

# PAKISTAN MEDICAL COMMISSION

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Islamabad, 6th December, 2021

## **SUBJECT:- PRE-BID MEETING (Procurement of Computer Based Examination Services including Operational System)**

Pre-Bid meeting for the said subject was held on 29<sup>th</sup> November, 2021 in the Executive Board room of Pakistan Medical Commission (PMC). List of participants is placed at (Annex-A).

Member IT, Member Admin and Member Legal of the National Medical Authority (NMA), of Pakistan Medical Commission answered the queries raised by the participants. As specified in tender, written queries from bidder were supposed to reach PMC team at least 3 days before the meeting. Agenda of the meeting was shared through tender document *"To answer any queries that potential bidders may have"*.

Following table indicates written queries received before the pre-bid meeting, discussions held during the meeting and NMA's response. Also, it includes queries received from few bidders after the Pre-Bid meeting.

<b>Sr.</b>	<b>Bidder Queries</b>	<b>Discussion During the Meeting</b>	<b>NMA's Response</b>
1	<b>National Testing Service</b> "Competitive examinations are held simultaneously and at one time. Continuous examination process within a period of 30 days will arise questions on difficulty index of the papers"	a) NTS highlighted that conducting a competitive exam over a period of say 30 days does not come under the definition of "Simultaneous" as simultaneous means conducting single test for all students on same day/time.  b) NTS highlighted that if the test is conducted for 30 days, it shall	a) NMA responds that "Simultaneously" means a continuous exam process held within a period of 30 days. This has been clearly mentioned in the tender and is in accordance with legal framework of PMC and further affirmed by the superior courts.

		<p>arise questions on difficulty index of the papers</p> <p>NMA clarified both a) and b) to the participants and informed all to send a written response.</p>	<p>b) NMA clarified that in tender document, requirements explain that a strong algorithm to randomize questions based on difficulty index assigned to questions shall be demonstrated by the bidder and is part of evaluation criteria.</p> <p>Notwithstanding the explanation the structure or method of conduct of exam in terms of number of days etc. is not the domain of the service provider.</p>
2	<p><b>National Testing Service</b></p> <p>“Currently no testing agency/Computer Based Examination Service providers has capability to conduct CBT for 150,000 candidates simultaneously in Pakistan, therefore, this clause may be reconsidered. Ref: PPRA Rule 10, 32,50”</p>	<p>It was highlighted by NTS during the meeting that such magnitude of competitive tests could be gracefully planned using non-Computer based testing rather than computer-based testing or more appropriate time should be given to bidders to ensure readiness for computer-based exams of this magnitude.</p> <p>NTS commented that NMA should consider amending their criteria otherwise the tender will find coverage in the media and will be challenged in court.</p> <p>NMA explained the rationale of requirements mentioned in the tender and informed all that a</p>	<p>NMA responds that as per PMC Act and the decision of the Medical and Dental Council, it has to be Computer Based Exam and our requirements of timelines for readiness are in accordance with the annual calendar of Examination already approved by the Medical &amp; Dental Council of PMC.</p> <p>It is clarified that it is not the bidder’s domain to determine the methodology of the exam or the services required by PMC.</p>

		written response shall be sent in more detail.	
3	<p><b>National Testing Service</b></p> <p>“Currently no testing agency/service providers in Pakistan is conducting computer-based examination at large scale and having stock of 3,500 to 4,000 tablets/computer/laptops with 20 dedicated servers on its inventory. Also, as per tender document clause 2.1.7 fully operational complete examination system should be capable of immediate deployment to hold examination by 15th January, 2022 which seems ambitious timeline since complete procurement process after awarding of contract needs appropriate time Therefore, timeline for bid submission may be reconsidered because of complexity of the project (international examination test centers) to prepare technical proposal. Ref: PPRA Rule 10, 27,32,50”</p>	<p>It was mentioned by NTS that considering the complexity of the requirement (magnitude of equipment, readiness of international centers etc.). timelines of bid submission must be revised. It was mentioned that if given appropriate time, they can ensure the required readiness for the conduct of the examination as per the requirements in the tender.</p> <p>NMA explained the rationale of requirements mentioned in the tender and informed all to send a written response.</p>	<p>NMA responds that timelines are critical for the conduct of different upcoming examinations as per the approved examination calendar. Also, we look for a service company that has the capacity and capability in providing the necessary technology and services to enable PMC for conducting computer-based examination both locally and internationally as indicated in Technical evaluation Criteria. Timelines for bid submission remain to be the same.</p>
4	<p><b>National Testing Service</b></p> <p>“Experience in number of years, Company Profile,</p>	<p>NTS raised a query that tender does not contain any parameters</p>	<p>NMA responds that section 5 of the tender documents</p>

	<p>Capacity, network, infrastructure, various certifications etc. not included in Evaluation Criteria which is key feature to determine the capacity/capability of the testing agency.”</p>	<p>to evaluate previous experience of the company, its profile, capacity etc. which are important parameters in evaluation of such tenders.</p>	<p>contains preliminary evaluation criteria where bidders are asked to provide references to their past projects (upto 3 projects). Also, technical evaluation criteria also cover points where experience of conducting a Computer Based Exam locally and internationally is being evaluated.</p> <p>The bidder on the one hand has stated that no company has experience in CBT testing an on the other is demanding inclusion of criteria of extensive experience. The statements are mutually contradictory. The tender terms focus on technical ability rather than mere corporate existence to enable maximum participation.</p>
5	<p><b>National Testing Service</b>  “How invigilation of Candidates at foreign countries be made? Can Tests be conducted through Remote Proctoring for foreign candidates?”</p>		<p>NMA clarifies that the providing of necessary and identified services to enable PMC to conduct examination at international centers shall be the responsibility of the bidder including all kinds of logistics, equipment, and invigilators. This has been</p>

			<p>clearly mentioned in the tender document.</p> <p>Remote proctoring is not permissible as it is not 100% fool proof in terms of potential cheating.</p>
6	<p><b>National Testing Service</b></p> <p>“Para 3 and 4 of Technical Evaluation criteria is generic and needs clarification/elaboration and should be quantifiable”</p>	<p>It was highlighted by NTS that following two paras are generic in nature and how would its evaluation be done</p> <p>Para 3: <b>Documentary Evidence and workable model of Examination’s System capability to randomize object type questions against a pre-defined difficulty matrix</b></p> <p>Para4: <b>Examination Registration and Conduct and result systems</b></p> <p>NMA in detail, explained how these two points in technical evaluation criteria are going to be measured.</p>	<p>NMA Clarifies that para 3 and 4 have very clear and transparent evaluation criteria</p> <p>Para 3: <b>If the evidence and/or algorithm shared is; Excellent 15 marks, Satisfactory 7.5 marks. Less than Satisfactory 0 marks</b></p> <p>Para 4: <b>If the evidence shared is; Excellent 15 marks Satisfactory 7.5 marks Less than Satisfactory 0 marks</b></p> <p>Also, para 5 mentions that there shall be a complete demonstration of the end to end approach and operational system by the bidder. It shall also be clear via that.</p>
7	<p><b>National Testing Service</b></p> <p>“Is this tender applicable for last MDCAT – 2021/other PMC test or for the year 2022 PMC tests”</p>		<p>NMA clarifies that bidder selected through this tender shall be responsible for providing of necessary and identified services to enable PMC to the conduct of</p>

			different computer-based examinations after 15 <sup>th</sup> January 2022.
8	<p><b>National Testing Service</b></p> <p>“Complete schedule of Tests be shared ASP to plan availability of computer labs?”</p>		<p>NMA clarifies that exam calendar for 2022 is already public as approved by the Council and is available. Further exams are scheduled throughout the year as approved by the Council.</p> <p>NLE (Dental), NEB (Dental) – January 2022</p> <p>NLE (Medical), NLE (Dental) – February 2022</p> <p>NLE (Medical), NLE (Dental) – March 2022</p> <p>NLE (Medical), NLE (Dental) – April 2022</p> <p>NEB (Medical), NEB (Dental), NLE (Medical), NLE (Dental) – June 2022</p> <p>MDCAT – August 2022</p> <p>NLE (Medical), NLE (Dental) – September 2022</p> <p>NLE (Medical), NLE (Dental) – October 2022</p> <p>NEB (Medical), NEB (Dental), NLE (Medical), NLE (Dental) – December 2022</p> <p>It is further clarified that university or private computer labs can not be used for the CBT exams.</p>

9	<p style="text-align: center;"><b>TEPS</b></p> <p>“How many payment interfaces does PMC provide right now? Will the same interface be provided to vendor for its integration into registration process or vendor has to write a new interface?”</p>	<p>TEPS requested a clarity on the available payments interfaces that PMC provides and how new payment interfaces shall be integrated</p> <p>NMA clearly explained all the current channels with a possibility of upcoming payments channels in future.</p>	<p>NMA clarifies that existing payment interfaces include both Digital and traditional channels i.e. Credit/Debit Card and Challans. It is also expected that bidder shall be required to integrate with other digital interfaces like Easy Paisa and Jazz Cash etc. PMC shall provide support to bidders in getting the required APIs/Integration details and technical integration shall be the responsibility of the bidder.</p>
10	<p style="text-align: center;"><b>TEPS</b></p> <p>“What interfaces should be used to verify the credentials of the candidate? Does PMC have an interface from NADRA for doing such verifications? What data is being offered by NADRA if its interface is available?”</p>	<p>TEPS discussed for clarity about verification of candidate’s credential.</p> <p>NMA mentioned in detail the current mechanism integrated with NADRA and high-level aspect of the possible integrations for future.</p>	<p>NMA clarifies that interfaces are available from NADRA (API based) and shall be integrated into the application by the bidder. Interfaces take input like CNIC, Date of issuance and return relevant details from NADRA.</p>
11	<p style="text-align: center;"><b>TEPS</b></p> <p>“The biometric verification should verify the candidate’s details on their CNIC/Smart Card. Will PMC help bidder get NADRA biometric interfaces? What type of biometric information</p>	<p>TEPS asked if PMC help get the relevant service from NADRA for Biometric verification</p> <p>NMA responded to clarify that PMC shall provide integration interfaces to the bidder.</p>	<p>NMA clarifies that yes, relevant API/service from Nadra shall be provided to the successful bidder who has to integrate it with their application and exam processes.</p>

	verification is required for foreign candidates?"		
12	<p style="text-align: center;"><b>TEPS</b></p> <p>"What is the expected scope for biometric verification process? Does NADRA provide scanning and verification of thumb prints via API or other interfaces? If yes, vendor will need complete details along with API documentation."</p>	<p>TEPS discussed and clarified details for Biometric process through NADRA</p> <p>NMA explained the existing Biometric process and relevant integration details.</p>	<p>NMA clarifies that Biometric verification shall be integrated into the bidder's application based on the services/capabilities provided by NADRA.</p>
13	<p style="text-align: center;"><b>TEPS</b></p> <p>"Kindly confirm that if Facial Recognition feature is required to compare the picture taken at registration step with online checkin system at the examination center"</p>	<p>TEPS requested for a clarity/reconfirmation of the requirement which was provided in the tender.</p> <p>NMA explained the requirement with its rationale.</p>	<p>NMA clarifies that facial recognition is required to verify the picture uploaded during registration process by the applicant to his physical appearance at the examination Center</p>
14	<p style="text-align: center;"><b>TEPS</b></p> <p>"More clarity required on the scope of data analysis and reporting"</p>		<p>NMA clarifies that "Solution to provide data analysis and immediate reporting to PMC of all examinations conducted in the form identified by PMC". This means all kinds of statistical reports and analytical analysis based on the examination.</p>
15	<p style="text-align: center;"><b>TEPS</b></p> <p>"The cost of data validation should be mutually agreed upon by both vendor and third-party."</p>		<p>NMA clarifies that as per requirement all 3<sup>rd</sup> party like NADRA integration related</p>

			specifications shall be arranged by PMC, however integration efforts and cost of verification shall be the responsibility of the bidder paid either directly to NADRA or reimbursed to PMC if paid by PMC under its existing arrangements with NADRA etc.
16	<p style="text-align: center;"><b>TEPS</b></p> <p>“What is the expected mechanism for validating the uploaded pictures through NADRA? “</p>		NMA clarifies that uploaded pictures at the time of registration with a certain background and format are to be validated against physical presence of candidate at the exam center through facial recognition
17	<p style="text-align: center;"><b>TEPS</b></p> <p>“What are the details of PMC approved payment mechanism/portals? Do they offer APIs to connect the registration form with their payment portal? Details and API documentation will be required”</p>	TEPS inquired about different payments channels and NMA clarified all existing and upcoming channels and their integration mechanism	NMA clarifies that PMC shall provide payments services including conventional (challans) and digital (credit/debit cards, easy paisa, jazz cash etc) and successful bidders have to integrate in their portal/system. API specifications and integration details are to be shared with successful bidder during implementation
	<p style="text-align: center;"><b>TEPS</b></p> <p>“Does the PMC approved payment mechanism/portal</p>		

18	offer CMS to do reconciliation of payments, refunds?"	Payment Reconciliation mechanism was discussed and NMA clarified the way current reconciliation of payments/refunds is being done.	NMA clarifies that PMC manages the overall reconciliation of payments and refunds, however, the successful bidder should have the capability of keeping a record of transactions for the purpose of recon reporting.
19	<p style="text-align: center;"><b>TEPS</b></p> <p>"The cost of IT audit by IS firm should be mutually agreed. Point 'd' - what certificate is being referred to in this point?"</p>		NMA clarifies that it is clearly mentioned in tender that all costs associated with IT/IS Audit shall be borne by the successful bidder however, the auditor shall be appointed by PMC exclusively to its satisfaction. Certificate here refers to a Go ahead from the relevant IT /IS firm as an outcome of the Audit.
20	<p style="text-align: center;"><b>TEPS</b></p> <p>What type of scanning against COVID-19 and other contagious diseases is required?</p>		NMA clarifies that all relevant protocols, instructions and guidelines to be implemented as directed by NCOC and/or other relevant authorities.
21	<p style="text-align: center;"><b>TEPS</b></p> <p>"2.6.35 needs clarification"</p>		2.6.35 says "The ownership of all data stored within the Examination System will be of the Pakistan Medical Commission (PMC). The proposition is applicable to licensed products as well in

			<p>which all data stored will remain as the property of PMC.”</p> <p>NMA clarifies that all data in the operational system to be provided by the successful bidder for examination conduct and management shall be the ownership for PMC and must not be altered, transferred without relevant approvals. Also, it implies that such data must be secured in the system</p>
22	<p style="text-align: center;"><b>TEPS</b></p> <p>“How much time required to submit the bank guarantee in case of successful bidder”</p>		<p>NMA clarifies that this would be required at the time of execution of the agreement.</p>
23	<p style="text-align: center;"><b>TEPS</b></p> <p>“2.6.31 We would like to discuss payment terms, if selected as the successful bidder.”</p>		<p>NMA clarifies that payment terms will be as stipulated under the tender.</p>
24	<p style="text-align: center;"><b>TEPS</b></p> <p>“Clause 4 Bid Form: Advance Payment Security and Performance Security are written at bid form. Is this same thing or two different things? If different then need clarity.”</p>	<p>It was highlighted during the meeting by all parties that the sample pre-bid form (Section 4) contains terms like Advance payment security which is not mentioned anywhere else in the tender document.</p> <p>NMA mentioned that it is a sample form to get an idea of the bid form, however, exact</p>	<p>NMA clarifies that section 4 of the tender contains a sample bid form and must only be taken as a reference to submit a bid form.</p> <p>Important terminologies as mentioned in the tender are Bid Security and Performance/Bank Guarantee which are clearly explained in the tender</p>

		clarification shall be shared via written response.	
25	<b>TEPS</b> "2.4.2 What type of financial information of bidder required?"		NMA clarifies that information as listed in the tender is required.
26	<b>TELCONET</b> No Written Queries received from TELCONET before Pre-Bid Meeting, as specified in Tender. They requested NMA if they could ask queries directly in Pre-bid meeting and send written queries afterwards.		NMA acknowledged and confirmed that their written queries afterwards shall be responded through MOMs.
27	<b>TELCONET</b> "PMC required 10 centers across Pakistan by June 2022 in Clause mentioned in Invitation for Bids. However, in subsequent clause PMC asked for evidence of an operational complete examination system to hold an examination by 15th January 2022. It is for your consideration that fully functional system (Custom designed and self-controlled) can only be available by sole bidder, who has previously worked with PMC in Joint Venture and therefore it is not possible for other prospect bidders/companies to meet such specific clauses within stipulated timelines and is in-contradiction with PPRA"	NMA clarified at the meeting that our requirements mentioned in the tender are based on the Examination Calendar for year 2022 already approved by the Medical & Dental Council of PMC. To support the relevant regulations, we need to have our readiness of conducting the upcoming exams. Criteria is transparent and clear. Complexity / quantum of requirements must not be misquoted as tender is drafted as per PPRA rules.	NMA clarifies that requirements including timelines are the domain of the purchaser based on which bidder is requested to submit proposal.  Further clarifies that the 10 centers referred are fully controlled custom designed centers. Time has been given till June 2022 for these to enable any bidder to make these available.  It is further clarified that the exam schedule has been provided from January to December 2022. These exams are required to be computer

			based mandatorily under the PMC Act 2020. NMA does not have the authority to either delay the exams or conduct pen and paper-based exams.
28	<p style="text-align: center;"><b>TELCONET</b></p> <p>“Please confirm that if the seek proper examination centers i.e. The prospective bidders may engage Public/Private Sector Universities Examination Centers/Computer Labs with proper infrastructure and invigilation/monitoring system through security cameras or PMC is seeking for Marriage Halls with ad-hoc based infrastructure. Also, please confirm that Marriage Hall based Examination experience of bidders for all previous practices will be considered as valid reference for evaluation or not?”</p>	<p>TELCONET discussed about the nature of the examination centers where NMA referred to clause 1.1 point 6 and 7 with clear requirements</p>	<p>NMA clarifies that requirements in this regard are very clear:</p> <p><i>“Setting up of custom designed and self-controlled testing centers at a minimum of 10 centers across Pakistan or more as determined by PMC with a minimum capacity of 300 students per center by or before June 2022”. And “Testing centers must have proper seating for candidates in an environment-controlled area”.</i></p> <p><i>The 10 exam centers required by June 2022 have to be exclusive custom-built exam centers and cannot be based on third party facilities like universities or computer labs.</i></p> <p>Bidders are suggested to please respond according to aforementioned.</p> <p>It is further clarified that university or private computer labs can not be used for the reason that it may create</p>

			conflict as well as scheduling and capacity issues.
29	<p style="text-align: center;"><b>TELCONET</b></p> <p>“We have extensive experience to conduct such level of admission examinations for millions of medical students per year across but not limited to mentioned countries through our international solution provider. Please confirm that references of our OEM/solution provider will be acceptable to PMC who has such extensive and quality of admission examination system”</p>	<p>TELCONET referred to clause 1.1 point 11 “Capacity to conduct test at multiple locations worldwide including USA, UAE, Qatar, UK, KSA, China, Central Asian Republics, Europe and Australia” and mentioned that they have experience through a partner in other countries.</p>	<p>NMA clarifies that these countries for international exam conduct are listed as requirements. Bidders are encouraged to share references of other countries in their proposal though through their partner.</p>
30	<p style="text-align: center;"><b>TELCONET</b></p> <p>“Please indicate that prospective bidders are also required to include infrastructure cost in the bid if required by PMC or otherwise PMC just required this testing system as a service and all liabilities will be held by bidder/contractor (in case of award)”</p>		<p>NMA clarifies that section 6 of the tender document requires bidders to submit financial proposal. Other than this there is no other cost required separately. NMA is not procuring a product or infrastructure. We are seeking a per student per exam fee for Pakistan and international centers. The requirements of infrastructure and technology are requirements for ensuring quality of exam. The infrastructure will be owned and continue to be a liability of the bidder.</p>
	<p style="text-align: center;"><b>TELCONET</b></p> <p>“PMC please elaborate requirements in detail for 3D</p>		

31	<p>practical medical examination system and confirm that all the liabilities w.r.t learning and implementation of such new systems by PMC (time to time) will be held by procuring agency. Also indicate that cost of such system can be indicated separately to avoid abnormal Testing Cost which will be directly borne by Medical Students.”</p>		<p>NMA clarifies that the 3D system is to be developed in line with requirements which will be identified by PMC at a later stage. The ability to develop the 3D system has to be at this stage shown by the bidder.</p>
32	<p><b>TELCONET</b></p> <p>“Refer to the mentioned clause, please correct our understanding for Bid Security required by PMC. If the proposed cost of test/student is PKR 6000/-, and total number of students are 400,000. The Bid Security amount required by PMC is PKR 72,000,000/- (Seventy-Two Million Rupees Only). Kindly confirm that above understanding is correct or otherwise PMC is seeking for 3% of PKR 6000, which is PKR 180/-.”</p>	<p>TELCONET asked about clarification of Bid security mentioned in the tender document and NMA explained it to them. Understanding of TELCONET was found to be correct and it was just a reconfirmation.</p>	<p>NMA clarifies that bid security is requested as per the clause 1.3</p> <p>“The value of bid bond should be 3% of the Cost Per Student Per Exam - Pakistan Center (PKR) (refer to section 6) estimated for 400,000 applicants. This estimation of 400,000 applicants is only for the calculation of bid security and MUST NOT be referred to any other aspect of the tender.”</p>
33	<p><b>TELCONET</b></p> <p>“Please elaborate the arrangement of JV/consortium requirement along with JV companies'/partners individual/OEM requirements for this specific tender by PMC</p> <p>How many minimum numbers of years of incorporation are required for lead and each JV Partner?</p> <p>How many maximum</p>	<p>TELCONET inquired during the meeting if a Joint Venture can be proposed by the bidder and it was clarified that the tender requirements are clear.</p>	<p>NMA clarifies that the bidder should be a company/firm incorporated with the SECP and having operational presence in Pakistan. No specific number of years are mandatory or have been put as an evaluation criteria.</p>

	companies are allowed to form JV?"		The bidder may have partners as providers of technology however the bid must be by the single entity incorporated in Pakistan. Any relevant experience of a partner may be considered subject to the partner providing necessary security and performance guarantees as may be sought by NMA if the partners experience represents more than 30% of the total experience put forth by the bidder for consideration.
34	<p style="text-align: center;"><b>TELCONET</b></p> <p>"Please confirm the minimum number of years of incorporation required by PMC i.e. Five Years (5 years or 10 years), normally considered as bench mark in Govt. Tenders?"</p>	TELCONET inquired about technical evaluation criteria specifically w.r.t number of years of incorporation. NMA clarified that evaluation criteria as mentioned in tender is very clear and covers capturing the relevant experience, capability, capacity that is needed to conduct the exams as per the regulations.	NMA clarifies that this is not a government tender and evaluation criteria are mentioned in the tender with all clarity. Relevant experience, capability and capacity is covered in the criteria. Response in item #4 is reiterated as the reason.
35	<p style="text-align: center;"><b>TELCONET</b></p> <p>"There is no mandatory condition for minimum years of incorporation with SECP. Like company must be registered with SECP at least 5 or 10 years. This is basic requirement which normally observed in every PPRA tender, where employer can</p>		NMA clarifies that evaluation criteria are mentioned in the tender with all clarity. Relevant experience, capability and capacity is covered in the criteria.

	mitigate the risk to evaluate bidder based on its previous work performance and financials strength. Setting such Criteria is preferring only sole bidder which incorporated few months back, not having even its first year of audited financials”		Response in item #4 is reiterated as the reason.
36	<p style="text-align: center;"><b>TELCONET</b></p> <p>“Please confirm the weightage of Technical and Financial bids i.e. 70/30, 80/20 or awarded to the technically qualified bidder having financial lowest offer?”</p>		NMA clarifies that it shall be awarded to the technically qualified bidder having lowest financial offer.
37	<p style="text-align: center;"><b>TELCONET</b></p> <p>“The overall Scoring Criteria is biased for sole bidder which is “violation with PPRA and CCP which gives equal chances to prospective bidders. Please confirm that PMC will ensure the transparency and equal opportunity for all bidders, aligned with PPRA Guidelines”</p>	<p>TELCONET made these comments during the meeting that evaluation/scoring criteria is favoring only a single bidder to which NMA responded that evaluation criteria is based on the requirements of conducting exams as per the corresponding regulations and Act and covers evaluation of all bidders equally. Using a few examples from the evaluation criteria table, NMA explained to all how this is a fair criteria and not being able to conduct a computer-based testing of this magnitude should not be misquoted as a biased evaluation criteria.</p>	NMA clarifies that the whole tender and evaluation criteria has been designed keeping in view PMC requirements for conducting its exams and in terms of PPRA rules. Capacity, Experience and Capability are all judged through the evaluation criteria in a way that meet the requirements of PMC for the conduct and management of exam as per the relevant Act and regulations. Transparency will be ensured.
	<p style="text-align: center;"><b>TELCONET</b></p> <p>“Since this is long term project and involved huge</p>		NMA clarifies that the whole tender and evaluation criteria

38	<p>financial transactions. So, successful bidder must have minimum requirement of annual turnover for 3 years. There are no scoring criteria to check the financial strength of the company like minimum turnover of the company and 3years of audited financial which shall capable to handle such just kind complex project. Hence, Technical Evaluation Criteria designed for sole bidder who has not even first year of audited financials which is against the spirit of PPRA rules and CCP.”</p>		<p>has been designed keeping in view PPRA rules. Capacity, Experience and Capability are all judged through the evaluation criteria in a way that meet the requirements of PMC for the conduct and management of exam as per the relevant Act and Regulations.</p> <p>Performance guarantee has been sought to secure the financial terms which is sufficient. Further more a bidder will be paid fee for services on conclusion of each step of the exam hence further securing delivery of service.</p>
39	<p><b>TELCONET</b></p> <p>“We understand that the entire scoring criteria (100 marks) split over/ revolved around only one PMC exam which was conducted in September, 2021. Therefore, our understanding is only one company can be qualified through this set criterion which is against the spirit of PPRA rules and CC”</p>	<p>TELCONET commented during the meeting that criteria is favoring one bidder. NMA clarified that criteria are as per the need of PMC for the conduct and management of exam as per the relevant Act and Regulations. NMA took a few examples form evaluation criteria and explained how it is open for all and not having the capacity or particular experience should not be misguided as a fault in the tender. NMA had clarified that</p>	<p>NMA clarifies that the whole tender and evaluation criteria has been designed keeping in view PPRA rules. Capacity, Experience and Capability are all judged through the evaluation criteria in a way that meet the requirements of PMC for the conduct and management of exam as per the relevant Act and Regulations.</p>

		the apprehensions of Telconet are grossly misplaced.	In view of the bidder's concerns as discussed in the meeting that experience is limited of most bidders the requirement under clause 2.6.5 of the technical evaluation criteria is amended to be effect that less than 50% marks in serial no. 1 and serial no. 2 of the technical evaluation criteria shall not disqualify a bidder.
40	<p style="text-align: center;"><b>TELCONET</b></p> <p>"We understand over previous experience in a bidding with World bank, ADB and PPRA funded projects that Any bidder reference cannot be entertained in the evaluation until unless the project is substantially completed (which is 80% and above Completion of any project is required). Please confirm if below use-case is acceptable for PMC Example: A bidder is quoting a reference of the project which is spread over 10years. A bidder even has not completed its first year. Overall the contract is even less than 10% executed. Please confirm if PMC to consider those contract references for evaluation which is less than 10% executed"</p>		NMA clarifies that the requirement is completed exams not projects.
41	<p style="text-align: center;"><b>TELCONET</b></p> <p>"This is no mention of allowing JV/ consortium/OEM in the bidding document to participate in the bid. Please</p>		NMA clarifies that PMC is only looking for a sole bidder. Single point of responsibility

	confirm if PMC only looking only sole bidder?"		and ownership is required on the part of the bidder to ensure long term delivery of required services. Reasons in item #33 are reiterated.
42	<p style="text-align: center;"><b>TELCONET</b></p> <p>“There should be marks for the quality and references of the CBT software including for medical exam usage including at least 3 global medical examination references Detailed specifications of the software are missing and must be included as per the global best practice, otherwise PMC will incur inordinate QoS/ software maturity &amp; scalability risks”</p>		NMA clarifies that procurement is intended to have a service provider who has the capacity, experience, and capability to assist PMC in conduct and management of exams as per the requirements of PMC through an Operational System. We are not procuring a Software Product with specific attributes
43	<p style="text-align: center;"><b>TELCONET</b></p> <p>“Global references of the software OEM should be mandatory especially in medical exams, at least 3 global references, should carry at least 20 marks There is no mention of the software supporting the very important feature of “Question Banking” which is an essential module of any testing software needed to ensure constant automated upgrade of question standards”</p>		NMA clarifies that other than the evaluation criteria, tender contains a pre-evaluation criteria where bidder can mention/highlight its previous 3 projects. Its not the concern of perspective bidder on how we strategize to manage Question Banks. Furthermore, Question Bank is developed by NMA and not the bidder. NMA will have its own independent secured solution

			for continuous development of the Question Banks.
44	<p><b>TELCONET</b></p> <p>“Software demo should carry at least 20 marks”</p>		NMA clarifies that evaluation criteria is established as per the needs and requirements. Bidder is requested to please follow the criteria.
45	<p><b>TELCONET</b></p> <p>Documentary Evidence of requisite equipment in Stock: We have not seen such requirement in PMC previous tender i-e May, 2021 where they have selected SOAR based on such requisite stock, however, an appropriate timeframe was given to SOAR to purchase this equipment's. However, PMC may bound the successful bidder to make sure this equipment available within the set timeframe. We anticipate this requirement shall be removed in order to provide fair and equal opportunity to all potential bidders.</p>		<p>NMA clarifies that evaluation criteria is established as per the needs and requirements. Bidder is requested to please follow the criteria.</p> <p>Clarified that with exam scheduled in January 2022 onwards through the year evidence of equipment is mandatory.</p>
46	<p><b>TELCONET</b></p> <p>Examination Registration and Conduct and result systemsThe evaluation criteria shall not be limited to Examination Registration and Conduct and result systems only as these are some basic features of the examination software, however, we anticipate the other features and AI based technology shall be explored and part of evaluation criteria which is readily available in any proven international examination system. This will certainly help PMC to raise</p>		NMA clarifies that evaluation criteria is established as per the needs and requirements. Bidder is requested to please follow the criteria. Item in the criteria where a full demonstration of the operational system and process is covered can be utilized by bidder to give a full capability of the operational system.

	the quality to conduct the examination and facilitate students.		
47	<p style="text-align: center;"><b>TELCONET</b></p> <p>‘Documentary Evidence and workable model of Examination's System capability to randomize object type questions against a pre-defined difficulty matrixThe evaluation criteria shall not be limited to above requirement as these are some basic features of the examination software, however, we anticipate the other features and AI based technology shall be explored and part of evaluation criteria which is readily available in any proven international examination system. This will certainly help PMC to raise the quality to conduct the examination and facilitate students.’</p>		NMA clarifies that evaluation criteria is established as per the needs and requirements. Bidder is requested to please follow the criteria. Item in the criteria where a full demonstration of the operational system and process is covered can be utilized by bidder to give a full capability of the operational system.
48	<p style="text-align: center;"><b>TELCONET</b></p> <p>“Please confirm the current status of contract between PMC and SOAR (TEPS)? Has PMC cancelled the current contract with SOAR-TEPS which was awarded in May 2021”</p>		NMA clarifies that this is not relevant to pre-bid meeting’s agenda and tender queries. There is a public announcement already made in this regard.
49	<p style="text-align: center;"><b>TELCONET</b></p> <p>“Please also confirm that procurement under this RFP to conduct the examination of MDCAT from Aug-Sept of 2022.”</p>		NMA clarifies that procurement under this tender shall enable PMC to conduct different computer-based examinations from as per exam calendar for 2022 and thereafter. NMA has four categories of National

			<p>Licensing Exams, eight categories of National Equivalence Exams, the MDCAT and two categories of revalidation exams each year with some held multiple times a year. MDCAT is only one of 17 different categories of exams conducted by NMA each year. Operational system and capabilities from the bidder should be functional by 15<sup>th</sup> Jan 2022 as specified in tender.</p> <p>Schedule of exams is stated in item # 8</p>
50	<p><b>TELCONET</b></p> <p>“Please confirm that whether the references of prospective bidders of previous incomplete assignments will be taken into consideration for evaluation purpose, where the term of contract been terminated by employer due to any reasons? declared as mis-procurement etc.”</p>		<p>NMA clarifies that completed exams will be considered for evaluation as already explained.</p>
51	<p><b>TELCONET</b></p> <p>“We would request PMC to extend the bid submission for at least 4 weeks in order to prepare the comprehensive proposal to meet the international standards for conducting the quality of examination for PMC.”</p>		<p>NMA clarifies that timelines for bid submission remain the same i.e. 9<sup>th</sup> Dec 2021. NMA had clarified at meeting also exams are scheduled from January 2022 throughout the year and mandatory schedule of exams is stated in item#8. A bidder is expected to have a</p>

			ready and available examination system with experience.
52	<p><b>Queries Received From The Fintech Group by Email</b></p> <p>A. Clause 2.3.2 of the Tender Document refers to a meeting being held on 29 November 2021 and clause 2.3.3 states that the minutes of the meeting will be shared with all registered bidders. Can you please forward us a copy of the minutes to me at the earliest opportunity?</p> <p>B. Clause 2.3.5 states that if any amendments in the Tender Document have been made, these will be provided to all registered bidders. If any amendments have been made, can you please forward the details to us?</p>		<p>Minutes of Meeting and clarification are being forwarded to all bidders and are being made public on PMC website so that they are available to all interested.</p> <p>An amendment post pre-bid meeting has been made to the following effect:</p> <p>The requirement under clause 2.6.5 of the technical evaluation criteria is amended to be effect that less than 50% marks in serial no. 1 and serial no. 2 of the technical evaluation criteria shall not disqualify a bidder.</p>
53	<p><b>Queries Received From The Fintech Group by Email</b></p> <p>We are a UK-based firm that is putting together a consortium of specialist firms from the UK, Holland, Bahrain and Pakistan to submit an international quality bid. We received the bidding document in our name. Clause 2.1.7 states that bidder must be an SECP-registered Pakistani firm (which is fine by us) but does</p>		<p>The bidder must be a single bidder being an entity registered in Pakistan.</p> <p>The bidder may have partners as providers of technology however the bid must be by the single entity incorporated in Pakistan. Any relevant experience of a partner may</p>

	<p>that mean that your records should amend the name of the bidder from The FinTech Group Ltd to the name of the Pakistani-origin firm that will submit the bid (albeit with the same consortium partners)?</p>		<p>be considered subject to the partner providing necessary security and performance guarantees as may be sought by NMA if the partners experience represents more than 30% of the total experience put forth by the bidder for consideration</p>
54	<p><b>Queries Received From The Fintech Group by Email</b></p> <p>While the bidder will be a Pakistani-origin firm to meet the eligibility criteria of the Tender Document, the service providers will largely remain a consortium of international specialist firms (excluding the Examination Centre Management function). As such, the payment of invoices by PMC will need to be made in an international bank account in London. Will that create any problem for PMC?</p>		<p>All payments shall be made in Pakistan in Pak Rupees.</p>
55	<p><b>Queries Received From The Fintech Group by Email</b></p> <p>A meaningful process of technical presentations on the various features of the hybrid solution and an integration plan, followed by the opening of financial bids and a final award decision will likely take the process into sometime in January 2022. Launching a hybrid solution that integrates some bespoke features developed in Pakistan with a selection of best-of-the-breed packaged solutions from international market leaders typically takes</p>		<p>The NMA has to by law mandatorily hold CBT based NLE, NEB and MDCAT exams each year. A minimum of 17 exams would be held each year out of which MDCAT is only 1 exam. The schedule of exams for 2022 is stated in item #8 for reference.</p> <p>It is a bidder's prerogative to provide a hybrid or integrated solution. The NMA requires</p>

<p>a few months. An independent UAT on its own takes 3 – 4 weeks. This means a launch of the system at the earliest sometime at the back-end of Q2 – 2022.</p> <p>In the above context, the following statement in the Tender Document eliminates any realistic prospect of a competitive bidding process and a transformational change for PMC involving any bespoke or hybrid solution: Clause 1.7 says that “all software, technology and equipment must be in possession and ownership of the Bidder and available for immediate deployment for conduct of examinations by 15<sup>th</sup> January 2022”.</p> <p>We will very much appreciate your response if this is a typo or PMC actually wants to entertain only those bidders who can deploy by 15<sup>th</sup> January 2022 (particularly when the MDCAT exams representing 95%+ of all exams managed by PMC are not due until mid-2022).</p>		<p>and operational solution irrespective of its nature capable of delivering the technology and resources to enable NMA to conduct CBT examinations from January 2022 onwards. This is a mandatory requirement to comply with legal obligations imposed upon the NMA under the PMC Act 2020.</p>
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6-12-2021

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6.12.21

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**Participants of Pre-Bid Meeting held on 29<sup>th</sup> November, 2021 at PMC Head Quarters**

1. Mr. Asim Shafique, Member IT, NMA, Pakistan Medical Commission
2. Mr. Nauman Azhar, Member Admin, NMA, Pakistan Medical Commission
3. Mis Nadia Nabi, Member Legal, NMA, Pakistan Medical Commission
4. Mr. Sheikh Ikram Ullah, Senior Coordinator Admin, Pakistan Medical Commission
5. Mr. Muneeb Ahmed, Data Analyst, Pakistan Medical Commission
6. Representatives from National Testing Service Pakistan
7. Representatives from TEPS
8. Representatives from TelcoNET Services (Private) Limited