INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

Tender Notification No.: IIMT/2021-22/ IT/RPS/21; **Dated** 04/09/2021
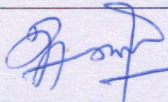
CORRIGENDUM-I

FOR

Tender Notification No.: IIMT/2021-22/ IT/RPS/21; Dated 04/09/2021

Notice Inviting Tender for Remote-Proctoring Software Service Providers for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations

Corrigendum/Amendments/Extension in the tender document

1. **Please refer to the tender for Remote-Proctoring Software Service Providers for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations:**
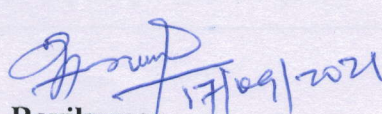
Modifications /Amendments		
Reference to Tender	**Queries raised by the Bidders/Vendors**	**Decision of IIMT**
Page. No: 6	**Tentative No. of exams with a minimum of one hour and a maximum of three hours' duration – 18000** Please clarify the break-up of 18000 with the duration of the exam (1hr, 2hr and 3hr), this will help us estimate the project better	Since the duration of the exams will be decided by the respective faculty member, it is not feasible to provide split up for the duration of exams.
Page No: 7 Point No: 1- b(i)	**Creating online tests using both an interactive browser-based user interface (and) bulk upload of question paper via a spreadsheet upload mechanism.** Whether a better upload template through a word document for bulk upload which can also include images as part of question paper is allowed instead of spreadsheet	Yes, both options (MS word or excel template) are allowed to bulk upload the question papers.
Page No: 7 Point No: 1- b(ii)	Whether the question papers will be provided by IIM Trichy?	Yes. The question papers will be provided by IIM Trichy only.

17/09/2021

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Administrative Officer (S&P)

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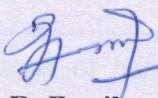## Tender Notification No.: IIMT/2021-22/ IT/RPS/21; Dated 04/09/2021

Modifications /Amendments		
Reference to Tender	**Queries raised by the Bidders/Vendors**	**Decision of IIMT**
Page No: 7 Point No: 1- c(vi)	**Grant additional duration for a student.** We would like to understand the scenarios under which the additional duration of the exam needs to be provided as test crash scenarios will be handled by the system itself.	Additional duration will be required to be given to the DAP students as per Government of India guidelines.
Page No: 8 Point No: 1- d(vi)	Whether should we provide 24x7 Contact Centre Support to assist students who face technical difficulties either before or after or during the progress of the exam.	• 24x7 support need not to be provided. • The support should be provided to the Students, Faculty members and Academic Office on the day of exam; few hours before commencement of the exams, during the exams and after few hours from completion of the exams. Exam time table will be shared with the Service Provider well in advance (i.e minimum 15 days in advance).
Page No. 9-11 Eligibility Criteria	Whether consortium and credentials of any member of the consortium are allowed for the Eligibility and Technical Evaluation Scoring criteria?	An Individual Company/Firm is only eligible to participate in the Tender as per the tender conditions. Consortium is not eligible to participate in the subject Tender.
Page No. 11 Point No. 13	Who will be allowed to sign the Near Relative Certificate (Annexure-VI)?	The Signing authority, who is authorized to sign the Tender document, can only sign the Near Relative Certificate (Annexure-VI of the tender document).

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Modifications /Amendments

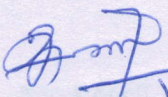| Reference to Tender	Queries raised by the Bidders/Vendors	Decision of IIMT
Page No. 9 Point No. h	The Vendor should be able to retrieve the exam question papers, answer scripts, video footages in a time-bound manner from the archive, as and when demanded by IIM Tiruchirappalli. These requests are to be entertained for at least three years since the date of administration of the exam.	**Option-I** If the bidder is willing to preserve the documents for 3 years from the date of examinations, IIM Trichy should be provided access to the question papers, answer scripts, video footages (including Video Recording, Face Recording and Screen recording of each candidate) for a minimum period of 3 (three) years. **(or)** **Option-II** The Service Provider should provide the facility to IIM Trichy to download and store the question papers, answer scripts, video footages and all the proctoring related files (including Video Recording, Face Recording and Screen recording of each students) *in the readable & commonly used format without any additional software support* (i.e. the video file should be played in the VLC/Windows Media Player, pdf file should be readable in adobe reader and MS word file should be readable in MS Office 2010 & later versions) to IIM Trichy *within 3 months* from the date of completion of the exams. There should be options to download the files both student wise (individual download) as well as exam wise (bulk download). When we download the content in bulk (exam wise), the details of each student should be segregated in separate folders. The Service Provider should mandatorily provide service by either one of the above option but it would not be considered in evaluation by way of additional cost.

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Tender Notification No.: IIMT/2021-22/ IT/RPS/21; Dated 04/09/2021

Modifications /Amendments		
Reference to Tender	**Queries raised by the Bidders/Vendors**	**Decision of IIMT**
Page No: 30 Annexure 1A - Technical User Specifications Compliance Sheet, point #8.	**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.** Can we assume that we should be ready to provide the proctoring service at an additional cost which is not included in the tender value and hence when we submit Price Bid we should only be mentioning the cost of the proctoring examination platform with all mentioned features excluding the cost of providing human proctors?	*The bidders need to quote the price only for AI proctoring and should not include the price for human proctoring service in BoQ (Price Bid) of this tender.* However, the bidder should be ready to provide the manpower for human proctoring service at an additional cost, as and when required by IIM Trichy. The cost will be decided between the successful bidder and IIMT at the relevant point of time.
	Whether third party AI proctoring will be allowed to add additional software's along with proctoring platform?	No. IIM Trichy requires Complete AI Remote Proctoring Software package to conduct the online exams.
	We have worked with various IIMs and Public universities in past but not restricted to remote proctoring services but with larger transformation like ERP transformation.	
	Request if we can get exempted from this clause requesting for the remote proctoring services work orders and given a chance to showcase our propositions in the remote proctoring. We will share the work orders with respect to the ERP transformations in the IIMs/ IITs and Public universities.	Not accepted. The bidders should meet the eligibility conditions as mentioned in the tender document.

For any technical queries & clarification regarding the tender, the bidders are requested to contact **E-mail: purchase@iimtrichy.ac.in Phone: 0431 - 250 5121/5122/5153/5068.**

All other points mentioned in the Tender document other than the above corrigendum will remain the same.

17/09/2021

R. Ravikumar
Administrative Officer (S&P)