



## INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

Punjab Institute of Technology, Inside Government Polytechnic Compound,  
Chheharta, GT Road Amritsar- 143105, Phone: 0183-2820034

Ref No. N105/20/114/20/187

Date: 27-07-2020

Sub: - Request for proposal(RFP) for providing online proctored examination solution to IIM Amritsar on the e-Tender portal.

Sir / Madam,

RFP is invited on IIM Amritsar e-Tender portal for providing online proctored examination solution to IIM Amritsar addressed to the Program Officer, IIM Amritsar. The quotations should be uploaded on IIM Amritsar e-Tender portal by 12.00 PM on or before 07-August-2020 and will be opened on the e-tender portal on the same day, i.e. 07-August-2020 at 12.30 PM. Specifications of the solution are mentioned in Annexure A.

1. Offer must be legible, clear and free from overwriting and cutting.
2. Offers must be complete in all respects. All costs, charges, taxes, GST, etc., should be clearly specified in the offer. IIM Amritsar will deduct any taxes/duties/cess etc. deductible as per applicable statutory provisions. Amendments will not be entertained after the submission of offers. Incomplete offers are liable to be rejected.
3. Any sole proprietor/ partnership firm/cooperative society/company can apply.
4. Applicant must have experience of providing/provided same solution in an educational institute/government organization of National Importance and other large organization of repute during last two (02) years as on RFP submission deadline. The tenderer should enclose a list of clients and their testimonials.
5. IIM Amritsar reserves the right to accept or reject any offer without assigning any reasons thereof.
6. IIM Amritsar may terminate the contract in case the services of the vendor are not found satisfactory or for any reasons by giving 15 days prior notice to the service provider.
7. In case of any disputes arising at any time between the parties out of this agreement, the same shall be referred for arbitration to the Director, IIM Amritsar or an arbitrator nominated and appointed by him, under the Arbitration and Conciliation Act- 1996. The award of the arbitrator shall be final and binding on the parties. The venue for such arbitration shall be IIM Amritsar.
8. Offer/Rates must be provided in the enclosed format, i.e. Annexure-B.
9. Bid/offer rate must be valid for three months beyond the date of opening of bids. Offer/Rates must remain same if the service is extended further as needed by the institute subject to the satisfactory performance.
10. RFP should be submitted in the form of two bid system (Technical bid and Financial bid).
11. Queries related to stated above RFP should be submitted at [purchase@iimamritsar.ac.in](mailto:purchase@iimamritsar.ac.in) only till



03-08-2020, 05:00 pm. Queries submitted after due date and time and queries submit at any other mail id will not be entertained. The response of the queries will be given within 2-3 days by mail after the last date of submission of queries.

**Duration of Service:-** The service will be hired initially for a period of three 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 midterm and end term examination.

**Schedule of Exam:** The examinations will start in the month of August, September and October 2020. The examination schedules are subjected to change.

**Number of students:** For August 2020, number of students are expected to be around 146. For September, number of students are expected to be around 380 and in October about 230 students.

**No of exams:** End term exams are compulsory while mid-term exam is optional in some courses. First year (Term-1, term-2 and Term-3) will have 30 end term exam and about 20 midterm exams. Second year (Term-4, term-5, and term-6) will have 45 end term exams and about 25 mid term exams in which different number of students will be appearing.

**Duration of exam:** The duration of exam varies from 1.5 hours to 3 hrs.

**Rates:** Rates quoted must be in INR as per the Cost schedule format at Annexure-B per exam per student basis.

#### **Selection criteria:**

##### **Stage I- Technical Evaluation (Technical bid) - (30 Marks)**

- a. The applicant should attach self-attested copies of performance certificates by the previous client(s) in respect of completed service(s). For ongoing service(s), certificate(s) obtained from the concerned officer of the client(s)
- b. The applicant should be financially sound. Copy of audited statements of accounts for the last three financial years should be enclosed.
- c. The applicant should have satisfied all the statutory requirements.

Even though an applicant may satisfy the above requirements, he would be liable to disqualification if he has:

- a. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document.
- b. Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.

**The bidders who qualify in this stage will be called for the online presentation; other bidders who have been found technically unqualified will not be considered for further process.**

##### **Stage II-Presentation before technical evaluation committee (70 Marks)**

The technically qualified agency/contractor will be required to make a presentation before the evaluation committee on online proctored examination solution for IIM Amritsar. **The technical bid further will be evaluated out of 70 marks based on 2 criteria given below:**

- a) **Understanding and compliance with requirements and features offered (maximum 60 marks)**

The proposal should address each work area in sufficient detail to demonstrate a clear



understanding of the statement of work, including operations. The bidder should provide evidence of sufficient planning to show that work will be carried out as required, with efficiency and due planning. Specifically, the proposal from the bidder will be evaluated on whether it addresses each requirement and goals outlined in the scope of work in the tender document.

**b) Total-experience (in years) in providing online proctored examination solution to central educational institutes and number of central educational institutes contract in progress and completed (maximum marks 10)**

The agency will be expected to provide details of their experience in specific contracts of this nature/ type/ complexity to central educational institutes (IIM, IIT, NIT etc.). They will also be asked to provide information on performance in these contracts, and present testimonials from previous or existing clients.

**Final Technical evaluation compilation:** The bidder who scores the minimum marks 80 out of 100(Stage-I: 30 marks + Stage-II: 70) in the technical evaluation in Stage-I and Stage-II will be considered for financial evaluation. Other technically disqualified bidders (scoring below 80) will not be considered for financial evaluation.

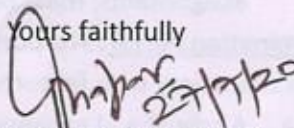
\*Acceptance/rejection of the bid based on the Stage-I and Stage-II will be the sole discretion of the technical evaluation committee.

**Stage III – Financial Evaluation ( Financial bid )**

The Financial Bid should be submitted strictly in the prescribed form "FINANCIAL BID" and should remain valid for minimum three months. Financial bids which are not submitted in the prescribed form will be summarily rejected.

The Financial Bid of the applicants who have not been qualified in the Technical Bid shall not be considered. Only technically qualified tenders will be opened on the date and time to be intimated, in the presence of the technically qualified tenderers or their authorized representatives (with authority letter) who may be present.

Yours faithfully



Dr. Simrandeep Singh Thapar  
Program Officer  
IIM Amritsar



## SCHEDULE OF REQUIREMENTS

### **Nature And Scope of Work**

Bidder to provide solutions for online proctoring, with or without an exam-platform as described below but not limited to,

The following requirements are expected to be met by such solutions.

### **Proctoring solution:**

The proctoring solution provided by vendor ought to have capability of conducting live proctor in all the three scenarios:

- a. Human based remote-manual scenarios
- b. AI based auto-proctoring scenarios.
- c. Hybrid (combination of the above two)

### **Capture, report and cease/allow to cease the instances of cheating during the exam; including (but not restricted to) the following:**

- a. Trespassing identification.
- b. Additional device detection.
- c. examinee-movements and biological breaks.
- d. Facial distractions.
- e. Impersonation.
- f. Browsing away from test window (unless required for the test).

### **Other required features of solution:**

- a. Provide a capability to capture, demonstrate and archive cheating instances.
- b. Able to efficiently handle contingencies of power and network disconnectivity.
- c. Possibility of 1:30 proctoring; thus permitting multiple Proctors/ Supervisors for the same subset of candidates.
- d. Operate with minimal technical and bandwidth requirements; compatible with inbuilt microphones and speakers as well as wired and Bluetooth headsets.
- e. User- friendly UI for all functionalities; including (but not restricted to) identification verification, Proctor assignments, mass uploads, etc.

**Examination Portal** : The portal provided by vendor ought to have capabilities for an efficient conduct of examination; with features including (but not restricted to):

- a. A robust and expansive access control.
- b. Exam time-flexibility.
- c. Multi -authority level access to faculty/ AAs and administrative staff.
- d. Ability to support different formats of questions like MCQs
- e. Support for downloading the question bank in a standard format, and uploading questions from a file of standard format.
- f. Support randomization of questions, and simultaneous versions of question papers
- g. Create and archive extensive retrievable log records including exam progress and sequence of answering, and Audit Logs of each session to be available - IP Address, User Name, Date & Time Stamp for in/out - for a single or multiple session joining
- h. Provide evaluation options including auto, manual and hybrid
- i. User-friendly UI for all functionalities; including (but not restricted to) exam setting, students with special needs, mass uploads, etc.

**Financial Bid (to be utilized by the bidders for quoting their prices)****Price Schedule (Online Proctoring Solution to be provided by the Contractor in IIM Amritsar)**

S. No.	Item	*Tentative Qty. (No. of Exams) A	Basic Price (Per Exam / Per Student) B	Total (Rounded off)  C= A*B
1.	1.5hrs to 3hrs duration examination	25		
2.	GST Amount %			
3.	Grand Total			

Bid/offer rate must be valid for three months beyond the date of opening of bids. Offer/Rates must remain same if the service is extended further as needed by the institute subject to the satisfactory performance.

\*Quantity of the exams is highly tentative and may be increased or decreased as per the requirements of the Institute. IIM Amritsar reserves the rights to Increase or decrease the quantity of examinations to be conducted on the Online proctoring systems.

Supplier signature, name, and stamp