



Request for Proposals for Exam Partner for
NPTEL Computer Based in Person Certification
Exams

Indian Institute of Technology, Madras
Through
National Programme on Technology Enhanced Learning
(NPTEL)

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It is suggested that a proforma may be given to obtain the Price/Commercial bid from the EP. Hence a format may be prescribed.

Disclaimer

The information contained in this document or subsequently provided to Bidder(s), whether verbally or in documentary form by the Institute, shall be subject to the terms and conditions set out in the Terms of Reference Document and all other terms and conditions subject to which such information is provided. The purpose of this document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This document does not purport to contain all the information each Bidder may require. This document may not be appropriate for all persons, as it is not possible for the Institute, to consider the investment objectives, financial situation and particular needs of each Bidder who uses this document. Each Bidder should conduct its own homework and analysis and should check the accuracy, reliability and completeness of the information in this document and wherever necessary obtain independent

advice from appropriate sources. The Institute makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document. The Institute may in its discretion, but without being under any obligation to do so, update, amend or supplement the information in this document.

This Tender is not an offer by the Indian Institute of Technology Madras but an invitation to receive bids from vendors. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized office bearers of the NOC organizing team of Indian Institute of Technology Madras with the vendor.

	INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036 Telephone: [044] 2257 9723/9798 E-mail: tender@imail.iitm.ac.in	
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The Senior Manager (Project Purchase)

Ref: NPTEL/2020/011/ANDR/THIRD PARTY EXAM PROVIDER

Date: 15.07.2020

Open Tender No: NPTEL/2020/011/ANDR/THIRD PARTY EXAM PROVIDER

Due Date: 04/08/2020, 2 PM

Pre-Bid meeting: - 22/07/2020 @ 4PM, via Google meet-Video Conference-
<https://meet.google.com/xix-xqwi-vpq>

Technical Bid opening meeting on 04/08/2020, 4:00 PM via Google meet--Video Conference-
<https://meet.google.com/xix-xqwi-vpq>

Dear Sir,

On behalf of the Indian Institute of Technology Madras, Tenders are invited from reputed agencies to act as Exam Partner for NPTEL computer based in-person Exams

Confirming to the specifications enclosed.

A	LAST DATE for receipt of Tender	:	04.08.2020 before 2.00 PM
	Date & Time of Opening of Tender		04.08.2020 at 4.00 PM
	Submission of Tender	:	No physical submission in person or by post. Two separate password protected PDF documents, with different passwords are to be submitted - one for technical bid and one for commercial bid by email to tender@imail.iitm.ac.in on or before <u>04th August 2020, 2.00 PM</u>. If the file size is large it can be split into multiple files. The technical bid and commercial bid opening will happen over Google meet with the bidders participating remotely on the dates mentioned under the para 1.2 - General Instructions. Each bidder's file will be opened on screenshare mode and the password will be given by the bidder over chat. Each file will be verified, signed with a timestamp and will be processed further. The tender documents- password protected pdf file should be sent to: tender@imail.iitm.ac.in THE INSTITUTE SHALL NOT BE RESPONSIBLE FOR THE LATE RECEIPT OF ABOVE PASSWORD PROTECTED FILE ON ACCOUNT OF NETWORK OR ANY OTHER DELAY.

1. About NPTEL Computer Based in Person Certification - NOC

NPTEL is an acronym for National Programme on Technology Enhanced Learning which is an initiative by seven Indian Institutes of Technology (IIT Bombay, Delhi, Guwahati, Kanpur, Kharagpur, Madras and Roorkee) and Indian Institute of Science (IISc) for creating course contents in engineering and science. NPTEL is a curriculum building exercise and is directed towards providing learning materials in Science and Engineering by adhering to the syllabi of All India Council for Technical Education and the slightly modified curricula of major affiliating Universities.

They are meant to fill the large gap that exists between the current expertise level of faculty in institutions of higher learning such as the IITs/IISc and those in private and other government aided engineering institutions in India.

The programme was begun in 2004 and after 16 years, NPTEL has more than 2000 courses. The ultimate vision of this programme being the establishment of a Virtual Technological University, online certification courses were introduced wherein, enrolling and following the course is open to anyone around the world, while obtaining a certificate requires the conduct of a proctored certification exam, for which exam partners are being sought. The exam will be conducted across India in large numbers under in-person proctoring at designated centers and a small number of candidates in countries outside India viz., US, Europe-France, Germany, Middle East – Dubai, Saudi Arabia, Oman, Qatar, Ghana, Egypt, Sri Lanka, Bangladesh etc. Centers outside India may be proctored remotely and/or in-person proctoring at designated centers. The exam has to be synchronized across all centers (including the international centers) and has to be conducted simultaneously irrespective of the country in which the test centers are located, based on prevalent laws at the exam centre locations and mutual agreement between NPTEL and the vendor.

Below table gives actual number of registrations since Nov'2019 and projection of numbers till Nov'2022, which may vary significantly. List of centers wherein exams were conducted so far is given in Annexure 7.

Exam Time	No. of Candidates		No. of Courses	No. of cities
	Registered	Projection		
Mar-Apr'2016	17293		64	62
Sep-Oct'2016	31444		104	80
Mar-Apr'2017	44250		130	75
Sep-Oct'2017	70316		160	85
Mar-Apr'2018	86954		226	85
Sep-Oct'2018	161300		269	90
Mar-Apr'2019	204061		291	100
Sep-Nov'2019	253568		359	129
Mar-Apr'2020	306668		392	
Sep-Nov'2020		360000	450	
Mar-Apr'2021		420000	450	
Sep-Nov'2021		480000	450	
Mar-Apr'2022		540000	470	
Sep-Nov'2022		600000	470	

NOTE:

This tender includes conducting of exams by any division of IIT Madras who has the

same specification/requirements and the vendor finalised through this tender may be used for those exams as well.

Accordingly it is estimated to have 30 exam days and 20-25 Lakhs candidates taking exams during next one year across 150-200 cities in India as provided in the Annexure-7 below. New cities may be added to this list as and when required or subset of this list may be utilized for any particular exam day.

1.1 Brief scope of work of the Exam Partner:

The Exam Partner (EP), NPTEL offices and course instructors of the online courses will be required to work together to conduct the computer based in-person exams for that particular course. The Exam Partner (EP) shall provide the technology and the operational solutions for the conduct of the computer based in-person examination while the faculty coordinator will provide the question paper.

The EP is expected to run the NPTEL exams on the dates and times specified. The exams are likely to be conducted on a semester basis in the month of March to April / Sep to Oct each year.

1.2 General Instructions

In this tender document, Vendor, Bidder, Bidding agency and Exam Partner (EP) mean one and the same. The bidding agency shall be a single point of contact with the NPTEL office and shall be solely responsible for the execution and delivery of the work.

ALL BIDS ARE TO BE SUBMITTED ONLINE

E-MAIL id to submit the bids: tender@imail.iitm.ac.in

Please see 'Submission of Tender' above for more details.

Date, Time and Venue of Pre-Bid Meeting:

22.07.2020 – Wednesday, 4pm thru Google Meet-Video Conference-<https://meet.google.com/xix-xqwi-vpq>

Date, Time and Venue of Opening of Technical Bids:

04.08.2020 – Tuesday, 4pm thru Google Meet-Video Conference-<https://meet.google.com/xix-xqwi-vpq>

Date, Time and Venue for Demonstration/Presentation: (Technically qualified vendors only)

05.08.2020 – Wednesday, 10 am, Venue: A link to join with time specified will be given later to each technically qualified bidder

Date, Time and Venue of Opening of Commercial Bids:

06.08.2020 –Thursday, 4pm , thru Google Meet-Video Conference-<https://meet.google.com/xix-xqwi-vpq>

Earnest Money Deposit (EMD) & Performance Bank Guarantee

1. EMD of Rs.25,00,000/- has to be paid by means of bank transfer. Bank Account details are given below.
2. **Proof of remittance has to be enclosed along with technical tender documents; else the bid will be rejected due to non-enclosure of EMD.**
3. This Earnest Money will be returned to the unsuccessful tenderers after the final disposal of the tenders. **EMD will not carry any interest.**
4. The EMD along with Performance Guarantee will be retained in the case of successful tenderers till the warranty period.
5. EMD will not be waived under any circumstances.
6. EMD will be forfeited in the case of non-execution of the order within the due date.
7. **Non submission of EMD will lead to rejection of tender at the opening stage itself.**
8. Performance guarantee for Rs. 50,00,000/- has to be submitted in addition to above EMD by way of bank transfer/bank guarantee **by the successful bidder only.**

The bank account details are:

Institution Account Name	The Registrar, Indian Institute of Technology – Madras
Account No	2722101003872
Account Print Name	The Registrar, IIT Madras
IFSC CODE	CNRB0002722
Bank Name (in full)	CANARA BANK
Branch Name	IIT -Madras Branch
Complete Branch Address	Canara Bank
	IIT -Madras Branch
	IIT -Madras Campus Post Office
	Sardar Patel Road

	Guindy, Chennai - 600 036
MICR No.	600015085
Account Type	Savings Account

Marking on Technical Bid

1. The technical specification for this tender is given from **Para 3.1.1 onwards**. The tenderer shall go through the specification and submit the technical bid.
2. The Technical bid & Eligibility Criteria should be submitted in the proforma given in the **Annexures 1, 2, 3, 4, 5, 6, 7, 8 & 8A**.
3. The technical bid cover of the various items should clearly be marked with the **item name**.
4. The technical bid covers of the various items should be put into one big cover **super scribed "Technical Bid"**.
5. All technical bid documents should have the page-wise **heading as "Technical Bid" and page no.** in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.
6. The technical bid should consist of all technical details along with catalogue, and relevant terms and conditions.

Please see 'Submission of Tender' above for more details.

Marking on Commercial/Price Bid

1. The Commercial proposal for this tender is given in the **Para 3.1.4**. The tenderer shall go through the specification and submit the Commercial bid
2. Price bid should be submitted in the prescribed proforma as per **Annexure 11**
3. The price bid cover of the various items should clearly be marked with the **item name**.
4. The price bid covers of the various items should be put into one big cover **super scribed "Price Bid"**.
5. All Price bid documents should have the page-wise **heading as "Price Bid" and page no.** in all pages with seal and signature of authorized signatory. The total no. of pages should be mentioned at the last page of the documents.

Tender document fee

1. **The tender document fee of Rs.1180/- (inclusive of GST @ 18%) (Non-refundable)** should be paid by bank transfer. Proof of remittance has to be enclosed along with technical

tender documents. The bank account details are given above. As no separate tender documents will be issued by us, the same can be downloaded from our institute website: <http://tenders.iitm.ac.in> (or) <https://eprocure.gov.in/cppp/tendersearch>

Preparation of Tender:

1. The Schedule to the Tender form should be returned intact whether you are quoting for any item or not. Pages should not be detached and when items are not being tendered for, the corresponding space should be defaced by some such words as 'not quoting'.
2. In the event of space on the schedule form being insufficient for the required purpose, you have to submit the rates in the letter head of your company clearly mentioning Sl.No. and other relevant particulars. Each such additional page must be numbered consecutively, bear the Tender Number and be fully signed by you. In such cases reference to the additional pages must be made in the tender form.
3. If any modification of the schedule is considered necessary, you should communicate the same by means of a separate letter sent with the Tender within the due date.
4. You should quote your product as per our specification requirements by mentioning our requirements and your offer side by side and the rate should be in total as per our requirements. We will not make any calculation if you have mentioned the rates of items separately.
5. The offer/bids should be submitted in two bid system i.e. Technical Bid and Price Bid in a separate cover. .
6. At any time before the submission of bids, NPTEL Coordinators may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum will be put up on the <http://tenders.iitm.ac.in> website and will not be communicated through the newspaper and bidders will have to check the website for any updates. The addendum will be binding on them. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by the NPTEL Coordinators and this will be decided by the NPTEL coordinators.
7. All disputes arising out of this process shall be subject to the jurisdiction of Madras High court, Chennai, Tamil Nadu. The Chairman, Centre for Continuing Education (CCE), IIT Madras reserves the right to award the work or cancel the award without assigning any reason whatsoever. In case of differences, if any, the decision of the Chairman, CCE, IIT Madras, shall be final.
8. All relevant information as specified in the Technical and Commercial Proposals including the contingency plans, and Annexures-1 to 11 should be furnished by the bidders. The bidder is advised to attach any information that is necessary with regard to the capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. The bidders are cautioned that not giving complete information called for or

deliberately suppressing the information may result in the bidder being summarily disqualified.

9. The Tenders should be typewritten. The name and signature of bidder's authorized person should be recorded on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with a forwarding letter on the agency's letterhead.
10. The offer must remain open for a minimum period of **90 days** from the date of opening of the tender, within which the bidder cannot withdraw their offer.
11. Reference, information 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 NPTEL coordinators may also independently seek information regarding the performance from the clients.
12. Even though the bidder may satisfy the qualifying criteria, the bidder is liable to disqualification due to a record of poor performance or not being able to understand the scope of work etc.
13. The bid documents must be complete in all respects. Use the format given in this document for the preparation of bid response. The response should be brief and up to the point. Failure to comply with any of the instructions or conditions stated in this document or offering unsatisfactory explanations for non-compliance can lead to rejection of the bid. Further the Client reserves the right to reject all the bids without assigning any reason.
14. In the event of the date of opening of tender being declared a closed holiday for the Indian Institute of Technology Madras the due date for opening will be the following working day.
15. Bids can be submitted through Email only due to COVID-19.
16. Please mention the GST/PAN/CST/VAT No and Area Code failing which your bid will be rejected. All your future correspondences including Invoices should bear the GST/PAN/CST/VAT No. and Area Code.
17. **Bids should be submitted in Sealed Cover** only. Unsealed/improperly sealed covers will be summarily rejected. Quotes given by the tenderers in their own format will not be considered.

Signature in the bid document:

The bid is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the tender are not fully filled in or not duly signed/authenticated. **Each page of the bid document is required to be signed and bear the official seal of the bidder.**

Opening of Bids:

You are at liberty to be present or authorize a representative to be present at the opening of the bids at the time and date specified in this document.

Right of Acceptance:

Indian Institute of Technology Madras, Chennai 600036 does not pledge itself to accepting the whole or any part of the bid or portion of the quantity offered.

Communication of Acceptance:

Acceptance by the Purchaser will be communicated by Email & Post and the Bidder's acceptance should be communicated to us formally in writing & by mail.

Bidder shall submit along with his bid:

- I. Name and full address of the Banker and their swift code and PAN No.
- II. Proof of registration with sales tax /VAT authorities like registration number, range etc. in clear terms.

Period of Service:

The period of service is for Two years starting from July 15th 2020 and can be extended for one more year on mutual agreement.

1.3 Demonstration and Presentation

The vendor will be required to give a demonstration of the following for each submitted technical bid:

1. Question paper authoring software
2. Client and server software for computer based in-person examination

The vendors may be required to make a presentation on their capabilities to conduct the computer based in-person exams/Pen+paper examinations (across India and outside India) as per the conditions specified above.

1.4 Deviations

Any deviations from the scope of work as outlined above should be mentioned clearly with suitable justification by the vendor in a separate sheet under the heading '**Deviations**'. **This sheet should be included in the technical proposal.** If no deviations are mentioned, then it will be assumed

that the vendor has accepted the scope of work in its entirety as mentioned in the tender document and is bound to deliver the same.

2. Mode of Payment and penalty clauses

The payment to the EP shall be made in Indian rupees and shall be paid only after the successful completion of the entire work without any delays or errors. **No advance payment shall be made.**

The successful bidder has to **sign an agreement** on non-judicial stamp paper which shall contain **penalty clauses** related to **liquidated damages** on account of **delays, errors, cost and time overruns** etc. If the bidder fails to execute the contract, the Purchaser shall have the liberty to get the work done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

Failure on exam day: For every 1-hour delay at the start of exam, 1/3 of payment for candidates at the center will be deducted from total payment.

Delay in release of accurate results in correct format – 10% deducted for every day delay in results with a cap at 50%. **In case of any delays/issues during the pre-exam processes, during conduct of exam or post processing of exam responses, the EP should submit a detailed report to NPTEL outlining the causes for the problem and the work around for the problem faced that was provided.**

Evaluation of the Proposals

Selection of the vendor shall be based on Quality and Cost Based Selection (QCBS). The proposals will be evaluated by taking the following factors into consideration:

2.1 Technical evaluation

Technical evaluation will be based on the criteria given below:

- Prior experience of the vendor in conducting large-scale computer based in-person examinations.
- Capability of the vendor to develop the required software.
- Availability of adequately trained personnel in the company to conduct the examination in the required number of centers and cities.
- Capability of the vendor to conduct examinations for at least 1,50,000 candidates in a single session and 3,00,000 candidates in a single day, adequately distributed across India.

- Capability of the vendor to conduct examination simultaneously in other countries as per Annexure 10.
- Capability of the vendor to provide at least 1,50,000 nodes per single session, adequately distributed across India with additional backup in each exam centre. The vendor must submit a city-wise list of nodes vetted and available as on 31st December 2019.
- Financial position as provided in the bid document
- Security and software quality certification.

Technical evaluation will be based on the points agreed to in the compliance sheets in Annexures 8 & 8A (Total 100 points):

Technical evaluation of the offers shall be carried out by a sub-committee constituted specially for this purpose by NPTEL Office, IIT Madras. The Technical Evaluation Committee may call the bidders for presentation or clarifications to assess the understanding of the bidder regarding the scope and magnitude of the work. However, whether to call the bidder for discussion or not is at the sole discretion of the Purchase Committee, IIT Madras.

2.1.1 Technical Evaluation (Score Model)

Sr. No.	Criteria / Description	Score (point)
1.0	Prior experience of the vendor in conducting large-scale computer based in-person examinations, Bidder's profile.	
1.1	Legal structure	5
1.2	Overall IT staff strength (Project management / Development / Quality Assurance / Implementation / Operations)	5
1.3	Bidder's certification – CMMi level 5 & ISO 27001	5
1.4	Bidder's financial capability: Average annual turnover from examination service for the period 2015-16, 2016-17, 2017-18, 2018-19, 2019-20	5
1.5	Primary Data Center / Secondary Data Center infrastructure	5
1.6	Bidders' capability of conducting exams in 70 or more countries outside India	5
1.7	Bidder's experience in conducting Computer based Test under in-person proctoring at designated centers: Maximum number of candidates appeared in any computer based test in a single shift completed in India in any of the last two years (as on date of bid submission)	10
1.8	Number of exams in computer based tests (with more than 1,00,000 candidates per session) completed in India in last two years (as on date of bid submission) under in-person proctoring at designated centers	10
2	Capability of the vendor to develop the required software, solution approach.	
2.1	Development of authoring / examination process / analysis software: score will be given by the committee upon overall evaluation of Approach and Methodology for development. Level of preparedness, ability to adopt stringent security conditions, ability to do mock-tests and ability to quickly respond to any eventuality/problem that might arise will be judged based on the presentation	15
2.2	Availability of a scientific virtual calculator built into the software	5

3	Capability of the vendor to provide at least 1,50,000 nodes per single session, adequately distributed across India	
3.1	Assured number of nodes per single session	10
3.2	Adequacy of node distribution across India	10
3.3	Number of centers and node capacity per center	10

Total Maximum Score = 100 points

2.2. Commercial Evaluation

The commercial bids of only those bidders who have been found to be technically eligible (with scores higher than 70 points from Technical evaluation) by the constituted sub-committee shall be opened. The commercial bids shall be opened in the presence of the eligible bidders' or their representatives. The commercial scores of the bidders would be normalized on a scale of 100, with the lowest quote getting a score of 100 and the rest being awarded on a pro-rata basis.

2.3. Final Evaluation

Final selection of the vendor shall be based on Quality and Cost Based Selection (QCBS) with 70% weightage for technical evaluation and 30% weightage for commercial evaluation.

3. Eligibility Criteria of Exam Partner (EP)

3.1 Eligibility Criteria

3.1.1. General Criteria

In this tender document, Vendor, Bidder, Bidding agency and Exam Partner (EP) mean one and the same.

- a) The bidding agency shall ensure a single point of contact with the NPTEL for the three years i.e. 2020, 2021 and 2022 and shall be solely responsible for the execution and delivery of the work.
- b) The bidding agency should be registered in India and should be operating in India for at least the last 5 years offering similar services. They should have a minimum turn-over of **₹ 250 crores** in each of the last 3 financial years. The details in this regard to be submitted in Annexure 1 & 2.
- c) The bidder should participate as a single entity; no consortium or group companies will be allowed.

- d) The bidder's average Annual Turnover during last three financial years should be ₹25 crores or more in India from Computer Based Examinations (Attach documentary evidence such as audited balance sheet etc.,)
- e) The Bidder should be registered with appropriate tax authorities such as Income tax, ServiceTax/GST etc., and should submit valid certificates of registration with these authorities.
- f) The bidder must have successfully executed 5 similar academic projects in the last 3 years (conduct of Computer Based Test (CBT) on an all India basis, out of which at least one project should have been conducted for 1.5 lakh candidates in a single session. The documentary evidence in the form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation). Any experience as a consortium partner will not be considered.
- g) They must have a primary data center with DR (Disaster Recovery) site infrastructure for data security. Both the data centers should be located in India in different seismic zones. The data center must be Tier III compliant and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be CERT-In certified as per Govt. of India guidelines.
- h) The bidding agency should own the copyright of the source code being used for conducting the computer based in-person examinations. The agency should be able to make changes as and when required in any of the components of the software. Attach proof in this regard.
- i) The agency should be certified for compliance with established Information Security Standards such as ISO27001. Duly signed copy of ISO27001 certificate should be submitted along with the technical bid.
- j) The bidding agency should have authorized and globally accepted software certification, CMMi Level 5.
- k) The bidder should have all relevant facilities and logistics available to execute the work. The bidder should have infrastructure in all the major cities across India with validated nodes/computers. Appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures with due diligence etc.
- l) The agency should have an in-house quality assurance and product testing team with proven and robust quality management processes required for conducting the computer based in-persononline examination.
- m) The agency must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.

- n) The bidder should not have been blacklisted by central/state government departments/undertakings.
- o) The agency should design a high-performance system and conduct performance exams to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the examination. Results of such performance exams should be made available to the client as and when required. Sometimes these exams may have to be conducted within a short notice and with strict deadlines.
- p) The agency should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code and the infrastructure must be carried out. Results of such security tests should be made available to the client, when requested.
- q) There should be suitable emergency management plans towards any crisis situations relating to servers, nodes, exam centres, and candidates' data. **The vendor has to clearly indicate these plans in the technical proposal.**
- r) The agency should be able to support the NPTEL computer based in-person certification exams (across India & outside India) on a 24x7 basis with a maximum response time of 3 hours.
- s) The agency should have conducted exams in the countries/cities mentioned as per Annexure 10.
- t) All disputes arising with respect to the bid document shall be subject to the jurisdiction of Madras High court, Chennai, Tamil Nadu, India alone and shall be governed by the law of India. The Chairman of the Purchase Committee reserves the right to award the work/cancel the award without assigning any reason. In case of differences with regard to the bid document, if any, the decision of the Chairman of the Purchase Committee shall be final. Any disputes arising out of this tender will be subject to Madras High court, Chennai, Tamil Nadu only. In the event of any dispute arising between the parties, the same shall be referred to the NPTEL Coordinator, whose decision shall be final and binding on the parties.
- u) The Purchase Committee of the NPTEL shall award the tender to an agency that fulfils each of the criteria mentioned above and further set out more particularly in the Technical and Commercial Proposal.

The bidding agency should enclose the compliance report (Annexure 8 & 8A) along with technical bid. Based on the compliance report the qualified bidders will be considered for the technical

evaluation

3.1.2 Technical proposal/Specification (including operational proposal)

The technical proposal should consist of bids for all the three options given below where candidates appear in person at centres:

1. Computer based Non-programming testing capability
2. Offline (paper/pen) testing capability
3. Assessment through Audio/Video Testing capability

Note: Above exams are to be conducted within and outside India.

Both technical and commercial bids need to be submitted for each of the above three testing capabilities.

3.1.2.1 Computer based Non-programming testing capability

This includes creation and support for a maximum number of the following forms of testing:

- Multiple choice questions
- Multiple select questions (with more than one correct option) with partial marking option when a subset of the correct options is chosen
- Option for negative marking
- Fill in the blanks –
 - Numerical type - with answer that matches an exact value or a range of values
 - Alphanumeric type whose answer matches an exact value or a set of values with option to specify if the answer should be case sensitive or insensitive with exact/set of matches/partial match
- Drag and Drop / match the following
- Order the sequence of actions
- Identification of hot spots
- Essay type questions – which will be manually evaluated

The vendor must be willing to consider other formats as requested by the NPTEL team.

3.1.2.2 Offline/Paper-Pen testing capability

Question papers need to be displayed on the computer systems. Answer sheets will be provided by NPTEL to the exam partner ahead of time, and it is the EPs responsibility to distribute to centers across the country as necessary. On the day of the exam, the answer sheets will be scanned by EP at the various exam centres and shared with NPTEL before the end of the day. The EP will then coordinate collection of the same from the various centers and hand over the used as well as unused answer sheets to the NPTEL head office in a secure manner.

3.1.2.3 Assessment by Audio/Video - testing capability

To conduct audio assessment tests to assess candidates on their language skills and oral communication. The test will administer video, audio and Multiple-Choice Questions (MCQ) through an interactive device (example: android tablet). The vendor should provide an integrated and complete solution.

- The components for the language assessment are listening, reading and speaking skills. A single integrated solution is required to cater to these components of the language assessment
- **For the Listening and Reading component**, the solution should be capable of supporting objective type questions and capture its responses digitally. The solution should support various question types.
- **For the Speaking component**, the solution should be capable of providing questions in audio, video, picture or text format and capture the audio responses of the candidate.
- The vendor should provide an evaluation mechanism for the audio responses and an auto evaluation mechanism for responses to objective questions.
- The solution provided by the vendor should be highly secured in all phases of the examination - pre, during and post examination.
- The vendor should bring in the best practices for the language test available in the market.

For all types of exams, good quality rough sheets of A4 size, 75 GSM or better, to be provided, as per requirements of candidates

3.1.2.4 Additional Assessment Capabilities

The EP must be willing to work with the NPTEL team to develop additional assessment capabilities such as programming assignments.

3.1.3 Technical bid should contain

1. A technical proposal that details the capabilities of the following:

- **Question Paper Authoring Software:** Simple and easy to handle software (Windows/Linux based) to be made available to the course instructors (SME) which will be installed on their machines locally. The SME should be able to create the questions for the final exam using this software with the least amount of training and the software should be intuitive enough with a simple UI to be used by any SME who is situated anywhere in India or the world.
- **Bundling Software (or Equivalent):** to be available for installation at the main NPTEL office which will collect all the question papers from various SMEs for a particular exam date and allow review of the same.

- There must be a simple interface for to and fro interactions between the NPTEL main office and the SMEs – keeping the interaction about the question papers secure.
- Method to encrypt the bundle of question papers and transfer to the exam partner which should again be secure without any of the EP personnel having access to the same unless authorized by NPTEL on the day of the exam.
- **Examination Software (Client and Server):** which includes software for the conduct of the exam in the best possible way and software to monitor the status during the conduct of the exam across centers.
- Software that handles post examination operations that includes a consolidated mark sheet of all candidates who appeared for the examination, detailed response sheet for every candidate, the audit logs of every candidate recorded during the exam, audio responses, analytics and basic statistics on the responses obtained.

2. An operational proposal that gives the following details:

- The number of nodes per city that the vendor has qualified as per their process (Please check Annexure 7 for the list of cities where NPTEL exams have been conducted from Jan 2015 – Nov' 2019 and state how many of these are part of the vendor city list).
- Please also indicate the number of nodes per city in which you have conducted an exam.
- Note that for the qualified nodes you MUST have in place your own dedicated exam centers or an agreement with the institute/college providing the infrastructure, Proof of agreement to be produced if requested.
- The projected capability in terms of the number of audited seats in each city that the vendor will be able to identify by the end of Jun'2020.
- The availability of adequate number of technical personnel for conducting the examination in the required number of exam centers. The EP has to submit a complete list of such personnel one week before each exam date.
- Properly trained invigilators qualified to monitor the exams (who are not currently studying in college) to be made available.
- The process followed by the vendor for qualifying an exam center
- The procedures followed for the pre-exam, exam and post-exam operations including the capability of the vendor to set up a secure Master Control facility where the post-exam data will be uploaded.
- Information on EP personnel who will have access to exam questions/data in any form during any stage of the exam processing.
- Availability of Audit Log.

- In case any computer-based tests are conducted outside India, cities and corresponding number of nodes should be provided.

3. A statement that gives the following details of the exams conducted by the vendor in the past 24 months:

- Total number of candidates appeared for each exam day
- Total number of candidates across all the cities in a single session
- Number of sessions on a day of examination
- Number of days of examination.
- Capability to conduct Multi session Flexible date exam - Exam will be available over a period specified by NPTEL' candidate can choose a center and session to take the exam. Give cost per candidate
- Capability to conduct exams in locations outside India – Give list of locations and cost per candidate

4. A statement that outlines the three largest exams, if any, committed to, by the vendor over the period of Apr2019 - Mar2020. This should indicate the expected number of candidates for each exam as well as the expected number of candidates in a single session. The vendor may withhold the details of clients for these future exams if that information is confidential.

3.1.4 Commercial proposal/Specification

The commercial proposal should contain the financial bid for the three types of exams – Computer based Non-Programming test, paper/pen test & Language Assessment by Audio/Video test.

The commercial proposal should give a single figure which is the charges per registered candidate AND the minimum number of candidates at this rate at a center. The charges per candidate is expected to include all relevant taxes.

The charges per registered candidate is expected to include the cost towards

- a) charges paid to their technical personnel by the EP during vetting of exam centers
- b) charges paid by the EP to the center for hiring the infrastructure
- c) charges for providing partitions at the Exam Centers (across india and outside india)
- d) deployment of the Company Personnel, i.e. the Test Administrators and Company representatives at the Exam Centers and the technical personnel at the Master Control Rooms
- e) charges involved in administration of Exam, payment to other personnel involved in the conduct of the examination, payment to exam invigilators
- f) other incidental expenses

For the sake of uniformity across all the exam centers, the EP is advised to maintain uniform rates for infrastructure for all the exam centers and adhere to the same without any deviation.

In the event of any unforeseen circumstances, examinations may have to be held in buffer sessions decided by mutual consultation between NPTEL and the EP. It may be noted that if any examination has to be conducted on the buffer date due to any technical or non-technical problems from the vendor's side, the vendor has to bear the cost of the conduct of the examination as quoted in the commercial proposal.

The commercial proposal should also give details of the charges per registered candidate AND the minimum number of candidates at this rate for cities outside India also.

3.1.5 Expected value of tender and quantity of work:

Year	No. of Candidates
Mar-Apr'2020	310000
Sep-Oct' 2020	360000
Mar-Apr'2021	420000
Sep-Oct' 2021	480000
Mar-Apr'2022	540000
Sep-Oct'2022	600000

Projections are based on our previous experience - which is approximately 15-20% increase over the earlier exams. The quoted costs will have to be valid till Dec 2022.

4. Detailed scope of work

4.1 Administering the Examination

The procedures followed for admitting the candidate into the exam hall, the processes to be followed during the duration of the exam and after the exam is completed, need to be described clearly.

4.2 Post Processing

Computer based exams: The evaluation of the responses needs to be done within 1 day and results shared with NPTEL office in the mutually agreed format;

For paper/pen exams, the scanned copies must be shared on the day of the exam and within 7 days the hard copies of the answer sheets need to be handed over.

Audit logs for each and every candidate that covers the computer activity done by him/her should

be shared with the NPTEL office along with the results.

If audio input questions are part of the exam, the responses captured must be shared with NPTEL on the day of the exam.

4.3 Dedicated Program Manager and Escalation

The EP should provide NPTEL with a dedicated Program manager who will interface and provide support right from the start of the course run until the exams are completed and results handed over.

There should be a tracking system with suitable mechanisms for raising tickets and closure of outstanding issues along with the escalation matrix provided.

4.4 Time of exam and Exam Process

Timelines for various activities related to the exam will be agreed sufficiently in advance between NPTEL and the EP.

5. Conduct of Exam

The following sections list the features in the computer based in-person Examination that the EP is expected to provide through their technology and operations, and the capabilities of the EP needed for delivery of the computer based in-person Examination:

5.1 Number of courses and unique question papers

Every semester 350-500 subjects may be offered and question papers for each of these subjects will be created.

5.2 Exam question paper creation

1. The EP would provide the Question Paper Authoring software and train NPTEL office staff on Question Paper Authoring and Question Pack Generation.
2. Each SME to be provided easy access to use Front End for QP creation and secure way of Question Pack Generation for NPTEL offices.
3. The EP should be **willing to modify** the Question Paper Authoring Software as per the requirements of the NPTEL committee. These requirements will be communicated to the EP as and when required, but well before the beginning of the actual authoring process.
4. Provision of review mechanism of QP for back & forth between SMEs & NPTEL office.

5. The authoring software must be modified to include new features as requested by the faculty instructors of the courses, as much as is possible.
6. The Question Paper Authoring software must allow for creating multiple versions of a question paper by jumbling the questions and the choices for a question.
7. Authoring software must allow for encryption and password protection. The EP should provide the certificate of confidentiality with regard to contents of all the question papers.
8. No personnel of EP should have direct or indirect access to any of the questions in the authoring process until the day of the exam when NPTEL authorizes the content to be accessed.

5.3 Examination Cities, Exam Centers, Personnel, Infrastructure, Administration, Pre-exam processes, Exam Delivery and Post-Examination Operations

1. Examination Cities

EP will be provided with a list of cities with probable number of candidates. EP will confirm the same for opening in the form. Should be flexible to add more cities/alter cities & candidates as required. The list of cities with the number of candidates who appeared in the last run of NPTEL exams is given in Annexure 7 along with the tentative list of cities in which the NPTEL computer based in-person Examination may be conducted in the future. The final list of cities will be identified by the NPTEL Coordinators for every run based on registrations and requests and EP will be notified sufficiently in advance regarding the same.

2. Exam Centers

The EP would arrange to identify Exam Centers that have been certified and audited by the EP. The Internal Training Facilities (ITF) of the EP may be used as exam centers.

EP should also be willing to work with NPTEL and facilitate exams in centres proposed by NPTEL in cities where EP does not have any infrastructure available or it is not sufficient to meet the node requirements of NPTEL in that city.

3. Personnel

- The EP would provide adequately trained Test Administrators (TAs) in every Exam Center, who should be the staff of the EP; temporary staff of EP are not acceptable.
- There will be one TA for every 100 candidates and part thereof at an Exam Center.
- The TAs will administer and provide the technical support for maintaining the servers used in the conduct of examination at the Exam Center.
- The EP will also ensure availability of at least one adequately trained Network Maintenance Engineer at each Center - 1 person per 200 candidates.
- The EP would identify a senior staff member of the Company as the Center Head (CH) at each College or ITF. The CH will be responsible for supervising the Technical Personnel of the EP at all the Exam Centers in the College or ITF.
- The CH will be the contact person of the EP for the College Personnel and NPTEL office staff including Institute Representatives (IRs) to interact regarding the conduct of computer based in-person Examination at the College or ITF.
- There will one Admin person from the EP who will ensure a comfortable experience for the candidate and the people accompanying him/her by ensuring facilities such as Directions and sign boards to exam halls, clean and well-maintained toilets, availability of a

refreshment center within the premises, a waiting room for accompanying people, adequate parking facility within the premises as available. This person will also ensure last mile connectivity to the center by managing local transport from the main roads.

- Invigilators: Proctors of the exam will be chosen by the EP, who have to be well trained and capable of invigilating and are aware of the responsibilities/tasks for the same. (College students will not be permitted to be invigilators). There will be one invigilator for every 30 candidates and at an Exam Center with less than 30 registered candidates, there will be a minimum of 2 Invigilators. The EP should train the Invigilators for invigilating the computer based in-person exams/Pen+Paper Examination. There will be two Technical Staff from the College or the ITF at each Exam Center to assist the TAs from the EP. The honorarium for all the personnel involved in the exam conduct will be paid by the EP.

4. Infrastructure

- All computers, servers & monitors should be of the latest configuration, in conformance with the specifications required to host the exam software and as agreed between NPTEL & EP.
- The EP should arrange for the servers necessary, and any necessary backup to conduct the examination at each Exam Center.
- The College or the ITF should arrange for the client systems necessary to conduct the examination at each Exam Center. One client system will be available for every candidate registered at each Exam Center. There will be a reserve pool of client systems. The number of systems in the reserve pool will be at least 10 % of the total number of registered candidates in a session at an Exam Center. However, there will be a minimum of 10 client systems in the reserve pool at an Exam Center with less than 100 candidates in a session.
- There must be adequate spacing (**of at least 2ft.**) between two adjacent seats. In addition the EP must arrange for providing **partitions** of appropriate size between the adjacent seats.
- The exam software must be designed to handle partially visually handicapped candidates with ability to magnify/zoom content on the screen.
- Arrangements for Orthopedically handicapped candidates should also be handled by the EP at the centres.
- Lighting, ventilation & comfortable temperature must be ensured within the exam hall.
- The College or the ITF should also ensure the availability of a functional local area network and a power backup generator. All systems and network equipment at each Exam center

should be provided with functional UPS. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.

- Clean and well-maintained toilets, availability of a refreshment center within the premises, a waiting room for accompanying people, adequate parking facility within the premises must be available.

5. Exam Delivery

The proposal submitted by the vendor should indicate the manner of Exam delivery and the limits to which the server has been tested in terms of number of client systems connected simultaneously without loss of performance in the examination environment.

Mock tests at the centre – day prior to exam

The day prior to the actual exam, NPTEL will depute their representatives to be present at each and every center where the exam is to be conducted. A complete mock exam should be conducted at each of these places in the presence of NPTEL personnel whereby each and every machine is logged into and switched on to verify the following:

- if the exam software is working and launching
- if data attachments are opening for courses that have them
- if the candidate seating is acceptable such that no two candidates having the same subject are seated adjacent to each other

NPTEL will have the final say in re-allocation of candidates if the arrangement is found to be unsuitable during the mock test.

5.4. Distribution of Question Packs to the Exam Centers

The computer based in-person Examination Software developed and used by the EP must ensure confidentiality and protection of the QP content both at the Master Control Room as well as during transfer over a network. The loading of a QP into the computer based in-person Examination Software on the servers at an Exam Center must be password protected. No personnel of EP must have access to the same unless authorized by NPTEL.

5.5. Invigilation

Announcement of instructions to the candidates, admit card check, candidate identity verification,

attendance recording and collection of undertaking given by candidates will be carried out by Invigilators. Attendance sheets, Instruction sheets and other relevant documents should be provided by EP. Attendance sheets should be scanned and shared with NPTEL on the same day as the exam.

Invigilators should also ensure proper conduct of examination and ensure that candidates use no unfair means during the exam.

The Online Examination Exam Software should include the following features:

5.6. Details to be displayed on candidate console as part of Exam software

- Display of details of candidate (including a photograph) upon login for verification by the candidate and invigilators.
- Display of instructions to candidates upon login and before start of examination. The candidate must be able to retrieve instructions at any time during the examination as well. The software must obtain concurrence of the candidate having read the instructions before start of examination.
- Start and closure of the examination at scheduled time (candidates must not be able to start their examination even if they login before the scheduled time).
- Display of remaining time available
- Display of candidate details on the screen (including a photograph if available) during the examination.
- Viewing the complete question paper or a section in the case of sectional papers.
- Display of a selected question with choices of answers for multiple choice type questions.
- Display of a selected question and a virtual numeric keypad for numerical answer type questions.
- Marking/unmarking a question (answered or unanswered) for review.
- Display of status of questions
- Switching between sections in the question paper (if applicable).
- Provision of Data tables
- Provision of online scientific calculators.
- Exit from exam software will be only as per the settings given by NPTEL. Candidates cannot exit at any time before the duration given by NPTEL.

5.7. Zero Loss of Data

The EP will ensure that there is no loss of response related data for any candidate or any other data

related to the examination either from the client systems or the servers.

5.8. Generation of Event based Log (Audit Trail)

The EP will ensure that the event (click and keyboard) based log (audit trail) for every candidate will be generated and saved on the servers. The audit trail for every candidate should be provided at the end of session in the format agreed upon. The EP should not keep/have any audit trail data with them post-handover.

5.9. Saving of Response

The EP will ensure that the click-based and keyboard-based activity of every candidate will be saved on servers. This means that the answer responses for each question at that click time will be only saved/updated. The question clicks by candidates without a response are also recorded in the database. The final response data in a format specified by NPTEL should be uploaded to the server in the Master Control Room within 30minutes of the completion of each session of examination. The EP will not keep/have any response data with them post-handover.

5.10. Security

The computers administering the examinations should not be able to connect or access any other machine or network other than the one on which the examination is being conducted. The computers shall be sanitized (during pre-examination preparations).

5.11. Monitoring

The server shall have the capability to start the examination for all candidates, monitor the status of each candidate (whether logged in, examination started, idle/active, disconnected, submitted, etc.), award additional time for candidates (only with approval of NPTEL) and close the examination. The server MUST maintain an audit trail of every operation on the server. All server-side audit trails are also the property of NPTEL and shall be handed over at the end of the examination.

5.12. Master Control Facility

There will be one or more Master Control Facilities (MCF) fully operated by the EP in a Data Center, which should be accessible for monitoring by NPTEL. The activities at each Exam Center will be monitored in the Master Control Facility. At the Master Control Facility, the EP should provide at least 2 technical personnel who are well versed with the computer based in-person Examination Software. These personnel will interact with the CH in each of the Exam Centers and the overall project manager. A secure and highly reliable server should be set up in each Master Control Facility. At the end of examination in a session, the candidate response data and audit trail data from each of the Exam Centers will be uploaded to the servers at the Master Control Facility. The EP should provide the application to monitor, from the control center at the MCF, the pre-examination,

during examination and post examination activities for all the centers in and outside India.

5.13. Conduct of Examination and Security of Examination Centers

The EP and the College or the ITF shall ensure that the Exam Centers are kept in examination-friendly environments with no disturbances from external sources. The EP will also ensure the secrecy of the examination material and will support NPTEL in maintaining the secrecy of the examination material. Any decision by NPTEL in this regard shall be final. The EP will also ensure that the examination is held in a candidate-friendly environment and enough security arrangements have been made to ensure the safety of examination material and the persons involved in the conduct of examination.

5.14. Disaster Recovery:

The bidder must have a primary data center with DR (Disaster Recovery) site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III compliant and ISO certified. Data Center should be certified as per the Government of India Guidelines. The infrastructure of the bidder must be CERT-In certified as per Govt. of India guidelines.

6. Post-Examination Operations at every center

Attendance sheets, paper/pen exam scanned response sheets and audio files are to be loaded into a physical storage medium such as pen drives. The pen drives will be handed over to NPTEL. The data will also be uploaded to a server at the Master Control Facility. After the confirmation of proper transfer of data to the server at the Master Control Facility, the TAs will delete the responses and audit trails in the hard disks of any local server (if applicable). The EP will maintain the data in a secure manner till instructed by NPTEL to delete the same.

7. Process Manual

The detailed Standard Process Manual (SPM) will be prepared by the EP and submitted to NPTEL for approval two weeks prior to the exam.

Other requirements

- The selected bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The selected bidder shall provide rough pad(s) / blank paper booklet(s) to the candidates as per requirement.
- The selected bidder shall have a contingency plan for candidate management/Shifting in case of any emergency.
- At the end of the exam, transfer/export of candidate response and audit trails shall be done by the selected bidder on a secured channel from local server to Central server of the selected bidder within 4 Hour from each exam center. Other data such as attendance sheet, fingerprint, photograph, seating plan etc. (if any) should be sent to NPTEL within 7 days of conclusion of the examination.
- In the case of a provision of biometric system, the selected bidder shall provide biometric data of all the candidates captured during examination, in the desired format, for verification purposes during subsequent stages of the admission procedure.

- The selected bidder shall provide to NPTEL the documented inputs and support for handling: Candidates queries, RTI queries, Court Cases etc for a minimum period of 1 year from date of the exam.
- The selected bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

Even though bidders may satisfy the above requirements, they may be disqualified if they have:

- a) Made misleading or false representation of facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- b) If confidential inquiry reveals facts contrary to the information provided by the bidder.
- c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
- d) If the bidder is engaged in any activity such as conducting coaching classes etc. which can influence conduct of professional exam.

ACKNOWLEDGEMENT

It is hereby acknowledged that I/We have gone through all the points listed under “Specification, Guidelines, Terms and Conditions” of the tender document. I/We totally understand the terms and conditions and agree to abide by the same.

**SIGNATURE OF BIDDER
ALONG WITH
SEAL OF THE COMPANY WITH**

DATE

Annexure-1: Financial Information

Details furnished below are to be supported duly by figures in Balance Sheet, Profit & Loss Account for the last 5 years as certified by the chartered accountant and submitted by the bidder to the Income Tax department

Details	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
1) Gross annual turnover For works of similar nature					
2) Profit/Loss					
3) Financial position					
a) Cash					
b) Current assets					
c) Current liabilities					
d) Working capital					
e) Current Assets to Liabilities Ratio					

Documents to be attached along with the above statement:

- a) Up-to-date Income Tax Clearance Certificate
- b) Certificate of Financial soundness from the bankers of the Bidders
- c) Financial Arrangements for carrying out the proposed work
- d) Any other relevant documents

(Signature of Bidder)

Annexure-4: Performance Report for works referred in Annexures-2 and 3

(Please furnish the following details for each individual project from the Client)

1. Name and location of project:
2. Agreement No.:
3. Estimated Cost
4. Tendered Cost:
5. Date of Start:
6. Date of Completion
 - a) Stipulated date:
 - b) Actual date:
7. Performance report by client:
 - a) Quality of Work:(Excellent/Very Good/Good/Fair/Poor)
 - b) Approach to problem solving:(Excellent/Very Good/Good/Fair/Poor)
 - c) Resourcefulness:(Excellent/Very Good/Good/Fair/Poor)

Date:
client

with

(Signature of the
seal)

Annexure-5: Structure of the Organization

1. Name and address of bidder:
2. Telephone No./Fax No./Email address:
3. Legal status (Attach copies of original document defining the legal status).
 - a) An Individual/Consortium:
 - b) A Proprietary/Partnership agency:
 - c) A Trust:
 - d) A Limited Company or Corporation:
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
 - a) Registration Number:
 - b) Organization/Place of registration:
 - c) Date of validity:
5. Names and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.
7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work.
8. Have you or your constituent partner(s) been debarred/blacklisted for tendering in any organization at any time? If so, give details.
9. Area of specialization and Interest
10. Any other information considered necessary but not included above.

Annexure-6: Details of Technical and Administrative Personnel to be employed for this work

Sl. no	Designation	Total No. of employees in this category	Number available for this project	Name	Qualification	Professional experience	Capacity in which the employee will be involved in this work

(Signature of the bidder)

Annexure-7: List of cities where we have conducted exams in the past with approximate candidate count

(A) Exams conducted in SEP-NOV 2019: Number of courses - 360

Cities	Nov-19			Sep-19		
	Online	Pen+Paper	Total	Online	Pen+Paper	Total
Agartala	218	0	218	122	0	122
Agra	430	17	447	109	0	109
Ahmedabad	1630	9	1639	519	0	519
Aizawl	23	1	24	3	0	3
Allahabad	1024	9	1033	140	0	140
Amravati	281	2	283	187	0	187
Anand	891	2	893	333	2	335
Anantapur	746	2	748	486	0	486
Asansol	897	0	897	130	0	130
Aurangabad	1199	3	1202	694	0	694
Banda	412	1	413			
Bankura	208	0	208	151	0	151
Baramati	453	2	455	93	0	93
Belagavi (Belgaum)	697	2	699	529	0	529
Bengaluru	6504	29	6533	3867	6	3873
Bhilai Nagar	307	0	307	111	0	111
Bhimavaram	614	1	615	361	1	362
Bhopal	1279	6	1285	635	0	635
Bhubaneswar	442	10	452	258	0	258
Bidar	122	0	122			
Chandigarh	1105	3	1108			
Chennai	10628	41	10669	8516	3	8519
Chittoor	600	0	600			
Coimbatore	11287	39	11326	8162	1	8163
Cooch Behar	192	2	194	110	0	110
Dehradun	354	14	368	172	1	173
Dharwad	51	0	51	218	1	219
Dhule	195	0	195	153	0	153
Dindigul	325	1	326	242	0	242
Durgapur	1167	3	1170	473	0	473
Ernakulam	1578	18	1596	1092	1	1093
Erode	1995	2	1997	1599	0	1599
Faridabad	1056	4	1060	169	0	169
Gangtok	77	0	77			

Gaya	138	4	142			
Ghaziabad	3604	2	3606	918	0	918
Gorakhpur	757	1	758			
Greater Noida	2615	3	2618	579	0	579
Gudlavalleru	525	0	525	183	0	183
Guntur	2516	3	2519	921	0	921
Gurugram	361	5	366			
Guwahati	721	5	726	354	4	358
Gwalior	643	2	645	653	0	653
Haldia	539	2	541	179	1	180
Hamirpur	72	1	73	23	0	23
Hooghly	1102	2	1104	143	0	143
Hubballi(Hubli)	398	0	398			
Hyderabad	15853	23	15876	4002	1	4003
Imphal	65	1	66	35	0	35
Indore	949	11	960	774	1	775
Jaipur	1674	7	1681	621	0	621
Jalandhar	765	4	769			
Jalgaon	177	2	179	105	0	105
Jammu	308	3	311	110	0	110
Jodhpur	292	2	294	195	0	195
Kadapa	380	2	382	786	0	786
Kala Amb	34	0	34	4	0	4
Kalaburagi(Gulbarga)	911	2	913			
Kalyani	723	0	723	216	1	217
Kanchipuram	700	3	703	521	0	521
Kanpur	825	44	869	355	2	357
Karimnagar	235	0	235			
Karur	264	0	264	131	0	131
Katra	117	0	117	31	2	33
Kharagpur	315	0	315	155	2	157
Kohima	13	1	14			
Kolhapur	876	3	879	729	1	730
Kolkata	8815	12	8827			
Kollam	580	1	581	287	1	288
Kottayam	1158	8	1166	826	0	826
Kozhikode	464	8	472	390	0	390
Kurnool	721	3	724	320	0	320
Kurukshetra	221	1	222			
Latur	483	1	484	241	0	241
Lucknow	3584	88	3672	522	0	522

Madanapalle	2892	1	2893			
Madurai	1737	15	1752	957	1	958
Mainpuri	256	1	257			
Malappuram	212	0	212	124	0	124
Mangaluru(Mangalore)	1181	13	1194			
Mapusa	95	1	96			
Meerut	2340	0	2340	221	0	221
Mohali	782	1	783	678	0	678
Moradabad	426	1	427			
Mumbai	3445	26	3471	2371	2	2373
Mysuru(Mysore)	1009	6	1015			
Nagercoil	510	5	515	249	0	249
Nagpur	2407	10	2417	1193	0	1193
Naharlagun	33	2	35			
Nanded	273	4	277	208	0	208
Nandyal	958	28	986	270	0	270
Nashik	709	2	711	367	0	367
Nellore	251	0	251	333	0	333
New Delhi	2938	27	2965	1432	7	1439
Nizamabad	463	1	464	187	0	187
Ongole	348	2	350			
Palakkad	524	9	533	432	0	432
Panaji	72	1	73	154	0	154
Patna	1251	11	1262	312	2	314
Port Blair	17	0	17	16	0	16
Proddatur	391	0	391	216	0	216
Puducherry	1573	6	1579	652	0	652
Pulivendula	395	4	399			
Pune	4580	20	4600	2389	1	2390
Raipur	293	1	294	180	0	180
Rajahmundry	2162	13	2175	316	0	316
Rajampet	703	0	703			
Rajkot	578	2	580	280	0	280
Ranchi	745	2	747	223	0	223
Raniganj	383	0	383			
Ratnagiri	90	3	93	66	1	67
Rayagada	156	0	156			
Roorkee	193	1	194	129	3	132
Salem	2255	40	2295	1499	0	1499
Satara	210	2	212			
Shillong	17	0	17	31	0	31

Silchar	31	0	31	27	0	27
Siliguri	611	1	612	189	1	190
Solapur	1611	1	1612	963	0	963
Surampalem	769	29	798	1094	0	1094
Surat	655	9	664	294	0	294
Tekkali	234	1	235			
Thanjavur	939	8	947	461	1	462
Thiruvananthapuram	713	4	717	444	2	446
Thoothukudi	653	3	656			
Thrissur	606	6	612	541	1	542
Tiruchirappalli	1740	12	1752	2417	0	2417
Tirunelveli	1131	3	1134	611	1	612
Tirupathi	1908	8	1916	1096	0	1096
Udaipur	254	0	254	185	1	186
Vadodara	618	5	623	262	1	263
Varanasi	1071	8	1079	283	5	288
Vellore	1182	4	1186	1000	0	1000
Vijayawada	3372	54	3426	1624	1	1625
Viluppuram	448	1	449			
Virudhunagar	2292	17	2309	443	0	443
Visakhapatnam	2717	9	2726			
Vizianagaram	652	1	653	380	0	380
Warangal	507	5	512	190	0	190
Grand Total			169980			72995

(B) ALSO, EXAMS WERE CONDUCTED IN THE FOLLOWING CITIES IN THE LAST 2 YEARS

Sl.No	City Name
1	Adisaptagram
2	Alappuzha
3	Amalapuram
4	Amaravathi
5	Barasat
6	Bardang
7	Belgaum
8	Calicut
9	Durg
10	Elluru
11	Gurgaon
12	Itangar
13	Kovilpatti
14	Namakkal
15	Noida

Annexure-8: Compliance sheet

Sr. No.	Item	YES / NO	Support Document (YES / NO)	Page No.	Any deviations?
1	Bidding agency based in India / Operating in India.				
2	Minimum 5 years of experience in the conduct of computer based in-person exams.				
3	Minimum turnover of Rs. 250 crores in each of the last 3 years.				
4	Average annual turnover during the last three financial years more than Rs. 25 crores in India from Computer Based Tests.				
5	Successfully conducted 15 exams concerning computer based tests on an all India basis in the last 3 years.				
6	At least one project conducted for 1.5 lakh candidates in a single session in the last three years.				
7	Is the Data center located in India and Tier III compliant with ISO certification / CERT-In certified as per Govt. of India guidelines?				
8	CMMi Level 5 certification.				
9	Were you ever blacklisted by any central / state government departments/ undertakings? Provide self-certification.				
10	Own the copyright of the source code being used for conducting the computer based in person examinations.				
11	The agency should be able to make changes as and when required in any of the components of the software.				
12	Duly signed copy of ISO 27001 certification.				
13	In-house quality assurance and product testing team.				
14	Do you conduct a performance evaluation of the Computer Based Test to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system?				
15	Whether emergency preparedness plans are in place to address any crisis event.				
16	Will you be able to support the contingency plans (across India) on a 24x7 basis with a response time of 3 hours?				

Annexure-8 A: Compliance sheet

		Yes/No or details as required	Deviations ?
	All annexures as required furnished?		
	<p>Vendor can conduct all 3 types of exams?</p> <ol style="list-style-type: none"> 1. Computer based Non-programming testing capability 2. Offline (paper/pen) testing capability 3. Language Assessment through Audio/Video test 		
	<p>Say Yes/No to each of the types supported. If under development and not available immediately, mention the timeline of availability.</p> <ul style="list-style-type: none"> ● Multiple choice questions ● Multiple select questions ● Option for negative marking ● Fill in the blanks – <ul style="list-style-type: none"> ● Numerical type - exact value or a range of values ● Alphanumeric type - exact value or a set of values ● Drag and Drop / match the following ● Order the sequence of actions ● Identification of hot spots ● Essay type questions 		
	Is the vendor willing to consider other formats as requested by the NPTEL office from time to time?		
	Rough sheets given to candidates are of 75 gsm or better – for all types of exams?		
	<p>Does the technical proposal have the following? Say Yes/No for each of the following.</p> <ul style="list-style-type: none"> ● Question Paper Authoring Software ● A bundling software or equivalent ● Simple interface for to and fro interactions between the NPTEL main office and the SMEs ● Method to encrypt the bundle of question papers and transfer to exam partner ● Software to conduct as well as monitor the status during the exam across centres. ● Software for post examination operations that includes: 		

	<ul style="list-style-type: none"> ● a consolidated mark sheet of all candidates ● detailed response sheet for every candidate ● the audit logs of every candidate ● analytics and basic statistics on the responses obtained 		
	<p>Please mention if the following have been included in the proposal.</p> <ul style="list-style-type: none"> ● The number of nodes per city for conduct of exam ● Number of cities from Annexure 7 that EP can conduct exams in ● The projected capability of number of seats in each city by June 2020 ● The availability of adequate number of technical personnel for each centre ● Qualified Invigilators who are not currently studying in college ● The process followed by the vendor for qualifying an exam center 		
	<p>Please confirm if the following details have been provided.</p> <ul style="list-style-type: none"> ● Details of the exams conducted by the vendor in the past 12months: ● Total number of candidates appeared for each examination ● Total number of candidates across all the cities in a single session ● Maximum number of sessions that can be conducted if exam duration is 3hrs ● Number of days of examination conducted in the period Apr2019 - Mar2020. ● Capability to conduct Multi session Flexible date exam- Exam will be available over a period specified by NPTEL, candidate can choose a center and session to take the exam. Give cost per candidate 		

	<ul style="list-style-type: none"> ● Capability to conduct exams in locations outside India – Give list of locations and cost per candidate ● Details of three largest exams, if any, committed Apr2019 - Mar2020. 		
	<p>Please say Yes/No</p> <ul style="list-style-type: none"> ● The evaluation of the responses, for computer based in-person exams to be done within 3 days from date of exam and results shared with NPTEL office; ● For Pen+paper exams, within 10 days the answer sheets need to be handed over to the NPTEL office. ● Agreed to the penalty clauses listed 		
	Dedicated Program Manager from EP to work with NPTEL		
	Tracking system with suitable mechanism for raising tickets and closure of outstanding issues along with the escalation matrix provided.		
	<p>Exam processes</p> <ul style="list-style-type: none"> ● There will be one TA for every 100 candidates and part thereof at an Exam Center. ● 1 adequately trained Network Maintenance Engineer at each Center - per 200 candidates. ● Center Head (CH) at each College or ITF. ● There will one Admin person from the EP ● One invigilator for every 30 candidates ● Reserve pool to be at least 10% of total number of registered candidates ● Adequate spacing (of at least 2ft.) between two adjacent seats ● Exam software with ability to magnify/zoom content on the screen. ● Arrangements for Orthopedically handicapped candidates ● Lighting, ventilation & comfortable temperature must be ensured within the exam hall. ● The College or the ITF should also ensure the availability of a function all local area network and a power back-up 		

	<p>generator. All systems and network equipment at each Exam center should be provided with functional UPS. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.</p> <ul style="list-style-type: none"> ● Clean and well maintained toilets, availability of a refreshment centre within the premises, a waiting room for accompanying people, adequate parking facility within the premises must be available ● Arrangements of static mock exams ● Mock tests at the centre – day prior to exam ● NPTEL will have the final say in re-allocation of candidates if the arrangement is found to be unsuitable during the mock test. 		
	<p>Candidate requirements during the exam:</p> <ul style="list-style-type: none"> ● Display of instructions to candidates upon login ● Concurrence of the candidate having read the instructions before the start of examination. ● Start and closure of the examination at scheduled time (candidates must not be able to start their examination even if they login before the scheduled time). ● Display of remaining time available ● Display of candidate details on the screen(including a photograph if available) during the examination. ● Viewing the complete question paper or a section in the case of sectional papers. ● Marking/unmarking a question (answered or unanswered) for review. ● Display of status of questions ● Switching between sections in the question paper (if applicable). ● Provision of Data tables ● Provision of online scientific calculators. ● Exit from exam software will be only as per the settings 		

	given by NPTEL. Candidates cannot exit at any time before the duration given by NPTEL.		
	Zero Loss of Data as entered by the candidate		
	Generation of Event based Log (Audit Trail) which captures each and every click of the candidate		
	Computers administering the examinations should not be able to connect or access any other machine or network other than the one on which the examination is being conducted.		
	The server shall have the capability to start, control, and monitor the examination or all candidates.		
	After the examination, data will be uploaded to a server at the Master Control Facility and external hard disk/USB storage.		
	There will be one or more Master Control Facilities accessible for monitoring by NPTEL.		

Annexure- 9: List of Exam Centres

List of Examination Centers with whom you have a Memorandum of Understanding and available for NPTEL examinations within India

Sr. No.	City	Center Name	Contact Details (Name, Designation, Telephone / Fax, Email)	Number of Available Nodes	Any Computer based test conducted (YES / NO) and Name of Examination	Maximum Number of Nodes Used During the Examination

Number of Centers with available node count 10 to 100	Number of Centers with available node count 101 to 200	Number of Centers with available node count 201 to 275	Number of Centers with available node count > 275

Annexure-10: List of countries

List of Countries with whom you have a Memorandum of Understanding and available for NPTEL examinations (foreign countries)

Sr. No.	Country	City	Center Name	Contact Details (Name, Designation, Telephone / Fax, Email)	Number of Available Nodes	Any Computer based test conducted (YES / NO) and Name of Examination
1	Sri Lanka					
2	Bangladesh					
3	Saudi Arabia					
4	Dubai					
5	Qatar					
6	Oman					
7	Myanmar					
8	Singapore					
9	Egypt					
10	Sudan					
11	UK					
12	USA					
13	Germany					
14	France					
15	Brazil					
16	Ghana					
17	Nepal					
18						
19						
20						
21						

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Annexure-11: COMMERCIAL /PRICE BID

To be submitted only in the commercial bid

Assume a minimum of 50 candidates at a center per session. Assume 85% for computer based Non-Programming Exam, 15% for Pen+paper Exam and upto 3% Language Assessment additionally in both the exams - use these for calculating the weighted average cost per candidate.

	Type of Exam	Cost per candidate
1	Computer based Non-Programming Exam	
2	Paper/pen Exam	
3	Language Assessment through Audio/Video Exam	

Weighted Average cost per candidate:

For exams conducted outside India (in INR)

	Type of Exam	Cost per Candidate
1	Online Non-Programming Exam	
2	Paper/Pen Exam	
3	Language Assessment through Audio/Video Exam	

(Signature of the bidder)

Note: The amount quoted for "Examination conducted outside India" will not be considered for evaluation of the financial bid.