

Sr. No.	Page No.	Content of Tender Doc. for Clarification	Points for Clarifications	CEL Reply
1	55	Form IX – Price bid	<p>1) By per Candidate – we assume this means Per Scheduled Candidate per Exam Session , per paper who is issued an Admit Card and GST would be charged extra – pl confirm</p> <p>2) Please confirm the volume of candidates for Theory and separately for Practical exams for working on the pricing ? Also if Exams have to be conducted in CBT mode or Remote Proctored mode – the costing is different hence request that Bidders be allowed to quote separately for these ?</p> <p>3) Please define the scope for vendors to handle Training centers and request that Vendors be allowed to quote separately for this scope</p> <p>We request that Vendors be allowed to quote separately for Covid19 Precaution measures</p>	<p>1) By per candidate means by per registration of candidate for entire cycle. Not per session, per paper. Refer to Form 'IX' point 3 at pg 56. Incase candidate fails in the examination refer to clause 17.4 pg 23, 5th and 6th bullet. For GST: Refer to Form 'IX' point 4 - "Bidder shall be responsible for any payment of taxes, duties etc including GST out of 'X' amount".</p> <p>2) To successfully pass the examination, both theory and practical exam needs to be taken by the candidate in which ever order. Payment is linked to candidate and not theory and practical examination. It is a composite quote for remote proctored in case of students category and CBT mode in case of Professional caategory (Senior professional, Label, Voucher and Medallion). From 2014-2019 on an average per annum candidates appearing for Professional exaamination was 2-3.5 lakhs and for 2020 and 2021 the number reduced to ~39K and ~10K respectively due to COVID and scrutiny. For students category from 2014-2019, it was from 62K-1.4lakhs and in 2020 it was ~9K and negligible in 2021. However, numbers may change after introduction of online mode of examinations.</p>
				<p>3) Vendor has to work on provisioning of examination centre with a liberty to use training centre as it's examination centre as deemed fit. Training Centres are administered by respective IRCS/SJI units in the district/sub district. Refer to clause 17.4 at page 21</p> <p>4) It is single composite quote of 'X' amount per candidate with Price bid format Form 'IX' at pg 55 and clause 5 at Page 8</p>
2	4	There are four types of levels of Examinations for First Aid (FA)/Home Nursing (HN)/Mother Craft (MC)/Hygiene & Sanitation (HS)/Mackenzie (MS) subjects	<p>A. We request to provide the breakup of candidate count across four types of levels</p> <p>B. Whether all the candidates who attended Theory Examination will qualify for Practical Examination or only short listed candidates will attend for Practical Examination</p> <p>C. Please provide the candidate breakup for Practical Examination</p>	<p>A. The four type of levels of professional category are Senor Professional, Voucher, Medallion and Label for which both theory and practical be conducted. Theory exam in CBT mode and practical exam to be recorded. For Student category there are 2 types- Senior Student and Junior Student for which only theory is to be conducted as remote proctored exam. Refer to clause 2.2 at page 4 and Scope of work at page 16</p> <p>B. Any candidate who completes the training is eligible for theory aand practical</p>

3	17	Questions will be of MCQ type for theory examinations, which will be provided by IRCS	<p>A. We assume the content is developed in English and the translation to other languages is done by CLIENT, Please confirm</p> <p>B. We assume the content for all Test Papers and master keys will be provided in required standard xls format Please confirm.</p> <p>C. Please share number of questions per paper (min and max.)</p> <p>D. Please confirm duration of exam min. and max for different exam modules.</p> <p>E. Please confirm language required for conducting the exam</p>	<p>A. Question and Answer keys will be provided in the language desired by the field. Translation will be done by client/field unit</p> <p>B. All Test Papers and master keys will be uploaded by NHQ login in the format given by the Vendor.</p> <p>C. There is 1 Theory paper with 6 sections. In total there will be 25-30 questions (may change).</p> <p>D. Duration of exam will be 1 hour (may change) excluding reading and orientation time</p> <p>E. Language will be as per the field units decision and availability of question and answer key from the field unit opting for regional language</p>
4	17	Practical Examination	<p>B. Practical Examination will be online examination or candidates' will be visiting center, kindly confirm.</p> <p>A. If at center we assume performing video recording via CCTV should suffice the requirement, kindly confirm.</p>	<p>Practical examination can be at training centre or examination centre depending on the demand and availability which may vary case to case basis. Refer 17.1.ii at pg 17 of Tender. Also refer to clause 17.4 "In case of professional candidates at the training centres, the Theory and Practical examination will be conducted preferably on the same day at the centre where candidate is appearing for the examination. The invigilator for theory exam needs to be arranged by the Bidder/Vendor and the examiner for practical examination shall be randomly selected by IRCS from the panel of examiners in that area."</p> <p>Video recording will suffice the purpose</p>
5	17	There should be provision for real time monitoring of some randomly selected centers.	<p>we assume instead of live streaming of CCTV , CCTV Camera with local recording and live monitoring console for each center 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>A. We request you to please relax the live streaming requirement due to Logistical issues</p>	<p>Live streaming requirement is relaxed. Video recording will suffice the purpose</p>
6	18	Details of examiners and trainers along with their educational and ID proofs, that will be mapped to respective State/UT and District.	<p>A. What will be role of trainers in the whole examination process?</p> <p>B. What all activities will need to be performed by trainer?</p> <p>C. What provisions are required to be kept in different modules of software for Trainer?</p> <p>What is the volume of trainers?</p>	<p>Trainer will primarily be validating completion of training and eligibility to appear for examination for each candidate so that examination portal opens for candidate. The trainers will be marking his attendance and ensuring that the attendance is being marked for the candidates. They donot have any role in examination process. Their role is in pre examination phase at Tender clause 17.3 page 18.</p> <p>Volume of trainers cannot be determined at this stage. Once the application is built and training centres upload the details of trainers with certificates and IDs, we will have these figures. Currently since there is no central application for trainers registration, the trainer details cannot be determined</p>

7	18	Provision of translation of Question Bank to any selected language. The translated questions should have a provision to be edited by the moderators	<p>A. We assume creation of complete question bank and then uploading only final question bank in vendor software in pre-defined format will also suffice the requirement, kindly confirm.</p> <p>In System whether a question bank will be uploaded and system will be required to take required number of questions from bank randomly and present it to candidate in this case each candidate may get different question in random order or a question paper will be uploaded in which each candidate will be getting same questions but will be jumbled in random order.</p>	<p>A. OK</p> <p>B. Out of pool of question bank for a particular level, system randomly selects 25-30 questions for a particular examination instance. All the candidates in that batch gets same set of questions but in different order.</p>
8	19	Training Center Dashboard / Training	<p>A. Kindly provide end to end scope of vendor with reference to Training.</p> <p>B. We assume vendor's scope will be limited to providing provision to select training center during registration. We assume that training process will be handled by client, kindly confirm</p>	<p>refer Tender clause 17.3 at page 19</p> <p>Vendor needs to validate eligibility based on completion of training and attendance of candidate in the training. Therefore, the application must allow generation of attendance register and calculations of number of days of attendance to determine the eligibility</p>
9	19	Candidate Registration at the available training centers	<p>A. Please confirm whether it is mandate that candidate can apply only through available training centers or they can apply anywhere using his/her personal computer/laptop.</p> <p>B. Please confirm tentative go live date for the Online Application Portal</p> <p>We assume duration of hosting in throughout the contract. Please confirm</p>	<p>A. It is not mandatory for candidate to visit Training Centre for registration. Upon payment of registration fee and uploading of documents, candidate gets Registration ID. The registration fee is non refundable</p> <p>B. Hosting is throughout the contract</p>
10	19	Online Verification of Documents of the Trainer	<p>We request further clarity on this requirement, if possible end to end details of this process.</p>	<p>The documents of the trainers (certificates and ID proofs) uploaded by training centre needs to be validated by the district unit/State Centre in order to allocate trainer ID.</p>
11	20	call centre from 9AM to 6PM (Monday-Saturday)	<p>B. We assume the language of the helpdesk is English & Hindi will suffice the requirement. Please confirm.</p> <p>Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm</p>	<p>English and Hindi. Standard landline number</p>
12	20	Track trainings through biometric attendances of candidates as well as trainers	<p>We request further clarity on biometric attendances</p>	<p>Attendance should be centrally captured and auto calculated for the eligibility of examination.</p>
13	21	Bidder/Vendor shall provide suitable training to staff of the training centres for operating all modules.	<p>Which all module from the over all activities are expected to be performed by client/Training center etc staff, kindly provide details?</p>	<p>Complete training of end to end process is required. There should be complete user manual for each module and handholding be provided to the field units for operating those modules</p>

14	21	In case of corporate/industry employees, the State/District branches shall conduct the examination process on the platform provided by the bidder/vendor	B. We assume that examination will be conducted by vendor under the managerial supervision of client, kindly confirm We assume all the operational activities will be done by vendor	Confirmed
15	21	The state/district branches will add the training schedule through Corporate/Industries/Factories panel login and employees of Corporate/Industries/Factories shall be registered by the state/district branches in the application provided by the bidder/vendor.	What all different types of users / modules will be required and what all different activities those user and modules will be required to have.	All modules of registration and examination are same. It's only the category of training centre which is changing from IRCS/SJI Centre to Corporate training. The mandatory hours of training before being eligible for examination changes in case of Corporate trainings.
16	21	The bidder/vendor should have automated biometric validation during the course of examination through examination software.	Do we need to verify biometric of the candidate at the time of examination.	Biometrics of candidates needs to be validated both during training and examination
17	21	The examination centres list shall be finalized by the Bidder/Vendor in consultation with Red Cross branch of that area.	Do we have to select the regular venues for the examination or there is a separate requirement for the same. Please confirm that Exam centers would be provided by Client or Vendor?	Refer clause 17.4 at page 21
18	21	The Bidder/Vendor shall deploy examiner for theory exams at the premises of Corporate/Industries/Factories & shall arrange video recordings of the practical exams at the premises of Corporate/Industries/Factories.	Need to check the system configuration of the Corporate/Industries/Factories for conducting the examination in their premises. If the configuration is not met then examination cannot be conducted at their premises.	If system configuration doesn't match, vendor needs to provide the facility at their premises according to the desired configuration
19	22	The system should ensure that each question appears on the candidate screen for a minimum period of 30 secs.	Do we have to show each question for 30 secs even if the candidate has answered the question before that or can the candidate move to the other question. In our software the question does not change on the screen unless the candidate clicks on next button (available below the question).	Flexibility to the candidate to go back and forth for the questions and answers till the time is over. Option 2 is acceptable
20	22	Capturing GPS location of the Centres.	Kindly elaborate further on this requirement.	Long & Lat of each training centre be captured

21	22	The system should ensure that each question appears on the candidate screen for a minimum period of 30 secs. This time can be customized as per IRCS requirements.	We assume instead of having question wise timer, overall question paper timer will also suffice the requirement, kindly confirm.	OK
22	23	Pays the examination fees online through the Bidder/Vendor own Payment Gateway	A.For online payment we assume the transaction charges for online payment will be borne either by CLIENT or levied to candidates. Please confirm. We assume the registration fees collected through online payment will need to be credited directly into CLIENT bank account.	MDR charges to be borne by CLIENT (State HQ) Refer to Payment clause at 18- "The payment to Vendor, CEL and other stakeholders of the project including, IRCS NHQ, State Branch, District Branch and Training Centre shall be auto debited from the bank account where all fees during registration and examination will be deposited."
23	23	Candidate has to appear for examination within 30 days of the successful completion of the training	B.Please confirm Exams will happen thought out the contract (i.e everyday) C. Please share historic trend of city wise candidate counts for various Online exams D.Please share the percentage of PWD candidates. A. We Assume that the PWD candidate can bring his/her own scribe for exam? Please confirm	Refer 17.4 para 5- "The schedule of the examination could vary from place to place based on the number of registrations in the area. The availability of examination Centres and linked infrastructure needs to be ensured by the Bidder/Vendor as per the examination schedules." Citywise candidate count is not available. There is no seperate PWD category in this case
24	23	Online proctored examination at the examination centre using computers at centre, candidate's own mobile or providing tabs to the candidates.	A. We assume, online proctored examination would be the one which candidate will be appearing from their own devise from their desired location. B. Online proctored (remote proctored) exam via mobile phone is not advisable as its highly prone to cheating and mal practices.	OK
25	23	Before proctored examination for student category, the student will upload his ID and click his online photo. The roll number will be allotted in his Candidate ID. The login time and closing time will be monitored and the link will open only in the given time slot.	We assume that roll no. will be allotted to candidate when candidate registers for exam/ confirms the seat, date and batch, kindly confirm. (I)Also candidate will be allowed to appear for exam only on the predefined batch and not any other time apart from that, kindly confirm.	Refer tender page 23
26	23	There needs to be provision to debar trainers, examiners along with reasons	What is the process flow of debarring the trainer, what is the expected flows after a trainer is debarred.	Process work flow is not to be documented in application. Only allow debarring with reason and upload the orders. Once debarred, application should not allow that trainer to be selected for any batch of training for a specific time

27	23	Candidate can choose examination centres in the area preferences marked by the candidate during registration	<p>We assume that candidates will select the city of their choice in the registration portal that would be provided by the vendor – pl confirm</p> <p>Pl confirm if vendor is expected to provide Test center for conduct of CBT/MCQ exams or at any other stage as this would impact the cost</p>	<p>1) OK</p> <p>2) Refer 17.4 para 4 "The Bidder/Vendor needs to ensure examination centres availability as per the number of candidates that can be accommodated. The facility to conduct examination as detailed below could also be in the training centre of IRCS, however the entire responsibility to provide facility to conduct the exam is on the vendor. There should be at least one examination centre in the district/city where trainings are being conducted."</p>
28	27	RTI queries (A front end Module to be deployed at NHQ of IRCS & St Ambulance(I) office), Court cases	We assume that vendor's Support is limited to providing document and related data only – please confirm	OK
29		Covid19 Precaution Measures	<p>We request that in view of the current situation that is expected to continue for the next 6-8 months and due to the Govt's mandate on Precautionary measures to be followed we request the points below be included in the tender in the financial Bid format as this would have a cost impact - so the rate should include COST of conducting Exam adhering to Covid 19 compliance.</p> <p>We request the cost of Conducting Computer based Exam + Covid 19 additional cost together be considered for computing the Total L1 Rate</p> <ol style="list-style-type: none"> 1. Due to Social Distancing norms for seating & spacing between each candidates at the Test centers - additional Centers to be booked which leads to additional Servers, Test Administrators & manpower, Security guards etc 2. Sanitization cost at the test center before and after exams (Sanitizers, Sanitization of the infra between sessions, Disinfection of the entire center at the end of the day etc) 3. Disposable Gloves, Face shield, PPE suit for Security staff attending the Frisking activities and the cost for Thermal Scanners (Ratio 1:100) 4. We suggest that to avoid Hand Pat Frisking only Metal detectors should be used for frisking - Security guards who carry out the frisking will wear PPE suit which is changed every day. 5. To reduce hand to hand contact candidates should get their own pencil for usage during the test 6. 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 	COVID guidelines be followed as per the Government norms