

**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/2020/IT//RPS/10 dated: 20/11/2020**

Details	Date	Time	Venue
Name of Work/ Service	“Tender for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli”		
Date of issue of Tender Document	20/11/2020 (Friday)	18.00 Hrs. onwards	-
Pre-bid Meeting	01/12/2020 (Tuesday)	16:00 Hrs.	IIM Trichy through virtual mode. Please refer IIMT website on 27/11/2020 for online link.
Last date of Submission of Tenders	12/12/2020 (Saturday)	17.00 Hrs.	-
Opening of Technical Bid (Cover 1)	14/12/2020 (Monday)	10.30 Hrs.	IIM Trichy through virtual mode. Please refer IIMT website on 11/12/2020 for online link.
Technical Evaluation (Presentation and Demonstration)	14/12/2020 & 15/12/2020 (Monday & Tuesday)	11.00 Hrs.	IIM Trichy through virtual mode. Please refer IIMT website on 11/12/2020 for online link.
Opening of Price Bid (Cover 2)	To be informed later		-
Tender Document	The tender document can be downloaded from the IIM TRICHY website <a href="https://www.iimtrichy.ac.in/tender-published">https://www.iimtrichy.ac.in/tender-published</a>		
Cost of Tender Document (Nonrefundable)	Rs. 1,180/- (inclusive of GST) has to be remitted through NEFT to IIM Tiruchirappalli, SB A/c. No. 32170808935, IFSC Code: SBIN0071187 of SBI, IIM Tiruchirappalli.		
EMD Amount	Rs. 30,000/- to be remitted through online mode to IIM Tiruchirappalli, SB A/c. No. 32170808935, IFSC Code: SBIN0071187 of SBI, IIM Tiruchirappalli.		
Copies of payment transaction receipt for both the above have to be attached with the application form, without which the bid won't be considered. The payment of tender fee and EMD is exempted for MSME Bidders. Bidders claiming exemption should attach necessary document proof to the tender document.			
Address for submission of Tender	Chief Administrative Officer (i/c), Indian Institute of Management Tiruchirappalli, Pudukkottai Main Road, Chinna Sooriyur, Trichy - 620 024.		
Mode of Submission of Tender	Speed Post / Registered Post / Courier or Hand delivery – during office hours (9.30 to 17.00 hrs.) only (To be submitted to Dispatch Section of IIM TRICHY @ Administrative Wing – II Floor and obtain acknowledgement)		

## NOTICE INVITING TENDER

### 1. OVER VIEW

- a. Indian Institute of Management Tiruchirappalli (IIM Trichy) is an Institute of National Importance, established by the Ministry of Education, Govt. of India. More details about IIM TRICHY are available in our website [www.iimtrichy.ac.in](http://www.iimtrichy.ac.in).
- b. IIM TRICHY invites sealed Tenders from **Remote-Proctoring Service Providers for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli**. The Tentative value of the Tender is as under;

Service Description	Tentative No. of exams with a minimum of one hour and maximum of three hours duration	Estimated Value of the Tender	Earnest Money Deposit (EMD)	Interest free Performance Security Deposit
Providing Facility to Conduct Remote Proctoring Software Based Online Examinations	9,000	Rs. 11,00,000/-	Rs. 30,000/-	10% of the Work Order value

### 2. 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 programmes of IIM Trichy.

**Duration of Service:** The service will be hired initially for a period of five months and may be extended if the service 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 from *1<sup>st</sup> of January 2021 to 31<sup>st</sup> of May 2021 and it can be extended beyond May 2021 also subject to 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.

**A. 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.

**B. 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.

### **3. INSTRUCTIONS TO BIDDERS:**

#### **a. Tender Fees**

Tender Documents are to be downloaded from the Institute's website <https://www.iimtrichy.ac.in/tender-published>. However, the bidder(s) should remit a Non-Refundable Tender document fee of **Rs. 1,180/-** (inclusive of GST) through online transfer to "IIM TIRUCHIRAPPALLI" as per the bank details provided at Page one. A copy of the payment transaction receipt has to be attached with the tender application, without which the

tender won't be considered for bidding process. The payment of tender fee is exempted for MSME Registered Bidders and necessary valid document proof must be attached with the tender document.

**b. Earnest Money Deposit**

- i. The bidder(s) should remit an Earnest Money Deposit (EMD) of Rs. **30,000/-** (Rupees thirty thousand only) through online transfer to "IIM TIRUCHIRAPPALLI" as per the bank details provided at Page one. A copy of the payment transaction receipt has to be attached with the tender application form, in a separate envelope superscribed as "EMD payment receipt", without which the tender won't be considered for the bidding process.
- ii. The EMD of the successful bidder will be adjusted against the interest free performance Security Deposit due to be paid. The EMD of the unsuccessful bidders will be released after finalization of the tender. No interest is payable on the earnest money.
- iii. Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect.
- iv. The bidders who seeks exemption from EMD as per clause above, if they withdraw or modify their bids 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.

**c. Relationship Certificate**

- i. 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.
- ii. The company or firm or the person will also be debarred for further participation in the concerned unit.



- iii. The near relatives for this purpose are defined as follows: -
- iv. Members of a Hindu undivided family,
- v. Spouse,
- vi. 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).
- vii. The Relationship Certificate (**Annexure-VI**) needs to be placed in the Technical bid cover.

**d. Amendment to bid document**

- i. At any time prior to the date of submission of bids, IIM Trichy shall modify the bid document with amendments either on its own or in response to a clarification required by a prospective bidder during pre-bid meeting.
- ii. Such amendments shall be notified on IIM Trichy website only and these amendments will be binding on all prospective bidders.
- iii. The Institute may at its own discretion extend the last date for the receipt of bids.
- iv. IIM Trichy reserves the right to cancel the tender without assigning any reason at any stages of evaluation before finalization.
- v. IIM Trichy also reserves the right to, at any time and in its absolute discretion the following:
  - Accept or reject any or 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 issue of work order.

**e. 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.

**f. Eligibility Conditions for Bidders**

- i. The tendering Agency must fulfill the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the bid.

- ii. 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.
- iii. The bidder(s) should be registered with the appropriate registration authority and should be in existence *for not less than three years as on 31/10/2020*. Copy of Certificate of Incorporation or relevant registration certificate should be attached.
- iv. 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).
- v. 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 three years* (Purchase order / work order / Agreement along with the completion certificate pertaining to the same should be attached).
- vi. Copies of orders showing that the firm has executed orders during the last 3 years as on 31<sup>st</sup> October 2020 as detailed below;

One similar work of 80% of the estimated cost [Order copy to be enclosed]

**OR**

Two similar works of 50% of the estimated cost each [Order copy to be enclosed]

**OR**

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

The bidder should attach copies of the purchase orders / contracts, which should indicate the scope of work for the conduct of online Remote Proctor Based Examinations along with Technical Bid.

Average Annual Turnover of the bidder should be at least 80% of the estimated cost of the tender during the previous three financial years from 2017-18 to 2019-20. Copies of **duly audited Balance Sheet with Profit & Loss accounts** are to be submitted as per the **Annexure-I**. The year in which no turnover is shown would also be considered for working out the average.



- vii. 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.
- viii. 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).
- ix. Bidders should be regular in filing Income-Tax returns. A copy of Income tax returns filed and audited accounts statement for the last three financial years (2017-18, 2018-19 & 2019-20) should be submitted with the Technical Bid. In case the income tax return is yet to be filled for the financial year 2019-20, the copy of the unaudited financial statement authenticated by the CEO or CFO shall be submitted.
- x. 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 **01<sup>st</sup> January 2021**. The successful bidder should be able to commence the services within a week time from receipt of the work order.
- xi. The bidders should not be blacklisted by any department of the Government of India 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**.
- xii. 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**.

**g. Additional Information**

- i The preceding are the eligibility criteria. In addition, the following information should be provided.
- ii Number of full-time technical employees involved in delivering proctoring services, not including proctors.
- iii Total number of examinations conducted using the proposed solution over the last three

years. Documentary proof of these should be submitted.

- iv It is desirable that the Service Provider should be certified for compliance with established Information Security Standards such as ISO27001 and CERT-In certified in applicable areas as per Govt. of India guidelines. Documentary proof of these should be submitted along with the technical bid.
- v The Bidder should give explicit undertaking that the name of IIM Tiruchirappalli will not be used by any other, or by the Bidder, in any of the promotional material, nor display the IIM Tiruchirappalli name in its premises, in ways detrimental to the brand image of IIM Tiruchirappalli. Any promotional material/displays in connection with this contract must be explicitly approved by IIM Tiruchirappalli in writing before use.

#### **h. Technical Bid 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 information should be organized in logically structured form and submitted 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**. The bidder is to complete the same in all respect and submit accordingly. No deviations are acceptable in Annexure I. All line items in Annexure IA are to be filled up and attached with the technical bid.

#### **i. Financial Bid Details**

- i. Financial Bid i.e. BoQ given with the tender to be submitted after filling all relevant information and it should be submitted 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. The Bidder should quote the price exclusive of all applicable taxes.
- ii. The quantities mentioned in Financial Bid are tentative and may 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 2021 also, as per the requirement of the Institute.
- iii. Financial bid i.e. BoQ given in tender to be submitted after filling all relevant information. The priced BoQ should be submitted strictly as per the **Annexure-II**, failing which the offer

will be rejected.

- iv. 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.
- v. Vendor should quote rates in the Financial Bid (**Annexure -II**) only, bids indicating rates anywhere else will be rejected.

**j. 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.

**4. PROCEDURE FOR SUBMISSION OF TENDER**

- i The tender document should be downloaded from the IIM Trichy website <https://www.iimtrichy.ac.in/tender-published>
- ii The bidder(s) shall not make any changes or amendment in the tender document as published in the IIM Trichy website.
- iii All correspondence and documents relating to the tender shall be written in English.
- iv No paper / page shall be detached from the tender document. No addition or alteration should be made in the tender document.
- v The tender document should be filled in legible handwriting/printing/typing without any ambiguity.
- vi 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.
- vii The tender shall be submitted in two parts, viz., Technical Bid and Financial Bid. All the pages of the tender document being submitted must be signed and sequentially numbered by the bidder(s) before submission, as per the procedures and requirements stipulated herein.
- viii 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 the terms and conditions of the tender have been read and abided by the tenderer shall be furnished.

- ix Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
- x 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.

## 5. Submission of Bids

Since this tender is based on two bid system., TWO SEPARATE SEALED ENVELOPES as explained below need to be prepared:

### a. Technical Bid: (Envelope A)

- i The following documents are to be furnished by the bidder(s) along with Technical Bid (**Annexure-I**), as per the tender document;
- ii Application form as per **Annexure - III**.
- iii Copy of PAN and GST Registration.
- iv 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.
- v Copy of work orders, testimonials/completion /performance certificate from the present and past clients of equivalent order sized (received in the last three years) with verifiable contacts need to be attached with the Tender document.
- vi The bidding agency should enclose the Compliance Sheet as per (**Annexure-IA**) along with technical bid.
- vii A copy of Income tax returns filed and audited accounts statement for last three financial years (2017-18, 2018-19 & 2019-20).
- viii The Relationship Certificate (**Annexure-VI**) needs to be placed in the Technical bid cover.
- ix Duly Signed Tender document and it's all annexures.
- x All other document mentioned in tender document, except Financial Bid document.
- xi The **Technical Bid** Cover with the aforementioned required enclosures should be in sealed condition and SUPERSCRIBED with the following text: **"Technical Bid for Providing facility for conduct of remote proctoring software based online examinations for IIM Tiruchirappalli"**

**b. Financial Bid - (Envelope B):**

- i. **Price bid** (As per **Annexure-II** duly filled and signed) – Price must be quoted as per the format specified, failing which tender shall be rejected. The price quoted should be **excluding GST**. Applicable GST shall be decided as per the prevailing GST act.
- ii. Only duly filled **Financial Bid** as per **Annexure-II** should be put in a separate cover and the cover should be in sealed condition. This envelope should be **SUPERSCRIBED** with the following text: **“Financial Bid for conduct of remote proctoring software based online examinations for IIM Tiruchirappalli.**

**c. Tender Fee / EMD Receipt - (Envelope C):**

Wherever applicable, a copy of the payment transaction receipts amounted to **Rs. 1,180/-** and **Rs 30,000/-** towards tender fee and EMD, respectively, have to be submitted with the tender application form, without which the tender won't be considered for evaluation process. The tender fee payment receipt and EMD payment receipt as mentioned above, should be put in a separate envelope marked “Tender fee receipt / EMD payment receipt”. They should not be put in either technical bid envelope or in the price bid envelope.

- d. All the three sealed envelopes should carry the name and address of the bidder and be placed/kept inside a LARGER Size Master Envelope with the following text **SUPERSCRIBED** on the master envelope:

**Tender for Providing facility for conduct of remote proctoring software based online examinations for IIM Tiruchirappalli – Tender No: IIMT/2020/IT/RPS/10 dated: 20/11/2020**

- e. The master envelope containing the three envelopes should be delivered at the below mentioned address on or before 12/12/2020 (Saturday) by 17.00 hrs;

**The Chief Administrative Officer i/c,  
Indian Institute of Management Tiruchirappalli,  
Trichy – Pudukkottai Main Road,  
Chinna Sooriyur, Tiruchirappalli– 620024**

- f. If the three inner envelopes A, B & C and the one outer envelope (i.e., larger envelope) are not marked as instructed, IIM Trichy will assume no responsibility for the misplacement of the envelopes. Any bid received in unsealed condition will be rejected.

- g. The tender should be submitted either through Registered Post/Speed Post/Courier or delivered to IIM Trichy in hand. IIM Trichy will not accept any responsibility or grant any relaxation of time for any Postal delay in submission of tender.

## 6. Pre-Bid Meeting

Pre-Bid Meeting with the intending bidders shall be held through video conferencing on **01/12/2020 (Tuesday) at 16.00 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](mailto:purchase@iimtrichy.ac.in) before 10.00 Hrs, on Monday, 30/11/2020 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](mailto: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.

## 7. Opening of Master Envelope & Technical Bids

The master envelope and technical bid (cover 1) will be opened by the Purchase Committee on **14/12/2020 (Monday) at 10.30 Hrs.** in the presence of the bidders or their authorized representatives through video conferencing mode. A maximum of two representatives per bidder shall be authorized and permitted to attend the bid opening. 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](mailto:purchase@iimtrichy.ac.in) before 10.00 Hrs. on Saturday, 12/12/2020 to participate in the opening of Technical Bid as per the format enclosed vide **Annexure - V**.

## 8. 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 Financial 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, who have remitted a non-refundable Tender document fee of Rs. 1,180/- and an Earnest Money Deposit of Rs. 30,000/- (Rupees thirty thousand only) to IIM Trichy (where applicable) and 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 Evaluation Committee on **14/12/2020 & 15/12/2020 at 11.00 Hrs** through virtual mode. 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	Maximum Score
1	<p>The bidders must have executed work (each of which should be of at least 40% of the estimated value) during the last one year (as on 31<sup>st</sup> October 2020) 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 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</p> <p>b. Order value 60% - 80 % of the tender value - 3 marks</p> <p>c. Order value 80% - 100% of the tender value - 4 marks</p> <p>d. Order value more than 100% of the tender value - 5 marks</p>	05

2	<p>The bidder has experience in providing proctoring for /handling large student populations at a time.</p> <ol style="list-style-type: none"> <li>300 students taking exams simultaneously – 3 marks</li> <li>500 students taking exams simultaneously - 4 marks</li> <li>800 or more students taking exams simultaneously – 5 marks</li> </ol>	05
3	<p><b><u>Technical Presentation:</u></b></p> <p>The bidder should enclose the Compliance Sheet as per <b><i>Annexure-IA</i></b> 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"> <li>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.</li> <li>Complete details related to manpower that will be deployed (number, ranks, experience, reporting structure, qualification, etc.)</li> </ol> <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"> <li>Processes and workflow – <b>10 marks</b></li> <li>User interface for faculty experience – <b>15 marks</b></li> <li>User interface for students experience – <b>15 marks</b></li> <li>Security features – <b>20 marks</b></li> <li>Size and experience of technical team – <b>10 marks</b></li> </ul>	70
4	<p><b><u>Demo by the bidder</u></b></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, instructors, and other IIMT staff for PoC demonstration.</p>	20
	<b>Total (Technical Score)</b>	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 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 financial 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)
		<b>A</b>	<b>B</b>	<b>C = A x B</b>
1	From 1 hr to 3 hrs duration exam	<b>9,000*</b>		

The volume 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.

$$TCS = 0.3*CI/C + 0.7*T/TI$$

where **CI** is the lowest commercial score and **TI** is the highest technical score.

The technical score will not be revealed to the bidders 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 quotation 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 could 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.* 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](mailto:purchase@iimtrichy.ac.in) before attending the price bid meeting on the given date (to be informed later) to participate in the opening of Price Bid as per the format enclosed vide **Annexure-V**.

## **GENERAL TERM & CONDITIONS**

### **9. 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.

### **10. 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.

## **11. PENALTY CLAUSE**

- a. Deficiency in services listed in the Scope of Work, will be construed as lapses on the part of the service provider. 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 Conduct of Online Remote Proctor Based Examinations 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, shall be final and binding
- b. In case of failure to carry out the services to the satisfaction of IIM Trichy as per the terms and conditions, the Institute will be free to get services done by any other agency at the cost and risk of the service provider.

## **12. PERFORMANCE SECURITY DETAILS**

- a. The successful bidder will be required to remit an interest free Performance Security Deposit of 10% 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.

### **13. CONTRCT PERIOD**

The selected Service Provider shall provide the Services covered by this tender shall be tentatively for a period of five 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 01<sup>st</sup> January 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.

### **14. DELIVERY SCHEDULE**

The successful bidder should conduct of 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 01<sup>st</sup> January 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.

### **15. 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.

## **16. 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.

## **17. 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.

#### **18. 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.

**19. 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.

**20.** 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.

**21. 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.

22. GST should be paid every month before the last date of remittance of GST and provide the proof of payment to IIM Trichy. Such proof should also be attached to bills raised by the Service Provider, failing which the respective bill will not be paid.
23. 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.
24. While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.
25. 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.
26. 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.
27. **Last Payment:** The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending of Institute.
28. **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.
29. **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.

**30. 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.
- 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.

**31. 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.

**ANNEXURE - I**

**TECHNICAL BID**

Tender Fees (Through <b>NEFT/RTGS Only</b> )	Transaction/UTR Number: _____ dated_____for <b>Rs. 1,180/-</b> (Rupees one thousand one hundred and eighty only) toward Tender Fees (Payment transaction receipt to be closed with Technical Bid)
Earnest Money Deposit (EMD) (Through <b>NEFT/RTGS Only</b> )	Transaction/UTR Number: _____ dated_____for <b>Rs. 30,000/-</b> (Rupees thirty thousand only) toward EMD (Payment transaction receipt to be closed with 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 three years, the opposite party and the disputed amount.		
10	Give details of Termination of previous contract, if any		
11	<b>Details of bank mandate;</b> 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	2017-18	2018-2019	2019 – 20
Details of Gross Annual Turnover - (Rs. in Lac)			
Average Turnover in last three years	INR_____in Lakhs		



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)
<b>General and Service Requirements</b>			
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?		
<b>Pre-Examination Requirements</b>			
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,		Specify mandatorily if any of the features

	bullets, mathematical equations / special symbols and in-line insertion of figures and tables.		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.		
<b>During the Examination Requirements</b>			
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.		
<b>Post Examination Requirements</b>			
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-II**

**PRICE BID**

Name of the Tenderer Firm \_\_\_\_\_

**BoQ**

<b>Scope of work</b>	<b>Duration of Examinations</b>	<b>Tentative quantity (no of exams)</b>	<b>Quote the price for per test assessment (without GST)</b>	<b>Total (without GST)</b>
		<b>A</b>	<b>B</b>	<b>C = A x B</b>
Providing Facility To Conduct Remote Proctoring Software Based Online Examinations	Minimum 1 hour to maximum 3 hours	<b>9,000*</b>		

The volume is indicative only and cannot be guaranteed.

***All the bidders have to quote 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.

**ANNEXURE-III**

Application Form for submission of Tender Document

**The Chief Administrative Officer (i/c),**

Indian Institute of Management,

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/2020/IT/RPS/10 dated: 20/11/2020**

Dear Sir,.

With reference to the tender notice published in above mentioned website, I / We hereby submit my/ our tender in a required format. Technical Bid in sealed envelope and Financial Bid in separate sealed envelope, along with the copies of payment transaction receipt in respect of tender fee and EMD paid into the bank account of IIMT, put in one single master envelope.

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**

**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:

**ANNEXURE- V**

**LETTER OF AUTHORISATION FOR ATTENDING PRE BID MEETING /BID OPENING**

To

**The Chief Administrative Officer (i/c)**

IIM Tiruchirappalli

Pudukkottai Main Road,

Chinna Sooriyur Village,

Tiruchirappalli - 620 024

Subject: Authorization for attending Pre Bid Meeting / Opening of Technical Bid/ Price Bid on .....(date) in the tender for ***Providing Facility to Conduct Online Remote Proctoring Based 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.

**Date:**

**Signature of the Bidder with seal**

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**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.

**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 IIM Trichy.
- 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: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

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	Envelope – A (Cover 1)	All the documents and Annexures, <i>except Price Bid document.</i>		
2	Envelope – B (Cover 2)	Only Price Bid documents as per <b>Annexure- II</b>		
3	Envelope – C (Cover 3)	Copy of the payment transaction receipts amounted to <b>Rs. 1,180/-</b> and <b>Rs. 30,000/-</b> towards tender fee and EMD, respectively, where applicable		
3	Main cover	All the above 3 covers put inside the cover <b><u>“Tender for Providing Facility to Conduct Remote Proctoring Software Based Online Examinations for IIM Tiruchirappalli ”</u></b>		
4	Whether GST Registration Certificate is enclosed.			
5	Whether PAN is enclosed.			
6	Whether documents in support of meeting the basic eligibility conditions stipulated in page 09-11 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).			
7	<p>Whether duly filled in Technical Bid documents (i.e., <b><i>Annexure-I and Annexure-IA</i></b>) to the tender document) along with all the related enclosures have been enclosed with the Tender:</p> <ul style="list-style-type: none"> <li>i. Registration/ Incorporation details of the bidding firm/Agency/ Company</li> <li>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.</li> <li>iii. Authorization / Power of attorney for signing the tender document</li> <li>iv. Audited Annual Accounts, Income Tax Return and assessment orders for the last three consecutive financial years i.e., 2017-18, 2018-19 &amp; 2019-20. If IT Return is not filled for 2019-20, unaudited financial statement should be attached.</li> <li>v. Details of completed contracts in the prescribed format during the last three years along with proof with verifiable contacts.</li> <li>i. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts.</li> </ul>			

	ii. All other information/ details/ supporting documents/proof desired in the Tender document.	
8	Whether Technical Bid documents as per <b>Annexure-I</b> and <b>Annexure-IA</b> of the tender document are submitted.	
9	Whether Undertaking Certificate as per <b>Annexure-IV</b> to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies is submitted.	
10	Whether Letter of Authorization to attend pre-bid and tender opening meetings as per <b>Annexure-V</b> is submitted.	
11	Near Relative Certificate as per <b>Annexure –VI</b> is submitted.	
12	Whether declaration as per <b>Annexure-VII</b> regarding accepting all the terms and conditions of the tender document is submitted.	
13	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?	
14	Whether an <b>Index or Table of Content</b> of all enclosures to the Technical bid has been prepared and attached with the Technical bid, to facilitate quick reference?	
15	Whether Tender documents have been signed with seal in all the pages by the bidder.	

**Signature of Bidder with seal**