



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

NOTICE INVITING TENDER FROM REMOTE-PROCTORING SOFTWARE SERVICE PROVIDERS FOR PROVIDING FACILITY TO CONDUCT REMOTE PROCTORING SOFTWARE BASED ONLINE EXAMINATIONS FOR IIM TIRUCHIRAPPALLI

Tender No. IIMT/2021-22/ IT/RPS/21 dated: 04.09.2021

(E-Procurement)

Details	Date	Time	Venue
Name of Work/ Service	<i>“Tender for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli”</i>		
Date of issue of Tender Document	04.09.2021	18.00 Hrs. onwards	-
Pre bid Meeting	14.09.2021	17.40 Hrs.	IIM Trichy through virtual mode. Please refer IIMT website on 13.09.2021 for zoom link to join the pre-bid meeting.
Last date of Submission of Tenders	27.09.2021	16.00 Hrs.	-
Opening of Technical Bid	27.09.2021	16.15 Hrs.	-
Technical Evaluation (Presentation and Demonstration)	<i>To be informed later</i>		
Opening of Price Bid	<i>To be informed later</i>		
Tender Document	The tender document can be downloaded from the IIM TRICHY website https://www.iimtrichy.ac.in/tender-published and Ministry of Education e- Wizard Portal (https://mhrd.euniwizarde.com)		
Security Deposit (SD) (Refundable)	3% of work order value to be remitted by the successful bidder to IIM Tiruchirappalli as SD. The SD amount will have to be remitted to IIM Trichy within ten seven days along with the letter of acceptance from the receipt of work order, failing which the work order will stand cancelled.		
Bank Account Detail of IIM Tiruchirappalli	Successful bidder will be required to remit an interest free Performance Security Deposit of 3% of the Work Order value through online mode to IIM Tiruchirappalli, SB A /c. No. 32170808935, IFSC Code : SBIN0071187 of SBI, IIM Tiruchirappalli		
Mode of Submission of Tender	In e-Wizard Portal(https://mhrd.euniwizarde.com/)		



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Instructions for Online Bid Submission

The bidders are required to **submit soft copies of their bid electronically** on the **e-Wizard Portal** using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://mhrd.euniwizarde.com/>)

1. Registration Process on Online Portal

- Bidders need to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- The bidders to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
- Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token

2. Tender Documents Search:

- Various built-in options are available in the e-Wizard Portal like Department name, Tender category, estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- Once the bidders have selected the tenders they are interested in; they may download the required documents/tender schedules. These tenders can be moved to the respective ‘Interested tenders’ folder.
- The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. Amendment of Bid Document

- At any time prior to the deadline for submission of proposals, IIM Trichy reserves the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.
- The Institute may at its own discretion extend the last date for the receipt of bids.
- IIM Trichy reserves the right to cancel the tender without assigning any reason at any stages of evaluation before finalization.

d. IIM Trichy also reserves the right to, at any time and in its absolute discretion the following:

- Accept or reject all bids.
- To obtain further clarification or supporting documents during the technical bid evaluation.
- To suspend, discontinue, modify and/or terminate the Tendering process at any time.
- To reserves the right to modify/change/delete/add any further terms and conditions prior to opening of the Price Bid.

4. Assistance to Bidders

- a. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tenderor the relevant contact person indicated in the tender.
- b. Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, eprochelpdesk.01@gmail.com, eprochelpdesk.03@gmail.com , eprochelpdesk.06@gmail.com
- c. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
- d. The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com>) only.

Notice Inviting Tender

Over View

1. Indian Institute of Management Tiruchirappalli (IIM Trichy), an Institute of National Importance, established by the Ministry of Education (Shiksha Mantralaya), Govt. of India, is the eleventh IIM and was instituted on 4th January 2011. More details about IIMTRICHY are available in our website www.iimtrichy.ac.in.
2. IIM TRICHY invites e-Tender for ***Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli.***

Service Description	Tentative No. of exams with a minimum of one hour and maximum of three hours duration	Estimated Value of the Tender	Interest free Performance Security Deposit
Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli	18,000	Rs. 14,00,000/-	3% of the Work Order value

Broad Scope of Work

Technical Specification for Providing Online Proctoring Software and Support Services

IIM Trichy is looking to identify a vendor / service provider to provide proctoring service for conduct of Online Assessments/Examinations with human and AI based remote proctoring capabilities, in a Software-as-a Service model (cloud solution) for various Academic Programs of IIM Trichy.

Duration of Service: The service will be hired initially for a period of tentatively **seven months** and this shall be extended if the services of the Vendor is found to be satisfactory and as per the requirement of the Institute.

Scope of Service: The service is to be provided for conducting remote proctored software based online examinations tentatively from **1st November 2021 to 31st May 2022 and it can be extended beyond May 2022 also subject to the requirement of the Institute. The successful bidder should be able to commence the services within a week from receipt of the Work Order.**

Duration of the exam: The duration of exam varies from 1 hour to 3 hours.

The scope of the work is given below – the Bidder should provide solutions for online proctoring with an examinations platform as described below. The following functional / operational requirements are to be satisfied by the proposed solutions.

1. Software platforms:

- a) Cloud based e-learning application (Device to Device) need to be provided for conducting proctored online examination including preparation and administration of the question paper, conduct of online proctored exams, and assessment of question papers, and generation of management information reports.
- b) The proctoring software should support the following features for preparation and management of question paper by users of the profile “faculty/ teacher”:
 - i. Creating online tests using both an interactive browser based user interface (and) bulk upload of question paper via a spreadsheet upload mechanism.
 - ii. Creating a bank of questions and ability to randomize questions to different students.
 - iii. 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.
 - iv. Enable faculty to specify maximum marks and answer key.
 - v. Facilitate faculty to preview the question paper and verify its correctness before submitting to the administrator of the exams.
- c) The proctoring software should support the following features for administration of the online exam by users of the profile “office administrators”:
 - i. Administer the exam by pre-scheduling or immediate launch.
 - ii. Specifying the overall time window for accessing the question paper and the duration of the exam.
 - iii. Should support online proctoring via AI based and human based proctors.
 - iv. Capture customizable fields along with the answer paper including roll number, section number, name, email ID, and identity proof of the student.
 - v. Provide chat facility for proctors to interacting with students.
 - vi. Enable proctors to prematurely terminate the exam / grant additional duration for a student, before the end of the specified duration.
- d) The proctoring software should support the following features for undertaking the online exam by users of the profile “students”:
 - i. Should allow students from low bandwidths (512 kbps) and multiple device platforms including desktop computers, laptops, mac books, and mobile devices to take the exam.
 - ii. Should support all standard operating systems (Windows, MAC, Android etc), devices, and browser platforms (Chrome, Firefox, MS edge etc.).
 - iii. Should ensure students can seamlessly logon to the exam URL and take the exam. The setup process and registration process should take less than 10 minutes at the start of the exam.

- iv. Should auto-save the questions and responses typed by the student on a real-time basis so that no data is lost, due to power failures or network failures at the students' end.
- v. Should allow students to re-login to the same exam and continue wherever he/she left the exam before the interruption. The system clock should stop at the interruption and resume count after restart. The system should ensure that the total actual duration of the exam is within the permissible overall duration set by the administrators.
- vi. Should provide 24x7 Contact Centre Support to assist students who face technical difficulties either before or after or during the progress of the exam.
- e) The proctoring software should support the following features for correcting / evaluating the online exam answer scripts by users of the profile "faculty/ teacher":
 - i. Auto correction of objective questions (especially multiple choice questions) based on the answer key specified.
 - ii. Allow faculty to enter / override marks for each question on the platform.
 - iii. Allow the faculty to download the answer scripts in bulk in MS Excel and/or PDF format and take the responses / supporting uploaded documents for offline evaluation.
 - iv. Allow the faculty to download the question-wise marks awarded to each student in a simple MS Excel format for grading.
- f) The proctoring software should support the following features for managing the post exam process and generating reports about the online exam by users of the profile "office administrators":
 - i. Report of students who have taken an exam, their question wise distribution of marks and the overall class distribution.
 - ii. Report of the aggregate count of the number of tests taken by students for various subjects.

2. Cloud Server / Software Services:

- a) The vendor should ensure that the cloud platform is working seamlessly during the entire process. The availability of this cloud platform should be no less than 98% on all the days of the week including Sundays and bank / national holidays.
- b) The vendor and their platform should support concurrent users of no less than 500 students who can take same / different exams simultaneously on the platform.
- c) The vendor should provide a 24x7 contact centre support for faculty, students and office administrators of IIM Tiruchirappalli for technical assistance either before or after or during the progress of the exam.
- d) The vendor should be willing to conduct free training sessions, multiple times to different groups of students, faculty members, and office administrators as and when requested by IIM Tiruchirappalli.
- e) 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.

- f) The vendor should maintain highest levels of data security and data privacy that are compliant with all the relevant regulations laid out by the competent authorities, and the law of the land.
- g) The vendor should have a secure, transparent, and time bound mechanism for storage, archiving and deleting of the exam question papers, answer scripts, video footages. Any data leaks from this platform owing to the negligence of the vendor would trigger appropriate penal and recovery provisions as laid out by the law of the land.
- 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.
- i) The vendor promises to upkeep the system in a reasonably time-bound manner to stay compliant with all the changes in data privacy and data security regulations that are enacted by the competent authorities or laws of the land.

Eligibility Conditions for Bidders

1. The tendering Agency must fulfill the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the bid.
2. The bidder(s) should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the tender document. A copy of GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and tender document should be same or linked.
3. Bidder(s) should have **at least two years'** experience in the business of providing facility for conduct of online remote proctoring based examinations as on **31st August 2021**. (Relevant documentary proof like work order / Letter of Intent / Agreement) must be submitted with technical bid).
4. The bidder(s) should be registered with the appropriate registration authority and should be in existence **for not less than two years as on 31st August 2021**. Copy of Certificate of Incorporation or relevant registration certificate should be attached.
5. The Bidder should have provided similar kind of work to the leading educational institutions like **IIMs or IITs/IISER/NITs/Universities or other reputed B-schools** in the Country **during the past two years**. Purchase order / work order / Agreement along with the work completion certificate pertaining to the same work should be attached. Performance Certificate for the ongoing work should be attached as per **Annexure-IB**.

6. Copy(ies) of work order(s) showing that the firm has executed the similar work(s) in the **last two years (Similar work shall mean: Remote Proctoring Software Based Online Examinations)** and details of current works on hand and other contractual commitments shall be provided by the Bidder as on **31st August 2021** as detailed below;

At least one similar work of 80% of the estimated cost [Order copy to be enclosed]

OR

At least two similar works of 60% of the estimated cost each [Order copy to be enclosed]

OR

At least three similar works of 40% of the estimated cost each. [Order copy to be enclosed]

7. The bidder should attach copies of the ***purchase orders/contracts and work completion certificates*** with verifiable contacts, which should indicate the scope of work for the conduct of online Remote Proctor Based Examinations along with Technical Bid. If the similar type of work is still going on, the performance certificate from the current organization/client, where the Bidder is still providing the similar type of services covered by this tender should be attached as per the ***Annexure-IB***. In the absence of the above documents, the tender will not be considered.
8. Average Annual Turnover of the bidder should be at least 80% of the estimated cost of the tender during the previous ***two financial years from 2019-20 to 2020-21***. Copies of duly audited Balance Sheet with Profit & Loss accounts are to be submitted as per the ***Annexure-I (Technical Bid)***. The year in which no turnover is shown would also be considered for working out the average. In case the income tax return is yet to be filled for the financial year 2020-21, the copy of the unaudited financial statement authenticated by the CEO or CFO shall be submitted.
9. The Bidder should be able to establish clear rights / title to the proctoring technology (either full ownership, franchisee, licensee rights) so provided under this bid document and should be capable of providing technology updates at no extra cost. The bidder should also assure that he would not transfer the ownership of the technology during the tenure of this contract. Relevant documentary proof, in this regard, should be attached with the technical bid.
10. Bidders should be regular in filing Income-Tax returns. A copy of Income tax returns filed and audited accounts statement for the last two financial years (2019-20 & 2020-21) should be submitted with the Technical Bid.
11. The Bidder should be able to provide the facility for conduct of online remote proctoring software based examinations as covered by this tender tentatively with effect from ***01st November 2021***. The successful bidder should be able to commence the services within a week time from receipt of the work order.

12. **Relaxation for Start-ups:** As per GFR 2017, condition of prior turnover and prior experience in the similar work for Startup Bidders in this tender shall be relaxed subject to meeting of quality and technical specifications by Start-ups. *The relaxation permissible for startups will be one year in case of clause 3, 5 and 8 while for clause 6 it would be at least one work order of 40% of the tender value.* The relaxations clauses referred here are related to Eligibility Conditions for the Bidders covered by this tender. The start-up bidders should provide appropriate and adequate documentary evidence to establish their ability to meet the quality and technical specification of the items covered in this tender. However, the interpretation and decision of IIM Trichy would be final while evaluating their ability to meet the quality and technical specifications.
13. The bidders should not be blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India. An undertaking to this effect in the Company letter head duly signed by the owner / partner or both to be enclosed, as per [Annexure-IV](#).
14. The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the [Annexure-VII](#).

Instructions to Bidders

1. Downloading of Tender Document

Tender Documents are to be downloaded from the Institute's website <https://www.iimtrichy.ac.in/tender-published> and <https://mhrd.euniwizarde.com/> . No Tender fee is payable.

2. Exemption of Earnest Money Deposit

The bidders are exempted from paying the Earnest Money Deposit (EMD) for this tender as per the instructions of Government of India due to the current pandemic situation. If the bidder(s) withdraws or modify their bid during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the bid document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

3. Relationship Certificate

- a) The bidder should give a certificate that none of his/her near relative is working in the units as defined below where he is going to apply for the tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all

the partners and in case of limited company by all the Directors of the company. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and IIM Trichy will not pay any damage to the company or firm or the concerned person.

- b) The company or firm or the person will also be debarred for further participation in the concerned unit.
- c) The near relatives for this purpose are defined as follows: -
 - Members of a Hindu undivided family,
 - Spouse,
 - The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).
- d) The Relationship Certificate ([Annexure-VI](#)) needs to be placed in the Technical bidcover.

4. Conditional Bids

Conditional bids or Bids based on the process / basic schemes other than mentioned and / or not conforming to the technical specifications / requirements of the Bidding documents will not be considered.

5. Technical Bids Criteria

- i. The technical bid shall contain all the relevant information which forms part of the technical bid. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder.
- ii. All the information should be organized in logically structured form and uploaded in PDF Format as technical bid with an index. Bidders should comply with scope of work, eligibility criteria and technical requirements. The detailed formats are attached at [Annexure-I, Annexure-IA and Annexure- IB](#). The bidder is to complete the same in all respect and submit accordingly. No deviations are acceptable in [Annexures-I, IA & IB](#).

6. Price Bid Details

- a. Price Bid i.e. BoQ given with the tender to be uploaded after filling all relevant information and it should be uploaded in MS Excel (.xls) format as per the format available with the tender failing which the offer will be rejected (renaming or changing the format of BoQ) will not be acceptable.
- b. Price Bid i.e. BoQ in **MS Excel (.xls)** format given in tender to be uploaded after filling all relevant information. The priced BoQ should be submitted strictly as per the BoQ in MS Excel (.xls) format, failing which the offer will be rejected.

- c. The quantities mentioned in Price Bid are tentative and shall be increased or decreased depending upon the requirements of the Institute. Further, the successful Bidders should provide the required support services as covered by this tender **beyond May 2022** also, as per the requirement of the Institute.
- d. Tender must be submitted with the rates for all the item(s) of the services involved and any incomplete tender will not be considered.
- e. The Rates quoted by the tenderer should be inclusive of all **except GST** and must hold good till the completion of work and shall not be subjected to any escalation. No claim on this account what so ever shall be entertained at any stage including the extended period, if any.
- f. Vendor should quote rates in the Price Bid ([Annexure-II](#)) in MS Excel (.xls) format only, bids indicating rates anywhere else will be rejected.
- g. Arithmetical errors, if any, shall be rectified on the following basis. If there is a discrepancy between the unit price and total price, then the unit price shall prevail and the total price shall be corrected by the Institute. If the Bidder does not accept the correction of the errors, the bid shall be rejected.

7. Validity of Bids and Rates

- i. All the quoted rates would be valid until the completion of the contract. No escalation of price whatsoever would be allowed during the currency of the contract, including extended period if any.
- ii. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of price bid.

Bid Preparation

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d. ***Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.***

Procedure for Submission of Online Bids

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

- b) The tender document should be downloaded from the IIM Trichy website <https://www.iimtrichy.ac.in/tender-published> and <https://mhrd.euniwizarde.com/>. The Tender needs to be submitted online through MHRD e-Wizard Portal (<https://mhrd.euniwizarde.com/>).
- c) The bidder needs to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d) The bidder should submit the bid online in two parts viz. **Technical Bid** and **Price Bid**. Technical Bid along with required documents should be in PDF format and uploaded online in Cover-1. **Price Bid in MS Excel “.xls”** format only should be uploaded online in Cover- 2.
- e) All the pages of the tender document being submitted must be digitally signed as per the procedures and requirements stipulated herein.
- f) The bidder(s) shall not make any changes or amendment in the tender document as published in the IIM Trichy website and Ministry of Education e-Wizard Portal.
- g) All correspondence and documents relating to the tender shall be written in English.
- h) No addition or alteration should be made in the tender document.
- i) The tender document should be filled in legible handwriting/printing/typing without any ambiguity.
- j) If any correction is necessary in the information provided by the bidder, the same should be made after scoring out the old entry. In any case, there should not be any over writing. All the corrections should be attested with full signature of the bidder with date.
- k) It is construed that the bidder has read all the terms and conditions before submitting their offer. An undertaking as given in the [Annexure-VII](#) to the effect of stating that all the terms and conditions of the tender have been read and abided by the tenderer shall be furnished.
- l) Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
- m) The bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts and any alteration of the prescribed tender format will entail outright rejection of the bid application.
- n) Bidders to note that they should necessarily submit their price bids in the prescribed format given by IIM Trichy and no other format is acceptable.
- o) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- p) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.

- q) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- r) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- s) The off-line tender will not be accepted and no request in this regard will be entertained whatsoever.

1. Online Bids Submission:

The Online bids (complete in all respect) must be uploaded online in two covers as explained below:

a. Technical Bid – (Cover 1)

- i. The following documents are to be furnished as single PDF file by the bidder(s) along with Technical Bid ([Annexure-I](#)), as per the tender document;
- ii. Technical User Specifications – Compliance Sheet ([Annexure-IA](#)) and Performance Certificate ([Annexure – IB](#))
- iii. Application form as per [Annexure - III](#).
- iv. Copy of PAN and GST Registration.
- v. Copy of constitution or legal status of the bidder service provider /Sole proprietorship / firm agency etc. like Attested copy of deed of partnership, if the firm is a partnership concern. Certificate of Incorporation duly certified in case of Company.
- vi. Copy of work orders, testimonials / completion / performance certificate from the present and past clients of equivalent order sized (received in the last two years) with verifiable contacts need to be attached with the Tender document.
- vii. A copy of Income tax returns filed and audited accounts statement for last two financial years (2019-20 & 2020-21).
- viii. The Relationship Certificate ([Annexure-VI](#)) needs to be placed in the Technical bid cover.
- ix. Duly (Digitally) Signed Tender document and it's all annexures.
- x. All other document mentioned in tender document, except Price Bid document.

b. Price Bid - (Cover 2)

Price bid (As per [Annexure-II](#) duly filled and signed) **Price must be quoted and uploaded online as per the format specified** (MS Excel “.xls” format), failing which tender shall be rejected.

Pre-Bid Meeting

Pre-Bid Meeting with the intending bidders shall be held through video conferencing on **14.09.2021 at 17.40 Hrs.** to clarify doubts that may arise before submission of the bids. The bidders need to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before 10.00 Hrs., on **14.09.2021** for attending the Pre- bid meeting as per format enclosed vide [Annexure-V](#). Bidders are requested to mail the doubts to purchase@iimtrichy.ac.in, prior to the pre bid meeting if possible, to enable us to clarify the doubts in the pre-bid meeting itself.

Opening of Price Bid

The price bids of all the technically eligible bidders will be opened. ***The date and time for opening of the Price Bid will be informed later.***

The Institute reserves the right to accept or reject all the offer including the lowest without assigning any reason.

Tender Evaluation Process

- Selection of the vendor shall be based on ***Quality and Cost Based Selection (QCBS)*** under the Rule 192 of the General Financial Rule 2017. The proposals will be evaluated by taking the following factors into consideration:
- Final selection of the vendor shall be based on ***Quality and Cost Based Selection (QCBS)*** with ***70% weightage for technical*** evaluation and ***30% weightage for commercial*** evaluation.
- The bidder would be selected on the basis of ranking and evaluation of Technical and Price Bids by a Committee formed by the Institute, and the Committee's decision would be final and binding.

The process of selection of the successful bidder would be determined as under: -

Stage 1: Document verification – Verify the document submitted by the bidder and firms qualified shall be invited to make presentation through virtual mode to the Evaluation Committee of IIM Trichy. The Bidders meeting all the basic eligibility conditions mentioned at ***page 9-11*** of the tender document, will only be considered to make the presentation to the Evaluation Committee.

Stage 2: Technical Evaluation – Those qualified in Stage-1 shall be invited to make a presentation cum demo to the Technical Evaluation Committee through virtual mode. The date and time for a presentation cum demo will be informed later. Bidders / Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in to participate in the presentation as per the format enclosed vide ***Annexure-V***. The committee will assess the firm as per criteria mentioned in the technical bid.

The bidders are requested to prepare their own technical proposal. The technical bid shall contain all the relevant information which forms part of the technical bid. All information should be organized in logically structured form and submitted as technical bid with an index. Bidder is free to add any information that can help in assessing technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment.

The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder. Technical evaluation of the bidder will depend on the information provided herein and the presentation to the committee members. **Technical bid score, out of 100**, will be arrived based on the following Parameters / Attributes / Dimensions:

S.No.	Parameters/Attributes/Dimensions for Technical Evaluation	Maximum Score
	<p>The bidders must have executed work (each of which should be of at least 40% of the estimated value) during the last two years (as on 31st August 2021) for providing solutions for online proctoring, with an examinations-platform and must have experience in handling such projects in reputed academic or commercial or any other business organization (preferably in reputed Institutions or Universities or IIMs or IITs or IISERs or NITs). Support of this, the bidder must submit the work order, details of work, the work completion/ongoing with success certificate from the Client with satisfactory or good credentials. Only such orders will be considered for technical evaluation as below:</p> <p>a. Order value 40% - 60% of the tender value - 2 marks b. Order value 60% - 80 % of the tender value - 3 marks c. Order value 80% - 100% of the tender value - 4 marks d. Order value more than 100% of the tender value - 5 marks</p>	05
	<p>The bidder has experience in providing proctoring for/handling large student populations at a time.</p> <p>a. 300 students taking exams simultaneously – 3 marks b. 500 students taking exams simultaneously - 4 marks c. 800 or more students taking exams simultaneously – 5 marks</p>	05

	<p><u>Technical Presentation:</u></p> <p>The bidder should enclose the Compliance Sheet as per <i>Annexure-IA</i> along with technical bid. Responses of the bidder to the line items in the compliance sheet would be considered for marks along with the bidder's demo.</p> <p>Bidder is required to submit a proposed solution that can help in assessing technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment. This information should include items such as:</p> <ol style="list-style-type: none"> Descriptions pertaining to extent and quality of experience in providing similar type of services, list of premier/large clients with distribution of size of contracts in operation or completed, client satisfaction certificates, organizational process followed. Complete details related to manpower that will be deployed (number, ranks, experience, reporting structure, qualification, etc.) <p>The evaluation shall be done as under against the requirement specified in the scope of work described.</p> <ul style="list-style-type: none"> Processes and workflow – 10 marks User interface for faculty experience – 15 marks User interface for student's experience – 15 marks Security features – 20 marks Size and experience of technical team – 10 marks 	70
	<p><u>Demo by the bidder</u></p> <p>Proof of Capability (PoC) experience (e.g., performance, disruption tolerance reliability, dependability, ability to customize, support capability). The bidder should on-board selected students, faculty, and other IIMT staff for PoC demonstration.</p>	20
	Total (Technical Score)	100

Decision taken by the Evaluation Committee on the Technical Evaluation will be final. At the end of this stage, each firm will have Technical score (out of 100) associated with it. Bidders getting less than 75 score in the Technical bid will not be considered for opening the price bid.

Price bids will be opened for the bidders getting score **75 and above** in the technical bid evaluation. Under QCBS selection process, the **technical proposals** will be allotted weightage of **70%** (seventy per cent) while the **financial proposals** will be allotted weightages of **30%** (thirty per cent).

Stage 3: Price Bid – The price bid will be evaluated as follows,

PRICE SCHEDULE FORMAT (this is only for reference and the BoQ should be used for price bid)

Sl.No	Duration for conduct of remote proctoring online exams	Tentative quantity (no of exams)	Quote the price per exam (without GST)	Total (without GST)
		A	B	C = A x B
1	From 1 hr to 3 hrs duration exam	18,000*		

*The quantity is indicative only and cannot be guaranteed.

All the bidders have to quote the price as per the table above and the Price should be quoted for per test assessment for a duration of minimum 1 hour and maximum 3 hours.

*Quantity of the exams is highly tentative and may be increased or decreased as per the requirements of the Institute. IIM Trichy reserves the right to increase or decrease the quantity of examinations to be conducted through online remote proctoring software systems.

Stage 4: Final score (combined score) Technical bid and price bid together will be used to arrive the highest techno commercial score (TCS). The bidder with the highest TCS will be chosen to provide the services covered by this tender.

The TCS of a bidder with technical score T and commercial bid value C is calculated using the following formula.

$$TCS = 0.3 * C1/C + 0.7 * T/T1$$

where C1 is the lowest commercial score and T1 is the highest technical score.

The technical score will only be revealed to the bidders just before opening of the commercial bid.

The Bidder securing the highest combined score of TCS will be invited for negotiations/discussion, if required, and shall be awarded the contract. In the event of two or more bidders have the same TCS score in the final ranking, the bidder with the highest technical score will be declared as successful bidder.

Any inquiry after submission of the bid will not be entertained. The decision of IIM Trichy will be final and binding to all for interpretation of any ambiguity.

Method of Measurement: Actual number of examinations conducted using the proctoring service will be counted for payment. Demo examinations, testing examinations or examinations for which assessment report could not be generated will not be counted. Examinations which would not be completed because of any technical issues will not be counted for measurement.

Opening of Price Bid: The price bids of all the technically eligible bidders will be opened after the technical bid evaluation including all the presentations / demos by the qualified bidders in the presence of technically eligible bidders or their authorized representatives through video conferencing mode. The date and time for opening of the Price Bid will be informed later.

General Term & Conditions

1. Payment Terms

- a) **No advance payment will be made in any case.**
- b) Service Provider shall raise invoices on monthly basis. Payment will be made within 30 days after deducting penalty amount (if any), on receipt of bills.
- c) TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from Service Provider's bills.
- d) **Escalation / De-Escalation of Rates:** Not Applicable. Rate shall be firm throughout the contract period and any extension thereof.

2. Penalty Clause

Deficiency/delay in work/services, will be construed as lapses on the part of the vendor. Such lapses due to service provider will be viewed seriously and penalties will be imposed on the service provider in case of any delay in providing the required services as covered by this Tender within the stipulated date and timings. IIM Trichy reserves the right to impose the penalty and the quantum of the penalty will be decided in individual cases and decision of the competent authority at IIM Trichy, shall be final and binding

3. Warranty of Quality

- a. The Service Provider will be responsible for the Conduct of Online Remote Proctor Based Examinations during the contract period.
- b. In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

- c. If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated and Security deposit forfeited. Applicable penalties would be levied from all the monies payable to the Service Provider on such termination and the balance amount, if any, would be paid. The decision of the competent authority in the matter of penalties, would be final and binding.

4. Performance Security Details

- a. The successful bidder will be required to remit an interest free Performance Security Deposit of 3% of the Work Order value through online transfer to IIM Trichy Bank Account mentioned at Page 1 of the tender document, within ten working days from receipt of the work order. The security deposit will remain with the Institute during the contract period and it will be refunded after 60 days of successful completion of the contract after adjusting applicable deductions, if any.
- b. Performance Security will be refunded to the Service Provider, after the Service Provider duly performs and completes the contract/warranty period in all respect.
- c. Performance Security will be forfeited if the Service Provide fails to perform/abide by any of the terms or conditions of the contract.
- d. In case, the Service Provider fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

5. Contract Period

The selected Service Provider shall provide the Services covered by this tender shall be tentatively for a period of **Seven months**, and on satisfactory completion, renewal will be done based on the requirement of the Institute on the same rate, terms and conditions. The commencement date of the Contract will be tentatively from **1st November 2021** and the same will be reflected in the Work Order, which will be issued to the successful Bidder.

IIM Trichy may award additional similar type of work / services for which the same rates shall be valid during the contract period.

There is no restriction on the minimum number of tests or examinations to be conducted during the period of contract.

6. Delivery Schedule

The successful bidder should conduct Online Remote Proctor Based Examinations as and when required by IIM Trichy from the receipt of the work order. The tentative commencement of the

work shall be from **1st November 2021** and the firm date will be conveyed through work order. The successful bidder should be able to commence the services within a week from receipt of the Work Order.

7. Termination of Agreement

This contract can be terminated giving 60 days' notice by the Institute. The service provider will be required to give three months' notice in writing of their intention to leave or discontinue their service.

Such notice shall specify if all the services or part of the service provided is terminated and the effective date of such termination. Upon receipt of such notice, contractor shall:

- a. Assist IIM Trichy in the maintenance, protection, and disposition of Service in progress, share audit logs/ porting of results, plant, tools, equipment, property, and goods acquired by Contractor or furnished by Contractor under this Contract; and
- b. Upon any such termination for convenience, IIM Trichy shall have no liability towards contractor for any damages, including loss of anticipated profits. As its sole right and remedy, contractor shall be paid for services already provided and to be provided till the date of the termination.
- c. The termination of the Contract/Empanelment shall not relieve the contractor of any obligations and liabilities under the Contract.
- d. IIM Trichy may, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in parts in the event of the following:
 - i. If the Service Provider fails to provide the services as detailed in the Tender within the period (s) specified in the contract or any extension thereof granted by the Institute.
 - ii. If the Service Provider fails to perform any other obligation(s) under the contract.
 - iii. If the Service Provider being declared insolvent by the competent Court of Law without any notice.

8. Intellectual Property Rights:

- a All the intellectual property rights over the information, database, reports generated as outcome of the services with all rights including but not limited to perpetual, unlimited, nonexclusive, irrevocable and royalty-free license to use, modify, transfer, sell, make derivative work, translate, adapt, improve, merge with other information/database/reports, reproduce, disseminate, release or disclose in whole or in part, in any manner, and for any purposes whatsoever, and to have or authorize others to do so shall be of IIM Trichy.

- b The bidder shall not copy, reproduce, alter, modify, create derivative works, or publicly display or privately share any content of the Services, including information, database, reports generated as outcome of the services, unless expressly authorized by IIM Trichy.
- c By the reason of this relationship, the successful bidder shall have access to Confidential Information relating to the students, the Institute, its processes etc., the value of which would be impaired if such information were disclosed and the bidder agrees not to disclose this information to any other person /entity for the benefit of itself or any other person, corporation or business organization, entity or enterprise, any. The bidder shall make best efforts to prevent and protect the contents of the database and reports generated thereof from unauthorized use or distribution.

Breach of Data Security and Data Privacy and also Penalty for the same

- d The bidder shall make best efforts to ensure that the cloud-based server security adopted by it does not breach the data security or has access to the data relating to IIM Trichy and it would compensate IIM Trichy for any loss in its data during the tenure of this contract and 2 years after the expiry of this contract. The bidder should also setup appropriate privileges, access controls, and configurations, on handing over the project deliverable to IIM Trichy.
- e It would also ensure that it restricts its access to the solution and the data to a maximum of one static IP from the organization and would establish connection to it only with prior written authorization from IIM Trichy.
- f The bidder shall make best efforts to prevent and protect the content of the database and reports generated thereof from unauthorized use or distribution. No exemptions for whatsoever reason, including virus hack, phishing, malware, etc., would be accepted for such breach. The bidder is expected to install due protection / prevention mechanisms including suitable / appropriate firewall and other intrusion prevention mechanisms.
- g Any failure to fulfill the abovementioned obligations under clauses **a to f** above would lead to a penalty under the **Personal Data Protection Bill 2018**. In addition, damages to the tune of Rupees Twenty Thousand per instance of breach would be charged as a pre-determined damages. In addition to this, the bidder would have the responsibility of setting the things right for such failure at its own cost and till such time it is restored and secured, it would agree to pay Rupees Five Thousand per day as damages to IIM Trichy. Such failure would also lead to blacklisting of the vendor from all future projects or tenders floated by IIM Trichy for a period of 5 years.

9. Signing of Contract:

- a. The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rs. 100/- (Rs. one

hundred only) within 10 working days from issue of the Work Order along with interest free performance security deposit. In the event of failure on the part of the successful bidder to sign the Contract within the period stipulated above, the EMD shall be forfeited and the acceptance of BID shall be considered as cancelled.

- b. The service provider shall not be allowed to change its name after the award of the contract.
- c. The Bidder shall certify that change in ownership is not anticipated in the proposed period of contract. If such a change is anticipated, the scope and effect thereof shall be defined. IIM Tiruchirappalli shall file a suit against the bidder for breach of this clause requesting damages and / or specific performance remedies therefrom.

10. **The persons to be deputed by the service provider**, being their own employees or otherwise, shall be their sole employees and IIM Trichy shall not have any relation whatsoever with the employees of the service provider. He / She will be fully responsible for their acts, conduct and any other liability.

No right whatsoever, much less a legal right shall vest in the Service Provider's employee to claim / have employment or otherwise seek absorption in the Institute nor the Service Provider's employee shall have any right what so ever to claim the benefits and for emoluments that may be permissible or paid to the employees of the Institute. The employee of Service Provider will remain the employee of the Service Provider and this shall be solely the responsibility of the Service Provider to make it clear to their employees before deputing them on work at the Institute.

11. Information relating to the examination, clarification, evaluation and comparison of bids, and recommendations for bid shall not be disclosed to bidders or any other persons not officially concerned with such process until the process is finalized.
12. Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Trichy shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
13. **Authority of person signing document:** A person signing the tender application or any documents forming part of the contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIM Trichy may without prejudice to other Civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.
14. In respect of services rendered to IIM Trichy, the Service Provider shall be liable for depositing all taxes, levies, cess, etc. to the concerned tax collection authorities from time to time as per existing rules and regulations on the matter.

15. While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.
16. The Income Tax (TDS) shall be deducted at prevailing rate from the bills, as amended from time to time in accordance with the provisions of Income Tax Department, and the relevant certificate to this effect shall be issued by IIM Trichy to the agency.
17. In case, the Service Provider(s) fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIM Trichy is put to any loss / obligation, monetary or otherwise, IIM Trichy shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms. This shall be in addition to the right of IIM Trichy to initiate penal measures against the Service Provider including the termination of the contract.
18. The Bidder should have requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached).
19. **Subletting of Work:** The firm/agency should not assign or sublet the work/job or any part of it to any other person or party. The tender is not transferable. Only one tender shall be submitted by one tenderer.
20. **Arbitration:** In case of any unreconciled disputes between the parties IIM Trichy and the agency/firm to whom the contract had been awarded, arising out of any of the terms of the Contract Agreement, the dispute shall be referred to a single Arbitrator mutually agreed, as per Arbitration and Reconciliation Act 1996, in Trichy jurisdiction. The decision of the Arbitrator shall be final and binding on the both parties.
21. **Jurisdiction:** All disputes arising out of this contract shall be subjected to the jurisdiction of Madurai Bench of Madras High Court.
22. **Last Payment:** The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending of Institute.
23. **Forfeiture of Earnest Money:** The earnest money will be forfeited in the following cases:
 - a. Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder(s) withdraws or amends impairs or derogates from the tender in any respect within the period of validity and/or after opening the tender.
 - b. When the successful tenderer does not deposit the security money after the work order is given or does not commence the performance under the contract within the stipulated time.
 - c. If the successful bidder(s) fails to complete the work within the prescribed time after the confirmed orders.



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

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Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

- d. When information/certificate/document furnished is found to be false at any stage.
- e. When the bid documents have been manipulated or altered after they are downloaded from the website.

24. **Jurisdiction:** All disputes arising out of this contract shall be subjected to Courts in Tiruchirappalli under the jurisdiction of Madurai Bench of Madras High Court.

25. **Force Majeure:**

- a. Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- b. Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.



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ANNEXURE – I: (TECHNICAL BID)

PROFILE OF THE BIDDER

Sr. No.	Required information		Description
1	Name of the agency / firm /company		
2	Address of the agency / firm /company		
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)		
4	Authorized Signatory Details	Name	
		Designation	
		Email	
		Phone	
	Details of Contact other than Authorized Signatory	Name	
		Designation	
		Email	
		Phone	
5	Month and Year of commencement business.		

6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and establishment act.).	
		PAN No. of the Agency	
		GST No. of the Agency	
7	Has your firm/company ever changed its name any time? If yes, provide the previous name and the reasons there for?		
8	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.		
9	Brief details of Litigations, if any, connected with related work, current or during the last two years, the opposite party and the disputed amount.		
10	Give details of Termination of previous contract, if any		
11	Details of bank mandate; Name of the Bank Name of the Branch Account No. Type of Account IFSC Code No. (copy of the cancelled cheque should be enclosed)		
12	Total experience (years/ months)		
	Related work in Central Educational Institution/Organization:		

Turnover in the relevant field on contract basis during the last 3 years (from 2017 to 2020). Please submit documentary evidence i.e. extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2019-2020	2020 – 21
Details of Gross Annual Turnover - (Rs. in Lac)		
Average Turnover in last two years	INR _____ in Lakhs	



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List of present and past clients in the following format. The information provided will facilitate evaluation of Technical Bid (*Please use separate sheet if required without changing the format*). Please attach client certificate and work orders etc., clearly giving period of contact.

Sr. No.	Name of the organization with complete postal address	Nature or type of work undertaken	Period for which the contract is/was awarded	Work order Value INR	Name and designation of the contact person with Tel. / Mobile No (s), Email ID
1					
2					
3					
4					
5					
6					
7					
8					
9					

ANNEXURE - IA

Technical User Specifications – Compliance Sheet

S. No	Specification	Please specify YES if your solution complies with this requirement and NO if it does not. Do NOT leave as BLANK.	Remarks (optional)
General and Service Requirements			
01	My solution is Cloud based and is available as a Software-as-a-service in a pay per test model		
02	My solution provides both AI based and human based remote proctoring capabilities for conducting online exams.		
03	My solution provides technical support to users including multiple rounds of free training for various user groups		
04	My solution allows students from low bandwidths (512 kbps), multiple device platforms, and multiple browser platforms to take the exam.		
05	My solution includes providing 24x7 contact centre support to assist students who face technical difficulties either before or after or during the progress of the exam.		
06	My solution maintains highest levels of data security and data privacy that are compliant with all the regulations laid out by the competent authorities, and the law of the land.		
07	My solution provides a detailed user guide document / video of the platform for students, faculty and office administrators clearly outlining and explaining the features that are available for each of the roles on the software platform.		
08	My company has the willingness and ability to provide additional manpower for human proctoring (on a chargeable basis at additional cost) as and when requested by IIM Tiruchirappalli.		
09	My solution has a secure, transparent, and time bound mechanism for storage, archiving and deleting of the exam question papers, answer scripts, video footages.		

10	My solution supports retrieving of the exam question papers, answer scripts, video footages in a time-bound manner from the archive, as and when demanded by IIM Tiruchirappalli; for at least 3 years since the date of administration of the exam.		If not 3 years, please specify how long will this retrieving be supported.
11	My solution involves upkeep of the system in a reasonably time-bound manner to stay compliant with all the changes in data privacy and data security regulations that are enacted by the competent authorities or laws of the land.		
	My solution has ISO 27001 certification. Is proof submitted?		
Pre-Examination Requirements			
01	My solution allows creating of online tests using both an interactive browser based user interface		
02	My solution allows bulk upload of question paper via a spreadsheet upload mechanism.		
03	My solution facilitates co-teachers to be assigned for a test to build the question paper in a distributed mode.		
04	My solution allows creating a bank of questions and randomizing questions from the bank to form a question paper.		
05	My solution supports multiple choice questions, checkbox grid, and short answers		
06	My solution provides a rich-text inline editor for entering long answers		
07	My solution provides a scientific calculator to support students who need its use during the examination.		
08	My solution integrates the in-screen rich text editor with a standard language / grammar checking software.		
09	My solution allows cut and paste of content from third party software such as MS Word and Adobe PDF documents into the in-screen rich text editor, such that all the formatting is retained.		
10	My solution has an in-screen rich text editor that has user friendly formatting options for bolding, underlining, italicizing, super-script / sub-script of text. It also allows indents, margins, paragraph arrangement, bullets, mathematical equations / special symbols and in-line insertion of figures and tables.		Specify mandatorily if any of the features listed here is not available.

11	My solution facilitates link to external websites, YouTube videos, or Google drive or Google classroom for referencing supporting items to the question being asked.		
12	My solution supports setting of section wise time duration, if required by the faculty.		
During the Examination Requirements			
01	My solution allows the office administrators to preview the question paper set by the faculty before administering the exam.		
02	My solution supports pre-scheduled launch of a question paper at a specified date-time.		
03	My solution provides a in-screen administration page to specify the email IDs of the students who will take an exam.		
04	My solution provides a spreadsheet based bulk upload mechanism for specifying the email IDs of the students who will take an exam.		
05	My solution allows office administrators to set the access window and the duration of the exam.		
06	My solution supports the following features during remote proctoring:		Specify mandatorily if any of the features listed here is not available.
	i. AI based proctoring		
	ii. Human based proctoring		
	iii. Facial detection		
	iv. Body detection		
	v. Mobile phone / external device detection		
	vi. Both on-screen and off-screen recording at the candidate end		
	vii. Candidate authentication		
	viii. Capture Customizable registration fields		
	ix. Capture the image of the student		
07	My solution enables proctors to prematurely terminate the exam / grant additional duration for a student, before the end of the specified duration.		

08	My solution allows the proctors to chat with the students during the course of the examination.		
09	My solution enables students to seamlessly logon to the exam URL and take the exam. The setup process and registration process takes less than 10 minutes at the start of the exam.		
10	My solution can allow students to enter customizable fields along with the answer paper including roll number, section number, name, email ID, and capture the identity proof of the student.		
11	My solution auto-saves the questions and responses typed by the student on a real-time basis so that no data is lost, due to power failures or network failures at the students' end. My solution allows students to re-login to the same exam and continue wherever he/she left the exam before the interruption.		
Post Examination Requirements			
01	My solution auto corrects multiple choice and checkbox grid questions based on the specified answer key.		
02	My solution allows faculty to manually enter marks for each question including overriding auto corrected marks.		
03	My solution allows faculty to enter evaluation comments for each question that can be displayed back to the student post evaluation.		
04	My solution allows faculty to download the answer scripts in bulk in MS Excel and/or PDF format and take the responses / supporting uploaded documents for offline evaluation.		
05	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.		
06	My solution allows the faculty to view the summary statistics of the marks scored at the individual student level and at an aggregate class level. The display also provides question-wise distribution of marks across students.		
07	My solution allows the faculty to download marks awarded to each student for each question in a simple MS Excel format. This report should also capture the		

	customized registration fields entered by the students including roll number, section number, name etc.		
08	My solution allows faculty to submit the evaluated answer scripts back to the office administrators and notify the evaluated answer scripts back to the concerned individual student for checking the marks and the evaluation comments given by faculty.		
09	My solution restricts the faculty to make further changes in the marks after they have submitted the evaluated answer scripts to the office administrators. However, it allows office administrators the option of reverting one or more answer scripts back to faculty in case of any issues.		
10	My solution provides a report of students who have taken an exam, their question wise distribution of marks and the overall class distribution.		
11	My solution provides a report of students' log-in time, log-out time, actual exam duration, number of re-logins done during the exam, actual exam window used etc.		
12	My solution provides a report of the aggregate count of the number of tests taken by students for various subjects.		
13	My solution provides a report of the faculty who have set question papers along with the dates involved and a report of pending evaluation of answer scripts along with the dates involved.		
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.		

ANNEXURE – I B

PERFORMANCE CERTIFICATE FOR THE ONGOING WORK

1	Details of the Organisation / Company Which Awarded the Contract Work.	
2	Name of the Organization:	
3	Address of the Organization:	
4	Name of Contact Person(s):	
5	Contact Number(s):	
6	Name of Contract and location of Work:	
7	Agreement / Work Order No.	
8	Period of Contract:	
9	Nature of Contract Work in Brief:	
10	Actual Value of the Contract Work:	
11	Any other Details You Wish to Furnish:	
12	Performance Report (like Satisfactory/Good/Very Good/Excellent)	

**Signature of Competent Authority
with Seal**



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone: 0431-2505121/5122 | email: purchase@iimtrichy.ac.in

ANNEXURE-II: PRICE BID - BOQ

Price Bid in MS Excel (.xls format) file should be uploaded separately as per the instructions provided in the online submission of bid



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ANNEXURE – III: SUBMISSION OF TENDER DOCUMENT

Application Form for submission of Tender Document

The Chief Administrative Officer (i/c),
Indian Institute of Management Tiruchirappalli,
Trichy-Pudukkottai Main Road,
Chinna Sooriyur Village,
Tiruchirappalli 620 024.

Subject: Tender for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli.

Reference: Tender Notice published in IIM Trichy website. - ***Tender No: IIMT/2021-22/ IT/RPS/21***
dated: 04.09.2021

Dear Sir,

With reference to the tender notice published in above mentioned website, I / We hereby submit my/ our tender in a required format.

I / We have carefully gone through the terms and conditions and prescribed given and I / We accept the same without any alterations / modifications.

Yours faithfully,

Signature _____

Name _____

Seal of agency / Firm / Company



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ANNEXURE – IV: UNDERTAKING CERTIFICATE

It is certified that I, _____ (name of the person) S/

o Shri

_____ r/o _____

am authorized to sign this document on behalf of M/s. _____

(the name of the firm / company which is bidding in this tender) and that our firm / company have never been blacklisted by any of the Government Organization / Agencies in the past and there is no criminal case registered against our firm / company or its owner / partners anywhere in India.

Name:

Place:

Designation:

Date:

Signature:



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ANNEXURE – V: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING PRE BID MEETING / TECHNICAL BID OPENING / PRICE BID OPENING

To

The CAO (i/c)

IIM Tiruchirappalli
Pudukkottai Main Road,
Chinna Sooriyur Village,
Tiruchirappalli - 620 024

Subject: Authorization for attending Pre Bid Meeting / Technical Presentation on.....(date) in the tender for *Tender for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli.*

Following persons are hereby authorized to attend the Pre Bid Meeting / Opening of Technical Bid/ Price Bid for the tender mentioned above on behalf of.(Bidder) in order of preference given below.

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

Signatures of bidder

or

Officer authorized to sign the
bid Documents on behalf of the
bidder.

Notes:

1. Maximum of **two representatives** will be permitted to attend Pre Bid Meeting / bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not recovered.

ANNEXURE – VI: NEAR RELATIVE CERTIFICATE

(To be given by ALL Directors)

I _____ S/o. Shri _____ R/o _____
_____ hereby certify
that none of my relative (s) as defined in the tender document is / are employed in IIM Trichy as per
details given in tender document. In case at any stage, it is found that the information given by me is
false / incorrect, IIM Trichy shall have the absolute right to take any action as deemed fit / without
any prior intimation to me.

Dated:

Signature :

Name in block letters of the signatory

In capacity of

NOTE:

- In case of Company / Institution/ Body corporate, a list of all Board of Directors may be submitted along with the bid.
- In case of Company / Institution/ Body corporate, “Near Relative Certificate” are required by all the Directors of Company / Institution/ Body corporate excluding Government of India /Financial Institution nominees and Independent non-official part time Directors appointed by Government of India or the Governor of State.
- In case of Proprietorship firm, certificate will be given by the proprietor.
- For Partnership firm, certificate will be given by all the partners.
- The ‘Near Relative Certificate’ should be submitted as per clause 8

ANNEXURE-VII: DECLARATION

I, _____ (name of the person) hereby declare that I am authorized to sign this document and that:

- 1) All the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/incorrect or that our agency does not satisfy the eligibility criteria, our candidature/empanelment is liable to be cancelled/ terminated.
- 2) I understand that the decision taken by the IIM Trichy is final and binding in all matters.
- 3) I hereby agree to work as per the terms and conditions stipulated by IIMTrichy.
- 4) I understand that the IIM Trichy reserves the right to accept or reject and to cancel the tender and reject all bids at any time prior to the award of the contract, without detailing any specified reasons whatsoever.

Place: _____

Signature: _____

Name: _____

Date: _____

Designation: _____

ANNEXURE-VIII: BANK ACCOUNT DETAILS

Sl. No.	Particulars	Details
1	Name of the Beneficiary	
2	Beneficiary's Bank Account No.	
3	Beneficiary's nature of Bank account	
4	Beneficiary's Bank name	
5	Beneficiary's Bank branch address	
6	Beneficiary's Bank branch code	
7	Beneficiary's Bank branch IFSC Code	
8	Beneficiary's Bank Branch, MICR Code	
9	GST No.	
10	PAN No.	
11	Beneficiary's Address	
12	Beneficiary's Contact No.	

CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER

Sl. No	Covers	Details	Remarks	Tick (✓)
1	(Cover 1)	All the documents and Annexures, <i>except Price Bid document.</i>		
2	(Cover 2)	Only Price Bid documents as per the BoQ MS excel format(.xls)		
3	Whether GST Registration Certificate is enclosed.			
4	Whether PAN is enclosed.			
5	Whether documents in support of meeting the basic eligibility conditions stipulated in page no 9, 10 & 11 of Tender document (i.e., proof for experience in similar nature of work, annual turnover, performance certification with verifiable contacts and financial solvency have been enclosed with Technical bid).			
6	<p>Whether duly filled in Technical Bid documents (i.e., Annexure-I to the tender document) along with all the related enclosures have been enclosed with the Tender:</p> <ul style="list-style-type: none"> i. Registration/ Incorporation details of the bidding firm/Agency/ Company ii. Documents in support of Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of partnership firm or Private Limited Company. iii. Authorization / Power of attorney for signing the tender document iv. Audited Annual Accounts, Income Tax Return and assessment orders for the last three consecutive financial years i.e., 2019-20 & 2020-21. If IT Return is not filled for 2020-21, unaudited financial statement should be attached. v. Details of completed contracts in the prescribed format during the last three years along with proof with verifiable contacts. i. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts. ii. All other information/ details/ supporting documents/proof desired in the Tender document. 			

9	Whether Technical Bid documents as per Annexure-I of the tender document is submitted.	
10	Whether Technical User Specifications – Compliance Sheet – Annexure-IA & Performance Certificate for the ongoing work– Annexure-I B	
11	Whether Undertaking Certificate as per Annexure-IV to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies is submitted.	
12	Whether Letter of Authorization to attend pre-bid and tender opening meetings as per Annexure-V is submitted.	
13	Near Relative Certificate as per Annexure –VI is submitted.	
14	Whether declaration as per Annexure-VII regarding accepting all the terms and conditions of the tender document is submitted.	
15	Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and over writing/ erasures, if any, in the technical bid duly been signed and endorsed with seal?	
16	Whether an Index or Table of Content of all enclosures to the Technical bid has been prepared and attached with the Technical bid, to facilitate quick reference?	
17	Whether Tender documents have been signed with seal in all the pages by the bidder.	