

| Clarification to the Pre-bid Queries - Tender for providing required Infrastructure, Hardware, Network and other facilities for conduct of Online (Computer based) Examination for issue of Pilot License | | |
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| Tender Requirement | Query | Clarification |
| 1.0 Central Examination Organisation, Office of the Director General of Civil Aviation (DGCA) conducts Online (Computer Based) examinations for issue of licenses to Pilots mainly in the cities of Delhi, Mumbai, Kolkata, Chennai, Bangalore and Hyderabad etc. Quotations are invited for appointment of an agency for providing required Infrastructure, hard ware, network and other facilities for conducting Online (computer based) examination for issue of Pilot Licences. | <p>Please provide the historical data of complete list of cities and candidates across these cities to decide on the number of venues required at each city.</p> <p>Location wise Expected number of exams in each implementation.</p> | The examination will be conducted in two batches on each day for 3 – 4 days. Approximate number of candidates in each batch at Delhi (250), Mumbai (200), Chennai (100), Kolkatta (40), Hyderabad (50), Bangalore (40) and Lucknow (40) |
| | 2. Duration wise expected number of Exams (for eg. 1000 exams of 90 minute duration, 2000 exams of 60 minute duration etc.). | <p>Approximate number of exams duration wise:</p> <p>180 Minutes : 1800</p> <p>120 Minutes : 750</p> <p>90 Minutes : 550</p> |
| 2.2 DGCA would like the agency to provide the infrastructure required for conducting examination like the space, webcam in all the centres, computers, servers, UPS, generators, LAN/WAN of required speed, routers, Network Mgt S/W, Firewalls and proxy servers etc. | Please clarify the exam delivery mode whether Online (Centralised delivery) or CBT(Distributed delivery)? | Centralised Server Mode of Examination |
| | Whether web cam is required on all the Client PC's or will be required at Test Administrator desk to capture photo of the candidate on the test day during attendance. Please confirm. | A provision is required in each examination hall to cover & record all the candidates and the examination related activities during the entire examination duration. |
| | What will be the need for servers, proxy servers if the exam is going to be delivered from central server of NIC over internet. | Exam will be conducted in Centralised Server Mode hence proxy servers will be required. Basically it is a moderately medium capacity system, configured by a suitable software to host the service for about 1000 users and whose IP address is identified for it to get connected to NIC server during the examination. Firewall is also acceptable, the public IP of the Firewall to be shared with NIC. |

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| 2.2: Proxy Servers at Test centres | We request DGCA to specify the configuration of the Proxy Servers | A proxy server can be set up on both Windows and Linux platforms. Micro Soft ISA 2006 server is the proxy server s/w for Windows and Squid Proxy service is the s/w available with any Linux version (in built). And there are a few other proxy server s/w available on Net, which can be downloaded for free and configured. Configuration differs from one s/w to another. As for the h/w configuration of the server, a moderately medium capacity system, if not a high end one, is sufficient to host this service for about 1000 users. Firewall is also acceptable, the public IP of the Firewall to be shared with NIC ☒ |
| 2.3 The examination will be conducted in cities for the number of days as decided by DGCA and in one or two batches (as applicable) per day. There are in all twelve papers and duration of each paper varies from 90 minutes to 3 hours. The examination is proposed to be held during the third week of January, April, July and October of every year. | For how many number of days the exams will be held in each cycle (January, April, July and October of every year). | The exam will be conducted for 3 – 4 days depending upon the number of applications received. |
| | Whether Exams will be conducted on week days or week ends? | The exam will be conducted preferably on week days. |
| | Whether it will be allowed to conduct more than 2 batches, wherever the exam duration is not more than 2 Hrs. | No |
| 2.6 Agency will provide details of the centre (Venue Address, No of m/c, List of Technical Support Personnel etc.) well in advance to DGCA & NIC. The venue shall be selected which are well connected by the public transport system to the extent possible and acceptable to DGCA. | What will be the advance notice period given to agency for providing the Venue details? | The Centre details are required for inviting the application for a particular session of examination which is normally 45 days in advance. However, the Venue details of each centre are required to be furnished to DGCA at least 21 days prior to the actual date of commencement of examination |

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| | What will be the number of technical support personnel required at the test venues | As per tender document para 2.5 agency is required to provide one invigilator for every 20 candidates at each centre and one truly qualified system integrator and one net work manager at each site as per para 2.12.5 of the tender document. |
| | Whether DGCA will visit and inspect the venue and approve before the official announcement of the venue. | Yes |
| 2.10 The Agency shall ensure that complete and comprehensive series of mock drills as deemed suitable by DGCA/ NIC is carried out two days before the exam in the presence of representatives of NIC and DGCA in all the centres. | What will the manpower support required at the test venues during the mock drills. | At least One Network manager , one system integrator and and a coordinator at each site. |
| | What will be the tasks carried out during the mock drills. | Mock test will be carriedout to check functioning of each client system / Controller's system, networking, connectivity with the main server, power back up, endurance, including full load test. May require more number of persons at each venue during the full load mock test so as to test the system near to the full capacity of the server, network & connectivity. |
| 2.12.1 Client System Configuration: | 1. Dual Core 2.8GHzProcessor | Dual Core 2.2 GHz or higher processor. |
| | 2. Compatible Mother Board, Intel or Intel Chipset | |
| | 3. 2GB RAM Expandable up to 4GB | 2GB RAM is OK |
| | 4. 250GB HDD | Hard disk to have minimum free space of 80GB HDD or Higher |
| | 5. 104 Keys OEM Keyboard | |
| | 6. Optical Scroll Mouse | |
| | 7. 17" TFT/LED Monitor | 15"/17" TFT/LED (CRT is not suggested) |
| | 8. USB Port – 2nos (only for controllers m/c) | |
| | The dual core processor with 2 GB RAM and expandable to 4 GB for all the <u>client machine</u> is difficult requirement to meet, is this mandatory. | 2GB RAM is the minimum configuration required. |

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| Point 10 of 2.12.1: Antivirus software (latest version) with one year validity | We request DGCA to consider Antivirus software (latest version) with validity during the exam | Antivirus software (latest version) which remains valid during the Exam. Any anti virus s/w which is NOT of Trial / Evaluation version is required. |
| 2.12.5 Services of the Truly Qualified System integrator and Network manager (one each) at each site (Their roles and responsibilities have been defined in Annexure III): | Whether the System integrator and Network manager need to hold any IT Certification / minimum experience as criterion to qualify. | Must be certified and experienced people to man the activities. The responsibilities are defined in Annex III of the tender document. |
| 2.12.6 Two internet Connections from two different ISPs with 10 /20 Mbps each. | This will be an extremely difficult requirement to meet, is this mandatory. | Based on the practical experience had during the earlier sessions it has been decided to set the minimum requirement as 10 Mbps internet broadband connectivity from two different ISPs. |
| | Can you detail the Type of Questions to be part of the Question Bank, will the QB consist of Flash Based, Audio, Video Questions? | The questions are text and picture and or map based. |
| 2.12.8 Sharing the site for network integration with NIC for a week time for security, proper hand shaking and actual s/w testing before the exam conducted live at each site. | Does this specifically mean details of the firewall/Router/servers used for delivery or does it refer to the client systems at the center as well? | Yes, it is the details of the firewall / Router / Servers, this is required for providing the access to the URL for conducting VIMANIC Online Exams from specific (Restricted) sites only. |
| | Can you clarify the need to such high bandwidth | Same as mentioned above in para 2.12.6 |
| 2.12.9 Disabling of CD/DVD drive, USB ports of client machines and disabling of right click of mouse, print screen/scroll function, special key functions of the key boards of client machines used for computer based examination. | Disabling of right click of mouse, print screen/scroll function, special key functions of the key boards of client machines – needs to be addressed by the exam software provided by NIC. | Only devices /ports to be disabled by the agency. A third party software will be suggested for strict implementation on the client machines |
| FORM 2: Price Offer | We assume that the Price to be quoted for Per Candidate per hour has to be on registered candidate count . Please confirm. | The actual payment shall be made on the basis of total number of seats finally requested by the DGCA at each centre excluding the buffer seats (10 %) |
| | Whether This contract would be valid for 1 year, 2 years or 3 years | The contract shall be valid for a period of one year initially. |
| EMD and/or Performance Security | Government agencies participating in this bid can be exempted from EMD and/or Performance Security | Government agencies to submit a certificate in this regard for consideration of their request |

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| 4.1 (ii(B)-Average turnover of the agency - in the last three financial years(2010-11, 2011-12, 2012-13) in Online/Computer based Examination Rs 2 crore. | Looking into the requirement in the tender document at para 4 – 4.1 - ii - B the parameter should be as under Average turnover of the Agency. In the last three financial years (2010-11, 2011-12, 2012-13) in online/computer based examination for Certification Exam at Multi-location across India Rs 5 Crore.” | Not agreed |