			Minutes of the pre-bid meeting held on 20.09.2018		
S.No.	Clause Number and Page Number	Reference clause Details	Clarification sought	Reason for raising the clarification	IMU's Reply
1	Weightage given to Technical Evaluation Criteria	Capability Maturity Model - Levels	The levels of CMMI has no bearing on the delivery. In On - Screen Marking, the technology component is 45% with the scanning and logistical aspects weighed at 55%. When this being the case, why is the Tender document demarcating the evaluation parameters in terms of marks for capabuility maturity model.		IMU prefers CMMI certification. However, considering the nature of service being solicited it is proposed to exclude this certification from minimum eligiblity criteria. Bidder who possesses CMMI Certificate will be given due weightage at the time of Technical Evaluation.The Service Provider should atleast possess ISO 27001:2013 certificate and also please refer to the corrigendem.
2	2.2. Minimum Eligibility Criteria Page No. 5	Sl.No.6. The Service Provider Should at least possess CMMI Level 3(Development or Service) with ISO 27001: 2013.	We are into End to End Examinations Solutions for the last 10 Years and we are pioneers in Books Scanning since last 5 years. We are in possession of ISO 9001:2015 & ISO 27001:2013 Certificates . In our Experience Universities who have called for On Screen Tender have not asked for CMMI Level Certificates. So we request you to kindly relax the criteria of having CMMI Level Certificates .		
3	Clause no. 2.19 & Page No. 13	Capability Maturity Model Integration (CMMI) Level of the Service Provider	This clause is superfluous. Assignment much larger than IMU requirement is being carried out by TRS. Our eMarquer Software is audited by an External Agency named AKS IT Services and certified as "Safe for Hosting" and "No Vulnerability" We are also certified by ISO 9001:2013 and ISO 27001: 2015. Hence, we request this clause to be removed.		
4	3.1.1 a)	For 6 number of Evaluation and Scanning Zones (Geographically Dislocated	For both the scanning zones and evaluation zones, internet requirement is a must as there would not be any local storage and every data is stored in the Tier - 3 data center only. This Data is eventually replicated and mirrored in IMU HQ's server and another copy in the DRC of the service provider to prevent any compromise whatsoever.	If Data is stored in Local Servers, then it gives scope and ambit for manipulations in the data accessing the Local Server. Moreover live feed of Evaluation Status would not be possible and availale for IMU Head Quarters - CoE office for corrective course of action to be taken then and there.	Scanning and evaluation shall be done locally. However, Storage of data will be on central server at IMU HQ.

	5	3.1.4	Proper Industry Standard Authentications	As a practice, we enable rolebased access and while doing so, every factulty's, administrator's mobile phone is also taken into our database. An OTP is sent to the mobile number to log into the application just like how Banks do to authenticate. By Doing so, we found that the accountability is very high as the mobile is linked with Aadhaar that there is very little scope for repudiation.		Tender condition prevails
	6	3.1.10 Scanning should be done without cutting the spine of Answer Booklets by Employing book Scanners	Clause no: 3.1.10	The mere purpose of implementing On Screen Marking gets defeated as Book Scanning tends to take a lot of time and there happens to be a manual intervention to flip the pages for the scanning process which is rudimentary and prone to errors. 50 lac answer booklets are processed by We every Semester in Mumbai University. The Process is well oiled that there happens to be absolutely zero mix ups. While this is soTo give an example, The exercise done by M/s. Tata Consultancy Services for the on screen marking in Goa School Board backfired very badly due to the time taken and errors that were seen. Whiles some local players recommend book scanning to push their product, We being a gobal company does not recommend book scanning.	We operate across the country, giving the On Screen Marking Solutions both for Universities and Public Service Commissions. Hence the process that is defined to scan the answer booklets is key to the success of the exercise. Moreover, a technology that is implemented should be cost effective and also seamless in terms of operational aspects. The Solution implemented by We is used for On Screen Marking world over @ 120 universities around the globe. Significant implementations in India are , Rajasthan Public Service Commission, Orrissa Public Service commission, Mumbai University, RGUHS etc. Request for the consideration to change the clause accordingly	Tender condition prevails
	7	Clause 3.1.10 & Page No. 18		Scanning should be done without cutting the spine of the Answer Booklet by employing the Book Scanners. The indicative number of Answer Booklet shall be 1, 00,000 for a particular year. All the pages of the booklet should be accounted for and identified with the booklet ID number. Document scanner with ADF (Automatic Document Feeder) are not allowed for scanning.	Without cutting will slow down the entire process even for a relatively small size of digitization requirement of IMU; The concern of booklets being cut and consequently mix up of images within a booklet and between booklets is effectively addressed by a simple and unique ID marking process of TRS. So, digitization by cutting booklets can also be considered.	Tender condition prevails

8	3.6.1	Scanned Images moved through Computer media	Scanned images are directly uploaded to the Data Center Server. Usage of Pen Drives, Hard Disks and other media to store scanned images is a serious security threat and We refrains from this practice. Any access to the scanned answer booklet shall have to be legitimate which is one and only for evaluation. Even no one has the privilege of downloading the answer booklet to a local hard disk space. Every aspect of On Screen Marking shall be only online.	While you give the flexibility to store the images in a portal media, it becomes extremely vulnerable for any malpractice done on the surface of the scanned image	Scanning and evaluation shall be done locally. However, Storage of data will be on central server at IMU HQ.
9	3.6.3 Uploading of Answer scripts to a dedicated server in a LAN	Clause no: 3.6.3	This is against the industry practice. We uploads the answer booklets into a dedicated Tiee - 3 data center for the reasons cited below: 1. Every activity including the CoE and whoever who is accessing the server shall have to be monitored through the log files. 2. Every activity done in a day shall be replicated in the local server in IMU CoE, Headquarters. 3. Maintaining the Log Files in the Local Server on the LAN gives absolute access to do manipulation in the server and also. Same is the case with the Local Server on the respective locations. 4. Live monitoring and control will not be practical and possible for the CoE to speed up the evaluation if in case it is slow. 5. Compromises such as changing the marks and awarding higer marks etc has all happened with some of the implementations with our competition with some of the clients also.	Anna University is a classic case. The systems and process were not established In such a manner that the element of compromise is arrested then and there. Whilst some of the competitors of We to this bid might cite the example of Dr. M.G.R. Medical University implementation, we have refrained from participating in the tender process for the mere fact that there is a room for compromise with access given to Database and the Log files for any kind of manipulation being done internally without a trace.	Scanning and evaluation shall be done locally. However, Storage of data will be on central server at IMU HQ and not in the local LAN.
10	3.6.7	Post result answer scripts for RTI	The Answer scripts shall be made available in the evaluated form as a PDF for RTI queries. Is that OK with IMU?		Tender condition prevails

11	3.7.1	Primary and Secondary Data center server in IMU.	The primary data center would be the Tier - 3 Data Center of the Service Provider. Secondary Data Center would be the DRC in Chennai. The Mirrored Data with Log file would be made available in IMU Head Quarters. No Data would be accessed through the intranet as the footprint of the Log Files and every other information is crucial when it comes to the question of integrity. This will not be compromised at any cost by We irrespective of the fact that one of our competitors are giving the same solution in a Medical University Headquartered in Chennai.		Tender condition prevails with Primary Data Centre at IMU HQ and Secondary Data Centre at IMU Navi Mumbai Campus.
12	3.8.13	Setting up of minimum time of evaluation of an answer script to avoid fast and reckless evaluation	This is subjective as the age of evaluator and his exposure to handling computers, social media etc are determinants of the speed of evaluation. Fundamentally, the software is so programmed to set a threshold of answer booklets. For Example in a forenoon session, an evaluator cannot evaluate more than 20 answer booklets. Accordingly the evaluator's bucket would be filled with 5 answer booklets at a time * 4 times. If in case the evaluator falls short where in he/she evaluates only 15 then 15 becomes the measure of the efficiency of the evaluator.		Tender condition prevails
13	Clause 3.1.4 & Page No. 18		The software should have role base security mechanism and proper industry standard authentication like Digital Signature, biometric, etc. and authorization mechanism should be implemented in the system.	Is digital signature or biometric is must? If must, it unnecessarily increase the cost of the project. Username and Password as standard authentication security is adequate.	Tender condition prevails
14	Clause 3.2.6 & Page No. 20		A device system for monitoring and supervision of evaluation Zone activities (Evaluator level) by the Competent Authority.	Whether IMU provide Internet and Bandwidth to monitor all evaluation zones activities.	IMU shall provide Internet connectivity

15	Clause no. 2.19 – Under weightage S.No. 4 & Page No. 15		The Service Provider should have satisfactorily completed "Similar Service" involving values as listed below during any of the financial year 2015-16,2016-17 or 201718 a. At least 1 Similar Supply with a minimum value of i.e. Rs. 48 Lakh [OR] b. At least 2 Similar Supply with a minimum value of Rs. 36 Lakh each [OR] c. At least 3 Similar Supply with a minimum value of Rs. 24 Lakh each.	This basis is having an anomaly. A participant with three jobs in classification (c) get cumulative Turnover of 72 Lakhs but would be award only 1.5 points. Whereas another participant with a single execution value of 48 lakhs will be awarded 2 Marks. It appears a fair assessment could be achieved if marks are awarded on cumulative turnover for the projects executed. For instance, any participant with cumulative value in similar supply with minimum value of Rs. 75 Lakhs may be awarded 5 marks and any participant with higher cumulative value shall be awarded 10	Please refer to Corrigendum
16	Clause No. 2.19 – Under weightage S.No. 8 & Page No. 16		1. Above 10 Crores but less than 30 Crore 5 Marks. 2. Above 30 Crore but less than 60Crore 10 Marks 3. Above 60 Crore 15 Marks	a) Onscreen Marking is in its evolving stage of consistent acceptance by Examination Bodies. b) A preconceived amount of Rs. 60 crore turnover appears biased. c) Effective solutions for larger volume are being done by bidders with much lower turnover threshold. d) In such an environment the turnover threshold need to be realistic	Please refer to Corrigendum
17	Clause 3 - 3.1.1 (a) – Page No. 17 & Clause 3.6 – 3.6.1 – Page No. 21		(a) For 6 Nos. of Evaluation and Scanning Zones (Geographically dislocated) (number may vary) and As there is no physical movement of answer scripts, scanned images be transferred through computer media.	Whether Digitization is centralized at IMU – Headoffice and only evaluation will be at Six different zones of IMU? If not,(Viz) if digitization is not centralized at IMU-HO; then the number of Answer scripts zonewise to be furnished.	The below mentioned figures are as per June 2018 end semester examination IMU Chennai Campus-9350 IMU Vizag Campus -1100 IMU Kochi Campus -2400 IMU Navi Mumbai Campus-7500 IMU Mumbai Port Campus-4100 IMU Kolkata Campus-16000 The Same may be changed in the forthcoming exam as per IMU requirement.