



NPTEL

Request for Proposals for Exam Partner for
NPTEL Remote Proctored Online 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/2020/003/ONLINE EXAM

Date: 15.05.2020

Dear Sir,

On behalf of the Indian Institute of Technology Madras, Tenders are invited from reputed agencies to act as Exam Partner for NPTEL Online Certification Exams

Confirming to the specifications enclosed.

A.	LAST DATE for receipt of Tender	: May 29, 2020 before 3.00 PM
	Date & Time of Opening of Tender	June 1, 2020 at 10:00 AM
	Submission of Tender	<p>: Both Technical Bid & Price Bid should be in separate cover with specification on the cover as “Technical Bid” & “Price Bid” as the case may be.</p> <p>Both the independent covers should be placed in one big cover and sealed with the superscription on the left-hand side OPEN TENDER FOR “NPTEL - Online Certification Exams “due on May 29, 2020 at 3.00 p.m.</p> <p>The tender cover should be sent to: Senior Manager, Project Purchase, 2nd floor, IC&SR Building, IITMadras-600036.</p> <p>Right is reserved to ignore any tender which fails to comply with the above instructions. Tender should be sent either by REGISTERED POST ACKNOWLEDGEMENT DUE OR THROUGH MESSENGER. If the Tender is sent through Messenger, the same has to be dropped in the TENDER BOX kept for this purpose in the PROJECT PURCHASE (2nd Floor of IC&SR Building before 3.00 PM on due date May 29, 2020.</p> <p>If it is by post (Registered Post or Speed post only) the same should reach before 3.00 PM. i.e on the last date May 29, 2020. Otherwise it will be summarily rejected.</p> <p>THE INSTITUTE SHALL NOT BE RESPONSIBLE FOR THE LATE RECEIPT OF TENDER ON ACCOUNT OF POSTAL OR ANY OTHER DELAY. THE TENDER BOX WILL BE CLOSED EXACTLY AT 3.00 PM. ON May 29, 2020.</p>

1. About NPTEL Online 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 now 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 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. 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 is taken.

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 Certification exam for the NPTEL courses. The exam may be in of the 2 ways:

1. online remote proctored computer based autograded exam
2. online remote proctored Pen+paper examinations (manually evaluated)

The Exam Partner (EP) shall provide the technology and the operational solutions for the conduct of the remote proctored online 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 by NPTEL. This tender is for the remote proctored online exams proposed to be conducted by NPTEL for a period of 1 year from the date of tender. The tentative number of students expected is upto 3 lakhs for a semester, based on availability of the infrastructure required for giving the exam on the learners' side, spread over several sessions/days.

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.

Date, Time and Venue of Pre-Bid Meeting:

May 22, 2020 – Friday, 3pm NPTEL office, Third Floor, IC&SR building, IIT Madras

Date, Time and Venue of Opening of Technical Bids:

Jun 1, 2020 – Monday, 10am NPTEL office, Third Floor, IC&SR building, IIT Madras

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

Jun 1 & 2, 2020 – Monday & Tuesday. Time slots will be specified for individual vendors. If necessary, additional time will also be allotted.

Date, Time and Venue of Opening of Commercial Bids:

June 3, 2020 – Wednesday, 10am onwards. NPTEL office, Third Floor, IC&SR building, IIT Madras

Earnest Money Deposit (EMD) & Performance Bank Guarantee

1. EMD of Rs. 1,00,000/- has to be paid by means of DD only along with the tender.
2. Demand Draft may be drawn in favour of “**The Registrar, IIT Madras**” payable at Chennai.
3. **The EMD should be put in a separate cover and should be enclosed in the technical bid cover only, else the bid will be rejected due to non-enclosure of EMD.**
4. This Earnest Money will be returned to the unsuccessful tenderers after the final disposal of the tenders. **EMD will not carry any interest.**
5. The EMD along with Performance Guarantee will be retained in the case of successful tenderers till the warranty period.
6. EMD will not be waived under any circumstances.
7. EMD will be forfeited in the case of non-execution of the order within the due date.
8. **Non submission of EMD will lead to rejection of tender at the opening stage itself.**
9. Performance guarantee for Rs. 3,00,000/- has to be submitted by way of DD/bank guarantee **by the successful bidder only**. The performance security should be furnished within 21 days from the delivery of the purchase order.

Marking on Technical Bid

1. The technical specification for this tender is given from **Para 3.1 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 **Annexure 1, 2, 3, 4, 5, 6, 7 & 7A**.
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 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.

Marking on Commercial/Price Bid

1. The Commercial proposal for this tender is given in the **Para 3.2**. 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 9**
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 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 drawn in the form of DD (obtained on or after the date of advertisement) in favour of **“The Registrar, IIT Madras”** payable at Chennai, and the same should be kept in separate cover written **“Tender fee “** on the top and should be placed inside the technical bid cover. 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 10 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 type written. 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 forwarding letter on 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 can not 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 number so fall 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 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 cannot be submitted through Email or any other electronic means.
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 600 036 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 Post and the Bidder's acceptance should be communicated to us formally in writing.

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 one year starting from the date of issue of work order and can be extended for one more year on mutual agreement.

1.3 Demonstration and Presentation (virtual)

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 the remote proctored online computer based autograded examination
3. Client and server software for the online remote proctored Pen+paper exam which would be manually evaluated

The vendors may be required to make a presentation on their capabilities to conduct the online remote proctored computer based autograded exam/online remote proctored Pen+paper examinations (manually evaluated) 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.

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.**

3 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:

3.1 Technical evaluation

Technical evaluation will be based on the criteria given below:

- Prior experience of the vendor in conducting large-scale remote proctored online examinations.
- Capability of the vendor to develop the required software.
- Availability of adequately trained personnel in the company to conduct the examination.
- Capability of the vendor to conduct remote proctored online examination for at least 5,000 candidates in a single session and 20,000 candidates in a single day.
- Capability of the vendor to conduct examination simultaneously in other countries as per Annexure 8.
- Financial position as provided in the bid document
- Security and software quality certification.
- Ability to provide a combination of AI and human proctoring for the remote proctored online exam.

Technical evaluation will be based on the points agreed to in the compliance sheet in Annexures 7 & 7A (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.

3.1.1 Technical Evaluation (Score Model)

Sr. No.	Criteria / Description	Score (point)
1.0	Prior experience of the vendor in conducting large-scale remote proctored online examinations, Bidder's profile.	
1.1	Legal structure (Annexure 5)	5
1.2	Overall IT staff strength (Project management / Development / Quality Assurance / Implementation / Operations) - Annexure 6	5
1.3	Bidder's certification - CMMi level 3 or 5 - ISO 27001	10
1.4	Bidder's financial capability: Average annual turnover from examination service for the last 3 years (Annexure 1)	5
1.5	Primary Data Center / Secondary Data Center infrastructure Annexure 7	5
1.6	Maximum number of candidates for whom remote proctored computer based test supported by AI & human proctors were conducted in a single shift in India in the last two years (as on date of bid submission) - Annexure 7A	10
1.7	Number of sessions with each session having 5000 or more candidates for whom remote proctored online computer based tests were completed in India in last two years (as on date of bid submission) Annexure 7	20
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 Annexure 7A	5
3	Capability of the vendor to remotely live proctor online at least 5000 candidates	
3.1	Assured number of remote human proctors per single session Annexure 7A	20

Total Maximum Score = 100 points

3.2. 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.

3.3. Final Evaluation

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

technical evaluation and 70% weightage for commercial evaluation.

4. Eligibility Criteria of Exam Partner (EP)

4.1 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 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 3 years offering similar services. They should have a minimum turn-over of **₹ 35 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 should be registered with appropriate tax authorities such as Income tax, ServiceTax/GST etc., and should submit valid certificates of registration with these authorities.
- e) The bidder must have successfully executed 3 similar projects in the last 3 years (conduct of Remote Proctored Online Exam on an all India basis, out of which at least one project should have been conducted for 5,000 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.
- f) 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.
- g) The bidding agency should own the copyright of the source code being used for software to enable Remote Proctored Online Exam. 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.
- h) 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.
- i) The bidding agency should have authorized and globally accepted software certification, CMMi Level 3 or 5. Proof of this should also be submitted.
- j) The bidder should have all relevant facilities and logistics available to execute the work. Appropriate technology, hardware and software, dedicated connectivity, trained remote proctoring staff, adequate security

measures with due diligence should be available.

- k) The agency should have an in-house quality assurance and product testing team with proven and robust quality management processes required for conducting the remote proctored computer based online examination.
- l) The agency must employ multiple backup systems to securely maintain the software and its corresponding source code.
- m) The bidder should not have been blacklisted by central/state government departments/undertakings.
- n) The agency should design a high-performance system and conduct performance exams to verify successful achievement of high concurrency, quick 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.
- o) 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.
- p) There should be suitable emergency management plans towards any crisis situations relating to servers and other cloud infrastructure and candidates' data. **The vendor has to clearly indicate these plans in the technical proposal.**
- q) The agency should be able to support the NPTEL remote proctored online certification exams (across India & outside India) on a 24x7 basis with a maximum response time of 3 hours.
- r) The agency should have the ability to conduct remote proctored online exams for learners in the countries/cities mentioned as per Annexure 8.
- s) 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.
- t) The Purchase Committee of the NPTEL shall award the tender to an agency that fulfils each of the criteria mentioned above. Once the vendor is finalised based on the tender process, the work order would be given in 2 stages. The first stage is limited to 5000 exam takers. Upon successful completion of this, if NPTEL is satisfied with the end result, work orders will be issued for remaining exams to be conducted.

The bidding agency should enclose the compliance report (Annexure 7 &7A) along with technical bid. Based on

the compliance report the qualified bidders will be considered for the technical evaluation.

4.2 Technical proposal/Specification (including operational proposal)

The technical proposal should consist of bids for both options given below:

1. Remote proctored online computer based Non-programming testing capability
2. Remote proctored Offline (paper/pen) testing capability - manually evaluated

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

4.3 Remote Proctored Exams

4.3.1 Remote proctored 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
- Fill in the blanks
- Essay type questions – which will be manually evaluated

The vendor should have the ability to support upload of images, audio/video components as part of the questions.

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

4.3.2 Remote proctored Offline/Paper-Pen testing capability

Question papers need to be displayed on the computer systems. The learner will answer the questions on sheets of paper and will scan and upload on to the software. The vendor's software has to support upload of multiple documents onto their system by a candidate as required and be able to share the same with NPTEL on a candidate basis.

4.4 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 NPTEL. 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.

- **Bulk Upload Software (or Equivalent):** to be available to 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.
- Method to encrypt the bundle of question papers and transfer to exam partner which should again be secure without any of the EP personnel having access to the same unless authorized by NPTEL.
- **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 candidates.
- 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, analytics and basic statistics on the responses obtained.

- **Features of the Online Assessment Platform**

The exam platform should have the following features:

1. Well protected from any threats through Firewall
2. Adequate capacity to absorb the load of a large database including the images, photographs.
3. With minimum response time.
4. Operational round the clock.
5. Instant connectivity, high availability.
6. Secure access and accessibility to designated representatives only.
7. Provision to upgrade as and when required.

2. An operational proposal that gives the following details:

- The availability of adequate number of technical and support personnel for conducting the examination for necessary escalation of exam related issues. 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 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.

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

- a. Total number of candidates appeared for each exam day
- b. Total number of candidates in a single session
- c. Number of sessions on a day of examination

- d. Number of days of examination.
- e. Capability to conduct Multi session Flexible date exam- Exam will be available over a period specified by NPTEL.
- f. Capability to conduct exams in locations outside India

4. A statement that outlines the three largest exams, if any, committed to, by the vendor over the period of Jan2018 - March 2020. 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.

4.5 Commercial proposal/Specification

The same commercial proposal should be valid for the two types of exams shown below –
Remote proctored Online Computer based Non-Programming autograded test,
Remote proctored Online paper/pen test - manually graded by NPTEL.

EP to provide details as mentioned in Annexure 9.

Please give the split up of the cost per candidate as follows:

- a. Basic exam cost with AI proctoring & Secure Browser
- b. Cost of using live proctors from the bidder for 1:10 proctor:student ratio
- c. Complete video recording of the entire exam - screen capture as well as recording the feed from the webcam pointed towards the candidate

For the sake of uniformity, the EP is advised to maintain uniform rates for candidates from any country/timezone 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 vendor's side, the vendor has to bear the cost of the conduct of the examination as quoted in the commercial proposal.

The quoted cost will have to be valid till June 2021.

5. Detailed scope of work

The Scope of Work has been categorized into the following four broad categories:

- General
- Pre- Examination
- Examination
- Post Examination

5.1 General

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. The following few pages list the features in the Online Examination that the EP is expected to provide through their technology and operations, and the capabilities of the EP needed for delivery of the Online Examination:

1. Administering the Examination

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

2. 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.

3. 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.

4. 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. 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.

6. 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 shared with NPTEL by the end of exam day.

7. 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).

Scalability - Server and Software application should be designed for scale.

Stability and robustness - Server and Software should be made secure for potential online attacks and threats.

Responsiveness of the system - Response time of the server and software should be quick to enable student to take the exam without any technical glitches.

8. Conduct of Examination and Security of Examination

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 the NPTEL in this regard shall be final.

9. Disaster Recovery

The bidder must have 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.

10. 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.

11. Master Control

There will be one or more Master Control Facilities made accessible by EP for monitoring of exams and exam takers by NPTEL.

12. Other requirements

- The selected bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over.
- The selected bidder shall have a contingency plan 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 to NPTEL.
- 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.
- The selected bidder shall provide software to simulate the online examination environment so that interested applicants can practice at home by using old question papers loaded on the respective zonal website.

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 bidder is engaged in any activity such as conducting of coaching classes etc. which can influence conduct of professional exam.

5.2 Pre-Examination Phase

EP will work with the NPTEL team and facilitate the following and ensure that the exam is smoothly conducted for the exam takers.

1. Exam question paper creation

- a. The EP would provide the Question Paper Authoring software and train NPTEL office staff on Question Paper Authoring and Question Pack Generation.
- b. Each SME to be provided easy access to use Front End for QP creation and secure way of Question Pack Generation for NPTEL offices.
- c. 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.
- d. Provision of review mechanism of QP for back & forth between SMEs & NPTEL office.
- e. The authoring software must be modified to include new features as requested by the faculty instructors of the courses, as much as is possible.
- f. 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.
- g. 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.

- h. 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.

2. Personnel

- a. The EP would provide adequately trained Test Administrators (TAs) and Proctors who should be the staff of the EP.
- b. Adequate Support staff for candidates to be provided during the exam.
- c. The TAs will administer and provide the technical support for maintaining the servers used in the conduct of examination.
- d. Support for candidate - EP to provide details on how they communicate with the test takers during the exam
- e. Invigilators: Proctors of the exam if chosen by the EP, have to be well trained and capable of invigilating and are aware of the responsibilities/tasks for the same.

3. Infrastructure

- a. The EP should arrange for the infrastructure necessary to conduct the exams, and any necessary backup to conduct the examination.
- b. The infrastructure should scale sufficiently well for smooth conduct of the exams.
- c. The exam software must be designed to handle partially visually handicapped candidates with ability to magnify/zoom content on the screen.

4. Exam Delivery

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

5. Communication to exam candidates about the exam details

- a. Mock tests – at least one week prior to exam

Students should have access to the mock exam with the exam partner to be able to test their connectivity to the system and the software a few days ahead of the exam. The candidate should be able to test the software and get an idea of how the questions will be displayed during the actual exam. The link and instructions for the Mock test to be conveyed to the test takers by the EP. List of candidates who did not attempt the Mock Test to be provided to NPTEL by EP.

- b. The exam taker should be able to test the following:
 - if the exam software is working and launching
 - if sample data attachments are opening
 - if audio clips are accessible to the learner and audible

6. Malpractices and Guidelines to be conveyed to Test Takers and Proctors:

- a. Clear and transparent guidelines agreeable by EP and NPTEL to be given to the test takers on the activities that are considered as malpractices for a remote proctored online exam.
- b. These guidelines will be updated and approved by NPTEL on a regular basis.
- c. Exam Partner should communicate clear guidelines (on dos and don'ts) to the Test taker well in advance so that the test taker is ready for the remote proctored exam.
- d. Exam Partner should communicate clear guidelines to the Proctors on malpractices.
- e. There should be a clear policy in place to disqualify a student.
- f. Disqualification criteria should be as per NPTEL norms
- g. There should be clear guidelines given to human proctors as to when to hold, re-start and terminate the exam
- i. The software must obtain concurrence of the candidate having read the instructions before start of examination.

5.3 Examination Phase

1. Secured Browser

Secure Browser which will give access exclusively to the exam alone; no other applications should be accessible to the test taker. As required by NPTEL, for paper/pen exams where answers written in paper have to be uploaded, browser requirements will be based on NPTEL guidelines.

2. Remote Proctoring (AI & human proctoring)

- a. This activity involves the activation of Remote Proctoring facility for the test takers. This should be on a Real Time basis but without compromising the credibility and security of the test.
- b. This feature is to be backed up by AI, and the same should be customizable as per NPTEL requirements.
- c. This feature will be tested as part of the demo.

3. The Remote Proctoring activity must have the following features:

- a. Establish candidate authentication; EP to share the authentication process
- b. Check candidate computer hardware, Web camera, microphone, software, surroundings, network, bandwidth, sanitization etc. as per the Remote Proctored Exam requirements
- c. Disabling all Bluetooth devices, all ports, special purpose keys, print-screen, copy-paste features browsers etc. and all necessary precautions.
- d. The Remote Proctoring facility should allow for human proctoring through Live Feed of the examination of each candidate
- e. Familiarization of candidate to Remote Proctoring, Do's & Don'ts, Instructions, bio breaks etc.
- f. Security with respect to the data and infrastructure.
- g. Continuous monitoring at control center, Administrative Arrangements, liaison with stakeholders.
- h. Option to mandate candidate authorization by a remote authorizer before the candidate starts the test

- i. Limit allocation of candidates to a proctor randomly and automatically.
 - j. Proctor should be able to validate the successful completion of the test before result processing and release of final test score to the candidate.
 - k. Provide quick access to NPTEL to view Paused/Disconnected candidates.
 - l. Ability to broadcast/announce messages across all the live test takers.
 - m. Test resumes to be allowed only within a small time limit, customizable by NPTEL.
 - n. Search for any candidate attempting the test.
 - o. Any other activities that are necessary and required as demanded.
4. Invigilation during the exam
- a. The proctors will compare the facial recognition photo & the photo id card and authorize the exam takers to the exam page. The photo, name, and DOB to be verified by the proctor prior to allowing the test taker in the exam page
 - b. Monitor the exam taker continuously and provide support till the end of the exam
 - c. Remote proctors should also ensure proper conduct of examination and ensure that candidates use no unfair means during the exam, as per the specifications agreed upon by EP and NPTEL.
5. Details to be displayed on candidate console as part of Exam software during the exam
- a. Display of instructions to candidates up on login and before start of examination. The candidate must be able to retrieve instructions at any time during the examination as well.
 - b. 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).
 - c. Display of remaining time available
 - d. Display of candidate details on the screen (including a photograph if available) during the examination.
 - e. Viewing the complete question paper or a section in the case of sectional papers.
 - f. Display of a selected question with choices of answers for multiple choice type questions.
 - g. Display of a selected question and a virtual numeric keypad for numerical answer type questions.
 - h. Marking/unmarking a question (answered or unanswered) for review.
 - i. Display of status of questions
 - j. Switching between sections in the question paper (if applicable).
 - k. Provision of Data tables
 - l. Provision of online scientific calculators.
 - m. 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.

6. Monitoring

The exam 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.

7. Master Control Facility

The exam should be accessible for monitoring by NPTEL, ably supported by technical personnel who are well versed with the Online Examination Software. At the end of examination in each session, the candidate response data and audit trail data of each candidate to be shared with NPTEL. The EP should provide the facility to monitor the pre-examination, during examination and post examination activities of all candidates taking exams simultaneously.

5.4 Post Examination Phase

1. 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, analytics and basic statistics on the responses obtained.
2. Remote proctored online 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;
3. For Remote proctored paper/pen exams, the scanned copies must be shared on the day of the exam.
4. 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.
5. Individual candidate-wise, item-wise responses and audit trail will be captured and shared with NPTEL. The EP will maintain the data in a secure manner till instructed by NPTEL to delete the same.

ACKNOWLEDGEMENT

It is hereby acknowledged that I/We have gone through all the points listed under “Specification, Guidelines, Terms and Conditions” of 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	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
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-3: Projects of similar nature currently under execution

Sl. no	Name of the work	Client's Organization	Cost of work (in Crores)	Starting date	Expected date of completion	Details of officer to Whom reference can be made	Remarks

(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:
8. Quality of Work:(Excellent/Very Good/Good/Fair/Poor)
9. Approach to problem solving:(Excellent/Very Good/Good/Fair/Poor)
10. Resourcefulness:(Excellent/Very Good/Good/Fair/Poor)

Date:

(Signature of the client with 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: 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 remote proctored online computer based autograded examination.				
3	Minimum turnover of Rs. 35 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 online computer based autograded examination on an all india basis.				
5	Successfully conducted 3 similar projects (remote proctored online computer based autograded examination on an all India basis).				
6	At least one project conducted successfully for 5000 candidates in a single session in the last three years for remote proctored online computer based autograded examination.				
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 3 or 5 certification. Is proof submitted?				
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 remote proctored online computer based autograded examination.				
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. Is proof submitted?				
13	In-house quality assurance and product testing team.				
14	Do you conduct a performance evaluation of remote proctored online computer based autograded examination 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?				
17	Where is your primary data centre? Data Centre must be Tier-III compliant and ISO certified; certified as the Govt. of India guidelines Must be located in different seismic zones in India				
18	Where is your secondary data centre? Data Centre must be Tier-III compliant and ISO certified; certified as the Govt. of India guidelines Must be located in different seismic zones in India				

Annexure-7 A: Compliance sheet

S No.	Item	Yes/No or details as required	Deviations ?
1	All annexures as required furnished?		
2	Vendor can conduct following 2 types of exams? 1. Remote proctored online computer based autograded examination 2. Remote proctored Offline (paper/pen) exam - manual evaluation		
3	Secure browser available for candidate to take exam		
4	Candidate cannot navigate outside the Secure Browser		
5	Does the software have AI enabled proctoring for use during the exam		
6	Does the software allow for live proctoring by people during the exam		
7	Does the software allow for both AI and live proctoring during the exam?		
8	Can the live proctor communicate with the candidate during the exam?		
9	Can the client define and configure on the exam platform the conditions based on which exam needs to be put on hold or terminated or resume?		
10	Can the live proctor also have the capability to put on hold, terminate or resume the exam?		
11	<p>Technical specifications of devices that are required to take the exam:</p> <ul style="list-style-type: none"> - Computers/tablets/mobile phones that can be used to take the exam; any other devices? (Please mention the OS, RAM and any other spec required) - Internet speed required to take the exam - Browsers required to be installed to take the exam <p>Allied infrastructure:</p> <ul style="list-style-type: none"> - Specifications of web camera for taking the exam - Specifications of microphone to be used taking the exam <p>Devices that CANNOT be used to take the exam</p> <p>Browsers that WILL NOT support taking of exam</p>		
12	<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 ● Fill in the blanks ● Essay type questions ● Scanning & uploading answers written on paper 		
13	Is the vendor willing to consider other formats as requested by the NPTEL office from time to time?		
14	Does the technical proposal have the following? Say Yes/No for each of the following.		

	<ul style="list-style-type: none"> ● Question Paper Authoring Software ● Attendance sheet ● Bulk upload features for the foll: <ul style="list-style-type: none"> - Questions - Question paper Templates - Candidate information - Proctor information from client side ● Method to encrypt the bundle of question papers and transfer to exam partner ● Software to conduct as well as monitor the status during the conduct of the exam across candidates. ● 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 in the format shown in Annexure 10 - the audit logs of every candidate - analytics and basic statistics on the responses obtained 		
15	<p>Please mention if the following have been included in the proposal.</p> <ul style="list-style-type: none"> ● The availability of an adequate number of technical personnel to conduct examinations. ● Availability of adequately trained in Remote Proctoring personnel in the company to conduct the examination. 		
16	Assured number of human proctors for single session		
17	<p>Please confirm if the following details have been provided.</p> <ul style="list-style-type: none"> ● Details of the remote proctored online computer based auto graded examinations conducted by the vendor in the past 12months: ● Total number of candidates appeared for each examination ● Total number of candidates in a single session ● Maximum number of sessions in one day, that can be conducted if exam duration is 3hrs ● Number of days of examination conducted in the period Jan1 - 31Dec 2019 ● Capability to conduct Multi session Flexible date exam- Exam will be available over a period specified by NPTEL ● Capability to configure exams for students from various countries with various time zones ● Details of three largest exams, if any, committed in Apr2020 - Mar2021. 		
18	Maximum number of candidates for whom remote proctored computer based test supported by AI & human proctors were conducted in a single shift in India in the last two years (as on date of bid submission)		
19	Number of sessions with each session having 5000 or more candidates for whom remote proctored online computer based tests were completed in India in last two years (as on date of bid submission)		
20	Availability of built in scientific calculator		
21	<p>Please say Yes/No</p> <ul style="list-style-type: none"> ● Agreed to the penalty clauses listed in Section 2 		

22	Dedicated Program Manager from EP to work with NPTEL		
23	Tracking system with suitable mechanism for raising tickets and closure of outstanding issues along with the escalation matrix provided.		
24	Exam processes <ul style="list-style-type: none"> ● There will one Admin person -Single Point of Contact from the EP ● One invigilator for 10 candidates for Remote Proctoring ● Exam software with ability to magnify/zoom content on the screen. ● Arrangements of static mock exams prior to exam 		
25	Candidate requirements during the exam: <ul style="list-style-type: none"> ● Display of instructions to candidates upon login ● 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 ● 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. 		
26	Zero Loss of Data as entered by the candidate		
27	Generation of Event based Log (Audit Trail) which captures each and every click of the candidate		
28	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.		
29	The server shall have the capability to start, control, and monitor the examination of all candidates.		
30	There will be one or more Master Control Facilities accessible for monitoring by NPTEL.		

Annexure-8: List of countries

List of Countries where you have conducted similar exams

Sr. No.	Country	City	Center Name conducted	Contact Details (Name, Designation, Telephone / Fax, Email) contact Details	Number of Available Nodes	Total No of Students taken exam / Maximum of students in single session
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					

Annexure-9: Commercial / Price Bid

To be submitted only in the commercial bid

Based on our past experience, assume 85% for Remote Proctored online computer based autograded examination, 15% for Pen+paper Exam - use this information and give cost per candidate as shown below.

Usage-based slabs	Price per exam	Additional price per exam		Total Price
No. of exams	Basic platform/ Secure Browser + AI Proctoring (A)	EP human proctors - (1:10 ratio) (Proctor: Candidate) (B)	Full audio-video recording (up to 3 hrs) * (C)	Total (all features inclusive) A+B+C
0 to 10,000				Cost 1
10,001 to 25,000				Cost 2
25,001 to 50,000				Cost 3
50,001-1,00,000				Cost 4
1,00,001+				Cost 5
Vendor Total Cost (VTC)				Cost 1 + Cost2 + Cost3 + Cost4 + Cost5

The vendor with the lowest VTC will be awarded 100 points. And the other vendors will be scored in proportion to this. 70% of the points obtained via this method will be taken for calculation of the QCBS score.

* Complete video recording of the entire exam - screen capture as well as recording the feed from the web camera pointed towards the candidate

Note: For candidates appearing outside india, if the cost is different from above then give countrywise cost in above format. Please note this rate will not be considered for evaluation of the financial bid.

(Signature of the bidder)

Annexure-10 - Response Sheet Format

		Item_ID	1052193107	162698841	31882547
		Display_Name	MCQ	MCA	LONG_ANSWER
Email id	Name	MaxMarks	1	1	1
Email id of the candidate1	Name of the candidate1	Is Attempted	0	1	1
Email id of the candidate1	Name of the candidate1	Candidate_Response		2,4	<div>chemical</div>
Email id of the candidate1	Name of the candidate1	Marks_Obtained	0	0	0
Email id of the candidate2	Name of the candidate2	Is Attempted	0	1	1
Email id of the candidate2	Name of the candidate2	Candidate_Response		2,3,4	<div>Nitrogen, N₂</div>
Email id of the candidate2	Name of the candidate2	Marks_Obtained	0	0	0
Email id of the candidate3	Name of the candidate3	Is Attempted	0	1	1
Email id of the candidate3	Name of the candidate3	Candidate_Response		1,3	<div>Seggregate</div>
Email id of the candidate3	Name of the candidate3	Marks_Obtained	0	0	0
Email id of the candidate4	Name of the candidate4	Is Attempted	0	1	1
Email id of the candidate4	Name of the candidate4	Candidate_Response		2	<div>chemical</div>
Email id of the candidate4	Name of the candidate4	Marks_Obtained	0	0	0

and so on...