application with all the relevant links and instructions for the candidates - INR 2,00,000 per day delay	The penalties imposed are too steep - we request Punjab Police to reconsider the quantum of penalties imposed	Refer Corrigendum
105.	65	7.2.3 – Operational	Delay in readiness of Test Centre and/or Physical assessment centre - INR 5,00,000 per day delay per centre	Request Punjab Police to consider that- The total cumulative liquidated damages/penalties to be restricted to 5% of the relevant invoice value	Refer Corrigendum
106.	65	7.2.4 – Operational	Any technical glitches which disrupts smooth conduction of examination such as failure of Machine, issue in Power Backup, issue in Software, LAN/WAN connectivity, etc - If the reported issue is not resolved within 15 minutes, the penalty will be INR 10,000 per such instances for every 30 minutes delay.	The Bidder should be given an opportunity of being heard/rights of representations before imposing such damages/penalties.	Refer Corrigendum
107.	66	7.2.6 - – Operational	Delay in setting up Helpdesk for assistance of the candidates - INR 2,00,000 per day delay		Refer Corrigendum
108.	68	7.2.6 - – Operational	Delay in creation of Question Bank and Question Paper - INR 5,00,000 per day of delay		Refer Corrigendum
109.	66	7.2.10 - – Operational	Helpdesk for assistance of the candidates: Average Speed to Answer (ASA)		Refer Corrigendum
110.	68	7.2.12 – Operational	Delay in supply or shortage of printed Question set and OMR sheet - INR 5,00,000 per instance observed by Punjab Police		Refer Corrigendum
111.	69	7.2.15 - – Operational	Paper leakage - INR 1 crore for such proven instance and further may lead to termination with		Refer Corrigendum

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			forfeit of PBG and initiation of due criminal proceeding.		
112.	71	7.2 Service Level Requirements (Note:)	a. Cumulative of all penalties would be capped to 10% of value of work order of specific examination. However, it shall constitute enough grounds for the annulment of the Contract. b. The Bidder should submit the system generated report from industrial/global acceptance tool for technical SLA for evaluation by Punjab Police.	We request for following modification in the clause:Note:Cumulative of all penalties would be capped to 10% of value of delayed or undelivered services under work order of specific examination. However, it shall constitute enough grounds for the annulment of the Contract.The Bidder should submit the system generated report from industrial/global acceptance tool for technical SLA for evaluation by Punjab Police.	As per RFP
113.			Cumulative of all penalties would be capped to 10% of value of work order of specific examination. However, it shall constitute enough grounds for the annulment of the Contract.	Request Punjab Police to consider that- The total cumulative penalties to be restricted to 5% of the relevant invoice value The Bidder should be given an opportunity of being heard/rights of representations before imposing such damages/ penalties.	As per RFP
114.			a. Cumulative of all penalties would be capped to 10% of value of work order of specific examination. However, it shall constitute enough grounds for the annulment of the Contract.	Request you to cap the penalty to 5% of the overall work order	As per RFP
115.	72	8	System Acceptance Testing	We provide solution in SaaS (Software as a Service) model. So, this is not applicable to us. Hence, request for deletion of this clause.	All functional requirement will be tested before launching the portal for public access.
116.	74	10.2 Annexure 2- Form 1:	10.2 Annexure 2 – Form 1: Technical bid Covering Letter (On Bidder's Letterhead) To, The Director General of Police Punjab Police Department, Government of Punjab Punjab Police Head Quarter 63/9, Jan Marg, 9A, Sector 9, Chandigarh, 160009	We request for following modification in the clause: 10.2 Annexure 2 – Form 1: Technical bid Covering Letter (On Bidder's Letterhead) To, The Director General of Police Punjab	As per RFP

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			<p>Sub: Submission of proposal for Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department Bid Reference No.:</p> <p>Dear Sir,</p> <p>We, the undersigned, having carefully examined the referred RFP no, , offer to propose for the "Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department", in full conformity with the said RFP.</p> <p>2. We have read all the provisions of RFP & Corrigendum, if any, and confirm that these are acceptable to us.</p> <p>3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.</p> <p>4. We agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical and Commercial Proposals, the duly notarized written power of attorney/ Board Resolution, and all attachments, for a period of 180 days from the date of Issuance of RFP as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.</p> <p>5. We understand that until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of</p>	<p>Police Department, Government of Punjab Police Head Quarter 63/9, Jan Marg, 9A, Sector 9, Chandigarh,160009</p> <p>Sub: Submission of proposal for Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department Bid Reference No.:_ Dear Sir,</p> <p>We, the undersigned, having carefully examined the referred RFP no, offer to propose for the "Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department", in full conformity with the said RFP <u>subject to</u> suggestions.</p> <p>2. We have read all the provisions of RFP & Corrigendum, if any, and confirm that these are acceptable to us.</p> <p>3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.</p> <p>4. We agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical and Commercial Proposals, the duly notarized written power of attorney/ Board Resolution, and all attachments, for a period of 180 days from the date of Issuance of RFP as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.</p> <p>5. We understand that until the formal final <u>mutually agreed</u> Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute</p>	

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			<p>award, shall constitute a binding contract between us.</p> <p>6. We agree in case this contracted is awarded to us, we will provide similar services to other Govt departments of Punjab Police on prices discovered through this bidding process for the duration of contract period.</p> <p>7. We also confirm that as on date our bidder is not declared ineligible by the State Government or PSU or Government of India for corrupt and fraudulent practices or blacklisted.</p> <p>8. We fully understand and agree to comply that on verification, if any information as provided by us in our bid found to be misleading or misrepresented or suppression of facts, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, along with blacklisting/debarment at Punjab Police and purchaser may also send recommendations to Government of Punjab.</p> <p>9. We understand that Purchaser may cancel the bid process at any time and the Purchase is not bound to accept any proposal received, not to give reason for rejection of any proposal without incurring any liability towards the bidder.</p> <p>10. We declare that this is our sole participation in this RFP bid and we are not participating/co participating through any of other related party or channel.</p> <p>11. We have deposited online sum of Rs. _____/- (Rupees _____ Lakhs only) towards EMD.</p>	<p>a binding contract between us. <u>In case of we getting shortlisted as a successful bidder, the terms and conditions of the contract shall be discussed and mutually agreed between both the parties before signoff.</u></p> <p>6. We agree in case this contracted is awarded to us, we will provide similar services <u>with same scope</u> to other Govt departments of Punjab Police on prices discovered through this bidding process for the duration of contract period.</p> <p>7. We also confirm that <u>to the best of our knowledge and based on available documents</u> as on date our bidder is not declared ineligible by the State Government or PSU or Government of India for corrupt and fraudulent practices or blacklisted.</p> <p>8. We fully understand and agree to comply that on verification, if any information as provided by us in our bid found to be misleading or Misrepresented or suppression of facts, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, along with blacklisting/debarment at Punjab Police and purchaser may also send recommendations to Government of Punjab.</p> <p>We understand that Purchaser may cancel the Rupees Thousand only) towards RFP document fee.</p> <p>13. We have also deposited the processing fee online bid process at any time and the Purchaser is not bound to accept any proposal received, not to give reason for rejection of any proposal without incurring any liability towards the bidder.</p>	

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			<p>12. We have also deposited online Rs. _____/- (Rupees _____ Thousand only) towards RFP document fee.</p> <p>13. We have also deposited the processing fee online.</p>	<p>10. We declare that this is our sole participation in this RFP bid and we are not participating/co-participating through any of other related party or channel.</p> <p>11. We have deposited online sum of Rs. /- (Rupees Lakhs only) towards EMD.</p> <p>12. We have also deposited online Rs. /- (Rupees Thousand only) towards RFP document fee.</p> <p>13. We have also deposited the processing fee online.</p>	
117.	77	10.3 Annexure 3 – Form 2: Pre Qualification Checklist point no13	<p>Special Power of Attorney / Board Resolution</p> <p>[Copy of Board Resolution/ Power of Attorney in the name of the Authorized Signatory as per prescribed format]</p>	<p>Due to the large size of our organization a standard POA is provided to our Business Unit Head (Sr Vice President) as authorized representative to act on behalf of the organization.</p> <p>We shall submit standard POA provided to our Business Unit Head (Sr Vice President) as authorized representative in place of format provided in the tender document. We request that our standard POA for authorized representative may be accepted.</p>	Refer Corrigendum
118.	82 & 83	10.8	<p>10.8 Annexure 8 – Form 7: Total Responsibility Certificate (On Bidder's Letterhead)</p> <p>Annexure 8 – Form7: Format for Power of Attorney executed in favour of the Authorized Signatory</p>	<p>Both the points mentioned as Annexures 8 – Form7</p> <p>Kindly confirm</p>	Clarification: Annexure 8 – Form7: Format for Power of Attorney executed in favour of the Authorized Signatory will be read as Annexure 8 throughout the document
119.	83	10.9	Annexure 8-Power of attorney	<p>We understand that Bidder may submit the Power of Attorney in their own format clearly stating that the person is authorized to sign on behalf of the Bidder – in which case it is NOT required to submit the Power of Attorney format given in Annexure 8</p>	Refer Corrigendum

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120.	81	10.7 Annexure 7 – Form 6:	<p>10.7 Annexure 7 – Form 6: Declaration of Non-Blacklisting (On Bidder's Letterhead)</p> <p>To, The Director General of Police, Punjab Police Department, Government of Punjab, Punjab Police Head Quarter 63/9, Jan Marg, 9A, Sector 9, Chandigarh, 160009</p> <p>Sub: Self-Declaration on non- blacklisting bid in response to RFP for Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department</p> <p>Bid Reference No.: Dear Sir, We hereby declare that our PSU/ Central Government in India, in any manner whatsoever on any ground as on the date of the declaration.</p>	<p>We request for following modification in the clause:</p> <p>10.7 Annexure 7 – Form 6: Declaration of Non-Blacklisting (On Bidder's Letterhead)</p> <p>To, The Director General of Police, Punjab Police Department, Government of Punjab, Punjab Police Head Quarter 63/9, Jan Marg, 9A, Sector 9, Chandigarh, 160009</p> <p>Sub: Self-Declaration on non-blacklisting bid in response to RFP for Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department Bid Reference No.: Dear Sir, We hereby declare that <u>to the best of our knowledge and based on the available documents our company or firm, , is not debarred/ blacklisted by any of the State or UT and / or PSU/ Central Government in India, in any manner whatsoever on any ground as on the date of the declaration.</u></p>	As per RFP
121.	82	10.8 Annexure 8 – Form 7:	10.8 Annexure 8 – Form 7: Total Responsibility Certificate (On Bidder's Letterhead)	We request for Deletion of this Annexure.	Refer Corrigendum

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122.	85	10.10 Annexure 9 – Form 8:	<p>10.10 Annexure 9 – Form 8: Financial bid Covering Letter (On Bidder's Letterhead) <Date> To, The Director General of Police, Punjab Police Department, Government of Punjab Punjab Police Head Quarter 63/9, Jan Marg, 9A, Sector 9, Chandigarh, 160009 Sub: Financial Proposal for RFP No _____ for Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department Dear Sir, Having examined the RFP Document, we, the undersigned, submitting the financial proposal/quote for Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department, in full conformity with the said RFP Document. We, the undersigned, having read and examined in detail the RFP document along with corrigendum released do hereby propose to provide the services to Punjab Police as specified in the RFP number <RFP No.> Dated <DD/MM/YYYY> along with the following: I. DEVIATIONS We declare that all the services shall be performed strictly in accordance with the RFP. II. EARNEST MONEY DEPOSIT (EMD)</p>	<p>We request for following modifications: 10.10 Annexure 9 – Form 8: Financial bid Covering Letter (On Bidder's Letterhead) <date> To The Director General of Police, Punjab Police Department, Government of Punjab Punjab Police Head Quarter 63/9, Jan Marg, 9A, Sector 9, Chandigarh,160009 Sub: Financial Proposal for RFP No for Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department Dear Sir, Having examined the RFP Document, we, the undersigned, submitting the financial proposal/quote for Selection of Single Solution Provider for the recruitments of Police Personnel vacancies in Punjab Police Department, in full conformity with the said RFP Document read with the suggestions We, the undersigned, having read and examined in detail the RFP document along with corrigendum released do hereby propose to provide the services to Punjab Police as specified in the RFP number <RFP No.> Dated <DD/MM/YYYY> along with the following: I. DEVIATIONS We declare that all the services shall be performed strictly in accordance with the RFP and mutually agreed terms. II. EARNEST MONEY DEPOSIT (EMD) We have enclosed an EMD in the form of Bank Guarantee for a sum of INR xxxxxxxx in figure (INR xxxxxxxx in words). This EMD is liable to be forfeited in accordance with the provisions</p>	As per RFP

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			<p>We have enclosed an EMD in the form of Bank Guarantee for a sum of INR xxxxxxxx in figure (INR xxxxxxxx in words). This EMD is liable to be forfeited in accordance with the provisions of the Section 3.16.</p> <p>III. QUALIFYING DATA We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/ documentary proof in this regard before evaluation of our Bid, we agree to furnish the same in time to your satisfaction.</p> <p>IV. BID PRICE We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated in online submitted Financial Bid.</p> <p>V. PERFORMANCE BANK GUARANTEE We hereby declare that in case the Contract is awarded to us, we shall submit the performance bank guarantee in the form prescribed in Section 5.5.</p> <p>We hereby declare that all the information and statements made in this Financial Bid are true and accept that any misinterpretation contained in it may lead to our disqualification.</p> <p>We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.</p> <p>We understand that our bid is binding on us and that you are not bound to accept a Bid you receive. This proposal is valid for 180 days after opening of technical bid. We shall extend</p>	<p>of the Section 3.16.</p> <p>III. QUALIFYING DATA We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/ documentary proof in this regard before evaluation of our Bid, we agree to furnish the same in time to your satisfaction.</p> <p>IV. BID PRICE We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated in online submitted Financial Bid.</p> <p>V. PERFORMANCEBANK GUARANTEE We hereby declare that in case the Contract is awarded to us, we shall submit the performance bank guarantee in the form prescribed in Section 5.5. We here by declare that all the information and statements made in this Financial Bid are true and accept that any misinterpretation contained init may lead to our disqualification.</p> <p>We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief. We understand that our bid is binding on us and that you are not bound to accept a Bid you receive.</p> <p>This proposal is valid for 180 days after opening of Technical bid. We shall extend the validity of the bid if required by “Punjab Police”.</p>	

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			the validity of the bid if required by “Punjab Police”.		
123.	87	10.11	As per Financial bid form in Annexure 10, unit rate to be quoted by the bidder	<p>1. We assume that Unit Rate and Actual number of candidate means per Scheduled Candidate, per session who is issued an Admit Card</p> <p>2. Pl confirm the number of days, cities, venues for conducting PST, PMT and facilitation for dope test</p> <p>3. Part B – we request that bidders be allowed to quote this Covid precaution cost as a rate instead of % , per Scheduled Candidate</p> <p>4. Part C –pl confirm the number of cities to be considered</p>	<p>1. Refer Corrigendum</p> <p>2. Clarification: The number of days, cities, venues for conducting PST, PMT and facilitation for dope test will be mutually decided between selected bidder and the respective recruitment board prior to examination.</p> <p>3. Refer Corrigendum</p> <p>4. Refer Corrigendum</p>

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124.			PMT/PST	<p>Conducting PMT/PST and conduct of OMR/CBT are two separate and distinct activities, both of which require expertise in their respective field. As has been the practice with other police departments across the country, separate service provider is assigned for each of two activities.</p> <p>We therefore request you to exclude PMT/PST from the scope of work for this tender and have separate service provider for PMT/PST and another for conduct of OMR/CBT based exams.</p>	As per RFP