



भारतीय समुद्री विश्वविद्यालय
INDIAN MARITIME UNIVERSITY
(Central University, Govt. of India)
HEADQUARTERS

Tender No IMU-HQ/R/71/25/3/2021-PUR

13.10.2021

NOTICE INVITING TENDER
(OPEN Tender)

Sealed Bids are invited from reputed and well established Service Providers for providing the following services relating to End Semester Examinations, for all Programmes of IMU, administered by Indian Maritime University (i.e. IMU's Six Campuses & its Affiliated Institutes pan India):

Part A] – Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results,

Part B] - Providing services for Scanning of Physical Answer Scripts at multiple Scanning Centres, Online Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results.

For a period of One year from the date of issue of Work Order, extendable on satisfactory performance, One year at a time up to a maximum of 3 years, at the same quoted price.

Note: Bidders are advised to study the Tender Document (including all Sections, Annexures and Schedule etc.) carefully. Submission of Tender shall deem to have been done after careful study and examination of the Tender Document with full understanding of its implications.

The Tender Document can be downloaded at free of cost from IMU website www.imu.edu.in from 13.10.2021 onwards. The last date for receiving tender at IMU HQ is 3.00 PM on 03.11.2021.


REGISTRAR (i/c)
13-10-21

Tender Abstract

1.	Notice Inviting Tender (NIT) No.	:	Tender No. IMU- HQ/R/71/25/3/2021-PUR dated 13.10.2021
2.	Tender document download commencement date	:	13.10.2021
3.	Last date and time for submission of queries	:	11:00 AM on 18.10.2021
4.	Pre bid meeting	:	11:00 AM on 21.10.2021 (through Video Conference due to COVID-19 pandemic. Prospective Bidders will be required to register through the Google Form link which will be updated on Tenders Page of IMU)
5.	Last date and time for receipt of Bids	:	03:00 PM on 03.11.2021
6.	Date and time for opening of Technical Bid	:	03:30 PM on 03.11.2021
7.	Demonstration of the proposed solutions for the captioned Work through Video Conferencing. (Bidders would be required to present the same at a short notice)	:	To be intimated later. Please see details for Demonstration at para 6.3 and 6.5 of the tender document.
8.	Date and time for opening of Financial Bid (for technically qualified Bidders)	:	To be intimated later
9.	Period/ Extension Of Contract	:	One year from the date of Award of contract with an option of extension one year at a time up to a maximum of 3 years with the same rate, terms and conditions, subject to providing of satisfactory services on year to year basis at the sole discretion of IMU.
10.	Validity of tender offers	:	120 days from the date of opening of Technical Bid
11.	Estimated cost of Tender	:	(a) Rs.16,00,000/- (Approximately) for the Academic Year for Part A. (b) Rs.20,00,000/- (Approximately) for the Academic Year for Part B.

12.	Certificate in-lieu of EMD	: Due to COVID-19 pandemic situation Bidders in lieu of Bid security shall submit the following certificate in their Letter Head: "I/We, hereby state and understand that if I/we withdraw/modify our bid during the period of validity of the tender, the administration would suspend the Bidder from participation in any future tenders of IMU for a period of 6 months".
13.	Security Deposit (for finalized bidder only)	: 3% of the contract value for that part in the form of Online/ NEFT/ RTGS with necessary supporting document for the transfer affected and Transaction number.
14.	Address for communication: The Registrar, Indian Maritime University Headquarters , East Coast Road , Semmencherry, Sholinganallur (PO), Chennai-600 119 Tel: 044- 2453 9020 Email: registrar@imu.ac.in Note: For any information/queries/clarification relating to Terms & Conditions of this tender, the bidders can directly send mail TO dr.purchase@imu.ac.in & purchase.hq@imu.ac.in with a CC to registrar@imu.ac.in or can be contacted through mobile at 9840981612 and phone at 044-2453 9020 (IVR Ext:221/222) within the time laid down in the tender document.	

INDIAN MARITIME UNIVERSITY

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Introduction:

- About Indian Maritime University:** The Indian Maritime University (IMU), Chennai is a Central University under the Union Ministry of Ports, Shipping and Waterways with All India jurisdiction, with Headquarters at Chennai, its own Campuses at Chennai, Cochin, Mumbai, Kolkata and Visakhapatnam, and with 18 Affiliated Institutes pan India.
- Objectives of this Tender:** The overall scope and objective of this Tender is to select and enter into a contractual relationship with qualified Service Provider(s) who are willing and able to meet the expectations of IMU, for providing the following 2 services relating to End Semester Examinations which

are generally held, twice in an Academic Year (AY) i.e. December and June by IMU :

Part A] – Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results,

Part B] - Providing services for Scanning of Physical Answer Scripts at multiple Scanning Centres, Online Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results.

2.1. During normal times, the End Semester Examinations are conducted in Pen-Paper Based Mode at IMU's Six-Campuses and its Affiliated Institutes. The Service Provider is required to provide services for (**Part B Services**):

2.1.1. Scanning of Physical Answer Scripts at IMU's specified Scanning Centres,

2.1.2. Provide Software solution for On-Screen Marking (Online Evaluation) of Answer Scripts by the Faculty of IMU Campuses and its Affiliated Institutes.

2.1.3. Submission of results with all required reports.

2.2. Considering current unprecedented situation of Covid-19, the Service Provider will be required to provide services (**Part A**) for:

(i) Conduct the End Semester Examinations in an Online (AI and Human) Proctored examinations mode (Multiple Choice Questions AND/OR Descriptive) with Human Proctors provided by IMU and its Affiliated Institutes. (which will be inclusive of uploading of Answer Scripts by the Student to the Service Provider's Portal)

(ii) Provide Software solution for On-Screen Marking (Online Evaluation) of Answer Scripts carried out by the Faculty of IMU Campuses and its Affiliated Institute.

(iii) Submission of results.

3. Instructions to the Bidders

3.1. **Submission of Bids:** Bids are invited from well-established Service Providers with experience in the following Part of Services:

Part - A] Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results, AND/OR

Part – B] Providing services for Scanning of Physical Answer Scripts at multiple Scanning Centres, Online Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results.

The Bidders shall have the option to bid for both Parts (Part A and B) or only for one Part (Part A or Part B); however they should STRICTLY submit the bid as mentioned below.

- 3.1.1. The Bidders shall submit their bids for each Part mentioned above separately containing the following:
- (i) Technical Bid,
 - (ii) Price Bid.

- 3.1.2. The Technical Bids (one envelope) and Price Bids (one envelope) should be kept **separately for each Part of Service** in sealed envelopes and the Technical Bid (envelope) and Price Bid (envelope) **for each Part** should be kept in one sealed envelope for that Part super scribing "**Tender for:**

Part – A1 - Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), Online Screen Marking (Online Evaluation by the Faculty of IMU Campuses and its Affiliated Institute) and submission of results;

Part – B1 - Providing services for Scanning of Physical Answer Scripts at multiple Scanning Centres, Online Screen Marking (Online Evaluation by the Faculty of IMU Campuses and its Affiliated Institute) and submission of results.

- 3.1.3. In case, the Financial Bid and Technical Bid are not submitted as per para 3.1.1 & 3.1.2 above, such bid shall be rejected summarily.

- 3.1.4. The Bid Document must be addressed to:

**The Registrar,
Indian Maritime University,
East Coast Road,
Semmencherry,
Sholinganallur (PO),
Chennai – 600119.**

The bids must be sent by Registered/Speed Post or Courier, or through Special Messenger (to be dropped at Box placed at Main Gate of IMU-HQ) **so as to reach by 3:00 PM on 03.11.2021. Late tenders shall not be accepted.**

- 3.1.5. The Bid Document can be downloaded from IMU web site <http://www.imu.edu.in> at free of cost.

- 3.1.6. The Technical Bid should contain all the relevant information and desired enclosures in the prescribed format along with Certificate in-lieu of the Earnest Money Deposit. The tenders without Certificate in-lieu of EMD shall be summarily rejected.

If the Bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity then, IMU would suspend the Bidder from participation in any future tenders of IMU for a period of 6 months.

3.1.7. The Technical Bids will have the following Annexures and will have to be put in separate envelopes super scribed with the text given below:

- a) Annexure – A-1/4 - Format For Technical Bid: Minimum Eligibility Criteria – **Part – A**
- b) Annexure – B-1/4 - Format For Technical Bid: Minimum Eligibility Criteria – **Part – B**
- c) Annexures – A-2/4, A-3/4 and A-4/4 - Format For Technical Bid and Technical Evaluation Criteria – **Part – A**
- d) Annexures – B-2/4, B-3/4 and B-4/4 - Format For Technical Bid and Technical Evaluation Criteria – **Part – B**

If a bidder does not possess ALL the Minimum Eligibility Criteria laid down for a PART, then the Technical Bid for that PART will not be taken up for Technical Evaluation, nor will the Financial Bid for that PART be opened. Page nos. of supporting documents which satisfies the criteria have to be clearly mentioned against each in the space provided.

3.1.8. The Price Bid should be in the following prescribed formats and will have to be put in separate envelopes super scribed with the text given below:

- (a) Annexure – VI – Proforma For Price Bid – **Part –A**
- (b) Annexure – VII – Proforma For Price Bid – **Part –B**

3.1.9. Price Bids not in prescribed format or a conditional Price bid, shall be rejected. Price Bids should be submitted in separate Envelope as explained earlier. If it is found inside the Envelope containing the Minimum Eligibility Annexure or Technical Evaluation Criteria such Bid will be summarily be rejected.

3.1.10. All prices/rates in the Price Bid should be clearly written both in figures and in words. In case of a discrepancy between the prices/rates in figures and words, the Unit prices/rates in words will be considered correct.

3.2. Certificate in-lieu of Earnest Money Deposit (EMD)

Particulars	Supporting document
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Bidder must submit EMD declaration:	<p>Due to COVID-19 pandemic situation Bidders in lieu of Bid security shall submit the following certificate in their letter head:</p> <p>"I/We, hereby state and understand that if I/we withdraw/modify our bid during the period of validity of the tender, the administration would suspend the Bidder from participation in any future tenders of IMU for a period of 6 months".</p>
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- 3.3. Bidders should avoid alterations/ corrections in the prices/ rates submitted by them. However, if alterations/corrections in prices/ rates are inescapable each alteration/ correction should be indicated both in figures and words and duly attested under the full signature of the Authorized Signatory of the Bidder.
- 3.4. All the pages of the Bid Document shall be continuously numbered and submitted as a package along with a Covering Letter in the prescribed Proforma (Annexure-I) on the Bidder's Letter Head.
- 3.5. The Bidders should submit all details, documents etc. as required in the tender document duly signed on each page. All the pages of tender document including the documents enclosed with it should be serially numbered and spiral bound. The Total number of pages should be mentioned in the forwarding letter. In case Bidder fails to do so, the offer will be considered incomplete bid and IMU Headquarters will reject the bid without seeking any further clarification.
- 3.6. Information, references and certificates from the respective clients certifying technical, delivery and execution capability of the Bidder should be signed and the contact numbers of all such clients should be mentioned. The IMU, Chennai may also independently seek information regarding the performance from the clients.
- 3.7. If the Bidder deliberately gives incorrect or misleading information in his tender or wrongfully creates circumstances for the acceptance of the tender, then IMU, Chennai reserves the right to reject such a tender at any stage and also blacklist/ debar the Bidder from future tenders for a period of not less than 3 years.
- 3.8. The Bidder shall submit the copy of the tender document, corrigendum and addenda thereto, if any, with each page signed and stamped to confirm the acceptance of the entire terms and Conditions of the tender.
- 3.9. IMU, Headquarters at its sole discretion reserves the right to extend last date of submission of tender and the same shall be updated in IMU, Headquarters website and all Bidders are requested to visit the website for latest updates.

- 3.10. IMU-Headquarters reserves the right to annul the bidding process at any time without any liability for such annulment, without assigning any reason there to.
- 3.11. IMU-Headquarters reserves the right to invite revised tenders with or without amendment at any stage without any liability for such invitation and without assigning any reason thereof.
- 3.12. IMU-Headquarters shall notify the successful Bidder through Registered Letter/ Speed Post / Fax / E-mail/ Courier or in person confirming that their offer has been accepted. IMU-Headquarters will issue the Award Letter to the successful Bidder. This Award Letter shall indicate the details of services to be supplied by the Bidder and the amount which IMU-Headquarters shall pay to the successful Bidder in consideration of the execution of the contract by him.
- 3.13. Upon receipt of the Work Order by the Contractor, he shall execute an Agreement on Non-Judicial Stamp paper for value of Rs.200/- (Rupees Two Hundred only) within 4 days from the date of receipt of Work Order.
- 3.14. Quoted rates must be valid for 120 days from the last date for submission of tender and subsequent extension if any.
- 3.15. Tenderers, who have downloaded the tender, shall not tamper/modify the tender form including downloaded price bid template in any manner. In case, if the same is found to be tampered / modified in any manner, such tender will be completely rejected and Tenderer is liable to be banned from doing business with Indian Maritime University.
- 3.16. Bidders are not allowed to submit multiple bids nor bid through a consortium.
- 3.17. Bidders are not allowed to sub-contract any part or whole of this contract except with the prior written permission of IMU.
- 3.18. It is the responsibility of the bidder to check the website of IMU time to time for updates.
- 3.19. **Disclaimer** - This Tender is not an offer by IMU, but an invitation to receive offer from Vendors/Bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of IMU and the Vendors/Bidders.
- 3.20. **Pre-bid Meeting:** IMU will organize a pre bid meeting on the scheduled date and time as mentioned in Tender Abstract. The prospective bidders shall submit their queries in prescribed format mentioned below **in-writing** to the address mentioned in the invitation of tenders or e-Mail to dr.purchase@imu.ac.in with a copy to registrar@imu.ac.in not later than date and time indicated in Abstract.

Sl. No.	Clause No. & Page No.	Text of the Clause	Clarification Sought

- 3.21. IMU may or may not incorporate any changes in the Tender document based on suggestions received during the Pre-Bid Conference. The decision of IMU regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances.

3.22. **Response to queries and issue of amendments:**

- 3.22.1. IMU will respond to any valid request for clarification, received within the stipulated time. IMU's decision is final and binding with regard to interpretation of terms used or other tender contents.
- 3.22.2. IMU may, for any reason, suo motu or in response to a clarification by a prospective bidder or bidder, modify the tender documents by amendments (through Addenda / Corrigenda etc.)
- 3.22.3. Any such amendments will be informed to all the participants in the pre-bid meeting besides hosting on IMU website. All the bidders who had downloaded the Bid Document shall verify, whether any such amendments have been issued by IMU, before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s), if any, shall be binding on the Bidder.
- 3.22.4. Any such Corrigendum/Addendum shall be deemed to be part or incorporated into this NIT.
- 3.22.5. In order to provide prospective bidders reasonable time for taking the Corrigendum/Modifications into account, IMU may, at its discretion, extend the last date for the receipt of Bids. However, no such request in this regard shall be binding on IMU.

3.23. **Completeness of Tender:**

The Bidder is expected to examine all instructions, forms, terms and conditions and deliverables in the tender document. Failure to furnish all information required by the tender documents or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Bidder's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Bidder if complete Information as called for in the tender document is not given therein, or if particulars asked for in the forms / proforma in the tender are not fully furnished.

3.24. **Cost of Bidding:**

The Bidders shall bear all costs, efforts or their time associated with the preparation and submission of their bids and the IMU will in no case be responsible or liable for those costs / efforts / time, regardless of the conduct or outcome of the tendering process or the cancellation, if any, of tender by IMU, due to any reason whatsoever and at any stage of the tender (IMU is not responsible, if there is a cancellation even after price bid opening).

3.25. Language of Proposal & Correspondence:

The tender, and all correspondence and documents, related to the tender, exchanged between the Bidder and IMU should be in the English language only. If the Bidder along with their offer furnish any printed literature written in any other language, such documents should be supplemented with their English translation also. The contents in the English translated version alone shall be taken into consideration.

3.26. Tender Validity:

Tenders shall remain valid for 120 days from the date of opening of Technical Bid. A proposal valid for a shorter period may be rejected by IMU as being non-responsive. During the period of validity of Proposals, the terms and condition mentioned shall not change and any such request may lead to denial of the award.

3.27. IMU's Right to accept and to reject any or all proposals:

Notwithstanding anything else contained to contrary in this Tender Document, IMU reserves the right to accept or reject any Bid or to annul the bidding process fully or partially or modifying the same and to reject all Proposals at any time prior to the award of work, without incurring any liabilities in this regard.

3.28. Rejection of Bids: The bids will be rejected on following grounds:

- a) If any of the eligibility criteria as per the qualification criteria is not met.
- b) Certificate in-lieu of EMD is not submitted.
- c) If tender terms and conditions are not met.
- d) If Bid is not submitted as per the annexures laid down in this Tender document.
- e) If Bidder gives wrong information in the bid.
- f) Canvassing in any form in connection with the bids.
- g) If the bid is incomplete/ a partial bid/ a conditional bid /an unclear bid in any form.

4. **Scope of Work:** Exam Division of IMU is planning and proposing to conduct End Semester Examinations December 2021 – January 2022 and June – July 2022 for all the Programmes (including arrear subjects) during the month of

December 2021 – January 2022 and June – July 2022. Remote Proctored Computer based [(MCQ with Descriptive / Descriptive only), as the case may be] Exams may include creation and support for a maximum number of the following patterns:-

- 4.1. End Semester(s) may be conducted by IMU fully online / partially online and offline / fully offline as per the need and prevailing situation of each end semester Examination.
- 4.2. In case of online exam (Descriptive / MCQ with Descriptive pattern of QPs), a suitable navigations in relaxed standards are to be provided by the service provider.
- 4.3. In case of Descriptive type questions - Descriptive questions may consist of Short Answers and Long Answers. The Students can write the descriptive answers (Long Answers/ draw diagram/ chart work) in the A-4 sheets (or) IMU provided Answer Booklet and the same has to be scanned and uploaded in the software (to be provided by the service provider) by the Student using Laptop/ Desktop/ Mobile. There may be an additional provision for short answers to be typed in the space provided by the Software in the Laptop/Desktop, if the exam is conducted fully online / partially online and offline. If the exam is conducted fully offline, then the written descriptive papers on A4-sheets / IMU provide Answer Booklet by the students are to be arranged to scan and upload the same in the software of the Service Provider.
- 4.4. In case of fully online / partially online and offline Exam, Service Provider shall enable conduct of online end-to-end AI and Human Proctored Exam with Audio / Video proctoring, image capturing, etc. The broad scope of work awarded would include that the selected Service Provider will have the sole responsibility to design, develop and implement online services for all activities related to the entire process of Online Remote Proctored Examinations which is broadly divided into the following categories:
 - a) General
 - b) Pre-Examination
 - c) During Examination
 - d) Post Examination including Evaluation process and
 - e) Other Requirements

Note: Exam Division will decide the pattern of Examination for each semester/ programme/ course/ nature (regular/ arrear /improvement/ supplementary etc., as the case may be.)

4.5. **General:**

a.	No of students	6000 approximately
b.	Total No. of Subjects	400 approximately
c.	No. of Exam days	45 days approximately

d.	No. of Exam Sessions per day	Minimum – 1 and Maximum – 3 sessions
e.	Max load per session	Maximum 2000
f.	Time period (per session)	Duration will be shared by IMU to the Service Provider subject wise. Minimum of 1 hour and Maximum of 3 hours per session [excluding grace period / additional duration to be granted by Exam division for scanning and uploading of written Answer scripts- up to 15 minutes]
g.	Total No. of Answer Scripts	45000 approximately per Semester (Two semesters per Academic Year*)
h.	Type of Examinations	Descriptive / MCQ with Descriptive, as decided by IMU.
i.	Human Proctor to Student Ratio	1:20 approximately

* Academic Year of IMU normally starts in August each year up to the July of next year. However, due to the pandemic, there might be delay in starting the Academic Year.

Disclaimer: IMU will have the prerogative to decide upon the mode of conduct of exam either through Remote Proctoring or physically at the respective Campus / Institute depending upon the circumstances due to COVID-19 or otherwise.

4.6. **Scope of Work for Remote Proctored Examination - Pre-Examinations Phase:** Service Provider will work with IMU-HQ and facilitate the following and ensure that the examinations are smoothly conducted for the students:

- 4.6.1. The customized Mock Examination Link to be enabled in IMU's website within 7 days from the receipt of Work Order. The service provider should not demand any additional cost for customization (or) deny the customization request of IMU.
- 4.6.2. Proper User Manual should be available for the students, Faculty and Administration of the Proctored examinations, approved by Examination Section.
- 4.6.3. Proper adequate and repeated training to be given for all the Faculty of IMU Campuses and Affiliated Institutes as per timeline set by Examination Section.
- 4.6.4. The Service Provider should intimate all the requirements at one go on receipt of Work Order well in advance, preferably within 3 days.
- 4.6.5. The Service Provider should be ready to conduct examinations within 10 days from the receipt of Work Order.
- 4.6.6. Nodal Officer should be of Project Manager or equivalent level, who can take the instructions from COE and decision to be

made on the spot and convey to the team for implementation. Nodal Officer should be available at COE's Office from the third day on receipt of the Work Order till the result submission and other reports to the CoE. The stay for such Nodal Officer should be taken care by the Service Provider.

- 4.6.7. In all meetings to be conducted between the Service Provider and Exam Division in respect of successful conduct of examinations and result processing, technical / developer team representative of Service Provider should also be available without fail for clear understanding of the customization requirement and to confirm the delivery date firmly.
- 4.6.8. Conversion and uploading of question paper has to be done in the COE's Office. Question Paper will not be sent in the soft copy/email. Question paper will be provided One to three days prior to the examinations.
- 4.6.9. The Service Provider will have to maintain utmost confidentiality and shall submit Non-Disclosure Certificate in the prescribed format.
- 4.6.10. In case of technical failure attributed to the Service Provider, then the Service Provider should conduct examinations once again for which IMU will not be charged.
- 4.6.11. Students are to be given 'N' number of training and Mock Test to get familiarized on Remote Proctoring, Do's & Don'ts, Instructions, bio breaks, etc.
- 4.6.12. The requisite Report, as required by the COE to be provided within the timeline. The requirement as per university need will be given from time to time by CoE, IMU. The report requirement shall include new report writing, re-processing of results under various circumstances / factors, any formulae change in result processing which may include additional coding / programming by the Service Provider. The service provider shall not demand any additional cost for such tasks / requirement / demands of the university for whatsoever reasons may be. Also, there should not be any undue delay in submission of requisite information / report, expressing the coding / programming / technical difficulties of the Service Provider.
- 4.6.13. Service provider should understand that the scope of work covered under this work order is indicative to meet out the project covered under PART – A and Part – B services as mentioned above and not limited to the main points mentioned here, but also covers all associated programming and technical services required for smooth and successful completion of end semester examination. Hence, the customization requirement projected by IMU are to be done within the cost quoted by the service provider. No additional (or) extra cost is to be

demanded for customization / report writing at any point of time.

4.6.14. Students must be provided the following :-

- a) The students will write the answers for the Descriptive questions (Long Answers/draw diagram/chart work) in the A-4 sheets and the Software should have provision to scan and upload these A-4 sheets in the software provided by the Service Provider using Laptop/Desktop/Mobile.
- b) There shall be online provision for attending and submitting responses for online based MCQs.
- c) The student should be provided access to the Mock Test at least one week prior of the commencement of examinations for System Check, connectivity to the system and the software. The student should be able to undergo the Mock Test and get an idea of how the questions will be displayed during the actual examinations. The Proctors from IMU will be present during the Mock Test. Hence, the Mock Test should simulate the actual Exam in all respects and it requires Video Coverage as in the case of actual Exam. Clear and transparent guidelines agreeable by IMU and Service Provider to be given to the students on the activities that are considered as malpractices for remote proctored online examinations.
- d) Service Provider should communicate clear guidelines (on Do's and Don'ts) to the Students well in advance so that the Students are ready for the Remote Proctored Examinations.
- e) There should be clear guidelines given to Human Proctors (Invigilators) as to when to hold, re-start and terminate the examinations.
- f) The Remote Human Proctors (Invigilators) would be the Faculty/ Staff from IMU Campuses and Affiliated Institutes.

4.6.15. The programme must have the facility to obtain the concurrence of the student having read the instructions before start of examinations.

4.6.16. The Service Provider should deploy a team of minimum Seven (7) staff who should be available on Wats-app Group to solve the technical issues faced by the Students during Examinations.

4.7. **Examinations Phase**: Remote Proctoring (AI & Human Proctoring): This activity involves the activation of Remote Proctoring facility for the Students. This should be on a Real Time basis but without compromising the credibility and security of the test. The Remote Proctoring activity must

have the following features:

- (a) Establish student authentication; Service Provider to share the authentication process.
- (b) Check student computer hardware, Web camera, microphone, software, surroundings, network, bandwidth etc. as per the Remote Proctored Examinations requirements.
- (c) Disabling of all Bluetooth devices, ports, special purpose keys, print-screen, icons for copy-paste features, switching to other browsers and usage of any other gadgets etc.
- (d) Allow a proctor to remotely monitor live video and audio of candidate through a webcam and mic and should be able to record the same, if required.
- (e) Option to mandate student authorization by a remote authorizer before the student starts the test.
- (f) Limit allocation of students to a proctor randomly and automatically.
- (g) Option to pre-allocate Remote Human Proctors to candidates or follow Automatic dynamic allocation of candidates to Remote Human Proctors.
- (h) Remote Human Proctor should be able to validate the successful completion of the test.
- (i) Provide quick access to IMU to view Paused/ Disconnected students.
- (j) Ability to broadcast/ announce messages across all the Students who are live and if necessary, Invigilator may stop/pause the examinations for a doubtful student.

4.8. **Invigilation during the examinations:** The proctors/ Invigilators will compare the facial recognition photo & the photo ID card and authorize the students to the examinations page. The photo, name, and programme to be verified by the proctor prior to allowing the student in the examinations page.

- a) Monitor the examinations taker continuously and provide support till the end of the examinations.
- b) Remote Proctors/Invigilators should also ensure proper conduct of examinations and Ensure that the students should not do any unfair means during the examinations. Details to be displayed on student portal as part of Examinations software during the examinations.
- c) 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).
- d) Display of remaining time available.

- e) Display of student details on the screen (including a photograph if available) during the Examinations.
 - f) Switching between answered questions and unanswered questions in the question paper.
- 4.9. **Monitoring:** The examinations server shall have the capability to start the examinations for all students, monitor the status of each student (whether logged in, examinations started, idle/active, disconnected, submitted, etc.). The server MUST maintain an audit trail of every operation on the server. All server-side audit trails are also the property of IMU and shall be handed over at the end of the examinations. Progress tracking of candidate attempts. View Live candidate desktop screenshots. Provide quick access to view Paused/Disconnected candidates. Separate notifications/warnings for proctors showing proctoring/ authentication queue. Allow multiple students to be proctored by the same set of proctors. Disable use of copy/paste. Limit the number of times candidate from moving away from test window. Generate auto-warnings to highlight suspected malpractices. Ability to broadcast/announce messages across all the live test takers. Any time access to candidate view and desktop screenshots along with detailed proctor logs in the result report. Ability to chat with any candidate at any time. Ability to Pause or End candidate's test. Search for any candidate attempting the test. Ability to detect imposter or additional person. Block unused networking ports and malicious software. Test resumption to be allowed only within a small time limit.
- 4.10. **Master Control Facility:** Live video streaming of the candidate for the entire duration of the exam. The examinations, exceptions/ issues on case-to-case basis and live feed to monitor proctors, should be accessible for monitoring by the IMU COE and supported by technical personnel from the Service Provider who are experts in the Online Examinations Software. At the end of examinations in each session, the student response data and audit trail data of each student to be shared with IMU. The Service Provider should provide the facility to monitor the pre-examinations, during examinations and post examinations activities of all students taking examinations.
- 4.11. **Post Examinations Phase: Scope of Work for On-Screen Marking (Online Evaluation) of Answer Scripts uploaded by Students:**
- 4.11.1. For the Descriptive questions answers obtained by scanning and uploading these A-4 sheets / IMU provided Answer Booklet in the software provided by the Service Provider using Laptop/Desktop/Mobile and Short answers typed by the student using their Laptop/Desktop through the software, provision should be available to download bulk answer response scripts (readable format like pdf which are printable on A4 size paper / IMU provided Answer Booklet) within three working days of completion of Examination for that Subject.

- 4.11.2. 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.
- 4.11.3. Evaluators Report Stating No. of Answer scripts Evaluated for Subject wise and Programme wise.
- 4.11.4. The evaluation of the responses for MCQ Examination needs to be done and results shared with IMU in the prescribed format on the same day of the examination;
- 4.11.5. Individual Student Wise, item wise responses and Audit trail will be captured and shared with IMU.
- 4.11.6. Audit logs for each and every student that covers the computer activity done by him/her should be shared with the IMU office along with the results.
- 4.11.7. Service Provider will have to maintain all data pertaining to each Exam Session for a period of one year and the same may be destroyed with the approval of the CoE.
- 4.11.8. Any other reports as prescribed by the COE to be submitted by the Service Provider within 3 days without demanding any additional cost.
- 4.11.9. The evaluation portal should consist of Zooming facility of uploaded answer scripts. Downloading of uploaded answer scripts by evaluators should be disabled. There shall be provision in the portal to view the relevant question paper(s) & answer key(s).
- 4.11.10. The evaluation portal should be customized based on the requirement of university and for easy use of evaluators. The customization shall include annotations, awarding of marks against sub-questions, awarding of marks for all answers uploaded as single pdf, recording of additional comments, etc.
- 4.11.11. The Service Provider should be responsible to make all arrangements to ensure complete security, secrecy and safe custody of the answer Scripts. Service Provider will be liable for all transit risk.
- 4.11.12. Upon completion of work, the Service Provider shall furnish an undertaking that Answer Scripts, scores, etc. shall not be given/transferred to any person/Service Provider/agency and the same will be destroyed after seeking permission from IMU in writing. In case any discrepancy/ breach is noticed by the University, the Service Provider will be debarred and appropriate fitting penalty/action in court of law including

criminal proceedings shall be initiated by the University.

Other Requirements:

- 4.12. Attendance log details for all the students for all subjects appeared to be generated.
- 4.13. Bulk upload or approval features for the following:
 - (a) Question Papers
 - (b) Student information
 - (c) Proctor information
 - (d) Scanned Answer Sheets in case of offline examination for evaluation alone.
 - (e) Evaluator information
- 4.14. Software to provide AI based as well as Human Proctoring during conduct of the examinations. The students will write the answers for the Descriptive questions (Long Answers/draw diagram/chart work) in the A-4 sheets / IMU provided Answer Booklet and the same has to be uploaded in the software provided by the Service Provider using Laptop/Desktop/Mobile.
- 4.15. Software for post examinations operations that includes:
 - (a) a consolidated mark sheet of all students
 - (b) detailed response sheet for every student
 - (c) the audit logs / integrity report of every student
 - (d) Analytics and basic statistics on the responses obtained.
 - (e) To securely transmit, download, install and implement Evaluators/evaluation details received from the COE
 - (f) To provide unique username/password to the Evaluators at the evaluation zone.
 - (g) To maintain complete log of all activities of Evaluators during the course of examination to enable complete auditability of the evaluation process.
 - (h) To calculate marks obtained by each candidate as per requirement of the IMU.
 - (i) A device system for monitoring and supervision of evaluation Zone activities (Evaluator Level) by the Competent Authority.
 - (j) To transfer/export the data in encrypted format including raw scores data from Service Provider to IMU keeping in view sensitivity of the data with reference to information leak, detection and prevention.
 - (k) The software should offer comprehensive database management for high performance, to provide robust reliability and integrity,

administrative solutions such as backup and recovery, fault-tolerant connectivity, operations and performance monitoring, reporting and automated storage management.

- (l) The Evaluation process should maintain anonymity, where Evaluators only receive the image of the response without any student information.
- (m) The system should allow for flexible work assignments [e.g. can grade any question of an exam, or he can grade only one question or a group of question]
- (n) The system should allow for flexibility in Evaluation supervision (e.g. Administrator can monitor Evaluators assigned to one exam, to a group of exams or to a subject or group of subjects)
- (o) The system should be able to allow for flexible work flow (e.g. the Administrator should be able to define how much work one or more evaluator receives)
- (p) The system should allow for flexibility in the Evaluation process (e.g. flexibility in seeing entire question booklets or one at a time).

4.16. The Service Provider is expected to provide following for conducting Online Examinations:

- (i) The SOP to be followed for allowing the students into the examinations, the processes to be followed during the duration of the examinations and after the examinations is completed, need to be described clearly.
- (ii) The Service Provider must deploy a Nodal Officer for coordination and Escalation who will interface and provide support right from the commencement of the project till handing over the results of the examinations. This Nodal Officer has to be available physically in CoE's Office for entire period of examinations.
- (iii) There should be a tracking system with suitable mechanisms for raising tickets and closure of outstanding issues along with the escalation matrix provided.
- (iv) Timelines for various activities related to the examinations will be mutually agreed sufficiently in advance.
- (v) The Service Provider will ensure that there is no loss of response related data for any student or any other data related to the examinations either from the client systems or the servers.
- (vi) The Service Provider will ensure event based log (audit trail) for every student is generated and saved on the servers.
- (vii) The Online Examination should be allowed to be taken only

through Laptop/ Desktop/ Mobile. No other mode will be permitted.

- (viii) Responsiveness of the system - Response time of the server and software should be quick to enable student to take the examinations without any technical glitches.
- (ix) The Service Provider will ensure the secrecy of the examinations material. Therefore, the Service Provider has to sign NDC (Non- Disclosure Certificate) in the prescribed format.
- (x) The question paper will be provided by Controller of Examinations in Excel/ Word format. Suitable conversion process is to be carried out by the Service Provider within short period of time to meet out the system requirement.
- (xi) The Service Provider shall have to maintain strict privacy and confidentiality of all the data it gets access to.
- (xii) The Service Provider will provide the required training to the staff and faculty of IMU/ Affiliated Institutes on the system for online proctoring.
- (xiii) Demo link for complete examinations period should be made available in IMU website for practice purpose for the students. [24 X7 basis without any restriction for number of access]
- (xiv) Well protected from any threats through Firewall.
- (xv) Adequate capacity to absorb the load of a large database including the images, photographs with minimum response time.
- (xvi) Operational round the clock for Mock Test for students. [24 X 7 basis without any restriction for number of mock tests/ efforts]
- (xvii) Instant connectivity to the Servers of the Service Provider and high availability
- (xviii) Secure access and accessibility to designated representatives only.
- (xix) Provision to upgrade/ amend as and when required.
- (xx) Once the candidate starts taking examination, the application should block access to other applications.
- (xxi) Remote Desktop and multiple monitors should be blocked.
- (xxii) The examination system should disable all short cut keys and special function Keys. The examination system should disable mouse right click. The examination system should disable navigating to any other window while test is in progress.
- (xxiii) Setting up the Browsing Tolerance Limit - The assessment engine should display warning message if the candidate tries to

do any prohibited activity and should close the exam after third warning with proper message displayed to the candidate.

- (xxiv) The software system should be accessible using any standard Operating System and Browser.

4.17. **Scope of Work for On-Screen Marking (Online Evaluation) of Answer Scripts Scanned by Service Provider:** This has been categorized in four broad phases:

4.17.1 Pre-Evaluation Phase:

- (a) Designing the evaluation plan and evaluation process in consultation with IMU:
 - i. Currently, there are 9 (nine) Scanning Centres (all geographically spread out across the country), the same may be increased by IMU based as and when needed. If additional Scanning Centres are required, the same should be established by the Service Provider at his own cost.
 - ii. Complete Security management processes (Physical and IT for all Zones and Servers etc.)
 - iii. Evaluator handling process.
 - iv. Click by Click Audit processes and trail
 - v. Other related processes involved for Evaluation.
 - vi. Training of Zonal Coordinators/ Evaluators and Designated staff of IMU and Affiliated Institutes on Online Evaluation towards capacity building of all involved stakeholder(s).
- (b) To prepare and provide documentary manuals for all processes for safe and secure conduct of Evaluation, to be followed along with rules for Contingency and Exception Handling/ emergency Procedures.
- (c) The software should have role based security mechanism and proper industry standard authentication like Digital Signature, biometric, etc. and authorization mechanism should be implemented in the system.
- (d) To provide and setup secured software for Authoring and completing evaluation process.
- (e) Software application should have been security audited.
- (f) Software should facilitate for audit trail for all the transactions /activities during operation of the system.
- (g) To carry out periodic audit at Evaluation Zones for i) Hardware - Operating System, Processor Speed, RAM, Network and internet connectivity, Key Boards etc. ii)

Software - Screen resolution, bandwidth for internet and LAN connectivity, Browser, etc.

- (h) Answer Books in sealed bags/packets will be handed over to the Service Provider by the University for Proper accounting of Answer Books and slips and processing leading to Computer Based Evaluation.
- (i) Scanning should be done without cutting the spine of the Answer Booklet by employing the Book Scanners. The indicative number of Answer Booklet shall be 90,000 approx. for a Academic year (i.e. 45,000 per for Semester). All the pages of the booklet should be accounted for and identified with the booklet ID number. Document scanners with ADF (Automatic Document Feeder) are not allowed for scanning. The specification of Answer Booklet being used by IMU shall be as follows:
 - i. Inner Pages: 36 Pages, 60gsm Maplitho, Single Colour Pages numbered.
 - ii. Wrapper: 4 Pages Wrapper in 90gsm Maplitho double colour on page 1 with serial number.
- (j) In addition to above the Answer Booklet shall have certain security features.
- (k) The size of the Answer Booklet will be 210mm x 275mm and apart from this there will be approximately 2500 Nos. of A0 Charts. A0 sheets will be kept at a single location for scanning and the same should be carried out at the cost of Normal Answer Booklet. Service Provider has to provide e-evaluation facility for the same.
- (l) The scanned answer books to be securely made available in the Evaluation Zones by the Service Provider.
- (m) Answer Books to be opened in the presence of the representative of the University.
- (n) Answer books are required to be handed over to the authorized person of the University once their scanning is completed in the same packet and in the same order as they were handed over to the Service Provider's representative.
- (o) Sufficient number of scanners and required experts manpower should be provided by the Service Provider to complete the entire work within 10 days. However the scanning activity may begin as and when the exams are in progress (if required from the 3rd day of examination).

- (p) The Service Provider should prepare a MIS format and get the same approved by the COE of the University and provide the MIS of scanning and evaluation progress subject wise / Evaluator wise on a daily basis to all the concerned authority.

4.17.2 Handling of Answer Books - The Answer Books in sealed bags/Packets received from Examination Centers will be handed over to the Service Provider by the University for counting, comparing with Answer Books Performa submitted by exam center superintendent giving details on actual number of Answer Books received from exam center for processing leading to scanning and Digital Evaluation (as per the process of IMU). IMU will also provide all the data related to Answer Books like the subject, medium, question paper set no., bar code no. etc. The suitable number of trained manpower for opening sealed packets/ bags contains Answer Books and statements shall be supplied by the vendor and would be employed by them.

4.17.3 Infrastructure for scanning of Answer Books:

- (a) IMU will provide physical infrastructure along with the desktops (for evaluation purpose only and not for scanning purpose) and uninterrupted power supply (main power/ DG Set), suitable and high speed internet connectivity for performing the scanning activity.
- (b) The Service Provider should provide infrastructure related to scanning, quality check, etc.
- (c) IMU will provide the physical security at the Scanning Centres and only the authorized officials of IMU and the Service Provider will be allowed to enter the Scanning Centres.
- (d) Sufficient Infrastructure for digital evaluation process like digital scanner and software would be organized and arranged by the Service Provider.
- (e) The Service Provider should cater for secured storage of scanned/soft copy of Answer Scripts at a Data Center at their own cost.
- (f) All the manpower involved in the scanning work should be engaged by the Service Provider and the secrecy of the Answer Books will be the responsibility of the Service Provider.

4.17.4 Evaluation Phase

- (a) To securely transmit, download, install and implement Evaluators/ evaluation details received from university

- (b) To provide unique username/ password to the Evaluators at the evaluation Zone.
- (c) To arrange/provide adequate displays and provide required instructions/ information to the Evaluators at the Evaluation Zone.
- (d) To maintain complete log of all activities of Evaluators during the course of examination to enable complete auditability of the evaluation process.
- (e) To calculate marks obtained by each candidate as per requirement of the University.
- (f) To provide solution for monitoring and supervision of evaluation Zone activities (Evaluator level) by the Competent Authority.
- (g) To transfer/export the data in encrypted format including raw scores data from Data Center to IMU keeping in view the sensitivity of the data with reference to Information Leak, Detection and Prevention.

4.17.5 Requirements for Evaluation of Answer Scripts

- (a) As there is no physical movement of answer scripts, scanned images be transferred through computer media.
- (b) Answer scripts should be bar coded.
- (c) The Scanned Answer scripts be uploaded on a dedicated LAN server through which these be distributed on to the computer nodes at the evaluation Centre's in a random manner and a separate and secret pass word be given to each and every Evaluator and answer scripts be allotted to the Evaluators.
- (d) In Digital Evaluation the answer script, Question Paper and Marking Scheme be displayed on the terminal of each and every Evaluator.
- (e) In this process, no question be left un-assessed and every page should have annotation (evaluation mark).
- (f) There should not be possibility of any totaling error, posting error, coordination error and more than maximum marks allotment error.
- (g) Post result declaration, it should be possible to easily fetch Answer Scripts, for the purpose of verification or for requests of re-evaluation by the students or to reply to queries under RTI, as and when desired by the University.

4.18. Scope of Work Common to both PART A and PART B services:

4.18.1 Training - The Service Provider selected shall undertake to train the designated officials of the University Zonal Coordinators/ Evaluators appointed by the University examinations to know the process of Digital Evaluation. Later, the Zonal Coordinators/ Asstt. Zonal Coordinators will be trained as per the marking scheme provided by the University. The Service Provider will monitor the system and technical persons are to be appointed at each nodal center as per requirement.

4.18.2 The Software/ Forms-Processing Requirements must include the following characteristics:

- (a) The Service Provider should provide complete hardware solution which is required to deliver the data processing for online evaluation. The Service Provider should have primary and secondary Data Center for storage and data backup. All access to the system administration must be through local University intranet. All services must be available through the Internet in a secured mode.
- (b) The software should offer comprehensive database management for high performance, to provide robust reliability and integrity, administrative solutions such as backup and recovery, fault-tolerant connectivity, operations and performance monitoring, reporting and automated storage management.
- (c) Scoring techniques need to be user friendly and all its functionality must be accessed through standard web platforms.
- (d) The Evaluation process should maintain anonymity, where Evaluators only receive the image of the response without any student information.
- (e) The system should allow for flexible work assignments (e.g. Evaluator can grade any question of an exam, or he can grade only one question or a group of questions);
- (f) The system should allow for flexibility in Evaluation supervision (e.g. Administrator can monitor Evaluators assigned to one exam, to a group of exams or to a subject or group of subjects.)
- (g) The system should be able to allow for flexible work flow (e.g. The Administrator should be able to define how much work one or more Evaluator receives)
- (h) The system should allow for flexibility in the Evaluation process (e.g. flexibility in seeing entire question booklets or one at a time)

- (i) The system should be able to alert the Administrator when the multiple evaluation of an answer book result in very diverse scores
- (j) System should allow for individual parameters to be defined by the user for each test question
- (k) System should allow for the real-time checking of Evaluator's work quality, allowing the system to stop the Evaluator work in case of low quality
- (l) System should allow for real time Administrator or his representative access to any Evaluator's work as well and to exams already evaluated, with the ability to modify assigned scores with necessary log files relating these activities.
- (m) System should support real time reports to monitor Evaluators' production and Evaluation operation progress
- (n) System should allow for customized results reports based on user needs; and
- (o) System should support Direct Upload of Scanned Answer book from Scanning Centres and direct download to the Evaluation Centres.
- (p) System should support Display of Timer on Evaluator Screen.
- (q) The system should give the report on blank pages (Unused pages by students at the time of writing exam).
- (r) The system should allow the evaluator to change the allotted marks after submission of evaluated answer book as may be required after the re-evaluation process of examination.
- (s) The system should give flexibility to select the optional questions/ answers on the basis of selection of best answers.

4.18.3 Features required in e-Valuation (Online Valuation) Software:

- (a) For the Descriptive questions answers obtained by scanning and uploading the A-4 sheets in the software provided by the Service Provider using Laptop/Desktop/Mobile and Short answers typed by the student using their Laptop/Desktop through the software, in the software, provision should be there to enable descriptive answer scripts (both Long Answer and Short Answers) for evaluation by the Faculty.

- (b) Real-time based dashboard for monitoring of activities/progress of work at higher level
 - (i) Daily and consolidated Evaluators' attendance
 - (ii) Daily and consolidated Zonal Coordinators' attendance
 - (iii) Daily and consolidated Subject-Medium wise Evaluator details
 - (iv) Daily and consolidated Subject-Medium wise Zonal Coordinator details
 - (v) Skipped Answer script Details (till date)
 - (vi) Overall Subject-Medium wise Evaluation (till date)
- (c) Verification through OTP and providing password to each and every Evaluator and Zonal Coordinator on one time basis.
- (d) Date wise working hours report of Evaluators and Zonal Coordinators.
- (e) Availability of answer scripts, question paper and marking scheme on the computer nodes of each and every Zonal Coordinators and Evaluator.
- (f) Mandatory Evaluation of 10% Answer Scripts by the Zonal Coordinators.
- (g) Enabling of security settings for Zonal Coordinator authentication.
- (h) Maintaining audit log of each and every Administrator, Zonal Coordinator, Evaluator and IT Manager of Evaluation agency.
- (i) Provision for forgot Password and secret question settings.
- (j) Annotation of each and every question and page of answer scripts.
- (k) At the end of the day, marking reports of every Evaluator to know the number of answer scripts evaluated per day and the time taken to complete the given assignment.
- (l) Provision for subject-wise selection of answer script.
- (m) Evaluators and Zonal Coordinators feedback.
- (n) Provision for day wise re-evaluation based on evaluation feedback.
- (o) Setting of minimum time of evaluation of an answer script to avoid fast and possibly inaccurate evaluated answer script.
- (p) Setting of limit/ ceiling for maximum no. of scripts to be evaluated by an Evaluator.
- (q) Detailed audit log of evaluation.

- (r) Provision for view of answer scripts after the completion of evaluation.
- (s) Provision for review of answer scripts subject-wise by the Zonal Coordinators of the subject and medium to which he/she is mapped for limited to 10% of the allotted subject.
- (t) Printing of answer script(s) with annotation
- (u) Provision for auto uploads of marks file.
- (v) Evaluator and Reviewer hands-on Training
- (w) Provision of revisiting the Answer Script on the same day by Evaluator
- (x) Provision of Control on Evaluator/ Review logging time in the system to prevent misuse of evaluations
- (y) Step-by-step Marking of a question
- (z) Provision of display of timer to evaluator for monitoring of time taken to evaluate an Answer book
- (aa) The Reporting Dashboard should be facilitated to all users along with administrative officers as designated by IMU.
- (bb) Any kind of deviation in achieving the fixed target would be notified by the service provider to IMU.
- (cc) The Report Dashboard should be facilitated with print command.
- (dd) Provision to do revaluation by another independent Faculty.
- (ee) Provision to do double evaluation by two different faculty simultaneously for all the Programmes.
- (ff) Number of students who have written exam in a particular subject is to be filled with number of answer scripts received by the vendor at least needs to be generated in case of any difference.

4.19. **Scope of Work for submission of Results:** To share the evaluation results

- 4.19.1 Supply of tabulated marks and all reports generated through the software in the form of hard and soft copy as per format approved by the University during the entire period of contract to the officer designated by the University for use by the University or any other designated agency for result preparation or, analysis as decided by the University.
- 4.19.2 Certificate to the effect that no data in any form concerning the project or its outcome will be shared /supplied /sold to any party/individual by the Service Provider and the selected Service Provider will be liable under relevant clauses of I.T. Act for any breach of this clause.

4.20. **Timeline:**

4.20.1 Examination schedule shall be communicated by Examination Section of IMU. The Answer Scripts shall be handed over to the Service Provider in designated place after completion of each examination.

4.20.2 The schedule for scanning work shall be intimated by Examination section of IMU one week before the commencement of the work.

4.20.3 At least 2000 Answer Scripts should be ready for e-evaluation on per day basis after scanning, quality check, etc.

5. **Eligibility Criteria:**

5.1. Eligibility Criteria for Part A and B are different. Bidders who do not meet **ALL** of the **Minimum Eligibility Criteria for a part** will not be taken up for Technical Evaluation of that part. The Minimum Eligibility parameters for each part are laid down in different tables given below:

5.2. **Part - A - Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/ OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results**

Sl. No.	Eligibility Criteria	Mode of Proof (Self attested signed documents to be enclosed as proof) by Marking Page Nos.
1.	The Bidder should be in the business of Online Proctored Examination and On-screen Marking (Online Evaluation) for at least 3 years as on last date of closing of tender.	Certified copy of Company Registration Certificate/ Service Tax Registration Certification/ Certificate of Incorporation/ Registered partnership deed/ Copies of the Work order, Agreement and Work Completion certificate for the Completed or ongoing supply/ Proof for providing similar service
2.	The Bidder should possess valid Trade License, PAN and GST/ Sales Tax Registration Certificate.	Self-attested copies of valid certificates from these agencies.
3.	The Bidder should submit the Income Tax Return for last Three previous years ending 31st March 2020.	Self-attested Income Tax Return copies.

4.	The Average Annual turnover from the business of Online Proctored Examination or On-screen Marking (Online Evaluation) or Online Examinations related services of the Bidder shall be minimum of Rs. 50 lakhs during the last 3 years (ending 31st March, 2020).	Certificate to this effect to be given by Bidder's Chartered Accountant.
5.	The Bidder must have successfully executed " Similar Works " (fulfilling all the 3 categories as per Para 5.3) on All India basis during any of last the three years (since 2018). Note: The "Similar Work" can be a combination of Categories in one or more Work Orders.	Self-attested documentary evidence as per format given at Annexure-A-2/4 and Annexure-A-3/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead, clearly indicating the specific detail.
6.	The Bidder must have successfully executed at least three "Similar Works" on All India basis for minimum of 45000 Answer Scripts during any of the last three years (since 2018).	
7.	The Bidder must have successfully executed at least one " Similar Work " on All India basis for minimum of 2000 Candidates in a single sitting , during any of the last three years (since 2018).	
8.	The Bidder must have its own developed software/ Authorized License of such software which can be configured as per the requirements of Examination Section, IMU: ➤ Bidder must have the copyright of the source code and all its components of the software being used for conducting the remote proctored online exam. ➤ Bidder must have own / leased Data Center located in India. Datacenter should be a minimum of Tier III compliant, duly security audited by CERT-In empaneled Auditing Agencies. ➤ Bidder Organization must use 256-	Self-declaration/ Self-attested documentary evidence to that effect.

	bit encryption in its application. ➤ Bidder 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.	
9.	The Bidder should not have been debarred by the Department/ Ministries of the Government of India/ PSUs/ Corporate Sectors/ Educational Institutions/ any other reputed organizations during last 3 years for Similar Works (as per Para 5.3). (As on last date of Tender)	Self-Declaration on Company Letter Head.

5.3. '**Similar works**' for Part A services means carrying out Examination related activities with one or more of the following parameters:

Category	Description
I	Artificial Intelligence based Proctoring and Remote Human Proctoring features with MCQ and results processing
II	Artificial Intelligence based Proctoring and Remote Human Proctoring features with Descriptive Examination
III	On-Screen Marking (Online Evaluation) - provision for evaluation of the Answer Scripts by the Faculty through Software.

for the End Semester Examination on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities/ State Universities/ Govt. Institutions/ PSUs; Reputed UGC or AICTE Recognized Private or deemed Universities/ Educational Institutions or Reputed Public Limited Companies.

5.4. **Part - B - Providing services for Scanning of Physical Answer Scripts, Online Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results.**

Sl. No.	Technical Criteria	Supporting documents
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1.	The Service Provider should be in the business of offering Answer Scripts Scanning Services and On-Screen Marking (Online Evaluation) of Answer Scripts for at least 3 years as on last date of closing of tender.	Certified copy of Company Registration Certificate/ Service Tax Registration Certification/ Certificate of Incorporation/ Registered partnership deed AND Copies of the Work order, Agreement and Work Completion certificate for the Completed or ongoing supply /Proof for providing similar service.
2.	<p>The Bidder must have its own developed software/ Authorized License of such software which can be configured as per the requirements of Examination Section, IMU:</p> <ul style="list-style-type: none"> ➤ Bidder must have the copyright of the source code and all its components of the software being used for conducting the remote proctored online exam. ➤ Bidder must have own / leased Data Center located in India. Data Center should be a minimum of Tier III compliant, duly security audited by CERT-In empaneled Auditing Agencies. ➤ Bidder Organization must use 256-bit encryption in its application. ➤ Bidder 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. 	Self-declaration/ Self-attested documentary evidence to that effect.
3.	<p>The Service Provider should have satisfactorily completed "Similar Works" involving values as listed below during any of the financial year since 2018:</p> <p>a. At least 1 Similar Works with a minimum value of i.e. Rs.20 Lakhs [OR]</p>	Copies of the supply order, Payment advice, Completion Certification from buyer entity on letterhead. Data to be submitted as per format given at Annexure-B-2/4 and Annexure-B-3/4, supported by relevant proofs like Work Order/ customer testimonial

	<p>b. At least 2 Similar Works with a minimum value of Rs.15 Lakhs each [OR]</p> <p>c. At least 3 Similar Works with a minimum value of Rs.10 Lakhs each.</p>	or any other formal document to denote proof of successful project completion.
4.	The Bidder must have successfully executed at least one " Similar Works " on All India basis for Scanning of Physical Answer Scripts at multiple geographical location in a single order during any of the last three years (since 2018).	Data to be submitted as per format given at Annexure-B-2/4 and Annexure-B-3/4, supported by relevant proofs like Work Order/ customer testimonial or any other formal document to denote proof of successful project completion.
5.	The Bidder must have successfully executed at least three "Similar Works" on All India basis for minimum of 45,000 Answer Scripts during any of the last three years (since 2018).	Data to submit as per format given at Annexure-B-2/4 and Annexure-B-3/4, be supported by relevant proofs like Work Order/ customer testimonial or any other formal document on the Organisation Letter head for whom service provided to denote proof of successful project completion.
6.	The Average Annual turnover from the business of Scanning of Physical Answer Scripts and On-Screen Marking (or Online Evaluation) and Online Examination related services of the Bidder shall be minimum of Rs. 50 lakhs during the last 3 years (ending 31st March, 2020).	Certificate to this effect to be given by Bidder's Chartered Accountant.
7.	The Bidder should not have been debarred by the Department/ Ministries of the Government of India/ PSUs / Corporate Sectors / Educational Institutions / any other reputed organizations during last 3 years for Similar Works (as per Para 5.5). (As on last date of Tender)	Self-Declaration on Company Letter Head.

5.5. '**Similar works**' for Part B services means providing services of **Scanning of physical Answer Scripts, On Screen Marking (Online Evaluation) of Answer Script by Faculty and Result processing** as per requirement stated in the tender with Government/ National level educational institutes

like IIT, IIM, NIT, Central Universities/ State Universities, Govt. Institutions/ PSUs, Reputed UGC/ AICTE Recognized-Private or Deemed Universities.

5.6. With regard to the various proof/ supporting documents produced by the Bidders for establishing that they meet the various eligibility conditions for the tables shown above, relevant documents should be compulsorily compiled and submitted under Annexures-'A-1/4 to A-4/4' and Annexures-'B-1/4 to B-4/4'. It shall be IMU's prerogative to decide whether the document produced is valid evidence or not and to call for additional proof, if required.

5.7. All the Mode of Proof Documents for meeting eligibility criteria enclosed with the tender are to be duly signed by the authorized signatory. If required, IMU may insist for notarized copy or ask to produce originals to ascertain the veracity of the documents. IMU also reserves the right to ask more proof to corroborate the eligibility declarations.

6. **Technical Evaluation Process:**

6.1 The Technical Evaluation will be carried out separately for:

- A] Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results;
- B] Providing services for Scanning of Physical Answer Scripts at multiple Scanning Centres, Online Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated **Institutes**) and **submission of results.**

6.2 The **weightage** given to each of the **Technical Evaluation Criteria** will be as follows:

Part - A - Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/ OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results

Sr. No.	Criteria / Description	Score (point)	Total Score
1.	Prior experience of the vendor in conducting remote proctored online examinations (on the basis of Multiple Choice Questions and/or Descriptive) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features) and/or On-Screen Marking (Online Evaluation) in any of the last three years as per Annexure- A-2/4 and Annexure-A-3/4 :		20

	(a)	Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.	10 per Organization	
	(b)	Experience on All India basis for National level Govt. Institutions/ PSUs	7 per Organization	
	(c)	Private Sector Universities/ Educational Institutions.	4 per Organization	
	(d)	Reputed Public Limited Companies	2 per Organization	
	Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead.			
2.	Prior experience of the vendor in conducting remote proctored online examinations (on the basis of Multiple Choice Questions and/or Descriptive) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features) and/or On-Screen Marking (Online Evaluation) in any of the last three years as per Annexure-A-2/4 and Annexure-A-3/4 :			20
	Cate gory	Description		
	I	Artificial Intelligence based Proctoring and Remote Human Proctoring features with MCQ	2 per WO (Max 10 marks)	
	II	Artificial Intelligence based Proctoring and Remote Human Proctoring features with Descriptive and Online Evaluation Marking	5 per Work Order (Max 15 marks)	
	III	Artificial Intelligence based Proctoring and Remote Human Proctoring features with MCQ and Descriptive and Online Evaluation Marking	10 per Work Order	
	IV	Online Evaluation Marking	2 per Work Order (max 10 marks)	

	Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead clearly indicate the activity as per description above	
3.	No. of Answer scripts evaluated through the same On-Screen Marking (Online Evaluation) software for a period of 3 years up to closing day of the tender for different exam bodies for similar service put together.	
	50,000 to 1 lakh	2 Marks per Work Order
	Above 1 lakh to 3 lakhs	3 Marks per Work Order
	Above 3 lakhs to 5 lakhs	4 Marks per Work Order
	Above 5 lakhs	5 Marks per Work Order
	Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead to denote proof of successful project completion and clearly showing the Answer Script Count.	
4.	Bidder's certification	
	CMM/ISO/CERT-IN empanelled Auditing Agency Certificate for Software/ Process/Infrastructure (Valid as on last date of tender)	2 per certificate
	Mode of Proof: Self Attested copy of the valid Certificate.	
5.	Registration in Government e-Marketing Portal and CPPP e-Procurement Portal for the services as per this tender.	
	(a) Government e-Marketing Portal	3 marks
	(b) CPPP e-Procurement Portal	2 marks
	Mode of Proof: Self-attested Copies of the Registration numbers through both portals. This will be verified online. Vendors may please note that the future tenders will be floated only on these Portals as per Govt. norms.	

6.	Maximum number of candidates for whom online examinations (on the basis of Multiple Choice Questions and/or Descriptive) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features) were conducted in a single sitting <u>on All India basis</u> in any of the last three years (since 2018).		20
	500 to 1000 Candidates	2 Marks per Work Order	
	Above 1000 to 2000 Candidates	4 Marks per Work Order	
	Above 2000 Candidates	6 Marks per Work Order	
	Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead clearly giving details of number of Candidates appeared in a Single sitting.		
7.	Presentation on the features of the software covering essentially the following features, with live demo :		10
	i.	Authentication features (minimum facial recognition).	
	ii.	Blocking of unwanted applications.	
	iii.	Remote desktop and Multiple monitors to be blocked.	
	iv.	Human Proctoring features with 1:20 ratio for MCQ and Descriptive.	
	v.	Provision for answering Descriptive questions by typing in the space provided in the software.	
	vi.	Provision for capturing the answer scripts of descriptive Examination through Laptop/ Desktop/ mobile Camera.	
	vii.	Disable- shortcut keys, special functions, mouse right click.	
	viii.	Auto-warning to highlight suspected malpractices like: (a) improper posture, (b) out of camera position, (c) presence of other people, (d) Screen mirroring, etc.,	
	ix.	Immediate generation of requisite reports after completion of Examinations on the same day.	

x.	Chat-box to give instructions by the Human Proctor to the students instantly.	
xi.	Bulk upload of the question papers.	
xii.	AI based restriction on resumption on exams.	
xiii.	Online Evaluation marking for evaluation of Descriptive and Short Answer Scripts.	
Mode of Proof: Based on live Demonstration and screen shot of software establishing the above mentioned features		
Total Score		100

6.3 Mandatory Presentation and Live Demo

All Bidders who satisfy the Eligibility Criteria at Para 5.2 above will have to give Presentation and Live Demo of their system highlighting the Essential Features mentioned in Point (7) of table above through Video Conferencing/ in-person at IMU HQ Semmencherry, Chennai on a date which will be notified through email. **This is a mandatory condition for further Evaluation.** If the Bidder fails to give presentation and Live Demo, their bids will not be considered for further evaluation. The method of demonstration will be as follows:

- The Bidder will have to provide Temporary User ID and Password for the roles of Student, Human Proctor, Super Proctor, Controller of Examination for monitoring exams and evaluation, Evaluator, Moderator, etc.
- Provide the link through which these Users in respective roles can login.
- IMU will depute officials for these roles.
- The demonstration will of the actual solution and not in the form of presentations.

6.4 **Part - B - Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty) and submission of results.**

Sl. No.	Criteria / Description	Score (point)	Total Score
1.	Prior experience of the vendor in Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty) and submission of results in any of the last three years as per Annexure- B-2/4 and Annexure-B-3/4 :		30
(a)	Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.	10 per Organization	

	(b)	Experience on All India basis for National level Govt. Institutions/ PSUs	7 per Organization	
	(c)	Private or Deemed Universities/ Educational Institutions.	4 per Organisation	
	Mode of Proof: Self-attested documentary evidence as per format given at Annexure-B-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead.			
2.	No. of Answer scripts evaluated through the same On-Screen Marking (Online Evaluation) software for a period of 3 years up to closing day of the tender for different exam bodies for similar service put together.			
		50,000 to 1 lakh	2 Marks	20
		Above 1 lakh to 3 lakhs	3 Marks	
		Above 3 lakhs to 5 lakhs	4 Marks	
		Above 5 lakhs	5 Marks	
	Mode of Proof: Self-attested documentary evidence as per format given at Annexure-B-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead. To denote proof of successful project completion and clearly showing the Answer Script Count.			
3.	Bidder's certification for Software/ Data Centre/ Infrastructure/Process etc.			
		CMM/ ISO/ CERT-IN empanelled Auditing Agency Certificate for Software/ Process/ Infrastructure (Valid as on last date of tender)	2 marks per certificate	10
	Mode of Proof: Self Attested copy of the valid Certificate.			
4.	Registration in Government e-Marketing Portal and CPPP e-Procurement Portal for the services as per this tender.			5
	(a)	Government e-Marketing Portal	3 marks	
	(b)	CPPP e-Procurement Portal	2 marks	
	Mode of Proof: Self-attested Copies of the Registration numbers through both portals. This will be verified online. Vendors may please note that the future tenders will be floated only on these Portals as per Govt. norms.			
5.	The Service Provider should have satisfactorily completed "Similar Service" involving values as listed below during any of the financial year since 2018:			15

	with a minimum value of i.e. Rs.20 Lakhs	5 marks per Work Order	
	with a minimum value of Rs.15 Lakhs and less than Rs.20 Lakhs	3 marks per Work Order	
	with a minimum value of Rs. 10 Lakhs and less than Rs.15 Lakhs	2 marks per Work Order	
	Mode of Proof: Self-attested documentary evidence as per format given at Annexure-B-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead denote proof of successful project completion and clearly showing the value of the Contract/Agreement.		
6.	Presentation on the features of the software covering essentially the following features, with live demo :		20
i.	Scanning of Answer Script without cutting the spine of the Answer Script.		
ii.	Software through which the Scanned Answer Script is stored		
iii.	Display the indexing method for scanned copies of Answer Booklet		
iv.	Live Verification of Evaluators before evaluation		
v.	On-Screen Marking (Online Evaluation) – marking of each Answer		
vi.	Evaluation tools available for Evaluators		
vii.	Random allocation of Answer Scripts to Evaluators		
viii.	Dashboard for Evaluators, Supervisors, CoE, etc.		
ix.	Annotated Answer Scripts with Marking of Evaluators in PDF		
x.	Result process – output after result process		
	Mode of Proof: Based on live Demonstration and screen shot of software establishing the above mentioned features		
Total Score			100

6.5 Mandatory Presentation and Live Demo

All Bidders who satisfy the Eligibility Criteria at Para 5.2 above will have to give Presentation and Live Demo of their system highlighting the Essential Features mentioned in Point (6) of table above through Video Conferencing/ in-person at IMU HQ Semmencherry, Chennai on a date which will be notified through email. This is a mandatory condition for further Evaluation. If the Bidder fails to give presentation and Live Demo, their bids will not be considered for further evaluation. The method of demonstration will be as follows:

(a) The Bidder will have to provide Temporary User ID and Password for

the roles of Student, Human Proctor, Super Proctor, Controller of Examination for monitoring exams and evaluation, Evaluator, Moderator, etc.

- (b) Provide the link through which these Users in respective roles can login.
- (c) IMU will depute officials for these roles.
- (d) The demonstration will of the actual solution and not in the form of presentations.

7. **Tender Evaluation Process:**

7.1. Opening of the Technical Bids can be witnessed through Video Conferencing as per the scheduled date and time mentioned in the Tender Abstract.

7.2. Technical Bids will be evaluated only in respect of those Bidders who **qualify for the *Minimum Eligibility Criteria* laid down in para 5.2 to 5.4 above.**

7.3. The IMU shall have the right to call upon the Bidders to explain/ substantiate/ prove the various claims made by the Bidder as per Annexures A-1/4, A-2/4, A-3/4, A-4/4 AND/OR B-1/4, B-2/4, B-3/4,, B-4/4 and if satisfactory explanation/ proof is not forthcoming, the IMU reserves the right to treat the claim as 'Not Proved' and ignore it.

7.4. IMU reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason.

7.5. **Bids will be evaluated SEPARATELY for Part A and Part B services** given below:

A] Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU) and submission of results,

B] Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty of IMU) and submission of results.

7.6. The bids which satisfy ALL the **Minimum Eligibility Criteria** laid down **SEPARATELY** for a Part (A / B) in Para 5.2 /5.4 for following services, alone will be taken up for Technical Evaluation of that part based on Annexure A-4/4, B-4/4:

A] Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU) and submission of results,

B] Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty of IMU) and submission of results.

- 7.7. Technical Evaluation marking as per para 6.2 and 6.4 **for Technical Evaluation Criteria** be done based on Annexure 'A-4/4' and Annexure 'B-4/4' evaluated **SEPARTELY** for the following services:
- A]** Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU) and submission of results,
 - B]** Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty of IMU) and submission of results.
- 7.8. The IMU shall have the right to call upon the Bidders to explain/ substantiate/ prove the various claims made by the Bidder in Annexures A/B and other information, and if satisfactory explanation/ proof is not forthcoming, the IMU reserves the right to treat the claim as 'Not Proved' and not evaluate the Technical Bid.
- 7.9. Annexure A-4/4, B-4/4 of the Technical Bid submitted by each Bidder would be assessed based on the Technical Evaluation Criteria Separately for Part A and B services as per para 6.2 and 6.4. The Technical Score (TS) of the Bidder getting the highest mark will be treated as 65 marks, and those of the others will be arrived at proportionately, using the formula: $TS = (T/T_{max}) \times 65$ where T_{max} is the highest mark secured in the Technical evaluation by one of the Bidders, and T is the mark secured by any given Bidder. In this manner, each Bidder will be assigned a Technical Score (TS) out of 65.
- 7.10. The Commercial Bids of only those Bidders who have been found to be Technically Qualified (**with scores of 65 points or more from Technical Evaluation as per para 6.2 and 6.4.**) by the Committee shall be opened for that Part. The Commercial Bids shall be opened for the qualified Bidders in their presence through Video conference. The date for opening of Commercial Bids will be notified through email to the qualified Bidders.
- 7.11. The Commercial Bids of the following Bids **will not be opened**:
- (a) That which **did not meet** the Minimum Eligibility Criteria laid down in Para 5.2 / 5.4 and whose **Technical Bid was not evaluated** as per Para 6.2 /6.4 OR
 - (b) That which **Meets** the Minimum Eligibility Criteria laid down in Para 5.2 / 5.4 and whose **Technical Bid was evaluated but scored less than 65 points,**
- 7.12. This Tender, being a Quality-cum-Cost based Tender, with quality and integrity of the Service provided being paramount, will be evaluated on 60:40 basis **SEPERATELY** for:
- A]** Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen

Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results,

- B]** Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results.

This means 65% weightage will be given **SEPERATELY** to Technical Bid for Part A and B services and 35% weightage will be given to the Commercial Bid for Part A and B services.

- 7.13. The Financial Score (FS) out of 35 marks for each bidder will be calculated **SEPARATELY** for Part A and B services shown below and will be arrived at using the formula: $FS = (P_{min}/P) \times 35$ where P_{min} is the value of the lowest Commercial Bid (Separate for Part A and Part B), and P is the value of the Commercial Bid of a given Bidder (Separate for Part A and Part B):

- A]** Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results,

- B]** Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results.

- 7.14. The Total Score for a Bidder will be calculated **SEPARATELY** for Part A and B services shown below (out of 100) i.e. Total Score of Part A [TS (65) + FS (35)] and Total Score of Part B = Part B [TS (65) + FS (35)]:

- A]** Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results,

- B]** Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results.

The Bidder with the highest Total Score **SEPARATELY** for Part A and B services will be awarded the contract subject to other terms and conditions of Tender. The final evaluation may lead to selection of same bidder for both Part A and B services or two different bidders **SEPARATE** for Part A and B Services.

8. **General Terms and Conditions:**

8.1. **Execution of Agreement:**

The successful Bidder has to enter in to an agreement with IMU incorporating all clauses of the Tender document and any other as may be agreed to by both the parties on a Non-Judicial Stamp Paper of Rs.200/-, within 3 days of receipt of Work Order.

8.2. **Period of Contract:**

Till the completion of services for that PART for all Programmes for IMU's Six Campuses & its Affiliated Institutes, for the End Semester Examinations held from the date of Award of contract, administered by Indian Maritime University; and is extendable on satisfactory performance certified by Examination Section, one year at a time up to a maximum of 3 years, at the same quoted price.

8.3. **Payment Terms:**

8.3.1. No advance will be paid to the Vendor.

8.3.2. 100% payment will be made within 30 days on completion of all activities mentioned in the Scope of Work duly certified by Examination Section of IMU, Semester-wise; **AND** for students who have successfully given (submitted their responses) their examination; **AND** on submission of Invoice with all necessary supporting documents, as per IMU.

8.3.3. TDS will be recovered at the prevailing rates from the bills payable to the Contractor.

8.3.4. No advance payment bills will be made under any circumstances.

8.3.5. Tax Invoice raised by the Service Provider should bear the IMU - Head Quarters, Semmencherry, Sholinganallur PO, Chennai-600119, GST Registration No. 33AAAAI2610K2Z3.

8.4. **Security Deposit:**

8.4.1. The Service Provider shall be required to furnish the Security Deposit by transferring Online/ NEFT/ RTGS with necessary supporting document for the transfer effected and Transaction number, for an amount of **3% of the Contract Value*** for the Academic Year within 3 working days from the date of entering into agreement.

* **Note:** Contract Value will be based on the total cost for 90,000 Answer Scripts at the quoted rate.

8.4.2. Security Deposit will be refunded / returned without any interest only 90 days after successful completion of contractual work and after adjustment of dues if any to IMU or penalty imposed by IMU.

8.5. **Penalty Clause:**

8.5.1. **For Part A related activities:**

(a) Clauses for penalty:

Sl. No.	Description	Penalty *
	Delay in services	

(a)	Launch of Demo Link	0.5% per day of the total amount payable for the services for that Semester.
(b)	Starting of Examination as per schedule for a Student	Rs.100/- per Student
(c)	Uploading of Answer Scripts by the Student due to Software problem	Rs.10/- per Answer Script per day
(d)	Providing Answer Scripts to Evaluators for On-Screen Evaluation	10% of rate per Answer Script per day
(e)	Submission of Results	0.5% per day of the total amount payable for the services for that Semester.
(f)	Submission of Report	0.5% of total amount payable for the services for that Semester per day

* Total Penalty subject to 10% of the Contract Value of the Services covered in Purchase Order as penalty.

(b) 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.

8.5.2. For On-Screen Marking (Online Evaluation) related activities Part B:

(a) If at any stage it has been found that portions of one Answer Book are merged with another one, during Evaluation, the same shall be treated as an error/discrepancy and a penalty shall be charged @Rs.3000/- (Rupees three thousand only) per Answer Script.

- (b) In case any portion/question in the Answer Script remains unevaluated, the same shall be considered to be an error and a penalty @ of Rs. 2000/- (Rupees two thousand only) per Answer Script shall be applicable.
- (c) In case of excessive errors as defined above i.e. in more than 5% of Answer Scripts of a particular subject or in case the University is of the view that the work has not been performed satisfactorily and cannot be professionally performed by the Service Provider, the University shall in addition to forfeiture of Performance Security shall be entitled to terminate the agreement without giving any notice and in that case the University would not be liable to pay any amount to Service Provider under the agreement nor Service Provider shall claim any amount on any account from the University. In case any amount is already paid to the Service Provider, the University would be entitled to claim refund of the amount with interest or any other consequential loss.
- (d) In case of failure of the Service Provider to execute the work or in case of inordinate delay or in case of excessive errors as defined above, i.e., more than 5% of Answer Scripts of a particular Subject, the University shall have the right to impose a suitable penalty as deemed fit, besides the forfeiture of Security Deposit.
Note: Total Penalty subject to 10% of the Contract Value of the Services covered in Purchase Order as penalty.
- (e) Liability of Service Provider to be full and absolute to the value of the work award.
- (f) The decision of the Controller of Examinations on the total number of errors would be taken for calculation of penalty and the decision of the University of imposing penalty shall be final and binding on the Service Provider after giving a 7-day notice to show cause against the same
- (g) In case any discrepancy/ breach is noticed by the University, the Service Provider will be debarred and appropriate fitting penalty/action in court of law including criminal proceedings shall be initiated by the University .

8.6. Termination Clause:

- 8.6.1. 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. 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

- 8.6.2. In the event of the insolvency / bankruptcy of the Service Provider IMU shall have the right to terminate the contract summarily and to purchase in the open market any Goods / Services covered by the contract. In this case, the Service Provider shall be liable for any excess in the price paid, for any such purchases over the tender price.

- 8.7. **Indemnity:** The selected Bidder shall indemnify IMU from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

- 8.7.1. Negligence or wrongful act or omission by the Selected Bidder or its team or any Agency/ Third Party in connection with or incidental to this Contract; or

- 8.7.2. Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this contract by the Selected Bidder, its Team or any Agency/ Third Party.

- 8.7.3. Bidder (the "Indemnifying Party") undertakes to indemnify the client (the "Indemnified Party") from and against all losses, claims for damages including losses, claims for damages on account of bodily injury, death or damage to tangible.

- 8.7.4. The indemnity shall be to the extent of 100% of project cost in favour of the IMU.

- 8.8. **Anti-Profiteering Rules of GST:**

The Bidder should strictly adhere to Anti-Profiteering Rules of GST.

- 8.9. **Settlement of Disputes:**

Bidder shall make request in writing to the Registrar, IMU- Headquarters for settlement of any dispute within 30 (Thirty) days of arising of the cause of dispute, failing which no disputes / claims shall be entertained by the IMU- Headquarters. The decision of IMU- Headquarters will be final and binding on the parties.

- 8.10. **Force Majeure:**

Neither IMU-HQ nor the contractor shall be considered in default in performance if such performance is prevented or delayed because of war, hostilities, revolution, civil commotion, strike, epidemic, accident, fire, wind, flood, earthquake or because of any Government action or of any act of God or of any other cause whether of similar or dissimilar nature beyond the reasonable control of the party affected. Should one


or both the parties be prevented from fulfilling their contractual obligations by a State of Force Majeure lasting continuously for a period of six months, the two parties shall consult with each other regarding the future implementation of the agreement. **Prevailing COVID-19, which is a pre-existing condition, would not be construed as a Force Majeure for this tender.**

8.11. Arbitration & Jurisdiction:

In the event of disputes, differences, claims and questions arising between the parties hereto arising out of this Agreement or anyway relating hereto or any term, condition or provision herein mentioned or the construction or interpretation thereof or otherwise in relation hereto, the parties shall first endeavour to resolve such differences, disputes, claims or questions by mutual discussion and failing such settlement, the same shall be referred for arbitration by a sole Arbitrator appointed by IMU-HQ. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act 1996 or re-enactment thereof for the time being in force and shall be held in Chennai. In case the Arbitration award is not acceptable to either of the parties, they may approach courts having jurisdiction at Chennai only.

8.12. Applicable Law:

The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to place of jurisdiction of Chennai Courts only.


REGISTRAR (I/C)
13/4/21

(Refers to Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021)

**Cover Letter Format (In Letter Head)
(To be filled & duly signed)**

Tenderers particulars for **Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021**

To
The Registrar
Indian Maritime University, Headquarters,
East Coast Road, Semmencherry, Sholinganallur PO,
Chennai-600 119.

Sir,

We are a -----

. [Introduce your company and its activities with particular reference to your experience with relevance to the subject Tender. Also furnish particulars of your registration with various statutory Tax Authorities. *Not more than 200 words*].

2) We hereby submit our Bid for:

A] Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results,;

AND / OR;

B] Providing services for Scanning of Physical Answer Scripts at multiple Scanning Centres, Online Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results;

for a period of One year from the date of issue of Work Order, extendable on satisfactory performance, One year at a time up to a maximum of 3 years, at the same quoted price.

3) We understand that in a few cases the number of Examinations, Scanning Centres and Shifts may increase or decrease on mutual agreement.

4) We have enclosed the Certificate in-lieu of Earnest Money Deposit (EMD) as per Tender Document along with other documents as per checklist given below:

☐

All Pages are numbered.

<input type="checkbox"/>	Page number of Supporting Document has been referred correctly in Annexure – A-1/4, A-2/4, A-3/4, A-4/4 AND/OR B-1/4, B-2/4, B-3/4 and B-4/4.
<input type="checkbox"/>	All pages are signed by Authorized signatory.

- 5) We have read and understood and hereby agree to all the terms and conditions stipulated by IMU in this tender including the Quality-cum-Cost based System (QCBS) **i.e. separately for Part A and B services of Tender**, with 60% weightage to the Technical Bid and 40% weightage to the Price Bid, the Deliverables under the Project, the Time Line for delivery, Payment Terms, etc.
- 6) We certify that all the particulars furnished in our Bid are true and correct and based on documentary evidence and as per prescribed format. We understand that if any of the particulars is found to be false or misleading, IMU has the right to summarily reject our bid at any stage.
- 7) We, hereby state and understand that if we withdraw/modify our bid during the period of validity of the tender, the IMU administration would suspend the Bidder from participation in any future tenders of IMU for a period of 6 months
- 8) In the event of our Firm being awarded the work, and understanding the urgency involved, we undertake to remit the Security Deposit and execute the Contract with IMU within 3 (three) working days from the date of issue of the Purchase Order failing which the Purchase Order may be cancelled.
- 9) Our Price Bid is submitted as per the prescribed format and the price quoted shall be firm till the execution of the entire contract.
- 10) We shall work closely with IMU and keep IMU posted at every stage about the progress made, and handover the entire data to IMU on conclusion of the project at every stage.

We shall render all assistance to IMU to make the projects a success including provision of consulting, training and manpower support to the Registrar, IMU or any other designated officer in IMU premises to handle the entire End Semester Examinations related activities.

Yours Sincerely

Signature of Authorised Signatory with Company Seal

Technical Bid - Minimum Eligibility Criteria – PART - A

[To be submitted in Separate Envelope with title as given above. Bids which satisfy ALL the clauses in this Part, their bids alone will be taken up for Technical Evaluation for this Part]

Part - A - Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results

Sl. No	Eligibility Criteria	Complied (Y/N)	Page number for the supporting Document in the Bid
1.	<p>The Bidder should be in the business of Online Proctored Examination and (On-Screen marking (Online Evaluation) for at least 3 years as on last date of closing of tender.</p> <p>Mode of Proof: Certified copy of Company Registration Certificate/ Service Tax Registration Certification/ Certificate of Incorporation/ Registered partnership deed/ Copies of the Work order, Agreement and Work Completion certificate for the Completed or ongoing supply/ Proof for providing similar service</p>		
2.	<p>The Bidder should possess valid Trade License, PAN and GST/ Sales Tax Registration Certificate.</p> <p>Mode of Proof: Self-attested copies of valid certificates from these agencies.</p>		
3.	<p>The Bidder should submit the Income Tax return for last Three previous years ending 31st March 2020.</p> <p>Mode of Proof: Self-attested Income Tax return copies.</p>		

4.	<p>The Average Annual turnover from the business of Online Proctored Examination and On-screen Marking (Online Evaluation) or Online Examination related services of the Bidder shall be minimum of Rs. 50 lakhs during the last 3 years (ending 31st March, 2020).</p> <p>Mode of Proof: Certificate to this effect to be given by Bidder's Chartered Accountant.</p>		
5.	<p>The Bidder must have successfully executed "Similar Works" (fulfilling all the 3 Categories as per para 5.3) on All India basis during any of last the three years (since 2018).</p> <p>Note: The "Similar Works" can be a combination of Categories in one or more Work Orders.</p> <p>Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-2/4 and Annexure-A-3/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the client's Letterhead, clearly indicating the specific category.</p>		
6.	<p>The Bidder must have successfully executed at least three "Similar Works" on All India basis for minimum of 45000 Answer Scripts during any of the last three years (since 2018).</p> <p>Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-2/4 and Annexure-A-3/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the client's Letterhead, clearly indicating the minimum count.</p>		
7.	<p>The Bidder must have successfully executed at least one "Similar Work" on All India basis for minimum of 2000 Candidates in a single sitting, during any of the last three years (since 2018).</p> <p>Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-2/4 and Annexure-A-3/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the client's Letterhead, clearly indicating the candidate count in single sitting.</p>		

8.	<p>The Bidder must have its own developed software/ Authorized License of such software which can be configured as per the requirements of Examination Section, IMU:</p> <ul style="list-style-type: none"> ➤ Bidder must have the copyright of the source code and all its components of the software being used for conducting the remote proctored online exam. ➤ Bidder must have own / leased Data Center located in India. Datacenter should be minimum of Tier III compliant, duly security audited by CERT-In empaneled Auditing Agencies. ➤ Bidder Organization must use 256-bit encryption in its application. ➤ Bidder 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. <p>Mode of Proof: Self-declaration/ Self-attested documentary evidence to that effect.</p>		
9.	<p>The Bidder should not have been debarred by the Department/ Ministries of the Government of India/ PSUs / Corporate Sectors / Educational Institutions / any other reputed organizations during last 3 years for Similar Works (as per Para 5.3). (As on last date of Tender)</p> <p>Mode of Proof: Self-Declaration on Company Letter Head.</p>		

Declaration

We certify that all the particulars furnished above under Annexure-A-1/4 are true and correct and based on documentary evidence, and that we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and our company is liable to be blacklisted/debarred by IMU for at least 3 years.

Date:
Signatory

Signature with Seal of Authorised

Place:

ANNEXURE – A-2/4
(Refers to the Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021.)

Similar Experience in Conducting Online (AI and Human) based Remote Proctored Examinations (to be compulsorily filled & duly signed)											
S. N o.	Name of the Institute	Type of Institution (IIT/ IIM/ NIT/ Central University/ State/Govt. Institutions/ PSUs/ Private or Deemed University/ Educational Institutions)	Work Order/ Agreement/ Contract/ Letter of Acceptance/ Work completion Certificate Date (Please attach copies)	Date of Completion	Total No. of Answer Scripts as per Work Order	Mode of Exams – Total no. of Answer Scripts**			Max no. of candidates Attended in Single sitting**	Max Duration for a single sitting	Page numb er for the suppo rting Docu ment in the Bid
						Only MCQ	Only Descriptive	Descriptive & MCQ			
** - The Work Order/Work Completion Certificate/End-User Certificate should clearly indicate this number.											
Note: If the Bids are received without proper tabulation or required data as per specified format/forms or copies of relevant documents, in such case it will be IMU's prerogative to whether to consider such bids for further evaluation or not. IMU shall not be liable to provide explanation for disqualifications in case of such bid(s).											

Signature of Authorized Signatory and seal:

Similar Experience in Evaluation through On-Screen marking (Online evaluation) (to be compulsorily filled & duly signed)						
S. No.	Name of the Institute	Type of Institution (IIT/ IIM/ NIT/ Central University/ State/Govt. Institutions/ PSUs/ Private or Deemed University/ Educational Institutions)	WO Date	Dt. of Completion	Total No of Answer Scripts Evaluated through On-Screen Marking (Online Evaluation) (for Descriptive Answers)**	Page number for the supporting Document in the Bid
** - The Work Order /Work Completion Certificate/End-User Certificate should clearly indicate this number.						
Note: If the Bids are received without proper tabulation or required data as per specified format/forms, in such case it will be IMU's prerogative to whether to consider such bids for further evaluation or not. IMU shall not be liable to provide explanation for disqualifications in case of such bid(s).						

Signature of Authorized Signatory and seal:

ANNEXURE – A-4/4
(Refers to the Tender No. IMU-HQ/R/71/25/3/2021-PUR
dated 13.10.2021)

Technical Bid - Technical Evaluation Criteria – PART – A

[To be submitted in Separate Envelope with title as given above. Bids which satisfy ALL the clauses of the Minimum Eligibility Criteria for this Part, their bids alone will be taken up for Technical Evaluation for this Part]

Part – A - Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results

Sr. No.	Criteria / Description	Score (point)	Total Score	Page number for the supporting Document in the Bid
1.	Prior experience of the vendor in conducting remote proctored online examinations (on the basis of Multiple Choice Questions and/or Descriptive) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features) and/or On-Screen Marking (Online Evaluation) in any of the last three years as per Annexure-A-2/4 and Annexure-A-3/4 :		30	
	(a) Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.	10 per Organization		
	(b) Experience on All India basis for National level Govt. Institutions/ PSUs	7 per Organization		
	(c) Private or Deemed Universities/ Educational Institutions.	4 per Organization		

	(d)	Reputed Public Limited Companies	2 per Organization		
Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead.					
2.	Prior experience of the vendor in conducting remote proctored online examinations (on the basis of Multiple Choice Questions and/or Descriptive) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features) and/or On-Screen Marking (Online Evaluation) in any of the last three years as per Annexure-A-2/4 and Annexure-A-3/4 :			20	
	Category	Description			
	I	Artificial Intelligence based Proctoring and Remote Human Proctoring features with MCQ	2 per WO (Max 10 marks)		
	II	Artificial Intelligence based Proctoring and Remote Human Proctoring features with Descriptive and Online Evaluation Marking	5 per Work Order (Max 15 marks)		
	III	Artificial Intelligence based Proctoring and Remote Human Proctoring features with MCQ and Descriptive and Online Evaluation Marking	10 per Work Order		
	IV	Online Evaluation Marking	2 per Work Order (max 10 marks)		

Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-4/4 **with copies** of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead **clearly indicate the activity as per description above**

3.	No. of Answer scripts evaluated through the same On-Screen Marking (Online Evaluation) software for a period of 3 years up to closing day of the tender for different exam bodies for similar service put together.		20		
	50,000 to 1 lakh	2 Marks			
	Above 1 lakh to 3 lakhs	3 Marks			
	Above 3 lakhs to 5 lakhs	4 Marks			
	Above 5 lakhs	5 Marks			
Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead to denote proof of successful project completion and clearly showing the Answer Script Count.					
4.	Bidder's certification		10		
	CMM/ISO/CERT-IN empanelled Auditing Agency Certificate for Software/ Process/Infrastructure (Valid as on last date of tender)	2 per certificate			
Mode of Proof: Self Attested copy of the valid Certificate.					
5.	Registration in Government e-Marketing Portal and CPPP e-Procurement Portal for the services as per this tender.		5		
	(a)	Government e-Marketing Portal		3 marks	
	(b)	CPPP e-Procurement Portal		2 marks	

	Mode of Proof: Self-attested Copies of the Registration numbers through both portals. This will be verified online. Vendors may please note that the future tenders will be floated only on these Portals as per Govt. norms.		
6.	Maximum number of candidates for whom online examinations (on the basis of Multiple Choice Questions and/or Descriptive) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features) were conducted in a single sitting on All India basis in any of the last three years (since 2018).		25
	500 to 1000 Candidates	2 Marks per Work Order	
	Above 1000 to 2000 Candidates	5 Marks per Work Order	
	Above 2000 Candidates	10 Marks per Work Order	
Mode of Proof: Self-attested documentary evidence as per format given at Annexure-A-4/4 with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the Client's Letterhead clearly giving details of number of Candidates appeared in a Single sitting.			
7.	Presentation on the features of the software covering essentially the following features, with live demo :		15
	i.	Authentication features (minimum facial recognition).	
	ii.	Blocking of unwanted applications.	
	iii.	Remote desktop and Multiple monitors to be blocked.	
	iv.	Human Proctoring features with 1:20 ratio for MCQ and Descriptive.	

v.	Provision for answering Descriptive questions by typing in the space provided in the software.		
vi.	Provision for capturing the answer scripts of descriptive Examination through Laptop/Desktop/mobile Camera.		
vii.	Disable- shortcut keys, special functions, mouse right click.		
viii.	Auto-warning to highlight suspected malpractices like: (a) improper posture, (b) out of camera position, (c) presence of other people, (d) Screen mirroring, etc.,		
ix.	Immediate generation of requisite reports after completion of Examinations on the same day.		
x.	Chat-box to give instructions by the Human Proctor to the students instantly.		
xi.	Bulk uploads of the question papers.		
xii.	AI based restriction on resumption on exams.		
xiii.	Online Evaluation marking for evaluation of Descriptive and Short Answer Scripts.		
Mode of Proof: Based on live Demonstration and screen shot of software establishing the above mentioned features			

The bids are liable to be rejected in case of failure to provide information in the above stated format.

Signature of Authorised Signatory:
Seal or the Company:

ANNEXURE – B-1/4

(Refers to the Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021)

Technical Bid - Minimum Eligibility Criteria PART - B

[To be submitted in Separate Envelope with title as given above. Bids which satisfy ALL the clauses in this Part, their bids alone will be taken up for Technical Evaluation for this Part]

Part - B - Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results.

Sl. No	Eligibility Criteria	Complied (Y/N)	Page number for the supporting Document in the Bid
1.	<p>The Service Provider should be in the business of offering Answer Scripts Scanning Services and On Screen Marking (Online Evaluation) of Answer Scripts for at least 3 years as on last date of closing of tender.</p> <p>Mode of Proof: Certified copy of Company Registration Certificate/ Service Tax Registration Certification/ Certificate of Incorporation/ Registered partnership deed AND Copies of the Work order, Agreement and Work Completion certificate for the Completed or ongoing supply/ Proof for providing similar service.</p>		

Declaration

We certify that all the particulars furnished above under Annexure-A-1/4 are true and

2.	<p>The Bidder must have its own developed software/ Authorized License of such software which can be configured as per the requirements of Examination Section, IMU:</p> <ul style="list-style-type: none"> ➤ Bidder must have the copyright of the source code and all its components of the software being used for conducting the remote proctored online exam. ➤ Bidder must have own / leased Data Center located in India. Data Center should be a minimum of Tier III compliant, duly security audited by CERT-In empaneled Auditing Agencies. ➤ Bidder Organization must use 256-bit encryption in its application. ➤ Bidder 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. <p>Mode of Proof: Self-declaration/ Self-attested documentary evidence to that effect.</p>		
3.	<p>The Service Provider should have satisfactorily completed "Similar Works" involving values as listed below during any of the financial year since 2018:</p> <ul style="list-style-type: none"> d. At least 1 Similar Works with a minimum value of i.e. Rs.20 Lakhs [OR] e. At least 2 Similar Works with a minimum value of Rs.15 Lakhs each [OR] f. At least 3 Similar Works with a minimum value of Rs.10 Lakhs each. <p>Mode of Proof: Data to be submitted as per format given at Annexure-B-2/4 and Annexure-B-3/4, supported by relevant proofs like Work Order/ customer testimonial or any other formal document to denote proof of successful project completion.</p>		

correct and based on documentary evidence, and that we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and our company is liable to be blacklisted/debarred by IMU for at

4.	<p>The Bidder must have successfully executed at least three "Similar Works" on All India basis during any of last the three years (since 2018).</p> <p>Mode of Proof: Data to be submitted as per format given at Annexure-B-2/4 and Annexure-B-3/4, supported by relevant proofs like Work Order/ customer testimonial or any other formal document to denote proof of successful project completion.</p>		
5.	<p>The Bidder must have successfully executed at least one "Similar Works" on All India basis for Scanning of Physical Answer Scripts at multiple Geographical Locations in a single order during any of the last three years (since 2018).</p> <p>Mode of Proof: Data to be submitted as per format given at Annexure-B-2/4 and Annexure-B-3/4, supported by relevant proofs like Work Order/ customer testimonial or any other formal document to denote proof of successful project completion.</p>		
6.	<p>The Bidder must have successfully executed at least three "Similar Works" on All India basis for minimum of 45,000 Answer Scripts during any of the last three years (since 2018).</p> <p>Mode of Proof: Data to be submitted as per format given at Annexure-B-2/4 and Annexure-B-3/4, be supported by relevant proofs like Work Order/ customer testimonial or any other formal document on the Organisation Letter head for whom service provided to denote proof of successful project completion.</p>		
7.	<p>The Average Annual turnover from the business of Scanning of Physical Answer Scripts and On-Screen Marking (or Online Evaluation) and Online Examination related services of the Bidder shall be minimum of Rs. 50 lakhs during the last 3 years (ending 31st March, 2020).</p>		

least 3 years.

	Mode of Proof: Certificate to this effect to be given by Bidder's Chartered Accountant.		
8.	The Bidder should not have been debarred by the Department/ Ministries of the Government of India/ PSUs / Corporate Sectors / Educational Institutions / any other reputed organizations during last 3 years for Similar Works (as per Para 5.5). (As on last date of Tender) Mode of Proof: Self-Declaration on Company Letter Head.		

Date:
Place:

Signature with Seal of Authorised Signatory

Similar Experience in Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation) and Result Processing (to be compulsorily filled & duly signed)									
Name of the Organization	Type of Institution (IIT/ IIM/ NIT/ Central University/ State/Govt. Institutions/ PSUs/ Private or Deemed University/ Educational Institutions)	Work Order No./ Purchase Order No./ Contract Ref. No.	Value of the WO/ PO/ Contract (in Rs.)**	Geographical Location of Scanning Centres**			Number of Physical Answer Scripts Scanned* *	Number of Answer Scripts marked on- Screen (online Evaluated) **	Page number for the supporting Document in the Bid
				1	2	3			
				1	2	3			

**** - The Work Order /Work Completion Certificate/End-User Certificate should clearly indicate this detail.**

Note: If Bids are received without proper tabulation or required data as per specified format/forms or copies of relevant documents, in such case it will be IMU's prerogative to whether to consider such bids for further evaluation or not. IMU shall not be liable to provide explanation for disqualifications in case of such bid(s).

Signature of Authorized Signatory and seal:

(Refers to the Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021)

Details Regarding Similar Orders (since 2018)
(To be filled & duly signed)

Sl. No.	Name of the Organisation	Type of Institution (IIT/ IIM/ NIT/ Central University/ State/Govt. Institutions/ PSUs/ Private or Deemed University/ Educational Institutions)	Nature of Job (Enclosed Purchase Orders)	Value of Purchase Order (in Rs.)**	Date of Commencement **	Date of Completion **	Page number for the supporting Document in the Bid

**** - The Work Order/Work Completion Certificate/End-User Certificate should clearly indicate this detail.**

Mode of proof: Self -attested documentary evidence in the form of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the client's Letterhead.

Signature:

Name of Authorized Representative:

Date:

Place:

Seal:

ANNEXURE – B-4/4**(Refers to the Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021)****Technical Bid - Technical Evaluation Criteria – PART – B**

[To be submitted in Separate Envelope with title as given above. Bids which satisfy ALL the clauses of the Minimum Eligibility Criteria for this Part, their bids alone will be taken up for Technical Evaluation for this Part]

Part - B - Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty) and submission of results.

Sl. No.	Criteria / Description	Score (point)	Total Score	Page number for the supporting Document in the Bid
1.	Prior experience of the vendor in Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty) and submission of results in any of the last three years as per Annexure- A-2/4 and Annexure-A-3/4 :		30	
	(a) Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.	10 per Organization		
	(b) Experience on All India basis for National level Govt. Institutions/ PSUs	6 per Organization		
	(c) Private or Deemed Universities/ Educational Institutions.	3 per Organisation		
	Mode of Proof: Data to be submitted as per format given at Annexure-B-2/4 and Annexure-B-3/4, be supported by relevant proofs like Work Order/ customer testimonial or any other formal document on the Organisation Letter head for whom service provided to denote proof of successful project completion.			
2.	No. of Answer scripts evaluated through the same On-Screen Marking (Online Evaluation) software for a period of 3 years up to closing day of the tender for different exam bodies for similar service put together.		20	
	50,000 to 1 lakh	2 Marks per Work Order		
	Above 1 lakh to 3 lakhs	3 Marks per Work Order		
	Above 3 lakhs to 5 lakhs	4 Marks per Work Order		

	Above 5 lakhs	5 Marks per Work Order		
	Mode of Proof: Data to be submitted as per format given at Annexure-B-2/4 and Annexure-B-3/4, be supported by relevant proofs like Work Order/ customer testimonial on the letter head of the Organisation or any other formal document to denote proof of successful project completion and clearly showing the Answer Script Count.			
3.	Bidder's certification for Software/ Data Centre/ Infrastructure/Process etc.	10		
	CMM/ ISO/ CERT-IN empanelled Auditing Agency Certificate for Software/ Process/ Infrastructure (Valid as on last date of tender)	2 marks per certificate		
	Mode of Proof: Self Attested copy of the valid Certificate.			
4.	Registration in Government e-Marketing Portal and CPPP e-Procurement Portal for the services as per this tender.	5		
	(a) Government e-Marketing Portal	3 marks		
	(b) CPPP e-Procurement Portal	2 marks		
	Mode of Proof: Self-attested Copies of the Registration numbers through both portals. This will be verified online. Vendors may please note that the future tenders will be floated only on these Portals as per Govt. norms.			
5.	The Service Provider should have satisfactorily completed "Similar Works" involving values as listed below during any of the financial year since 2018:	15		
	Similar Works with a minimum value of i.e. Rs.20 Lakhs	5 marks per Work Order		
	Similar Works with a minimum value of Rs.15 Lakhs and less than Rs. 20 Lakhs	3 marks per Work Order		
	Similar Works with a minimum value of Rs. 10 Lakhs and less than Rs.15 Lakhs	2 marks per Work Order		
	Mode of Proof: Data to be submitted as per formats given at Annexure-B-3/4, and to be supported by relevant proofs like Work Order/ customer testimonial on the Letter Head of the Organisation or any other formal document to denote proof of successful project completion and clearly showing the value of the Contract/Agreement.			

6.	Presentation on the features of the software covering essentially the following features, with live demo :		
i.	Scanning of Answer Script without cutting the spine of the Answer Script.	10	
ii.	Software through which the Scanned Answer Script is stored		
iii.	Display the indexing method for scanned copies of Answer Booklet		
iv.	Live Verification of Evaluators before evaluation		
v.	On-Screen Marking (Online Evaluation) – marking of each Answer		
vi.	Evaluation tools available for Evaluators		
vii.	Random allocation of Answer Scripts to Evaluators		
viii.	Dashboard for Evaluators, Supervisors, CoE, etc.		
ix.	Annotated Answer Scripts with Marking of Evaluators in PDF		
x.	Result process – output after result process		
	Mode of Proof: Based on live Demonstration and screen shot of software establishing the above mentioned features		

The bids are liable to be rejected in case of failure to provide information in the above state format.

Signature of Authorised Signatory:

Seal or the Company:

ANNEXURE – II

(Refers to the Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021)

**Details Regarding Annual Turnover
(To be filled & duly signed)**

ANNUAL TURN OVER

Sl. No.	Financial Year	Annual Turnover In Rupees
1	2017-18	
2	2018-19	
3	2019-20	

Mode of Proof: Audited Profit & Loss Account and Balance Sheet for last three Financial years ending 31st March, 2020. It should be duly attested by the Bidder's Chartered Accountant.

Place:

Date : **Signature of the Tenderer with seal**

ANNEXURE – III

(Refers to the Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021)

Declaration Regarding Debarring
(On company Letter Head)
(To be filled & duly signed)

Ref. No.

Date:

To
The Registrar,
Indian Maritime University,
Headquarters , Semmencherry, Sholinganallur PO,
East Coast Road, Chennai – 600 119

Sub.: Declaration regarding debarring for taking part in tender.

Dear Sir,
I / We _____ Firm/Contractor/Manufacturer / Partner(s)/
Authorized Distributor /agent of M/s. _____
hereby declare that the firm/ company namely
M/s. _____ has not been debarred in the past by Union
/ State Government or organization from taking part in similar Government tenders in
India.

Or
I / We _____ Firm/Contractor/Manufacture / Partner(s)/
Authorized Distributor / agent of M/s. _____
_____ hereby declare that the
Firm/company namely M/s. _____ was debarred by
Union / State Government or any Organization from taking part in similar Government
tenders for a period of _____ years w.e.f. _____ to
_____. The period is over on _____ and now the firm/company is
entitled to take part in Government tenders.

2. In case the above information found false I/we are fully aware that the tender/
contract will be rejected/cancelled by the Indian Maritime University, Headquarters, and
Performance Security shall be forfeited.

3. In addition to the above, Indian Maritime University, Headquarters shall not be
responsible to pay the bills for any completed / partially completed work.

[Name & Signature with seal] for and on behalf of M/s.

ANNEXURE – IV

(Refers to the Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021)

FORMAT OF AGREEMENT

(To be submitted on stamp paper of Rs.200/-)

(To be duly Filled & Signed copy)

IT IS THIS _____ day of _____ 2021 MUTUALLY AGREED between the IMU, HQ, hereinafter referred to as "the Employer" (which expression shall mean and include their assigns and successors) on the one part AND M/s company/ incorporated under the companies Act, 1956..... having its Registered office at herein after referred to as "the Contractor" (which expression shall mean and include their permitted assigns and successors) on the other part: WHEREAS the Employer is desirous that certain Goods and Services should be provided and certain Works be executed as per tender documents hereinafter called "The Works" and has accepted a Tender by the Contractor for the execution, completion and guarantee of such works.

NOW THIS AGREEMENT WITNESSES as follows:-

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz.,
 - a) Technical and Financial bids
 - b) Instructions to the Bidders
 - c) Terms and Conditions of contract
 - d) The work specified in the tender documents
 - e) The Annexures
 - f) The Purchase Order
2. In consideration of the payment to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute, complete and guarantee the Works in conformity in all respects with the provisions of the contract.
3. The Employer hereby covenants to pay the Contractor in consideration of the execution, completion and guarantee of the works the contract price at the times and in the manner prescribed by the Contract.
4. The contract shall be governed by all the conditions as described in the terms and conditions of contract, work mentioned in the tender documents and any other conditions given in the tender documents.
5. This agreement shall be governed by the laws of India and shall be subject to the Jurisdiction of the Courts in Chennai only.

IN WITNESS WHEREOF the parties hereto have caused their respective common seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day and year first above written.

SIGNED AND DELIVERED

On behalf of the Contractor

Signature

Name

Address

Official Seal

Place

Date

On behalf of the Contractor

On behalf of Employer

Signature

Name

Address

Official Seal

Place

Date

On behalf of the Employer

Witness:

i) Signature

Name:

Address:

Place

Date

ii) Signature

Name:

Address:

Place

Date

Witness:

i) Signature

Name:

Address:

Place:

Date:

ii) Signature

Name:

Address:

Place:

Date:

Annexure-V

**(Refers Clause 4.6.3 (c) to the
Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021)**

Make and Model of Biometric Devices available at IMU

Device Name	Model
Mantra MFS-100 Bio metric Device	v54 model

Note: SDK available with IMU is for client side and all the server side verification must be done by the Service Provider.

ANNEXURE - VI

Price Bid – Part - A

(Price Bids must be kept in separate Sealed Covers for Part A and Part B service)

*[Price Bid must be submitted on the Letter Head of the Bidder and to be put in a separate sealed cover. If Price Bid is found enclosed in the same envelope as the Technical Bid or if Price Bid for both Part A and Part B are in the same envelope, **the complete bid will be rejected.**]*

Reference: Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021

From : **Name & Address of the Bidder**
To

**The Registrar,
Indian Maritime University,
East Coast Road,
Semmencherry,
Sholinganallur (PO),
Chennai - 600119.**

Dear Sir,

We hereby submit our Price Bid for Part:

- A]** Conducting Online (AI and Human) Proctored examinations (Multiple Choice Questions AND/OR Descriptive), On- Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results; which will be valid for a period of One year from the date of issue of Work Order, extendable on satisfactory performance, One year at a time for a maximum of 3 years, at the same quoted price:

Details
<p>Rate per Answer Script – Conduct of (AI and Human) Remote Proctored Online Examination (MCQ + Descriptive) (<u>Remote Human Proctoring by IMU Staff</u>), On-Screen Marking (or Online Evaluation by Faculty of IMU and Affiliated Institutes) and Result Processing as detailed in the tender documents.</p> <p>(Approximately 45000 Answer Scripts per Semester. Academic year has 2 Semesters)</p> <p>Rate per Answer Script In figures (Rs.)</p> <p>Rate per Answer Script In words (Rs.)</p>

Note: 1. The rates quoted shall be exclusive of GST. GST is not applicable.

2. Submission of the Commercial Bid other than this format will not be considered and also bid will be rejected.

Signed by Authorised Signatory with date and seal

ANNEXURE - VII

Price Bid – Part - B

(Price Bids must be kept in separate Sealed Covers for Part A and Part B service)

*[Price Bid must be submitted on the **Letter Head of the Bidder** and to be put in a **separate sealed cover**. If Price Bid is found enclosed in the same envelope as the Technical Bid or in the same envelope for both Part A and Part B, the complete bid will be rejected.]*

Reference: **Tender No IMU-HQ/R/71/25/3/2021-PUR dated 13.10.2021**

From: **Name & Address of the Bidder**

To

**The Registrar,
Indian Maritime University,
East Coast Road,
Semmencherry,
Sholinganallur (PO),
Chennai - 600119.**

Dear Sir,

We hereby submit our Price Bid for Part:

B] Providing services for Scanning of Physical Answer Scripts, On-Screen Marking (Online Evaluation by the Faculty of IMU and Affiliated Institutes) and submission of results; which will be valid for a period of One year from the date of issue of Work Order, extendable on satisfactory performance, One year at a time for a maximum of 3 years, at the same quoted price:

Details
Rate per Answer Script – for Scanning of Physical Answer Scripts at multiple Geographical Locations, On-Screen Marking (or Online Evaluation by Faculty of IMU and Affiliated Institutes) and Result Processing as detailed in the tender documents. (Approximately 45000 Answer Scripts per Semester. Academic year has 2 Semesters)
Rate per Answer Script In figures (Rs.)
Rate per Answer Script In words (Rs.)

Note: 1. The rates quoted shall be exclusive of GST. GST is not applicable.

2. Submission of the Commercial Bid other than this format will not be considered and also bid will be rejected.

Signed by Authorised Signatory with date and seal