



भारतीय समुद्री विश्वविद्यालय INDIAN MARITIME UNIVERSITY

(Central University, Govt. of India)

HEADQUARTERS

Ref: IMU-HQ/R/71/25/1/2020-PUR

17.08.2020

CORRIGENDUM AND CLARIFICATIONS

Sub: Tender for Conducting Online Proctored examinations (on the basis of Multiple Choice Question) for End Semester Examinations for the Final Semester students of IMU's Six Campuses & its Affiliated Institutes, for the Academic Year 2019-20, administered by Indian Maritime University.

Ref: Tender.ref.no IMU-HQ/R/71/25/1/2020-PUR, Dt.04.08.2020
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I. Following revised entry has to be read in place of existing entry in the above referred Tender:

CORRIGENDUM

Clause No. as per NIT	Existing Terms	Revised Terms
Clause: 2.2 Table Point 6, Pg: 6-7	Organization must have authorized and globally accepted software certifications i.e. ISO 9001 and SEI CMMi Level 3 or higher for the software and Services.	Organization must have authorized and globally accepted software certifications i.e. ISO 9001 OR SEI CMMi Level 3 or higher for the software and Services.
Clause: Tender Abstract, Table Point 4	Last date and time for receipt of Bids: 3.00 PM on 21.08.2020	Last date and time for receipt of Bids: 3.00 PM on 27.08.2020
Clause:3.1-(b), Page 10	Total No. of Subjects: 35 approximately	Total No. of Subjects: 35 approximately [Number of Students may vary for each subject from 100 -1600]
Clause: 3.1.5 - point-xvi, Page:11	Operational round the clock.	Operational round the clock for Mock Test for students.
Clause: 3.2 Point-VIII, Page:12	Uploading of question paper has to be done in the COE's Office. Question Paper will not be sent in the softcopy /email.	Conversion and Uploading of question paper has to be done in the COE's Office. Question Paper will not be sent in the softcopy/ email. Question paper will be

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	Question paper will be provided three days prior to the examinations.	provided three days prior to the examinations.
Clause: 3.3.2 (g), Page 13	Option to pre-allocate proctors to candidates or follow Automatic dynamic allocation of candidates to proctors.	Option to pre-allocate Remote Human Proctors to candidates or follow Automatic dynamic allocation of candidates to proctors.
Clause: 3.3.2. (h), Page 13	Proctor should be able to validate the successful completion of the test before result processing and release of final test score to the student.	Proctor should be able to validate the successful completion of the test.

II. Remaining Queries and their clarifications are as given below:

CLARIFICATIONS

S. No.	Clarifications	Clarification Incorporated
1.	<p>Clause No. as per NIT: Clause: 4, table point 2 Page 2</p> <p>Existing Clause: Bidder must have submitted EMD for Rs.50,000.00 (Rupees Fifty Thousand only) Demand Draft from any Nationalized/ Scheduled /Commercial Banks in favour of "Indian Maritime University", Payable at Chennai, on or before last date of Bid Submission at 3.00 PM.</p> <p>Clarification Sought: We request in addition to DD – vendors be also allowed to submit the EMD as a BG</p>	EMD will have to be submitted only through DD as per existing Tender Conditions.
2.	<p>Clause No. as per NIT: Clause: 4 table point 2 Page 2</p> <p>Existing Clause: Bidder must have submitted EMD for Rs.50,000.00 (Rupees Fifty Thousand only) Demand Draft from any Nationalized/ Scheduled /Commercial Banks in favor of "Indian Maritime University", Payable at Chennai, on or before last date of Bid Submission at 3.00 PM.</p> <p>Clarification Sought: Due to lockdown, there is limited availability. An option to</p>	EMD will have to be submitted only through DD as per existing Tender Conditions.



	make online payment for EMD is requested. IMU can share complete bank details and EMD shall be paid before due time and the details shall be enclosed in the bid.	
2.	<p>Clause No. as per NIT: Clause: 2.2 Table point 5, Page 6</p> <p>Existing Clause: The Bidder must have successfully executed at least three "Similar Works" (please refer para 2.2.1) on All India basis for minimum of 500 Candidates in single session, (out of which at least one work should be for 1000 candidates in single session) during last three years (since 2017).</p> <p>Clarification Sought: As far as our knowledge goes, the need for AI Proctored exams for mainstream semester has come up in the recent days only due to COVID-19. Before that all the State/Central Universities used to conduct regular Pen & Paper or online exam without AI Proctored. AI based online proctored exam solution was being used for certificate exam, entrance tests, internal assignments/tests, and not for main stream exam examinations at least in India. So we feel asking for "similar works" is biased and unhealthy. Please note that we are the only firm in India currently delivering AI based online exam for mainstream semester exam as per the UGC guidelines. Hence you need to remove this clause to solicit more participation and healthy competition.</p>	The meaning of "Similar works" is given in Clause 2.2.1. Even though the AI Proctoring as a concept has been introduced largely for University examinations fairly recently; AI Proctored solutions have been in market for various other examinations/ assessments, etc. since past few years.
3.	<p>Clause No. as per NIT: 2.2.3, Pg:7 and Clause: 2.6, Pg: 8</p> <p>Existing Clause: All the Mode of Proof Documents for meeting eligibility criteria enclosed with the tender are to be duly signed by the authorized signatory. The Bidders should submit all details, documents etc. as required in the tender document duly signed on each page.</p> <p>Clarification Sought: Due to lockdown, we are working from home. We would like to submit digitally signed copies of the cover letter, declarations and other letter, but</p>	All the Mode of Proof Documents for meeting eligibility criteria enclosed with the tender are to be duly signed (physical/ digital) by the authorized signatory. The Bidders should submit all details, documents etc. as required in the tender document duly signed on each page. Since this is a Manual Tender, all supporting documents are to be submitted in Hard Copy. Declaration for Authorized signatory to be provided.

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	physically signing of all documents would be difficult in current situation of lockdown. We will submit a declaration regarding the same. Request to consider this request.	
4.	<p>Clause No. as per NIT: 3.1.5. (vii), Page 11</p> <p>Existing Clause: The Online Examination should be allowed to be taken only through Laptop/ Desktop.</p> <p>Clarification Sought: For proctored exams, the laptop/ desktop must have a working webcam and mic. For secured browser for locking screen, restriction to other software, devices, it is supported on Windows version 7 or above.</p>	The Examination will be allowed only on Laptop/ Desktop. Requirement for Webcam, Mic and Windows 7 OS or above will be intimated to the Students, through separate instructions to them.
5.	<p>Clause No. as per NIT: 3.1.5. (xii), Page 11</p> <p>Existing Clause: The selected vendor will provide the required training to the staff and faculty on the system for online proctoring.</p> <p>Clarification Sought: Kindly clarify if the AI supported human proctoring will be performed by IMU representatives or Vendor is required to provide the manpower.</p>	AI supported Remote Human Proctoring will be performed by IMU's Faculty. As Remote Human Proctoring is a new concept, Service Provider would be required to provide training to IMU/ Affiliated Institute Faculty.
6.	<p>Clause No. as per NIT: Clause: 3.2. (xiii) (d), Page 12</p> <p>Existing Clause: There should be clear guidelines given to Human proctors (Invigilators) as to when to hold, re-start and terminate the examinations.</p> <p>Clarification Sought: As per 3.1. Point h (page 10) as well 3.2. (xiii), point (e), Human Proctoring shall be done by IMU. Please clarify Vendor's role in giving guidelines to proctors in this case.</p>	Remote Human Proctoring is new concept for IMU therefore Service Provider will be required to provide training to IMU/ Affiliated Institute Faculty. Guidelines would be towards using the Software.
7.	<p>Clause No. as per NIT: Clause: 3.3.2 (g), Page 13</p> <p>Existing Clause: Option to pre-allocate proctors to candidates or follow Automatic dynamic allocation of candidates to proctors.</p> <p>Clarification Sought: Random allocation</p>	IMU expects provision in the software to pre-allocate the Remote Human Proctors to the Student to ensure smooth Verification process and ensure only bonafide students get permission to appear for the Examinations.



	of live proctors to live candidates for the scheduled exam happens. System assigns automatically as per the proctoring ratio. This ensures more authenticity. Kindly clarify the requirement for pre-allocation of proctors.	
8.	<p>Clause No. as per NIT: Clause: 3.3.4 (a), Page 14</p> <p>Existing Clause: Display of instructions to students upon login and before start of Examinations. The student must be able to retrieve instructions at any time during the examinations as well. Start and closure of the Examinations at scheduled time (students must not be able to start their examinations even if they login before the scheduled time)</p> <p>Clarification Sought: Test would only start at the scheduled time. Even if the candidate clicks on the test link before the scheduled time, it won't start. The test end time depends on the time consumed by the candidate and the test for all candidates in a slot are not forced stop at the same time.</p>	It is clarified that the Start Time and Closing time will be scheduled. However, the software should have provision to end the examination on completion of time, taking into account the lost time due to network disruption, etc. The software should also have features to limit the number of reconnections if the Examination is going way beyond the scheduled time.
9.	<p>Clause No. as per NIT: Clause: 3.4.2, Page 15</p> <p>Existing Clause: Software that handles post examinations operations that includes a consolidated detailed information sheet of all students who appeared in the examinations, detailed response sheet for every student, the audit logs of every student recorded during the examinations, analytics and basic statistics on the responses obtained.</p> <p>Clarification Sought: Request clarity on the said clause. Request IMU to note that the bidder owns the base software and the same cannot be handover.</p>	IMU expects that the software solution should have provision for generating consolidated detailed information sheet of all students who appeared in the examinations, detailed response sheet for every student, the audit logs of every student recorded during the examinations, analytics and basic statistics on the responses obtained
10.	<p>Clause No. as per NIT: Clause: 3.3.6 (a), Page 14</p> <p>Existing Clause:The vendor should provide the facility to monitor the pre-examinations, during examinations and post examinations activities of all students taking</p>	It is clarified pre-examination activities for Student include - Access to User Manual, Mock/Demo Link, Instructions on the day of Exam, obtaining concurrence of Students for having read the Instructions, etc. Post-examination



	<p>examinations.</p> <p>Clarification Sought: Kindly clarify the pre and post examination activities of students being referred to here.</p>	<p>Activity would include feedback to the Student that they have successfully submitted the Examination and feedback from the student on their experience in taking Proctored Examination.</p>
11.	<p>Clause No. as per NIT: Clause: 4.2.1 Page 17</p> <p>Existing Clause: (a) Experience in conduct of remote proctored online examination (Artificial Intelligence based Proctoring and remote Human Proctoring) on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.</p> <p>(b) Experience in conduct of remote proctored online examination (Artificial Intelligence based Proctoring and remote Human Proctoring) on All India basis for National level Private Sector Universities/ Educational Institutions; Institutions holding competitive entrance examinations for admission to Indian/ Foreign Universities.</p> <p>Clarification Sought: As this point favours a specific vendor we request that similar experience for Government bodies, Private organizations etc also be considered</p>	<p>Please refer to the clarification to Point no. 2 Page 3 above.</p>
12.	<p>Clause No. as per NIT: Clause: 4.15.1 Page 20</p> <p>Existing Clause: In the event of the breach of any of the provisions of contract by the Agency, IMU shall have the right to terminate the tender summarily, at any stage. In the event of IMU terminating the contract for breach by the Service Provider of any of the provisions thereof, the Service Provider shall be liable for any loss suffered by IMU up to the time of the termination of the contract.</p> <p>Clarification Sought: Request IMU to consider to notify in writing to the bidder of termination in case of any default on the part of bidder in carrying out the contract.</p> <p>The bidder should be given the rights of representation before termination along with reasonable period to rectify/remedy it's defaults / defects / shortcomings. Request</p>	<p>These are standard clauses. Clause stands.</p>



	IMU to restrict the total cumulative penalties/damages to 5% of the total invoice value	
13.	<p>Clause No. as per NIT: Clause: 4.19.1 Page 21</p> <p>Existing Clause: 4.19.1. The above payment schedule is subject to timely and satisfactory completion of all the steps/activities leading to each stage certified by the Exam Section. In the event of delays on the part of the Bidder not attributable to IMU or to Force Majeure causes, IMU shall have the right to make 'cuts' in payment at the rate of 1% of the amount payable for each day of delay but not exceeding 10% of the amount payable after giving a 3-day notice to show cause against the same.</p> <p>Clarification Sought: Request IMU to consider the following The bidder should be given the rights of representation before imposing the penalty along with reasonable period (15-30 days) to rectify/remedy it's defaults / defects / shortcomings Request IMU to restrict the total cumulative penalties/damages to 5% of the total invoice value.</p>	These are standard clauses. Clause stands.
14.	<p>Clause No. as per NIT: Clause: 4.19.2 Page 21</p> <p>Existing Clause: In the event of unsatisfactory performance or non-performance of any of the steps/activities not attributable to IMU or to Force Majeure causes, IMU shall have the right to withhold the corresponding payment for these steps/activities either fully or partly after giving a 7-day notice to the Vendor to show cause against the same, and to take such other legal action to make good the losses caused by the Vendor to IMU. Penalty shall be decided by IMU without any ceiling but not more than awarded value. IMU shall also have the right to terminate the contract altogether (upon which the Security Deposit paid by the Vendor shall stand forfeited) and to entrust the remaining work to another Vendor.</p>	These are standard clauses. Clause stands.

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	<p>Clarification Sought: Request IMU to consider the following The bidder should be given the rights of representation before imposing the penalty along with reasonable period (15-30 days) to rectify/remedy it's defaults / defects / shortcomings Request IMU to restrict the total cumulative penalties/damages to 5% of the total invoice value.</p>	
15.	<p>Clause No. as per NIT: Clause: 4.20 (d) Page 21</p> <p>Existing Clause: d) The indemnity shall be to the extent of 100% of project cost in favour of the IMU.</p> <p>Clarification Sought: Request IMU to restrict the total cumulative penalties/damages/ liabilities/ indemnity of the Bidder to 5% of the total invoice value</p>	These are standard clauses. Clause stands.
16.	<p>Clause No. as per NIT: Clause: 4.24 Page 22</p> <p>Existing Clause:the same shall be referred for arbitration by a sole Arbitrator appointed by IMU-HQ.</p> <p>Clarification Sought: Request IMU to consider the following: The Sole Arbitrator to the proceedings to be appointed mutually by the parties</p>	These are standard clauses. Clause stands.
17.	<p>Clause No. as per NIT: Price Bid Page 31</p> <p>Existing Clause: Conduct of Remote Proctored Online Examination as detailed in the tender documents (Remote Human Proctoring by IMU Staff). Price per Answer Script.</p> <p>Clarification Sought: Human proctoring requires some amount of Training -which is done by our specially trained vigilance team who are trained to detect unusual candidate behavior when conducting and proctoring Online exams, etc. hence we would caution against using staff / teachers for this . Also if accessing from home, bandwidth requirement of the staff member proctoring 20 students at the same time also could be an issue We assume that per answer script</p>	<p>Human Proctors will be provided by IMU/ its Affiliated Institutes.</p> <p>The basis for quoting Price will based on per Answer Script and not Admit Card as the number of subjects will vary from student to student.</p>

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	means per Scheduled candidate who is issued an Admit card and that the rate is to be quoted for Human based Proctoring with 1:20 ratio	
18.	<p>Help Desk</p> <p>Clarification Sought: A. We assume the helpdesk with email and telephony support provided for candidates 9.00 am to 6.00 pm on working days will suffice. Please confirm.</p> <p>B. We assume the language of the helpdesk is English & Hindi will suffice the requirement. Please confirm.</p> <p>C. Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm</p>	<p>It is clarified that since the total number of days for this project is around 20 odd days, helpdesk should be functional on all 7 days. Tele calls can be restricted between 9.00 am to 6.00 pm. Emails have to be attended promptly within least possible time. English and Hindi as language for Helpdesk would be sufficient. Helpdesk number would ideally be a Landline number.</p>

Note: This Corrigendum is considered as part of said NIT Document. All other terms & conditions as per NIT document referred above remains unchanged.

This issues with the approval of Competent Authority.

Manoj Kumar
 Registrar / C