VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY, BURLA
PO- ENGINEERING COLLEGE BURLA, DIST-SAMBALPUR,
ODISHA-768018

No. VSSUT/ EXAM/ 737/ 2021   Dated: 23.04.2021

NOTICE INVITING TENDER

Veer Surendra Sai University of Technology invites Tender from qualified and experienced organisations to provide complete support for Conduct of Remote Proctored (AI and Human proctoring) online examinations relating to Mid and End semester examination of the university. Proposed online examination should include detail end to end process required to conduct online test and counselling facility. Interested Bidders who qualify as per the criteria mentioned in the tender document may submit their response latest by **1:00 PM** on **10th May 2021** through Registered Post /Speed post. The detailed tender document can be downloaded from our websites www.vssut.ac.in on **24th April 2021** after 1:00 PM. Mere submission of tender documents does not entitle the bidder to stake any claim. The University authorities reserve the right to accept any or reject all the bids/ tender without assigning any reasons thereof. For details including terms and conditions read the tender documents carefully.

REGISTRAR
REGISTRAR
V.S.S. University of Technology
Burla, Sambalpur, Odisha-768018
Dt:d.23.04.2021

No. VSSUT/ EXAM/ 738(10)/ 2021

Copy to:
1. University Notice Board.
2. The Dean, F & P with a request to display the advertisement in University website www.vssut.ac.in.
3. Professor, Training and placement
4. The Dean DSW, for information with request for wide circulation
5. All HODs of VSSUT, Burla for information with request for wide circulation
6. The Comptroller of Finance for information & necessary action.
7. PA to V.C for kind information of Honourable Vice-Chancellor, VSSUT, Burla
8. Registrar, Sambalpur University with a request to display the same in their office notice board.
9. The Director, Department of I & PR, Govt. of Odisha, Bhubaneswar with request to publish the above advertisement in one issue of the all Odisha daily edition of "THE SAMAJ" (All Edition) and English daily "TIMES OF INDIA (All India Edition)" at the I&PR approved/lowest rate. The bill may be sent in triplicate along with a copy of the paper in which the publication is made.

REGISTRAR
REGISTRAR
V.S.S. University of Technology
Burla, Sambalpur, Odisha-768018

VEER SURENDRA SAI UNIVERSITY OF TECHNOLOGY, ODISHA

PO: Burla Engineering College
Dist.: Sambalpur, PIN-768018
Odisha. www.vssut.ac.in

Phone: +91-663-2430211
Fax: +91-663-2430204
PBX: +91-663-2430-589-592

No. VSSUT/ EXAM/ 737/ 2021   Dated 23/04/2021

<u>Notice Inviting Tender</u>

Sub: Bids are invited for **Conduct of Remote Proctored (AI and Human proctoring) Online Examinations** for various programmes at VSSUT, Burla, Dist.- Sambalpur, Odisha, 768018.

Bid System	Two Bid system- Technical Bid and Financial Bid
Mode of submission of Bid	By Speed Post/ Registered Post only
Place of Receipt and opening of Tender	The Registrar Veer Surendra Sai University of Technology, Burla P.O.- Burla Engineering College, Dist-Sambalpur-768018, Tel. No-0663-2430211, Email- registrar@vssut.ac.in
Portal for Tender Document	www.vssut.ac.in
Date of commencement of downloading bid document	24th April 2021 after 01.00 PM
Last Date of Bid Submission	10th May, 2021 up to 01.00 PM
Time and date of opening of Tender & Technical Bid	12th May 2021at 11.00 AM
Tender Paper Cost (TPC)	Rs. 1000/- (Rupees one thousand only), which can be paid in the form of a demand draft drawn in favour of 'Veer Surendra Sai University of Technology, Burla" from any nationalized bank, Payable at Burla.
Earnest Money Deposit (EMD)	Rs. 60,000/- (Rupees sixty thousand only), which can be paid in the form of a demand draft drawn in favour of 'Veer Surendra Sai University of Technology, Burla" from any nationalized bank, Payable at Burla.

Sd/-
Registrar

No. VSSUT/EXAM/738(10)/2021   Dated 23/04/2021

Copy to:
1. The Director, Department of I & PR, Govt. of Odisha, Bhubaneswar with request to publish the above advertisement in one issue of the all Odisha daily edition of "THE SAMAJ" (All Edition) and English daily "THE TIMES OF INDIA (All India Edition)" at the I&PR approved/ lowest rate. The bill may be sent in triplicate along with a copy of the paper in which the publication is made.
2. University Notice Board of VSSUT, Burla.

3. Dean, Academic Affairs, VSSUT, Burla for information.
4. Dean, PGS & R, VSSUT, Burla for information.
5. Dean, SW, VSSUT, Burla for information.
6. Professor, T & P, VSSUT, Burla for information.
7. Controller of Examinations, VSSUT, Burla for information.
8. Comptroller of Finance for information and necessary action.
9. PA to Vice Chancellor for information of the Hon'ble Vice Chancellor.
10. The Dean F&P with a request to display the advertisement in University website for wide publicity.

Sd/-
Registrar

PART-I

General Information

Sealed Tender are invited for **Conduct of Remote Proctored (AI and Human proctoring) Online Examinations** at Veer Surendra Sai University of Technology (VSSUT), Burla as per the following terms and conditions.

1. The bidders are requested to read the tender document carefully and ensure compliance with all scope, specifications and instructions herein. Non-compliance with the scope, specifications and instructions in this document may disqualify the bidders from the bid process.

2. All documentation is required to be in English. Corrections/ Overwriting, if unavoidable, should be signed separately.

3. VSSUT reserves the right to accept or reject any bid without assigning any reason thereof.

4. Incomplete bid or receiving the bid after closing date and time are liable to be ignored and rejected.

5. VSSUT will not be responsible for non-receipt of tender quotations within the specified date and time due to any reason including postal delay or holidays.

6. Please ensure that Tender document must be signed and stamped on all pages as a token of acceptance of all the terms and conditions.

7. The bids are to be submitted in a sealed envelope super scribed "Tender for conduct of remote proctored AI based online examinations for various programmes at Veer Surendra Sai University of Technology, Burla" containing both technical bid and financial bid in two separate envelopes.

    The Technical Bid should contain:
    a. Signed and stamped copy of Tender document
    b. DD of Rs. 1000/- towards Tender Paper Cost (TPC)
    c. DD of Rs. 60,000/- towards EMD
    d. Cancelled cheque for EMD return
    e. GST, PAN Registration, and IT Returns certificates
    f. Application in **Format-1**
    g. Organizational Contact Details in **Format-2**
    h. Details of Similar Works Executed in **Format-3** along with necessary enclosures like copy of work orders, completion certificate etc.
    i. Financial Strength of the Company in **Format-4**
    j. Affidavit as per **Annexure-I**
    k. Acceptance of scope of work as per **Annexure-II**
    l. Details of technical and administrative personnel to be employed for this work as per **Annexure-III**
    m. Technical Compliance sheet as per **Annexure-IV**
    n. Signed & stamped copy of Filled in (Yes/No) table with necessary enclosures as per clause 27 of General Information.

8. The tender documents are non-transferable and should be submitted in the exclusive name of the party to whom work order will be placed. Sub-contract is not allowed.

9. The bid should be submitted on company letterhead and should be submitted duly signed by the authorized person.

10. Tender once submitted shall not be returned to the tenderer in future.

11. VSSUT reserves the right not to disclose names and rates of successful tenderer.

12. The financial bid shall be valid for at least 90 Days. VSSUT will not entertain any request in respect of escalation of price due to any reason whatsoever.

13. For any other query relating to the tender, the bidder may write to registrar@vssut.ac.in.

14. VSSUT may, at its discretion, extend the date for submission and/or opening of the bid.

15. If work is awarded and service not commenced by the vendor within two weeks of receiving the work order, then EMD amount will be forfeited or liquidated damages will be enforced or both forfeiture of EMD and liquidated damages will be enforced which will be at the discretion of competent authority of VSSUT, Burla.

16. Only those vendors should quote who can satisfy the scope of work and other requirements of VSSUT as stated in Annexure-II.

17. Implementation of remote proctored online examinations including testing and commencement of the whole system should be completed as per the schedule.

18. **Termination of contract**: If performance of the vendor is not satisfactory in executing the project, then same will be informed in writing by VSSUT as warning letter and if in spite of issue of warning letter the performance does not prove to the satisfactory level as per expectation of VSSUT within a fortnight then second warning letter will be issued. If after issue of second warning letter also performance doesn't satisfy expectation of VSSUT, then VSSUT reserves the right to terminate the contract prematurely by giving one-month notice in writing without assigning any further reason whatsoever. After the contract comes null and void the amount deemed payable to the vendor (if any) will sine die without any further payment. No further claim from the vendor will be entertained. Decision of competent authority of VSSUT regarding determining the performance will be final.

19. Format of Price Schedule and related terms:
    a. Tenderer must quote in Indian Rupees. Prices should be quoted as per the enclosed format both in figures and words. The price must be quoted without taxes. The rates offered should be inclusive of all proposed work and comprehensive in nature.
    b. The charges quoted shall be kept firm throughout the pendency of contract of this work and no price escalation shall be entertained.

20. **Payment Terms**:
    a. The payment shall be made in Indian Rupees in full only after the successful completion of the entire work without any delays or errors.
    b. EMD would be retained as performance guarantee and released at the completion of the entire work**.**

21. **Bid Rejection Criteria**:
    a. Bids without EMD and TPC would be rejected at the tender opening stage itself.
    b. If financial bid is submitted along with technical bid and not submitted separately in

sealed envelope, it will be rejected at the tender opening stage itself.

c. Submission of the in-completed bid documents. 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.

d. Bidder not having turnover of Rs. 50 lakhs during each year in last three Financial Years. The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years. Bidders are required to submit relevant certificates indicating the turnover and annual net profit for the last 3 consecutive Financial Years (FY 2017-18, 2018-19 & 2019-20) duly certified by Charted Accountant with Unique Document Identification Number (UDIN).

e. The bidders should have GST, PAN Registration and IT return. The copy of the same to be provided.

f. Bidder should provide audit report with accounts and schedules for the last 3 consecutive Financial Years (FY 2017-18, 2018-19 & 2019-20)

g. The bidder should have an office preferably in the state of Odisha manned with their own qualified engineers and support staffs.

h. Other qualification criteria mentioned in clause-27.

22. Any disputes and/or differences arising under and out of, or in connection with the contract, if any, shall be referred to the court in the district of Sambalpur, Odisha.

23. This tender document is not an offer and is issued with no commitment. VSSUT reserves the right to withdraw this notice inviting tender and or vary any part thereof at any stage.

24. **Responses to Pre-Submission queries & issue of Addendum**:
    a. After publication of the Notice Inviting Tender (NIT) in the VSSUT website, VSSUT will begin accepting written questions from the applicants. VSSUT will endeavour to provide timely response to all queries. However, VSSUT makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does VSSUT undertake to answer all the queries that have been posed by the applicants. For any clarifications, write to Email-registrar@vssut.ac.in.

    b. At any time prior to the last date for receipt of tender, VSSUT may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the NIT document by an addendum. The addendum (if any) shall be posted in the VSSUT website.

    c. Any such addendum shall be deemed to be incorporated into this NIT.

    d. In order to provide prospective applicants reasonable time for taking the addendum into account, VSSUT may, at its discretion, extend the last date for the receipt of bids which shall again be notified through VSSUT portal www.vssut.ac.in.

25. Laws of the Republic of India are applicable to this tender.

26. **System of award of contract**: The Tender would be awarded on the QCBS (Quality and Cost based Selection) Method with Technical Bid weightage of 60% and Financial Bid Weightage of 40%. In exceptional situation, the committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

27. **Qualification Criteria**: Following will be the minimum pre-qualification criteria. Each eligible bidder should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

S/N	Pre-qualification Criteria	Supporting Compliance document
1.	The applicant shall be a firm/ company registered under the Indian Companies Act, 2013 and who have their registered offices in India and (office in the State of Odisha will be preferred)	Copy of Certificate of incorporation or any other relevant documents, brief company profile with copy of GST, PAN, and IT return.
2.	The firm should be in the business of providing similar services for at least 03 years as on 31.03.2020.	Attach relevant documents. (Work order, completion certificate etc.)
3.	The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years (FY 2017-18, 2018-19 & 2019-20)	Attach relevant certificate.
4.	The Bidder should have an annual turnover of Rupees 50 lakhs in each of the last 3 consecutive Financial Years (FY 2017-18, 2018-19 & 2019-20)	Attach relevant certificate.
5.	The bidder must have successfully executed at least one similar projects i.e. conduct of Remote Proctored (AI and Human proctoring) Online Examination for more than 2000 candidates in a single session of ≥ 2 hours examination duration (time before start of actual examination and after end of actual examination should not be counted). Bidder's past achievement in this regard shall be considered for technical evaluation. Any experience as a consortium partner will not be considered.	Attach Copy of Work Order / Contract along with Completion Certificate from any educational university/ Institution.
6.	Names & addresses of clients (at least three) along with their contact details (telephone number/E-mail) of the contact persons of the clients of recent past if available.	1. 2. 3.
7.	The firm should not be blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies/ Reputed Educational Institutes in India.	Certificate signed by the Authorized signatory
8	The bidding agency shall ensure a single point of contact with VSSUT and shall be solely responsible for the execution and delivery of the work.	Yes ☐ / No ☐
9	The bidder should participate as a single entity; no consortium or group companies will be allowed.	Yes ☐ / No ☐
10	The Bidder should be registered with appropriate tax authorities such as Income tax, GST etc., and should submit valid certificates of registration with these authorities.	Yes ☐ / No ☐

11	The firm must have a primary data center with disaster recovery site infrastructure for data security. 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.	Yes ☐ / No ☐
12	The bidding agency should own the copyright of the source code being used for software to enable Remote Proctored Online Examination. 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	Yes ☐ / No ☐
13	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.	Yes ☐ / No ☐
14	The bidding agency should have authorized and globally accepted software certification, CMMI Level 3 or 5. Proof of this should also be submitted.	Yes ☐ / No ☐
15	The bidder should have all relevant facilities and logistics available to execute the work. Appropriate technology, hardware and software, dedicated connectivity, adequate security measures with due diligence should be available.	Yes ☐ / No ☐
16	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.	Yes ☐ / No ☐
17	The agency should design a high-performance system and conduct performance examinations 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 examinations should be made available to the client as and when required. Sometimes these examinations may have to be conducted within a short notice and with strict deadlines.	Yes ☐ / No ☐

18	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.	Yes ☐ / No ☐
19	The agency should be able to support VSSUT remote proctored online certification examinations (across India) on a 24×7 basis with a maximum response time of 3 hours.	Yes ☐ / No ☐

28. **Instructions to Bidders**: The bidders are expected to examine all instructions, forms, terms & conditions, other details in the tender document carefully. Failure to furnish complete information as asked in the tender document or submission of a proposal not substantially responsive to the tender documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

29. **Non-Disclosure/ Confidentiality Agreement**: The selected vendor would have to enter Non- Disclosure Agreement with VSSUT for the Examination Data and all other data and the Examination processes of the university which are part of Examination process.

30. **Force Majeure**: Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or the Institute as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the Contract, such as: Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics/ pandemic; Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, embargoes; Terrorist attacks, public unrest in work area Restriction, Freight Embargo; provided either party shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or VSSUT shall not be liable for delay in performing his/her obligations resulting from any Force Majeure cause as referred to and/or defined above.

31. **Evaluation Procedure and Selection:**

   - Bidders will be technically qualified based on Information/ documents provided by the Bidder and the products quoted meeting the specifications given in the Tender
   - Decision of VSSUT will be final for the evaluation of Technical Bids.

   Procedure for Evaluation of Responsive Technical Bids and awarding Technical Score:
   - Bidders will be technically qualified based on Information/ documents provided and Technical presentation done by the Bidder.
   - Only those Technical Bids that are found compliant/suitable after technical evaluation done by VSSUT will be called for Technical presentation.

32. **Parameters for Technical Evaluation and procedure for awarding technical score:**

   Technical evaluation would be based on the following criteria:

S/N	Description	Score
1.	Profile of Company & number of years in Business Max Score: 10	2 points for each year in operation for every year beyond minimum requirement of 3 years of operation in similar lines
2.	No. of similar Works Executed (as per scope in Annexure II) Max Score: 20	• 3 points for each examination* comprising 500 to 1000 candidates of $\geq 2 < 3$ hour examination duration • 5 points for each examination comprising 500 to 1000 candidates of ≥ 3 hour examination duration
3.	No. of similar Works Executed (as per scope in Annexure II) Max Score: 20	• 5 points for each examination comprising 1001 to 6000 candidates of $\geq 2 < 3$ hour examination duration • 7 points for each examination comprising 1001 to 6000 candidates of ≥ 3 hour examination duration
4.	No. of similar Works Executed (as per scope in Annexure II) Max Score: 20	10 points for each examination comprising more than 6000 candidates of ≥ 3 hour examination duration
5.	Presentation Total Score: 30	
	Total Technical Score : 100	

* Each examination means that the examination(s) covered/ included in one purchase order.

- Points in S/N 1 to 4 would be given only on the basis of documents submitted as part of technical bid. The Purchase Order and Completion certificate must be attached to score points in these categories.
- Minimum Technical Score required for opening of Financial Bid: **50 Points**.
- VSSUT decision will be final for the evaluation of Technical Bids.
- The technically qualified bidder would be identified after considering the technical bids including presentation.

Procedure for awarding Financial Score after opening the Financial Bids of the Technically qualified Bidders.

Financial Score of a Bidder = (100 × Lowest Bidder's (L1) Grand Total Price) / Bidder's Grand Total Price

Procedure for Selecting the bidder:

The work shall be awarded to the vendor with the highest combined score calculated using the following formula:

Combined Score = Technical Score × 0.6 + Financial Score × 0.4

Declaration: I/We do hereby confirm that I/We have the necessary authority and approval to submit this Bid for remote proctored online examinations for various programmes at VSSUT, Burla as per the terms & conditions mentioned herewith.

Date: (Signature)
Place:

                                                               (Name of Authorized Signatory)

                                                               (Designation of Authorized Signatory)

PART-II

FORMAT-1

Bid for remote proctored online examinations for various programmes at VSSUT, Burla, Odisha

(Application)

To,

      The Registrar
      Veer Surendra Sai University of Technology, Burla
      Dist.- Sambalpur, Odisha, 768018

Sub: Submission of bid for remote proctored online examinations for various programmes at VSSUT, Burla, Odisha.

Dear Madam,

In response to the NIT for remote proctored online examinations for various programmes at VSSUT, Burla (NIT No._____, Date_____), we would like to submit our bid for the same. As instructed, we attach the following documents

1. Application as per Format-1.
2. Contact Details as per Format-2.
3. Experience of the organization as per Format-3.
4. Financial strength of the company as per Format-4.
5. The BID document signed & stamped in each page.
6. All Annexures I, III, IV, V.
7. Agree to the scope defined in Annexure - II by signing and stamping on each page
8. The filled up financial bid as provided in Annexure -V duly signed and stamped.

Sincerely Yours,

Stamp & Date

Signature of the applicant

Full name of the applicant

Encl: As above.

Note: This is to be furnished on the letterhead of the bidder.

FORMAT – 2

(Organizational Details)

S/N	Description	
1.	Name of the organization	
2.	Year of establishment	
3.	Number of employees	
4.	Main areas of business	
5.	Type of Organization Firm/ Trust / Company registered under the Indian Companies Act, 2013	
6.	Particulars of registration with various Govt. Bodies/ Tax authorities a. Registration no b. Date of Validity	
7.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous bodies/ Reputed Educational Institutes in India. **If yes, please furnish details. If No, attach an undertaking in regards to not being blacklisted.**	
8.	Address of registered office with telephone no. & e-mail ID	
9.	Address of offices in the state of Odisha, if any	
10.	Authorized Contact Person with telephone no. & e-mail ID	
11.	Details of EMD of Rs. 60,000/- and TPC of Rs. 1000/-	
12.	Bank Details for EMD Return/ Payment Name of the Bank Account Holder (Company) Bank Name & Bank Branch Address Account Type: Bank A/C No: IFSC Code: Communication Details: (Attach copy of cancelled cheque)	
13.	Any other information considered necessary but not included above	

Enclose: -

   1. Copy of Certificate of Incorporation or any other relevant document.
   2. Undertaking in respect of S/N 7 above.

                                                              Signature of the applicant

 Stamp & Date

                                                              Full name of the applicant

Note: This is to be furnished on the letterhead of the bidder

FORMAT – 3

(Details of Similar Works Executed)

S/N	Client Name (Higher Education Institute / Technical Education Institute/ University/ Govt. / PSU/ Others)	Name / Nature of the Exam	No. of candidates	Cost of Project	Project Start Date & End Date	Client Contact Details incl. Name, Phone No. & Email	Completion Certificate Attached
							Yes ☐ / No ☐
							Yes ☐ / No ☐
							Yes ☐ / No ☐

Signature of the applicant

Full name of applicant

Stamp & Date

Encl: As above.

Note: This is to be furnished on the letterhead of the bidder.

FORMAT – 4

(Financial Strength of the Organization)

S/N	Financial Year	Whether profitable (Yes/NO)	Annual net profit (in Lakhs Rs.)	Overall annual turnover (in Lakhs Rs.)
1.	2017-18			
2.	2018-19			
3.	2019-20			

Note: Please enclose relevant document in support of your claim.

Signature of the applicant

Full name of applicant

Stamp & Date

Encl: As above.

Note: This is to be furnished on the letterhead of the bidder.

Annexure-I

(AFFIDAVIT)

(ON NON-JUDICAL STAMP PAPER OF RS. 10/-)

I/we _____Partner(s)/ Legal Attorney/ Proprietor(s)/ Accredited Representative(s)
of M/s _____solemnly declare that:

1. I/we_____ are submitting tender for_____
   against Tender Notice No. _____ dated _____.

2. All information furnished by me/us in respect of fulfilment of eligibility criteria and
   information given in this tender is complete, correct and true. All documents/
   credentials submitted along with this tender are genuine, true and valid.

3. My/our bid shall remain valid for a period of 90 days from the last date fixed for the bid
   submission in accordance with the Bidding Documents and shall be binding upon us
   and may be accepted at any time before the expiry of the period.

4. The Price-Bid submitted by me/us is "WITHOUT ANY CONDITION".

5. If any information or document submitted is found to be false/ incorrect, VSSUT may
   cancel my/our Tender and can take any action as deemed fit including termination of
   the contract, forfeiture of all dues including Earnest Money (EMD) and blacklisting of
   my/our firm and all partners of the firm etc.

6. I/we also declare that the Government of India or any other Government body has not
   issued any show-cause notice or declared us ineligible or blacklisted us on charges of
   engaging in corrupt, fraudulent, collusive or coercive practices or any failure/ lapses of
   serious nature.

7. I/We understand that the decision of VSSUT will be final for the evaluation of
   Technical Bids.

8. I/We have gone through all terms & conditions of the tender documents before
   submitting the same and accept the same along with the technical specification and all
   other conditions mentioned in the documents; including the condition that VSSUT is
   not bound to accept the lowest bid.

(Signature of the Tenderer with Seal)
Date:

Annexure-II

(Scope of Work)

Remote Proctored (AI & Human) Online Examination (MCQ Type)

This activity involves the activation of Remote Proctoring facility for the test takers. This should be on real time basis but without compromising the credibility and security of the test. The Proctoring Solution for Online Examinations should support the following Technical Specifications.

Technology		The Vender has to develop and a customized solution for the university. The examinations are to be conducted in a Scalable server. A minimum proven load of 2,000 students in a single sitting for ≥ 2 hours exam duration is necessary. The Examination 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.). The server MUST maintain an audit trial of every operation on the server. All server-side audit trials are also the property of the University and shall be handed over at the ender of the examination.
Process	1	Step 1: Authenticate Candidate: Email Verification, Photo ID based Verification
	2	Step 2: Regulate the Examination Environment. Restrict Browser, Tabs & Applications. Restrict Search Engines & Other Websites. Restrict Screen Sharing and Virtual Machines. Restrict Cut, Copy and Paste. Restrict External Ports & Printing. Restrict Data Sharing.
	3	Step 3: Proctor Session Automatic (AI-Based) Proctoring, Facial Detection, Detection of Mobile Phone or any other suspected external device. Detection of Candidate Distraction. Detection of Multiple People (Voice, Tone etc.) Record & Review Video Feed. Live Online Proctoring (Human-Based) with Multiple Students. View Multiple Violation Detection and Violation Detection Score. Prevent Min/Max of windows and use of function keys. Assign invigilators to particular set of students. Detect Being out of camera view: face, chin to forehead, needs to be in the camera view at all times. Restrict Taking pictures or screenshots of the exam, Fixed Water Mark (Registration Number/ IP Address/ Photograph) in multi locations (Examination Screen).
Features	1	Create Exams for Different Question: Types Multiple Choices, Fill in the Blanks, Image Based Questions Text, Attachment & URL Based Test Graphs, Diagrams and Scientific Calculator. Time Stamping & Attendance Provision to Create Question Banks and Category Based Questions, Randomization of Questions
	2	Scheduling of Exam: Scheduling of exam based on time
	3	Conduct Exams: Question Based Timer Test. Time stamping & Attendance. Increase/Decrease Test Time for Incomplete Test. Face Detection/Remote Proctoring. Keyboard Restrictions: exam proctors have the ability to limit the students access to the keyboard.

	4	Analysis of Exams Result can be graded Manually /Automatically Analytical Report of the Result Score, Analysis of Question/Answer
	5	Analysis Student/User Management. Directly Import Student Details from Excel.
	6	Notification SMS/Mail Notification
	7	Ability to broadcast / announce messages across all the live test takers as and when required by the University
	8	The examination should be accessible for monitoring by the University Officer and ably supported by technical personnel who are well versed with online examination software. The vender should provide the facility to monitor pre-examination, during-examination, and post examination activities of all candidates taking examination simultaneously.
	9	At the end of each examination, the vender shall provide the soft pdf copy of the examinees in the Answer Formats approved with timings to meet the university regulations vis a vis student requirement with a declaration that the vender shall have to undertake to face the RTI and legal disputes if any arises before in any court of law.
	10	Data Security, Data Storage & Privacy Encryption of Transferred Data, Data Ownership with the Client Vulnerability & Penetration Testing, Access Rights & Roles

The Scope of Work is divided into the following four broad categories:
- General
- Pre-Examination
- Examination
- Post Examination

General

- No of candidates: 6000 (Approx.)

- Maximum number of students appearing examination at a time: 2000

- Number of courses per Student per Semester: 5

- Type of Examination: Multiple Choice Question (MCQ)

- No of questions per courses: 90 (End semester)

- Duration of Examination: 2 Hours (End semester)

- No of questions per courses: 45 (Mid semester)

- Duration of Examination: 1 Hour (Mid semester)

- Device: Laptop/ Desktop/ Android Based Mobile with Camera

- Other Requirements
  - Question Paper Authoring Software
  - Attendance sheet
  - Bulk upload features for the following:
    - Questions
    - Candidate information

- Proctor information from client side
  - o Method to encrypt the bundle of question papers and transfer to vendor.
  - o Software to conduct as well as monitor the status during the conduct of the examination across candidates.
  - o Software for post examination operations that include:
    - Developing Software for generating Answer Booklets (in the university prescribed pattern) of each examinee with student details, photographs, time and answer logs
    - 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.
    - Pdf copies of Answer Sheets to be submitted along with student wise marks in Hard Disk for preservation in university server and strong room to meet on toward students' complaints before appellate authorities or any court of law,
    - Subject wise Hard copies of questions with answers supplied by the university for post comparison if any complaint arises.

- The vendor is expected to provide following for conducting Online Examination:
  - o The SOP to be followed for admitting the candidate into the examination, the processes to be followed during the duration of the examination and after the examination is completed, need to be described clearly.
  - o The vendor must provide a dedicated Program Manager and supporting technical staff who will interface and provide support right from the start of the project to the university appointed proctors, and students until all the examinations 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.

- Timelines for various activities related to the examination will be mutually agreed sufficiently in advance.

- The vendor 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 server.

- The vendor will ensure that event-based log (audit trail) for every student will be generated and saved on the server.

- Post-handover of the project, the vendor will not retain any data.

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

- The vendor will ensure the secrecy of the examination material and shall submit in writing in a non-judicial paper before the commencement of the process.

- 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 vendor will provide the required training to the staff and faculty on the system.

Pre-Examination Phase

Vendor will work with VSSUT and facilitate the following and ensure that the examination is smoothly conducted for the examination takers.

- 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.

- The authoring software must have provision to accommodate formula and image along with text.

- The vendor would provide adequately trained Test Administrators (TAs) and who should be the staff of the vendor.

- The proposal submitted by the vendor should indicate the manner of examination 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.

- Students must be provided the following:

  o Access to the mock examination to be able to test their connectivity to the system and the software a few days ahead of the examination. The candidate should be able to test the software and get an idea of how the questions will be displayed during the actual examination.

  o Clear and transparent guidelines agreeable by VSSUT and Vendor to be given to the students on the activities that are considered as malpractices for a remote proctored online examination.

  o Vendor 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 examination.

  o There should be clear guidelines given to human proctors as to when to hold, restart and terminate the examination.

- The software must obtain concurrence of the candidate having read the instructions before start of examination.

Examination Phase

- Remote Proctoring (AI & human proctoring): 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.

- The Remote Proctoring activity must have the following features:

  o Establish candidate authentication; Vendor to share the authentication process.

  o Check candidate computer hardware, Web camera, microphone, software, surroundings, network, bandwidth, sanitization etc. as per the Remote Proctored

examination requirements.

- o Disabling all Bluetooth devices, all ports, special purpose keys, print-screen, copy-paste features browsers etc. and all necessary precautions.

- o The Remote Proctoring facility should allow for human proctoring through Live Feed of the examination of each candidate.

- o Familiarization of candidate to Remote Proctoring, Do's & Don'ts, Instructions, bio breaks etc.

- o Option to mandate candidate authorization by a remote authorizer before the candidate starts the test.

- o Limit allocation of candidates to a proctor randomly and automatically.

- o Proctor should be able to validate the successful completion of the test before result processing and release of final test score to the candidate.

- o Provide quick access to VSSUT to view Paused/Disconnected candidates.

- o Ability to broadcast/announce messages across all the live test takers.

- o Search for any candidate attempting the test.

- Invigilation during the examination:

  - o The proctors will compare the facial recognition photo and the photo id card and authorize the students to the examination page. The photo, name, and programme to be verified by the proctor prior to allowing the student in the examination page.

  - o Monitor the examination taker continuously and provide support till the end of the examination.

  - o Remote proctors should also ensure proper conduct of examination and ensure that candidates use no unfair means during the examination, as per the details agreed upon by Vendor and VSSUT.

- Details to be displayed on candidate console as part of Examination software during the examination

  - o 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.

  - o 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).

  - o Display of remaining time available.

  - o Display of candidate details on the screen (including a photograph if available) during the examination.

  - o Viewing the complete question paper or a section in the case of sectional papers.

  - o Switching between sections in the question paper (if applicable).

- **Monitoring**: The examination 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.), The server MUST maintain an audit trail of every operation on the server. All server-side audit trails are

also the property of VSSUT and shall be handed over at the end of the examination.

- **Master Control Facility**: The examination should be accessible for monitoring by VSSUT, 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 VSSUT. The vendor should provide the facility to monitor the pre-examination, during examination and post examination activities of all candidates taking examinations simultaneously.

Post Examination Phase

- Software that handles post examination operations that includes a consolidated detailed information sheet of all candidates who appeared for the examination, detailed response sheet for every candidate, the audit logs of every candidate recorded during the examination, analytics and basic statistics on the responses obtained.

- The evaluation of the responses needs to be done within 1 day of exam and results shared with VSSUT in the mutually agreed format.

- Audit logs for each and every candidate that covers the computer activity done by him/her should be shared with VSSUT along with the results.

- Individual candidate-wise, item-wise responses and audit trail will be captured and shared with VSSUT.

- The Vendor will maintain the data in a secure manner till instructed by VSSUT to delete the same.

- During the tenure of the contract, the agency as and when required by the university should be willing to make necessary customization or changes to any components of the proposed solution. The same should be certified by submitting a self-declaration.

- The vendor shall not use any pirated software. The university shall not be responsible for any liability out of the use of pirated software, if any. The university shall not be held responsible for any suit or demands on account of infringement of copy right and other laws by the firm selected for the purpose.

- The bidder should have CERT-In certification for the proposed solution. The Software/ Web Application code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.

Annexure-III

(Details of technical and administrative personnel to be employed for this project)

S/N	Designation	No. of employees in this category	Name	Qualification	Professional Experience	Capacity in which employee would be involved in the work

Annexure-IV
(Technical Compliance Sheet)

S/N	Document to be Attached	Whether Submitted	Mention Page Number	Deviations If any
1.	Application (Format-1)	Yes ☐ / No ☐		
2.	Organizational Details (Format-2)	Yes ☐ / No ☐		
3.	Details of Similar Works Executed (Format-3)	Yes ☐ / No ☐		
4.	Financial strength of the Organization (Format-4)	Yes ☐ / No ☐		
5.	ISO 27001 certification	Yes ☐ / No ☐		
6.	CMMI Level 3 or 5 certification	Yes ☐ / No ☐		
7.	Company Profile	Yes ☐ / No ☐		
8.	Minimum 5 Years of Experience in conducting remote proctored online examination	Yes ☐ / No ☐		
9.	Annual turnover of Rs. 50 Lakhs for three consecutive years	Yes ☐ / No ☐		
10.	Annexure-V, Financial Bid	Yes ☐ / No ☐		
11.	The bid document signed & stamped in each page.	Yes ☐ / No ☐		
12.	Documents asked in Clause-27	Yes ☐ / No ☐		
13.	Affidavit (ON NON-JUDICAL STAMP PAPER OF RS. 10/-) As per Format Attached Annexure-I	Yes ☐ / No ☐		
14.	Whether agree to the scope of given in Annexure II. Deviation, if any, must be reported by attaching separate sheet	Yes ☐ / No ☐		
15.	At least one similar projects i.e. conduct of Remote Proctored (AI and Human proctoring) Online Examination for more than 2000 candidates in a single session of ≥ 2 hours examination duration.	Yes ☐ / No ☐		

16.	Is the Data center located in India and Tier III compliant with ISO certification / CERT-In certified as per Govt. of India guidelines?	Yes ☐ / No ☐		
17.	Own the copyright of the source code being used for conducting remote proctored online examination	Yes ☐ / No ☐		
18.	Agree to Non-Disclosure Agreement signing	Yes ☐ / No ☐		

Annexure-V

Financial Bid

Quote for remote proctored online examinations for various programmes at VSSUT, Burla

S/N	Description	Price (in Rs.)
1.	Unit rate per candidate per subject examination up to 2000 candidates at a time of 120 minutes duration having 90 MCQs	
2.	Unit rate per candidate per subject examination up to 2000 candidates at a time of 60 minutes duration having 45 MCQs	
	Grand Total in figure →	
Grand Total in word:		

Note:
1. In case of discrepancy in the amount quoted, the amount mentioned in word or figure which results in lowest payable by VSSUT will be taken into consideration.

2. Quotation Validity Period: 90 days from the last date of Submission of the tender.

Place: Signature of the bidder

Date: Name of the bidder

Firm's Name with stamp