

## **CORRIGENDUM-I**

### **FOR**

Tender Notification No.: IIMT/2020/IT//RPS/10, Dated 20/11/2020

### **Notice Inviting Tender from Remote-Proctoring Software Service Providers for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli**

### **Corrigendum/Amendments in the tender document**

1. Please refer the tender document for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli.
2. The following are the clarifications to the queries submitted / raised by the prospective bidders. Necessary changes /amendments have been made in the Tender. Please refer to the amendment before filling the Tender.

<b>Modifications /Amendments</b>		
<b>Reference to Tender</b>	<b>Queries raised by the Bidders/Vendors</b>	<b>Decision of IIMT</b>
Page 1	Whether EMD and Tender Fee will be exempted for Non-MSME Vendors?	No. EMD and Tender fee are exempted only for MSME Bidders subject to production of valid documents.
Page 3 clause : a	Generation of management information reports. <b><i>What kind of reports are required?</i></b>	Clarification to this query is available in Tender document at page no 4, clause f.
Page 3 clause :b	Support questions of the format multiple choice questions, short answers, and long answers with options for both in-screen rich text editor and file upload. <b><i>Would you also require a QR scanner to directly upload images from mobile to a particular answer while attempting a test?</i></b>	This is optional but not mandatory.
Page 3 Clause: c	Provide chat facility for proctors to interacting with students. <b><i>Whether Chat feature is mandatory?</i></b>	Yes, Chat feature is required to verify/clarify alerts. It will be used by Human Proctor to communicate with the students.
Page 4	Whether the examinations data should be maintained on client cloud server or any authorized servers like NIC Server	Any standard cloud server that meets data security, privacy and availability requirements outlined in page 3 to 5 of the Tender document.

  
R. Ravikumar

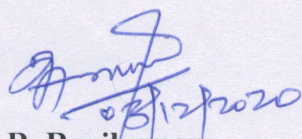
Administrative Officer (A, S&P)

Page 1 of 3



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Modifications /Amendments		
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Page No. 4 Clause: ii	Need more clarification on “Should support all standard operating systems (Windows, MAC, Android etc.) devices and browser platforms (Chrome, Firefox , MS Edge etc.)”	We expect the exam portal to work in its full functionality for the student when accessing from devices that work on the mentioned operating systems, while accessing via the mentioned browser.
Page 5; Clause: e	Need clarity on the vendor should maintain a complete verifiable audit trail of the number of tests taken by students, number of unique tests administered, number of unique students who had taken the tests, and number of unique faculty members who have conducted / evaluated the tests and send this report periodically to IIM Tiruchirappalli.	The audit trail is mandatory to verify the figures quoted in the Invoice before making the payment.
Page 5; Clause: h:	The vendor should be able to retrieve the exam question papers, answer scripts, video footages in a time-bound manner from the archive, as and when demanded by IIM Tiruchirappalli. These requests are to be entertained for at least 3 years since the date of administration of the exam.	It is not mandatory to have the data on primary storage for three years. It needs to be only maintained in an Archive. If acceptable to the Service Provider, the said Archive will be transferred to IIMT after end of the contract.
	Whether end of contract database can be transferred to IIMT	
Page No. 8 Clause: iv	Whether Bidder (s) should have at least three years' experience in business of providing facility for conduct of online remote proctoring based examinations as on 31 October 2020. (Relevant Documentary proof like work order / Letter of Intent / Agreement ) must be submitted with technical bid.	<b><i>The mandatory experience in the similar service has been reduced to Two years from three years.</i></b> Relevant Documentary proof like work order / Letter of Intent / Agreement ) must be submitted with technical bid.
Page 30; Point 6 Clause :vii	Need clarity on Candidate authentication?	Human proctoring should validate the student's Id before permitting students to write the exam. The image of the Identity Card should be captured.



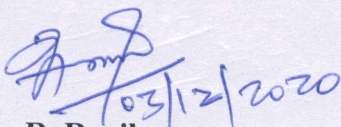
R. Ravikumar  
Administrative Officer (A, S&P)



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Page 31 clause :5	My solution allows faculty to faculty upload the marks in bulk for each question for each student and the relevant comments using a user-friendly bulk upload interface such as MS Excel. <i>Need clarity ?</i>	It is an optional feature for bulk upload of evaluated answer scripts.
Page 32 clause :10	My solution provides a report of students who have taken an exam, their question wise distribution of marks and the overall class distribution.	A report on question wise distribution for doing analytics.
Page 32 Clause : 14	My solution allows office administrators to create customized reports on the exam scores of various students in an MS Excel format for upload into the third party ERP system.	Email Id, Roll and overall score are mandatory.
	What is the minimum and maximum number of students will take per session/exam?	Minimum of 8 students and maximum upto 270 students per session/exam. Sometime the exams would be conducted concurrently for more than one section. In a nutshell, the Service Provider should have the capacity for conduct of at least 500 users at a time.
	Need more clarification on AI & Human proctoring?	AI proctoring should detect facial and body movements. Facial identification is not required.
	<i>Would you need chat between the proctors?</i>	It is an optional but not mandatory.
	Whether 24/7 support is required?	We need support only during examination. However, the examinations can be scheduled on any day of the week including Sundays/holiday except three national holiday. The exams are usually scheduled in between 7.00 am to 10.00pm.

All other points mentioned in the Tender document other than the above Corrigendum-I remain same.



10/12/2020

R. Ravikumar

Administrative Officer (A, S&P)