



BANARAS HINDU UNIVERSITY

(Established by Parliament vide notification no. 225 of 1916)

Office of the Controller of Examinations

Varanasi-221 005

Website: <http://www.bhu.ac.in>

F. No. CE/UET/2012-13/

January 31, 2013

DEVELOPMENT OF ONLINE ENTRANCE TEST PORTAL OF BHU, TRAINING OF BHU STAFF AND FACILITY MANAGEMENT SERVICE FOR THE ACADEMIC SESSION 2013-14, 2014-15 AND 2015-16

Frequently asked questions regarding Tender under reference based on queries from expected bidders for submission of their bids.

S.No.	Query	Answer
1	a) To the best of our understanding, for the first 3 years the site would be hosted at our premises, Please confirm. b) Another server would be placed at client premises. Please confirm if this would be BHU server or we need to provide the server? c) There is a mirroring that is expected where the data needs to be replicated on a demand basis. We would like to know the probable frequency of such a request of mirroring. Also, would there be internet connectivity between the two places? If yes, would the data that need to be transferred need to be encrypted?	a) The vender will be responsible for hosting the application at an appropriate server fulfilling the requirement of BHU. b) It will be BHU server. c) The provision of mirroring is part of the DRM (Disaster Recovery Management) Plan, and therefore, real time mirroring of data and uploaded files is required. For data security, encryption is a must.
2	Ownership shall rest with BHU from day one. In what sense and for what items.	BHU shall own the domain name and complete data including uploaded files & base data etc.
3	Do you require our manpower be placed at BHU during the pre exam application process or we can work from our office and share the progress details online as we assume the hosting will be from our premises.	Stationing manpower is expected for providing a physical help desk, trouble shooting, debugging, preparation of roll list, attendance sheet etc., and other services required to ensure a trouble free, efficient and accurate operation of the software system for providing the required service and service level to BHU. The exact number and level of manpower to be stationed needs to be assessed by the vendor in view of the capabilities of its system and staff.
4	Need more clarity on Test Centre management module having required flexibility. What exactly you are looking for?	Test centre management module includes provisions for allotment of test centre depending upon demand for the centre and its capacity. - Clubbing of disciplines in particular test centers depending on demand of centre and its capacity. - Cancellation of test centers in case the minimum no. of candidates threshold is not reached and allocation of 2 nd choice centers on a specific date.
5	We trust no physical admit card dispatch is required. Please confirm.	Yes

6	<p>Do you want us to install the Nodes, Printers etc in your office for pre exam activities such as Preparation of Roll list and Attendance (Verification) Sheet or this can be done from our office and dispatched to BHU.</p> <p>Who will provide the stationery for the above activity?</p> <p>Who will be responsible for dispatch of the same to centres?</p>	<p>(a) The vendor is expected to provide all hardware required for these works.</p> <p>(b) The vendor will provide the stationery.</p> <p>(c) BHU will dispatch the same.</p>
7	<p>You want the help desk for answering queries of applicants in BHU premises or we can have the same in our office.</p> <p>How many seats you are looking for?</p>	<p>A physical help desk is required at BHU and the tele-help desk shall be maintained by vendor wherever it wishes. The number of seats shall be assessed by the vendor depending upon the capabilities of its system and ensuring trouble free and efficient use of the system by all the users.</p>
8	<p>We believe that the pre exam scope is for online application module and related activity. The portal development is not in the scope. Please confirm.</p>	<p>Only online application module is required from the vendor which will be assessed through a link provided at BHU website.</p>
9	<p>Can you elaborate more on Providing interface to the Faculties/Departments for dispatch of counseling/call letters (date/time/venue of counseling, category-wise cut off merit for a counseling schedule etc.). The design of the interface shall be in accordance with the instructions of the CE, BHU.</p>	<p>The information is already elaborated in the bid document sufficiently.</p>
10	<p>“Sufficient number of man-power is to be stationed in the office of the Controller of Examinations, BHU from the first day the application form goes online till the last day activities of post examination.”</p> <p>Since the hosting is on our server. What is the need of manpower be stationed for pre exam process at BHU and for what?</p>	<p>Already replied at Point No. 3.</p>
11	<p>Issue of duplicate Admit card process will be same (online) or will it be offline printed cards. Please confirm?</p>	<p>Since the admit card is available online, any no. of copies can be downloaded and provided by the candidate using his login.</p>
12	<p>All reports and statistical details as per requirement of BHU is to be made available is spiral bound form.</p> <p>Can you provide the details on no. of reports required?</p>	<p>The vendor shall assess for requirement of institution of such reports & statistics based on its previous experience of similar works. It will be detailed in SRS/GAD.</p>
13	<p>We request the LD & Penalties may be capped to max of 10% of the contract value and once the maximum is reached, BHU may consider termination of the contract. Kindly confirm that this is acceptable to you.</p>	<p>As per bid document only.</p>
14	<p>We have partners/associates who have been successfully providing services related to confidential printing and dispatch of material etc. the complete work is done under strict control, supervision and guidance of vendors team. Also the examination & recruitment related project involves activities that are highly manpower intensive and requires temporary low end manpower (unskilled and semi-skilled staff), we will be utilizing the services of its partners/associate companies for manpower intensive activities. We will be fully responsible for execution of the project. Kindly confirm that this is acceptable to you?</p>	<p>This is possible in terms of provisions for consortium bid provided in bid document.</p>