



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY

SEC-16C, DWARKA, NEW DELHI – 110078



EXAMINATION DIVISION

No. GGSIPU/EXAM/2020/24069

Dated: 24.12.2020

MINUTES OF THE PRE-BID MEETING

A Pre-Bid meeting of the Tender Document NIT No.: 01/COE/Confidential/2020 regarding "Conducting Proctored Online Semesters Examinations, for students enrolled in various programmes of the University Schools of Studies, the Affiliated Institutes and the Centres of the University", was held on online (google link was shared) / offline mode on 24.12.2020 at 11:00 A.M. in the Conference Room, Examination Division, GGSIPU, Sector 16C, Dwarka, New Delhi – 110078. Following were physically present :

From University:

1. Prof. P. Bhattacharya, Controller of Examinations, GGSIPU
2. Prof. Udayan Ghose, USICT, GGSIPU
3. Ms. Shikha Agarwal, Deputy Registrar (Exam.), GGSIPU
4. Sh. Akash Mishra, System Analyst (Exam.), GGSIPU

From Prospective Bidders / Representatives :

5. Sh. Nitin Chawla, Wheebox
6. Sh. Deepak Dahiya, Zinedu Education Pvt. Ltd.


Besides above, around 40 persons participated online in the Google Meet URL: meet.google.com/iaf-xvqa-vrp

The following queries were received through email / asked by the prospective bidders in the meeting. The reply of the same are as under:

| S. No. | Query | Reply |
|--------|--|--|
| 1 | Need more clarity on work completion letter. | The successful completion letter from the clients is required preferably as per format. |
| 2 | For price bid- price base is registration count or exam count? | Registration of students |
| 3 | Please consider email confirmations for work completion letters (in general format) as it would be difficult to get the Format 6 from clients at such a short notice. | The successful completion letter from the clients is required. Information given in the format should be available in the completion letter. |
| 4 | Page No. 12 - It has been mentioned that there are 80,000 students including reappearing students and regular students shall undergo 5 exams. May we know the approx count of regular students who shall be answering 5 exams. Also, may we know the tentative/approx no. of reappear examinations. | Approximately 4,00,000 exam papers including reappear exam papers. |
| 5 | Page No. 22 Point 13.3 - Resolve Student Queries within 24 hours as per the student's satisfaction else a fine of Rs. 1000 per unresolved query shall be imposed. Is there a defined metrics on Query distribution (which query university answers and which shall be handled by the vendor)? Also, any metrics to gauge the satisfaction level of students query resolution. Example - Every examination platform has a basic system, browser, internet requirements which shall be shared with the students. If the student uses obsolete devices/browser or has Internet issues and is still trying to run the test on the same, he/she will not be able to do so and the query can be answered with a reason but not necessarily as per the student's satisfaction. Will the fine be imposed? Many more examples. Hence, will the vendor receive certain guidelines? | The Guidelines shall be given to the successful bidder on the same point. |

Sh. Bhattacharya

| S. No. | Query | Reply |
|--------|--|---|
| 6 | Page No. 13 to 21 - List of technical feature requirements has been defined however the tender does not classify whether it is a mandatory or a desirable requirement. The observation has been that in most of the tenders there is a classification of Mandatory vs Desirable feature requirements. | The bidder shall fulfil the requirement as given in the tender document. |
| 7 | Conducting Proctored Online Semesters Examination, for students enrolled in various programmes of the University Schools of Studies, the affiliated institutes and the Centres of the University | Yes |
| 8 | With parent company being overseas and the credentials of turn over available from them, can the Indian arm participate with backing of software, turnover, work orders of the parent overseas company of the group? GESIL however can remain as single point of contact for the group. | Bidder / applicant to fulfil eligibility criteria. |
| 9 | Undersigned and GESIL / Genix group proprietor are highly educated personal having attained education and graduated / post graduated from Indian premier institutes such as IIT and IIM. Can our qualifications be considered as credentials of the bidder? | No Change Please refer Clause No. 10 |
| 10 | Our experience stands in proctoring candidates undertaking the examinations, for getting themselves registered as medical practitioners in Australia and New Zealand. The assessment / examinations is similar to CBT Online examinations through MCQ and descriptive questions, | No Change Please refer Clause No. 10.1.6 |
| 11 | In case the turnover of Indian arm only is to be considered then please clarify, whether we can get relaxation in the average turnover value of 72 Lakhs? GESIL turnover in current year has been on an upsurge and nearing approx. 1 Crore. Past Turnovers of GESIL however are less than INR 20 lakh. Average would therefore be less than 72 Lakhs. | No Change Please refer Clause No. 10.1.3 |
| 12 | We shall also consider / add FY 2020-2021 till December, 15th, 2020 (unaudited) in the turnover certificate. The parent company turnover independently is much much more than the required 72 Lakhs. Request to consider parent group company turnover in lieu of the Indian start-up company. | No Change Please refer Clause No. 10.1.3 |
| 13 | The software solution caters to all phases including Pre Examination, Examination and Post Examination phase, including Facial recognition, etc. | Yes |
| 14 | Payment gateway to various methods are there however may need some customisation to Indian requirements such as UPI / BHIM / Indian Banks etc. International standard Credit Cards is already available. Please concur the payment Gateway for payments made by students. | All possible gateways used and practiced in India. |
| 15 | During operations activity, an operations partner (with experience as stated by GGSIPU) accountable for venue management for proctors, human proctors if required. Involving of an operations partner would not be termed as Consortium. | No Change Please refer Clause No. 7 & 10 |
| 16 | We request you to consider our bid on basis of experience, solution, parent company turnover, number of overseas students covered in various examinations and assessments etc. and not limit to only Indian educational institutes. | No Change As per the tender document Clause NO. 10 |
| 17 | Prospective date of commencement of examination. | 4 th week of Jan., 2021 & as and when notified by the University. |
| 18 | Training for uploading of question paper / evaluation / proctoring during the examination. | The training shall be provided by the successful bidder through online / offline mode, videos, write-ups etc. |


 Prof. Prodyut. Bhattacharya 24/12/2020
 [Controller of Examinations (I/C)]