

AMENDMENT NO.1 Dated 22.10.2026

Reference NIT No.: HLL/CHO/HR/REC/CBT/2026-10 dated 03.10.2026

CPP ID : 2026_HLL_293223_1

The following amendment has been incorporated in the above referred NIT No. **HLL/CHO/HR/REC/CBT/2026-10 dated 03.10.2026** for Request for Proposal for The REQUEST FOR PROPOSAL FOR PROVIDING END TO END SOLUTION FOR COMPUTER BASED TEST (CBT) EXAMINATION FOR HLL LIFECARE LIMITED AND IT'S CLIENT ORGANIZATIONS.

1. Notice Inviting tender (NIT)

Bid submission and Opening Date and Time

FOR

Last date and time for online submission of online bids	26.10.2026 (15: 00 Hrs.)
Date and time of opening of e-tender	27.10.2026 (15: 00 Hrs.)

MAY BE READ AS

Last date and time for online submission of online bids	06.11.2026 (15: 00 Hrs.)
Date and time of opening of e-tender	07.11.2026 (15: 30 Hrs.)

2. Pre Bid Queries

PRE BID QUERIES

Sl. No	Page No	Caluse No	Existing Condition	Proposed Changes	Reply from HLL
1			Tender Document: To review the eligibility criteria and to amend the eligibility suitably		No Change in tender condition
2	3	Fact Sheet; point 3	Any conditional proposal shall be summarily rejected	We request HLL to accept the bid with conditional offers (bids with suggestions) which would help protect the interest of both parties – HLL & bidder.	The bidder has to accept the conditions laid down in the tender document in letter and spirit. No conditional offers will be accepted.
3	15	3.1. Pre Examination Phase	The Bidder shall ensure that UPS facilities and Generator facility are available at each Exam Centre for un-interrupted power supply.	The Bidder shall ensure that uninterruptable power supply either from UPS system or back-up power source is available during the examination. In the event of any disruptions or power fluctuation, the power shall resumed from available back-up power source with least interruption or delay.	The Bidder shall ensure that uninterruptable power supply either from UPS system or back-up power source is available during the examination. In the event of any disruptions or power fluctuation, the power shall resumed from available back-up power source with least interruption or delay.
4	17	3.1.1 - Preparation of Question Papers	Replace, revise or re-prepare question papers at its own cost whenever directed by HLL due to deficiencies, errors, security concerns or administrative reasons.	We request HLL that free replacement be restricted to deficiencies attributable to the bidder. Re-preparation arising from change in syllabus, scheme, HLL instructions or administrative requirements may be handled through mutually agreed timelines and commercial change control.	The bidder shall replace, revise, or re-prepare question papers at its own cost whenever directed by HLL due to deficiencies, errors, security concerns, or administrative reasons attributable to the bidder. However, in the event of re-preparation arising from changes in syllabus, scheme, HLL instructions, or administrative requirements, the same shall be handled through mutually agreed timelines and commercials.
5	18	3.1.2	Where HLL elects to supply its own Question papers for a particular examination, the same shall be made available to the Bidder. The Bidder shall securely receive, store, transmit, download, install and administer such papers, and complete responsibility for the security of the question papers once transferred to the Bidder shall rest with the Bidder. Where question papers are provided by HLL, complete security of such question papers when transferred to the Bidder will be with the Bidder.	As per the scope of work outlined in the tender document, the bidder is responsible for the preparation of the question paper. To maintain the highest standards of confidentiality and integrity, the contents of the question paper will not be disclosed, shared, or made accessible to any unauthorized individual or entity at any stage of the process. For examinations where HLL prepares the question papers, the bidder will provide a secure platform and train HLL-authorized personnel to create, upload, and proofread the content. The bidder will ensure platform security, while HLL will perform all question-paper activities at its premises and remain responsible for content security until the encrypted question-paper bundle is transferred to the bidder's data center.	Where HLL/ client elects to supply its own question papers for a particular examination, the same shall be made available to the Bidder. For examinations where HLL/ Client prepares the question papers, the Bidder will provide a secure platform and train HLL/ Client-authorized personnel to create, upload, and proofread the content. The Bidder will ensure platform security, while HLL/ Client will perform all question-paper activities on its premises and remain responsible for content security until the encrypted question-paper bundle is transferred to the Bidder's data center.
6	18	3.1.1, Point 19 Ownership of Question Content	All question papers, question banks and associated content prepared under the contract shall be the exclusive property of HLL and handed over in open, machine-readable format on demand.	We request HLL to confirm that ownership will apply only to the examination-specific content accepted and paid for under this contract.	All question papers, question banks, and associated content prepared under the contract shall be the exclusive property of HLL and handed over in an open, machine-readable format on demand. This will apply only to the examination-specific content accepted and paid for under this contract.

7	18	3.1.3. Biometric-based identification Verification	The bidder shall undertake biometric-based document verification of candidates who have appeared for the Computer Based Test (CBT)	We request HLL to clarify the requirements for biometric-based document verification of candidates. As part of the standard process, the admit card and original identity proof of each candidate who appears for the examination are manually verified, and biometric details—including photograph, thumb impression, and iris scan are captured during registration on the exam day.	The Bidder shall undertake biometric-based document verification for candidates appearing for the Computer-Based Test (CBT). On the day of the examination, candidate registration shall include manual verification of the admit card and original photo identity proof, alongside the capture of biometric data, including a live photograph and thumb impression.
8	19	3.2. Examination Phase	Minimum Candidate System Pre-requisites Storage : 128 GB SSD or higher; adequate free space for the examination application	We request HLL to modify the requirement as below: Storage : 128 GB SSD / HDD or higher; adequate free space for the examination application.	Minimum Candidate System Pre-requisites Storage : 128 GB SSD / HDD or higher; adequate free space for the examination application.
9	20	3.2. Examination Phase	Minimum Candidate System Pre-requisites Operating Systems : Windows 8.1/10/11 - 32 bit or 64-bit or supported Linux OS with active security support from the OEM	We request HLL to modify the requirement as below: Operating Systems : Windows 8.1/10/11 - 32 bit or 64-bit or supported Linux OS with active security support from the OEM / any other equivalent Operating system suitable for conducting Computer based test.	Minimum Candidate System Pre-requisites Operating Systems : Windows 8.1/10/11 - 32 bit or 64-bit or supported Linux OS with active security support from the OEM / any other equivalent Operating system suitable for conducting Computer based test.
10	20	3.2. Examination Phase	Minimum Candidate System Pre-requisites Internet : Stable, dedicated internet connection with appropriate redundancy. As a practical baseline, at least 1 Mbps per candidate may be specified, subject to the examination platform's requirements.	We request HLL to reconsider & remove the requirement, as the exam will be conducted on the Intranet. Internet is required only before start of the exam for Candidate information and Question Paper and after completion of exam for Exam data, result upload.	Minimum Candidate System Prerequisites: Internet: Stable, dedicated internet connection before the start of the exam for uploading candidate information and question papers, and after completion of the exam for downloading exam data and uploading the results to the server.
11	22	3.2. Examination Phase	CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera feeds to HLL Lifecare Limited for all the Computer Based Exam within 20 days after the examination with proper sealing.	We request HLL to modify the requirement as below: CCTV camera should record Exam Center activities from 30 minute before to 30 minutes after the examination. The bidder will be required to handover the CCTV camera feeds to HLL Lifecare Limited for all the Computer Based Exam within 20 days 45 days after the examination with proper sealing.	CCTV cameras should record Exam Center activities from 30 minutes before to 30 minutes after the examination. The Bidder will be required to hand over the CCTV camera feeds to HLL Lifecare Limited for all Computer-Based Exams within 45 days after the examination with proper sealing.
12	23	3.2.2. Examination Centres	Location of Examination venues : The Service Provider shall identify examination venues located within 15km from the town / city limit of the centre notified in the notification /the examination centre option exercised by the candidate respective city/town of the candidate's preference	We request HLL to modify the clause as below: The service provider shall attempt to identify examination venues located within 15 kms of town/city limit of the centre notified in the notification /the examination centre option exercised by the candidate respective city/town of the candidate's preference. In exceptional cases, with prior approval of HLL other exam venues may be identified.	Examination venues must be identified within 15 km of the city or town limits selected by the candidate or specified in the notification. Venues outside this 15 km radius may only be used in exceptional circumstances with valid justification and prior approval from HLL.

13	24	3.3. Post Examination Phase	After receipt of the representation of the candidates, the bidder will upload the final answer key within 3 days.	All the deliverables timelines will be mutually discussed and agreed at the time of signing of the agreement	No change in the tender condition
14	25	4.1. Organizational Level; point 5	The bidder's Average Annual Turnover during last five financial years should be Rs.50 crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet etc.)	We don't maintain a separate Balance sheet for turnover from examination related activities. Hence, we request HLL to modify the clause as below: The bidder's Average Annual Turnover during last five financial years should be Rs.50 crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet, CA certificate etc.)	The bidder's Average Annual Turnover during last five financial years should be Rs.50 crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet, CA certificate with supporting verifiable documents etc.)
15	27	4.2. Assessment Platform Level: point 10	The Bidder shall carry out Vulnerability Assessment and Penetration Testing (VAPT) of the examination platform through a CERT-In empanelled auditor prior to the first examination under the contract and at least once every twelve months thereafter, and shall furnish the report together with evidence of closure of all findings to HLL	Our Computer Based Examination Solution and Data Centers are CERT-IN certified. We perform quarterly VAPT of the infrastructure, examination platform and identified vulnerabilities are addressed. Our organisational policies do not allow VAPT report to be shared. Request HLL to accept CERT-IN Certification in lieu of VAPT report.	The bidder shall ensure that the proposed examination platform is subjected to Vulnerability Assessment and Penetration Testing (VAPT) by a CERT-In-empanelled agency. A valid VAPT certificate issued by the concerned agency shall be submitted along with the technical bid as proof of compliance with this requirement.
16	31	7. Important Instructions, Point 8	The Bidder should be able to support the entire solution (across INDIA) on a 24 x 7 basis with a maximum response time of 8 hours.	We request HLL to maintain helpdesk availability 9x6 as stated in Clause 3.1. We also request severity-based response and resolution timelines aligned with an agreed escalation matrix.	The Bidder should be able to support the entire solution (across INDIA) on a 9x6 basis with a maximum response time of 8 hours.
17	31	7. Important Instructions, Point 8	The Bidder must customize the interface at no additional cost, based on feedback, if any, from HLL.	We request HLL to restrict no-cost changes, to configuration options available in the standard product. Any additional Customization required will be subject to feasibility check, the same will be finalized after mutual agreement between HLL and the Bidder. Change Request (as applicable) in case of substantial efforts will be applied incurring additional cost (if any).	No Change in tender condition

18	32	7. Important Instructions Point 19	The bidder shall be responsible for all other activities necessary for a secure, fair, transparent and successful examination, whether or not specifically mentioned.	We request HLL to delete the clause. Services and deliverables should be limited to the defined scope, assumptions and responsibilities in the contract. Additional requirements may be undertaken through written change control with mutually agreed impact on price and schedule.	No Change in tender condition
19	33	8. General information	The name and signature (physical / digital) of bidder's authorized person should appear on each page of the application.	It is difficult for our authorized signatory to sign all the pages of the bid document. Hence, as an organization process, we sign the document using digital signature of authorized signatory on the last page of the document, which makes it non editable. Request HLL to accept the same in place of signature on each page.	No Change in tender condition
20	37	9.6. Penalty Clause / Liquidated Damage	Penalty for Deficiencies in Question Paper preparation : Without prejudice to any other contractual or legal remedy available to HLL, if any deficiency, error, plagiarism, copyright violation, factual inaccuracy, leakage or breach of confidentiality is established in relation to the question papers prepared by the successful bidder, HLL shall have the right to take one or multiple or combination of actions against the bidder, depending upon the severity: • reject the question papers and require fresh question papers without any additional cost; • impose penalties as specified in the Contract; • recover all losses and damages suffered by HLL; • terminate the contract; • forfeit the Performance Security/Performance Bank Guarantee; • blacklist or debar the bidder from future tenders of HLL; and • initiate appropriate civil and criminal proceedings under applicable laws. Without prejudice to the above, any leakage, compromise or unauthorised disclosure of question papers, examination content or candidate data attributable to the Service Provider shall be treated as a material breach, attracting forfeiture of the Performance Security in full, in addition to such other legal action as	Request HLL to modify the clause as below: Penalty for Deficiencies in Question Paper preparation : Without prejudice to any other contractual or legal remedy available to HLL, if any deficiency, error, plagiarism, copyright violation, factual inaccuracy, leakage or breach of confidentiality is established in relation to the question papers prepared by the successful bidder, HLL shall have the right to take one or multiple or combination of actions against the bidder, depending upon the severity: • reject the question papers and require fresh question papers without any additional cost; • impose penalties as specified in the Contract; • ~~recover all losses and damages suffered by HLL;~~ • terminate the contract; • ~~forfeit the Performance Security/Performance Bank Guarantee;~~ • ~~blacklist or debar the bidder from future tenders of HLL; and~~ • ~~initiate appropriate civil and criminal proceedings under applicable laws.~~ ~~Without prejudice to the above, any leakage, compromise or unauthorised disclosure of question papers, examination content or candidate data attributable to the Service Provider shall be treated as a material breach, attracting forfeiture of the Performance Security in full, in addition to such other legal action as HLL may deem fit. Penalties for breach of the service levels prescribed at Clause 9.24 shall be levied in addition to and independently of the penalty under this~~	No Change in tender condition
21	38	9.7 - Time Frame, Point 10	The system shall be operational within 5 days from signing of the Contract.	All the deliverables timelines will be mutually discussed and agreed at the time of signing of the agreement	The system shall be operational within 15 days from signing of the Contract.

22	38	9.9 - Payment Schedule	Payment will be made within 45 days after successful completion of the examination; no advance payment shall be made.	We request HLL to consider the bidders substantial pre-examination commitments for venue booking, manpower, infrastructure and application setup, we request milestone billing: 50% prior to examination based on HLL-confirmed candidate count and 50% after completion of the examination, with payment within 30 days of invoice. Alternatively, please permit billing of committed pre-exam costs upon venue confirmation.	No Change in tender condition
23	41	9.15 - Subcontract	No part of the services may be subcontracted without prior written approval from HLL.	We request HLL to modify the clause as below: No part of the services may be subcontracted without prior written approval intimation from HLL.	No Change in tender condition
24	42	9.21. Right to Audit	Entire clause	Request HLL to consider the below: HLL or its arranged third party auditor will not be allowed to audit our IT systems, software, due to security policies. However, our IT system, data centre, software solution is Cert-In certified by Cert-In empaneled auditors. Certificate of the same can be shared with HLL. However, HLL can audit operational process of the examination by mutually discussed timeliness between HLL and SIP.	The bidder shall ensure that the proposed examination platform is subjected to Vulnerability Assessment and Penetration Testing (VAPT) by a CERT-In-empanelled agency. A valid VAPT certificate issued by the concerned agency shall be submitted along with the technical bid as proof of compliance with this requirement. However, HLL can audit operational process of the examination by mutually discussed timeliness between HLL and Successful Bidder.
25	46	Annexure A	CBT Plan covering the key processes/ activities with timeline	All the deliverables timelines and SLAs will be mutually discussed and agreed upon based on factors such as the requirements, number of subjects, candidate volume, and merit-list guidelines at the time of signing of the agreement.	All the deliverables timelines and SLAs given in Annexure-A will be mutually discussed and agreed upon based on factors such as the requirements, number of subjects, candidate volume, and merit-list guidelines at the time of signing of the agreement.
26	55	FORMAT-01 DECLARATION	I / We, hereby agreed to abide all the terms and condition of this RFP	We request HLL to modify the clause as below: I / We, hereby agreed to abide to the terms and condition of this RFP subject to suggestions submitted along with the bid.	No change in the tender condition
27	55	FORMAT-01 DECLARATION	I/ We, further specifically certify that our company is not Black Listed/De-Listed/ debarred / suspended or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking/ Court in the last three years prior to the opening date of this RFP. I /We hereby certify that in the last three years, our company has not failed to perform on any contract or have had any contract terminated for breach on our part.	We request HLL to modify the clause as below: I/ We, further specifically certify that our company is not ~~been~~ Black Listed/De-Listed/ debarred / suspended or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking/ Court ~~in the last three years prior to the opening date of this RFP~~ as of bid submission date. I /We hereby certify that in the last three years as of bid submission date, our company has not failed to perform on any contract or have had any contract terminated for breach on our part.	No change in the tender condition
28	55	FORMAT-01 DECLARATION	I/We further certify that there is no criminal case registered against our company or against our Director.	We request HLL to remove this clause.	No change in tender conditions. However, criminal cases registered against directors in their official capacity or relating to organizational activities shall be considered within the scope of this clause.

29	29-30	6.3. Evaluation and Comparison of Bids	30 % weightage will be awarded for Technical Evaluation (as per SI.No.5 scoring model) and 70 % weightage will be awarded for Financial Evaluation (The quantities are indicative and do not constitute any minimum business commitment by HLL) Technical Bid will be assigned a Technical Score (TS) out of a maximum of 100 points, as per the Scoring Model provided in the previous section.	We request HLL to modify the clause as below: 30-% 70% weightage will be awarded for Technical Evaluation (as per SI.No.5 scoring model) and 70-%-30% weightage will be awarded for Financial Evaluation (The quantities are indicative and do not constitute any minimum business commitment by HLL) Technical Bid will be assigned a Technical Score (TS) out of a maximum of 100 points, as per the Scoring Model provided in the previous section.	No change in the tender condition
30	17	3.1.1. Preparation of question papers, Scope of work, responsibility of work	The Bidder must have experience in the development and authoring of Question Papers/Assessment Content covering more than 100 subjects in bilingual format, i.e., Hindi and English, for Computer Based Recruitment Tests (CBT) conducted for a single Government Client during the last five (5) years. The Bidder shall submit documentary evidence, such as Work Order/Contract and Completion Certificate/ Client Certificate, clearly establishing the above experience	This point will be discussed during the Pre-Bid Meeting scheduled on 12 October 2026.	The Bidder must have experience in the development and authoring of Question Papers/Assessment Content covering more than 100 posts/ subjects, for Computer Based Recruitment Tests (CBT) conducted for their Clients during the last five (5) years. The Bidder shall submit documentary evidence, such as Work Order/Contract and Completion Certificate/ Client Certificate, clearly establishing the above experience
31	29	6.4 Final Evaluation Criteria-QCBS	Quality and Cost based selection (QCBS) 30:70	Adopting a 70:30 Technical-to-Financial weightage under the Quality and Cost Based Selection (QCBS) methodology	No change in tender conditions
32	25	4.1.8	Existing Clause: "At least one project should be Conduct of Computer Based recruitment Examination with capability of 75,000 or more candidates appeared in single shift during the last five years."	Requested Amendment: "At least one project should involve conduct of Computer Based Recruitment Examination for 75,000 or more candidates either in a single shift or across multiple shifts during the last five years."	No change in the tender condition
33	26	4.1.12	Existing Clause: "The bidder must have authorized and globally accepted certifications i.e. ISO-27001, ISO 20000, ISO 9001 and CMMi Level 5 for Software Development / Services."	Requested Amendment: "The bidder must have authorized and globally accepted certifications i.e. ISO-27001, ISO 20000, ISO 9001 and CMMi Level 3 for Software Development / Services."	No change in the tender condition
34	25	4.1.5	Existing Clause: "The bidder's Average Annual Turnover during last five financial years should be Rs.50 crores or more in India from Computer Based Examination."	Requested Amendment: The bidder's Average Annual Turnover during last five financial years should be Rs.25 crores or more in India from Computer Based Examination and related services."	No change in the tender condition
35	26	4.2.1	Existing Clause: "The proposed software must be in-house developed by the bidder and the bidder must own the complete source code of the software being used for conducting the Computer based exam."	Requested Amendment: "The bidder shall have ownership rights or valid licensing rights to use and deploy the proposed CBT platform, including rights necessary for customization, maintenance and support during the contract period."	No change in the tender condition
36	28	5 Scoring Model 1.2	CMMi level 5 Development -10 Marks CMMi level 5 Service – 10 Marks	To consider CMMi Level 5 Service/Development certifications at par for the purpose of technical evaluation rather than giving separate scoring marks for both the Certifications criteria.	No change in the tender condition

37	28	5 Scoring Model 1.4	Maximum no of candidates appeared in computer based examination in single shift completed in India in last five financial years (as on date of bid submission) 75,000 –1,00,000 Candidates >1,00,000 Candidate	To modify the existing clause to specifically consider experience in conducting Computer-Based Recruitment Examinations for Government Departments, Public Sector Undertakings (PSUs), Statutory Bodies, and other Government agencies during the last five (5) financial years, without changing the existing evaluation slabs. Maximum number of candidates who appeared in a single shift of Computer-Based Recruitment Examinations conducted in India during the last five (5) financial years as on the date of bid submission: 75,000 –1,00,000 Candidates >1,00,000 Candidate	No change in the tender condition
38	15	3 Scope of Work	Individual password shall be given to each candidate by the Bidder at the examination center after the biometric registration process.	We request the Authority to kindly modify the clause, as the examination password is generally announced in the examination hall and remains common for all candidates appearing in a particular shift on a given examination day. Each candidate is required to enter their individual Roll Number and PIN, as mentioned on the Admit Card, along with the shift-wise password announced in the examination hall as an additional security measure before commencing the examination. Accordingly, the clause may be revised to reflect this standard examination practice instead of requiring an individual password for each candidate.	The bidder shall provide a provision to enter the Roll Number, PIN, as mentioned on the admit card, and a password (shift-wise password) at the exam center before the start of the examination.
39	10-11, 15-16, 18-19 & 22	Clause 3 (Scope of Work), 3.1, 3.2 and 4.1(14)	The selected bidder provides exam delivery services on an "End to End outsource basis", including Physical Security, identity verification, frisking, security guards, CCTV surveillance and security incident reporting, along with the CBT platform, centre infrastructure and result processing.	Bifurcation of CBT and its allied Services	No change in the tender condition
40	10-11, 15-16, 18-19 & 22	Clause 3 (Scope of Work), 3.1, 3.2 and 4.1(14)	As per the RFP, one selected bidder runs the whole examination end to end. The same bidder also looks after gate security, candidate identity checks, frisking, guards, CCTV and reporting of security incidents, besides the CBT platform, centre set-up and result processing.	Bifurcation of CBT and its allied Services	No change in the tender condition
41	11, 15-16, 18-19 & 38	Additional services not specified in the RFP (Clauses 3.1, 3.2 and Annexure A)	The RFP covers biometric registration at the centre, one guard for every 100 candidates, CCTV footage stored locally and a venue audit to be done within 5 days.		No change in the tender condition
42			Tender Submission Date	We request that post release of the Pre-bid Queries response, vendors be given 7-10 working days to work on the Tender documents. Hence, please extend the submission date accordingly in case of a delay in the release of the Pre-bid queries response.	Last Date of submission of applications has been extended till 06.11.2026. Technical bid will be opened on 07.11.2026

43			Financial Bid	We recommend that the "Per Registered Candidate" rate applies per scheduled candidate, per session, and per stage for which an admit card is issued. Kindly confirm this understanding.	Per shortlisted candidate' refers to applicants who satisfy the requisite qualifications and have been cleared for subsequent selection process. However, the basic rate per shortlisted candidate applies per candidate, per session, and per stage for whom an admit card is issued.
44	14	3.1. Pre Examination Phase	The Bidder should design the application for candidates to register themselves for the Computer Based Examination and make online payment of exam fees.	i. Please confirm tentative go live date for the Online Application Portal ii. We assume duration of hosting in months for the Online Application will be for only 1 month. Please confirm iii. We assume that the eligibility criteria, validation rules, and business logic for the registration portal will be provided by the client to the bidder. iv. We request you to kindly provide the approximate breakdown district and post wise. Alternatively candidate report of similar examinations conducted previously is requested	The baseline eligibility criteria, validation logic, and functional rules will generally remain standard across all participating clients, subject to minor client-specific adjustments as required. HLL Lifecare Limited will share comprehensive details pertaining to upcoming Computer-Based Examinations, and technical/system readiness will be jointly reviewed and finalized with the successful bidder post-selection.
45	14			i. Please confirm if the payment gateway will be provided by the client or to be arranged by the bidder. ii. The transaction charges, MDR, refund charges and failed-transaction charges shall be borne by the candidate.	The Bidder shall design and manage an online application portal for candidate registration and the collection of Computer-Based Examination (CBE) fees. The Bidder is responsible for integrating a suitable payment gateway. However, all applicable transaction charges, Merchant Discount Rates (MDR), refund processing fees, and failed-transaction charges shall be borne directly by the candidates.
46	14	3.1. Pre Examination Phase	Bulk/individualized SMS	The bidder will be responsible for the SMS and Email integration. The bidder will also assist the client to register themselves on the DLT platform as per TRAI guidelines for provision of services	The Bidder shall be responsible for integrating SMS and email services within the portal. The Bidder shall procure and manage these services in accordance with the prevailing Government of India guidelines.
47	15	3.1. Pre Examination Phase	The Bidder shall provide help to candidates through a call center (telephone/email) ensuring service quality on a 9x6 basis	We propose the following: i. The helpdesk will be setup in our premises and a landline number starting with 022 will be provided ii. The language for the heldesk will be English and Hindi. ii. The helpdesk timings will be from 9:00 am to 6:00 pm from Monday to Saturday excluding government holidays and Sunday	The Bidder shall operate a dedicated helpdesk and call center (via telephone and email) to assist candidates, maintaining high service quality on a 9x6 operational schedule, which must include Sundays. Detailed terms, conditions, and Service Level Agreements (SLAs) regarding call center operations will be finalized with the successful bidder.
48	22	3.2. Examination Phase	At the end of the exam, transfer/export of candidate response and audit trails shall be done by the Bidder on secured channel from local server to Central server of the Bidder within 4 Hour from each exam center. Other data such as attendance sheet, finger print, seating plan etc. (if any) should be sent to HLL Lifecare Limited within 5 days of conclusion of each exam shift.	We request that the timelines for the examination related data handover and other activities to be mutually discussed and agreed upon	No change in tender conditions

49	24	3.2.2.9 Examination Centres	9. A cloak room for the safe keeping of the belongings of the candidates	We request the Client to kindly confirm that the bidder shall provide a designated area at the examination centre for candidates to keep their personal belongings. However, the bidder shall not be held responsible for any loss or theft of such belongings.	No change in tender conditions
50	25	4. Essential Technical Pre- requisite - 4.1. Organizational Level .6	The bidder should be in profit during last five financial years immediately preceding the date of bid submission. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last five financial years.	Kindly confirm if the years in profit can be relaxed from five to three financial years or instead of Profit, can positively Net worth for the last five financial years can be considered	No change in the tender condition
51	28	1.4.1	Maximum no of candidates appeared in computer-based examination in single shift completed in India in last five financial years (as on date of bid submission)	Kindly confirm if above mentioned point can be relaxed to single day instead of single shift	No change in the tender condition
52	29	6.3. Evaluation and Comparison of Bids	30 % weightage will be awarded for Technical Evaluation (as per SI.No.5 scoring model) and 70 % weightage will be awarded for Financial Evaluation	To ensure that the client get better technically qualified vendors, we request you to consider the below change "70 % weightage will be awarded for Technical Evaluation and 30 % weightage will be awarded for Financial Evaluation"	No change in the tender condition
53	46	Annexure A	Screening of online applications	Request to please clarify if this screening is to be conducted by manually verifying the documents uploaded by candidate versus the data provided? We propose this activity should be done only with the candidates who are finally shortlisted for verification after examination	The initial screening and document verification of applications submitted through the bidders portal will be conducted directly by the Client. The Bidder is not required to perform pre-examination document verification or manual cross-validation of uploaded documents against candidate data
54	32	19	Indemnity	Request CLIENT to cap the total cumulative Indemnity of the successful bidder at 05% of the Invoice value for the particular service giving rise to such claim.	No change in the tender condition
55	39	9.12	The Bidder shall, at its own expense and without any limitation, indemnify and keep fully and effectively indemnified HLL against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with any claim of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights of any third party, arising from the use of the technology, software, content or products supplied under this engagement.		

56	36	9.4	Performance Guarantee	Request CLIENT to consider the following in addition to the clause: i) The bidder shall be given an opportunity of making a representation and of a personal hearing before forfeiture of PBG. ii) The cause for failure to discharge the contractual obligation or negligence should be directly & solely attributable to the successful bidder. iii) The successful bidder shall be given a cure period of 30 days to rectify the breach. iv) The selected bidder shall only be liable for the work carried on its own accord. In no event shall the selected bidder be liable for invocation of the Performance Guarantee for any recovery of damages, direct losses or additional liability, if incurred due to completion of work by another agency. v) Client shall, within fifteen (15) days of the expiry of the PBG, return the original hardcopy of the PBG along with the Discharge Letter addressed to the respective Bank.	No change in the tender condition
57	37	9.6	Penalty Clause / Liquidated Damages	Request CLIENT to consider the following: i)The total cumulative Penalty imposed on the bidder shall not exceed 05% of the total invoice of the particular service of the respective Order for which the penalty arises. ii)CLIENT shall raise its concerns or objections to the Bidder/Service Provider within 30 days of the services provided. CLIENT shall not impose any penalty/ damages on the Service Provider if no objections are raised within the stipulated period. iii)The Bidder shall be given a cure period of 30 days to rectify/remedy any defaults / defects / shortcomings. iv)Any penalty/ damages shall be for proven defaults, solely and directly attributable to the bidder. v)The Penalty/ damages shall be levied only if there is any deviation from the SOP, which, upon the award of the contract, both parties shall prepare in detail for provision of services and which shall form a part of the Agreement. vi)The bidder shall be given an opportunity of making a representation and of personal hearing before final imposition of penalty. vii)An escalation matrix should be mutually decided between both the parties.	No change in the tender condition
58	43-44	9.24	Service Level Agreement (SLA)	Request CLIENT to consider the following: If the Force Majeure condition in question prevails for a continuous period of thirty (30) days, the parties affected by such condition shall enter into bona fide discussions with a view to alleviating its effect on this Agreement by agreeing to such alternative agreement as may be fair and reasonable.	No change in the tender condition
59	39	9.11	Force Majeure: Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination.	Request CLIENT to consider the following: If the Force Majeure condition in question prevails for a continuous period of thirty (30) days, the parties affected by such condition shall enter into bona fide discussions with a view to alleviating its effect on this Agreement by agreeing to such alternative agreement as may be fair and reasonable.	No change in the tender condition

60	40	9.13	Confidential Information	Request the CLIENT to consider the following in addition to the clause: Either party shall hold in confidence all confidential information obtained, received from the other and shall not disclose the same to any third party without prior written consent of the other, during the term of this Agreement and for a period of two (2) years from the date of termination and/or expiry of this Agreement. Further, unless prior written consent of the either party is obtained, the other Party shall not use the above-mentioned information for any purpose other than the purpose contemplated under this Agreement.	
61	41	9.16	If the parties fail to resolve their dispute or difference by mutual consultation within twenty-one days of its occurrence, the same shall be referred to a Sole Arbitrator to be appointed by the Chairperson and Managing Director, HLL Lifecare Limited, under the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.	Request CLIENT to consider the modified clause: If the parties fail to resolve their dispute or difference by mutual consultation within twenty-one days of its occurrence, the same shall be referred to a Sole Arbitrator to be appointed mutually by both the Parties, under the provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.	The Clause 9.16 may be read as below: This Contract shall be governed by and interpreted in accordance with the laws of India. All disputes or differences whatsoever arising between the Parties, out of or in relation to the construction, meaning and operation or effect of this Contract or breach thereof, shall be settled amicably If the parties fail to resolve their dispute or differences by mutual consultation within twenty one days of its occurrence, the same, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre ("IIAC") in accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations 2023 ("IIAC Regulations") for the time being in force, which regulations are deemed to be incorporated by reference in this clause." The place / seat of the arbitration shall be New Delhi, India. The Tribunal shall consist of one (1) arbitrator. The law governing the arbitration shall be Indian Law. The language of the arbitration shall be English
62	43	9.22	Limitation of Liability	Request CLIENT to cap the total cumulative Liability of the successful bidder at 05% of the Invoice value for the particular service giving rise to such liability.	No change in the tender condition
63	55	Format - 01 Declaration	I / We, hereby agreed to abide all the terms and condition of this RFP	Request CLIENT to modify the clause as corrigendum/amendment might be issued.	No change in the tender condition
64	32	7.17	The bidder by submitting the Bid against this RFP, is understood to have read and unconditionally agrees to and comply with all the conditions of this Bid / RFP.		No change in the tender condition

65	10-11, 15-16, 18-19 & 22	Clause 3 (Scope of Work), Clauses 3.1, 3.1.3, 3.2, 3.2.1, 3.2.2, 3.3 and Clause 4.1(14)	Clause 3 and 4.1(14): the selected bidder provides the exam delivery services on an "End to End outsource basis". The same Service Provider is responsible for Physical Security, validation and verification of identity, HHMD frisking, checking of documents and admit card at the gate, Security Guards (min. 1 per 100 students), CCTV surveillance with local storage and handover to HLL, physical access control, security incident reporting (7(13)), and the SLA-compliance report (9.24), along with application, CBT platform, centre infrastructure, question papers and result processing.	Bifurcation of CBT and its allied Services	No change in the tender condition
66	11, 15-16, 18-19, 38 & 43	Proposed additional services - not specified in the RFP (Clauses 3.1, 3.1.3, 3.2, 3.2.2, 9.17 and Annexure A)	The RFP provides biometric registration at the centre, security guards at 1 per 100 students, local CCTV storage, venue selection by HLL from the Bidder's list, and a 5-day Examination Venue Audit (Annexure A).		No change in the tender condition
67	28	5. Scoring Model – 1.1.1	Bidder's Organizational Legal Structure Partnership /Proprietary - 1 Private Limited – 3 Public Limited Company – 5	We request to modify this clause as below Partnership /Proprietary - 3 Private Limited / Limited Company – 5 marks We request that equal marks be awarded to any duly registered Private Limited or Public Limited Company, as both are legally registered entities capable of providing the required services. Hence, there should be no distinction between them for awarding marks.	No change in the tender condition
68	28	5. Scoring Model – 1.2	Bidder's Certification • CMMi level 5 Development – 10 • CMMi level 5 Service - 10	We request that the marks be revised as follows: • ISO 20000-1 – 5 Marks • CMMI Level 3 Services – 5 Marks • CMMI Level 3 Development – 5 Marks • CMMI Level 5 Services – 5 Marks Since conducting computer-based examinations is primarily a service delivery and operational activity, greater importance should be given to service management and operational capabilities. CMMI Level 3 Development is sufficient to demonstrate mature software development processes. Therefore, we request a balanced allocation of marks to encourage wider participation without compromising service quality and security.	No change in the tender condition

69	28	5. Scoring Model – 1.3.1	Average annual turnover for the last five financial years immediately preceding the date of bid submission • More than 100 CR and Less than 200 Crore INR • More than 200 CR and Less than 300 Crore INR • More than 300 Crore INR	We request that the average annual turnover be considered for the last three financial years and the turnover criteria be revised as follows: • More than ₹100 Crore and up to ₹125 Crore • More than ₹125 Crore and up to ₹150 Crore • More than ₹150 Crore The proposed revision will ensure that bidders have sufficient financial strength and experience while encouraging wider participation and healthy competition, enabling the Department to receive more competitive commercial offers.	No change in the tender condition
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