

INDIAN INSTITUTE OF TECHNOLOGY BOMBAY

Materials Management Division



Tender Document for Inviting Bids from
Remote-Proctoring Service Providers (RPSP)
for Remote Proctoring of Examinations at IIT Bombay

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SECTION 1 –INVITATION FOR BIDS

Introduction

IIT Bombay is seeking bids from remote proctoring solution providers (RPSP) that can provide video-based proctoring as a service to conduct the examinations to the nearly 700 courses that are running in the August 2020 semester at IIT Bombay. The examination will be set up on Moodle LMS. Setting up of the examination on SAFE, an IITB developed application is also being explored. The solution provider will not be participating in either the setting up of the question paper or in the evaluation. At this time, our strong preference is for a proctoring solution that is suitably integrated with Moodle.

For the rest of the document, proctoring will refer to the provisioning of a video feed of the examinee's environment using the camera on the laptop, or on the cell phone or a combination of both. The sole purpose of the video feed is to proctor the examinee for the duration of the examination. The associated incident-flagging analytics will also be considered to be part of the proctoring.

Tender No.	MMD/ RPSP /RC/2020-21
Tender Date	2 nd September 2020
Advt. No.	NA
Item Description	Tender Document for inviting bids from Remote-Proctoring Service Providers (RPSP) for remote proctoring of examinations at IIT Bombay
Last date &Time of submission of Online Bid :	12 th September 2020 upto09.00 pm
Place of Submission of Bids	Materials Management Division, Ground floor, Main building, IIT Bombay, Powai, Mumbai 400 076.
Submission of Bids	<p>The RPSP should submit bids online as well as offline. Details are as follows-</p> <p>Three Bid System: The three bid system will be followed for this tender. RPSPs bidder must submit their offer in separate sealed envelopes.</p> <ol style="list-style-type: none"> 1. Envelop 1:- Eligibility Criteria/Company profile. Section 2 describes the requirements. 2. Envelop 2:-Technical bid. Section 4 describes the scope of work and technical bid required and desirable features of the solution. 3. Envelop 3:-Commercial bid. Section 6 contains Price bid format for the submission of the bid. <p>All three envelopes should be clearly marked as Envelop 1 (Eligibility</p>

	<p>criteria/Company Profile), Envelop 2 (Technical Bid) and Envelop 3 (Commercial bid) and all these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed with our Tender No. & Due Date and to be submitted to the Materials Management Division.</p> <p>Important Note: 1) Online bids to be submitted by 12th September 2020 upto 9 pm by email to drmm@iitb.ac.in. The bids should be mailed in PDF formats and only technical and Commercial bids will be password protected. Passwords must not be forwarded with the e-mail unless or until called for.</p> <p>2) Hard copy of the bids to be submitted till 15th September 2020 upto 5 pm in the office of Joint Registrar (MM), Materials Management Division, IIT Bombay, Powai, Mumbai 400 076.</p>
Earnest Money Deposit	UNDERTAKING for BID SECURITY to be submitted by the bidder on company's letter head in lieu of EMD. (Format attached in Annexure V)
Pre Bid meeting	<p>8th September 2020 at 3 pm</p> <p>Online pre-bid meeting will be held. Participating RPSP should email to dmanju@ee.iitb.ac.in before 5pm of 7th September 2020. The subject line on the email should be "Request to Attend Pre-Bid Meeting for RPSP Tender". Also provide a phone number.</p> <p>Meeting details will be communicated around noon 8th September 2020.</p>
Any Technical Clarification	<p>Name : Prof. D. Manjunath</p> <p>Dept :Department of Electrical Engineering, IIT Bombay, Powai, Mumbai-76</p> <p>Email : dmanju@ee.iitb.ac.in</p> <p>Contact No. : 022-2576 7427</p>
Signing Authority	Joint Registrar (MM)

**SECTION 2 – ELIGIBILITY CRITERIA
(COMPANY PROFILE)**

A) Eligibility Criteria

1. The RPSP should be a company registered in India and should be operating in India for at least the last two years offering similar services. (Copy of certificate of Incorporation/Registration certificate to be enclosed)
2. The company should also be registered with the appropriate tax authorities. Documentary proof to this effect should accompany the bid. (GST Registration certificate)
3. Bidder's Information. **Annexure-I.**
4. The RPSP should not have been blacklisted by central or state government departments and undertakings. A declaration to this effect must be provided in **Annexure-II.**
5. The Bidder should have Annual Business Turnover of minimum Rs. 5 Crore Rupees for the last two financial years i.e., F.Y. 2017-2018 & 2018-2019 (Copy of Audited Annual Accounts for the last two years to be submitted) **Annexure III.**
6. Experience: The RPSP must have provided a similar service to at least three other agencies, conducting simultaneous tests for at least five thousand (5,000) students simultaneously. Additionally, the company should have conducted at least ten thousand (10,000) college-level examinations of 2 hours or more over the last one year. Documentary evidence in the form of work order/contract and performance report must be enclosed in **Annexure IV.**
7. The RPSP should have source-code access (copyright/license/open-source code) for the software used to enable Remote Proctored Exam. The RPSP should be able to make changes as and when required in any of the components of the software. Provide proof or a declaration in this regard.
8. The RPSP should be able to support the IIT Bombay remote proctored online exams during 9 am-9pm on all days of the week, with exam timings set up at least one day in advance. Provide declaration to this effect.
9. The RPSP shall provide a single point of contact for IIT Bombay and shall be solely responsible for the execution and timely start of service and service quality during the period of the contract. Any change in the point of contact should be intimated to us within 24 hours of the change being effected.

B) Additional Information

The preceding are the eligibility criteria. In addition, the following information should be provided.

1. Number of full-time technical employees involved in delivering proctoring services, not including proctors.
2. Total number of examinations conducted using the proposed solution over the last two years. Documentary proof of these should be submitted.
3. It is desirable that the RPSP should have authorized and globally accepted software certifications like CMMi Level 3 or 5, and also certified for compliance with established Information Security Standards such as ISO27001 and CERT-In certified in applicable areas as per Govt. of India guidelines. Documentary proof of these should be submitted.

SECTION 3 – INSTRUCTIONS TO BIDDERS

A. SUBMISSION OF OFFER:

1. Tender MUST BE ENCLOSED IN A SEALED COVER superscribing Tender number / due date & should reach the undersigned on or before due date mentioned in the tender notice. If the quotation cover is not sealed, it will be rejected.
2. Tenders should be dropped in the tender box kept in the Materials Management Division. No tender is to be handed over to our staff personally unless otherwise specified. All communications are to be addressed to the undersigned only. In case due date happens to be holiday the tender will be accepted and opened on the next working day.
3. Tender can also be submitted in person through post/courier (IIT Bombay shall not be responsible for any postal delays or any other reason for not submitting the bid in the specified time and resulting in disqualification/rejection of any bid) so as to reach on or before the due date and time.
4. Any information furnished by the bidder found to be incorrect either immediately or at a later date, would render him liable to be debarred from tendering/taking up of work in IIT Bombay.
5. Any bidder currently engaged in litigation with other organizations, must inform their status in writing to IIT Bombay in writing.
6. The RPS should submit bids online as well as offline.
7. Three Bid System: The three bid system will be followed for this tender. RPS's bidder must submit their offer in separate sealed envelopes.
 - a. Envelop 1:- Eligibility Criteria/Company profile. Section 2 describes the requirements.
 - b. Envelop 2:- Technical bid. Section 4 describes the scope of work and technical bid required and desirable features of the solution.
 - c. Envelop 3:- Commercial bid. Section 6 contains Price bid format for the submission of the bid.All three envelopes should be clearly marked as Envelop 1 (Eligibility criteria/Company Profile), Envelop 2 (Technical Bid) and Envelop 3 (Commercial bid) and all these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed with our Tender No. & Due Date and to be submitted to the Materials Management Division

Important Note: 1) Online bids to be submitted by 12th September 2020 upto 9 pm by email to drmm@iitb.ac.in. The bids should be mailed in PDF formats and only technical and commercial bids will be password protected. Passwords must not be forwarded with the e-mail unless or until called for.

2) Hard copy of the bids to be submitted till 15th September 2020 upto 5 pm in the office of Joint Registrar (MM), Materials Management Division, IIT Bombay, Powai, Mumbai 400 076.

B. EXEMPTION FOR START UPS:

1. As per Office Memorandum No.F.202/2014-PPDLH dated 27th July 2017, IITB may relax condition of prior turnover and prior experience in this tender subject to meeting of quality and technical specifications by Startups subject to registration with MEME or Central Purchase Organization or a startup recognized by Department of Industrial Policy & Promotion (DIPP). Appropriate documentary evidence should be provided.

C. COST OF BIDDING:

1. The Bidder shall bear all costs associated with the preparation and submission of its Bid and the Purchaser shall not be responsible or liable for those costs regardless of the conductor outcome of the bidding process.

D. AMENDMENT OF BIDDING DOCUMENTS:

1. At any time prior to the deadline for submission of bids, IIT Bombay may, for any reason, whether on its own initiative or in response to the clarification request by a prospective BIDDER may modify the bid document.
2. All prospective BIDDERS who have downloaded the bidding document may visit IIT Bombay, website for amendments / modifications which will be binding on them.

E. SUPPLEMENTARY OFFER/MODIFICATION OF ORIGINAL BID:

1. Tender submitted against above mentioned tender shall not be returned in case the tender opening date is extended/ postponed. BIDDER desirous of modifying their offer/terms may submit their revised / supplementary offer (s) within the extended Tender Opening Date (TOD) by clearly stating the extent of updating done to the original bid. The purchaser reserves the right to open the original offer along with the revised bid

F. CONFIDENTIALITY:

1. Information relating to the evaluation of Bids, and recommendation of Contract award, shall not be disclosed to Bidders or any other person not officially concerned with such process until information on Contract award is communicated to all Bidders.
2. Any attempt by a Bidder to influence the Purchaser in the evaluation of the Bids or Contract award decisions may result in the rejection of its Bid. 3. Notwithstanding, from the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, it shall do so in writing.

G. DEVIATION, RESERVATIONS AND OMISSIONS:

1. During the evaluation of Bids, the following definitions apply:
 - (a) "Deviation" is a departure from the requirements specified in the Bidding Documents;
 - (b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Documents; and
 - (c) "Omission" is the failure to submit part or all of the information or documentation required in the Bidding Documents.

H. CORRECTION OF ARITHMETICAL ERRORS:

1. Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:
 - (a) If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
 - (b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - (c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
2. Bidders shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with the same shall result in the rejection of the Bid.

I. EVALUATION OF BID:

1. The committee will examine the company profile of all the bidders. The technical bids of those that satisfy the eligibility requirements will be opened after obtaining the passwords for their technical bids.
2. Technical qualifying process: The technical score for qualifying for the PoC invitation will be as per the following format. Only those solutions with a score of at least 80/120 will be qualified for a PoC. The scoring matrix is subject to change, and a final matrix will be provided after the pre-bid meeting.

SI No	Feature	Max score
1	Processes and workflow (pre-exam set up, in-exam operations, post exam processing)	10
2	Examinee, examiner, and proctor convenience (e.g., onboarding, Moodle and SSO integration.)	20
3	Support for platforms (MSWindows, MacOS, Linux, Android, iOS)	30
4	Security features (including video analytics for incidence flagging) for computer-based exams	30
5	Security features (including video analytics for incidence flagging) for pen-and-paper based exams and for exams on other devices.	30

3. As part of this proof of concept (POC) demonstration, they should onboard selected students, instructors, and IITB affiliated proctors (teaching assistants). The preceding scores will be revised based on the PoC and the final technical score will be evaluated as per the following structure. Those scoring 140 and above will qualify for the commercial bid.

SI No	Feature	Max score
	Processes and workflow (pre-exam set up, in-exam operations, post exam processing)	10
	Examinee, examiner, and proctor convenience (e.g., onboarding, Moodle and SSO integration.)	20
	Support for platforms (MSWindows, MacOS, Linux, Android, iOS)	30
	Security features (including video analytics for incidence flagging) for computer-based exams	30
	Security features (including video analytics for incidence flagging) for pen-and-paper based exams or for exams on other devices.	30
	PoC experience (e.g., performance, disruption tolerance,	80

	reliability, dependability, ability to customize, support capability.)	
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4. There will be an accompanying discussion meeting with the bidders. During this, the selected bidders may also make a presentation to the expert committee describing their solution and the salient features of the technology that they use.
5. Additional information may be sought during the technical evaluation.
6. The POC demonstration and the accompanying discussions will be used by the expert committee to provide a technical score for each of the bidders' solutions. This will be deposited securely with the DRMM of IITB. The technical scoring will be as per the format in Point No. 2.
7. The commercial bid will be opened using the password obtained after the technical score has been filed with Deputy Registrar Material Management (DRMM). We expect that the selected vendor(s) will be announced on 16 September 2020.
8. The vendor with the highest techno commercial score (TCS) will be chosen to provide the service for one semester. Additional vendors may be empaneled for possible bidding in subsequent semesters. The TCS of a bidder with technical score T and commercial bid value C is calculated using the following formula.

$$TCS = 0.3 * C1/C + 0.7 * T/T1$$

Here C1 is the lowest "quoted" commercial bid and T1 is the highest "obtained" technical score among all responsive bids.

9. The technical score will not be revealed to the bidders before opening of the commercial bid.
10. Offer which deviates from the vital conditions (as illustrated below) of the tender shall be rejected:
 - a) Non- submission of complete offers.
 - b) Receipt of offers after due date and time and or by email / fax (unless specified otherwise).
 - c) Receipt of offers in open conditions.
11. In case any BIDDER is silent on any clause mentioned in this tender document, IIT Bombay shall construe that the BIDDER has accepted the clauses as per the invitation to tender. No further claim will be entertained.
12. No revision in the terms and conditions quoted in the offer will be entertained after the last date and time fixed for receipt of tenders.

J. CORRUPT & FRAUDULENT PRACTICES:

1. IIT Bombay requires that bidders, suppliers, contractors and consultants, if any, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy,
 - a) The terms set forth below are defined as follows:
 - i. "Corrupt practice "means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence the action of a public official in the procurement process or in contract execution;
 - ii. "Fraudulent practice "means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
 - iii. "Collusive practice "means a scheme of arrangement between two or more bidders, designed to establish bid prices at artificial, non- competitive levels; and
 - iv. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
 - b) IIT Bombay will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in

competing for the Contract in question.

K. TRANSFER AND SUBLETTING:

1. The seller shall not sublet, transfer, assign or otherwise part with the acceptance of the tender or any part thereof, either directly or indirectly, without the prior written permission of the Purchaser.

L. CANCELLATION OF TENDER:

1. Notwithstanding anything specified in this tender document, Purchaser / IIT Bombay in his sole discretion, unconditionally and without assigning any reasons, reserves the rights:
 - a) To accept OR reject lowest tender or any other tender or all the tenders.
 - b) To accept any tender in full or in part.
 - c) To reject the tender offer not conforming to the tenders terms.
2. To give purchase preference to Public Sector undertakings when applicable as per Govt. Policy/ Guidelines.
3. Offer which deviates from the vital conditions (as illustrated below) of the tender shall be rejected:
 - a) Non-submission of complete offers.
 - b) Receipt of offers after due date and time and or by email / fax (unless specified otherwise).
 - c) Receipt of offers in open conditions.
4. Conditional Tenders and Unsigned Tenders will be rejected.
5. If the quality of product and service provided is not found satisfactory, IIT Bombay reserves the right to cancel or amend the contract.

M. LATE TENDERS:

1. IIT Bombay will not be responsible:
 - a. For delayed/late tenders submitted/sent by post/courier etc.
 - b. For submission/delivery of quotations at wrong places other than the mentioned in the tender.
 - c. Any bid inadvertently received by IIT Bombay after the deadline i.e. due date & time for submission of bids, will not be accepted and returned to the BIDDER.

N. VALIDITY OF OFFER:

1. 180 Days from the date of opening of the bid.

SECTION 4 – SCOPE OF WORK& TECHNICAL BID

A) SCOPE OF WORK

The Remote Proctoring Service is being acquired to enable IIT Bombay faculty to conduct examinations during the online semester(s). The proctoring service (referred to as solution in the sequel) should be integrated with Moodle LMS and enable the instructors to obtain live video-feeds of all the candidates taking the examination. In addition, the videos should be subjected to video analytics to flag the anomalous incidents during the examination.

1. Our preference is for a solution that should be integrated with Moodle LMS and an instructor should be able to set up an examination with one week's notice.
2. In this scenario, the Remote Proctoring Service should be able to proctor the following kinds of examinations by IIT Bombay instructors.
 - a. Online computer-based tests prepared and administered via Moodle Learning Management System.
 - b. Handwritten exam administered and uploaded via Moodle.
 - c. A hybrid exam that uses a combination of the preceding two methods.
3. The proctoring application on the examinees device should run on MSWindows 10, and MacOS operating systems. Compatibility with Linux is preferable. The solution should provide at least a video feed from at least three of the following four platforms---MSWindows, MacOS, Linux, and Android.
4. **Pre examination Phase (Student registration phase):** Set up mock tests for the students to take and become familiar with the proctoring environment. This should be enabled within one week of the start of the contract. The student and the instructors should be able to test the following.
 - a. if the proctoring software is working and launching
 - b. If they are able to access Moodle and take the examination.

5. Examination phase

The proctoring software is expected to support the following features

- a. Login and authentication via IITB Moodle LTI integration (preferred) or IITB SSO.
- b. Check candidate computer hardware, web camera, microphone, surroundings, network, bandwidth, etc. as per the Remote Proctored Exam requirements that will be prepared and shared with the selected RPSP.
- c. Provide live video-feeds of all the examinees taking the examination on a real time basis.
- d. Establish candidate authentication during the exam using an approved method.
- e. Allocation of candidates to proctors using a convenient interface, randomly and automatically.
- f. Search for any candidate attempting the exam.
- g. Provide quick access to list of paused and/or disconnected examinees.
- h. Ability for the instructor to broadcast/announce messages to all live examinees and also for one-on-one two-way communication with individual examinees.
- i. Handle short network disruptions gracefully with local logging of audio and video during the disruption and syncing when the network is back.
- j. Work on a variety of platforms (Windows, Linux, MacOS, Android, iOS) either via native apps or through the browser.

6. Post examination phase

1. RPSP should ensure protection of any data collected by the vendor in the process of setting up or conducting the exam. All personally identifiable data must be stored in an encrypted fashion, and the vendor must ensure it cannot be accessed by any unauthorized persons.
2. The Vendor should allow IIT Bombay to download the data as required, and permanently delete all personally identifiable data within a period to be specified by IIT Bombay.

B) TECHNICAL BID

1. Detailed description of the process flow that includes during the pre-examination phase, examination phase, and post-examination phase.
2. Brief description of the software architecture of the proposed solution.
3. Detailed description of the features with reference to the needs of IIT Bombay that their solution provides.
4. The following are the desirable features of the remote proctoring solution.
 - a. Provide a safe examination environment. The Proctoring softwareEngine on the examinees' device should allow access to only whitelisted applications and websites. Further, it should also disable all Bluetooth devices, ports, special purpose keys, print-screen, copy-paste features browsers etc. and all necessary precautions and any other feature that can possibly allow the student to obtain taboo information.
 - b. Manual and AI/ML-based offline analytics should be able to flag incidents during both computer-based and pen-and-paper exams.
 - c. The live feeds should allow us to zoom in on individual examinees.
 - d. At the end of the examination, video logs and flags all anomalous incidents should be available within 3 hours of the completion of the examination. These flags should be obtained from state-of-the-art video-analytics using AI/ML algorithms.
 - e. The analytics should learn continuously, including from the manual tagging of incidents by IIT Bombay proctors, and updated regularly.
 - f. The number of manual proctors should be determined by the instructor and no limit should be placed on either the number of proctors or the number of examinees per proctor.
 - g. Privacy of the examinee is to be protected; video feeds stored by vendor must be encrypted and made accessible only to authorized personnel. The software must not read anything from the student computer other than the screen and must not store anything except required identification information, preferences, and video recordings.
 - h. Disable all Bluetooth devices, all ports, special purpose keys, print-screen, copy-paste features browsers etc. and all necessary precautions.
 - i. Console (live) display during the examination to be customized as per the specifications of IIT Bombay

This list is not exhaustive; please highlight all additional features that you may have. This should not exceed five pages.

5. Detailed description of the process to integrate with Moodle and timelines.

SECTION 5 –TERMS & CONDITIONS OF CONTRACT

A. AWARD OF CONTRACT:

1. The RPSP with the highest techno commercial score (TCS) will be chosen to provide the service for one semester. The RPSP is required to get registered at our ERP portal.
2. Technically eligible bidders may be empaneled for one year and IIT Bombay reserves the right for extension of the contract subject to annual review and satisfactory performance.
3. Financial bids may be called from the empanelled RPSP only, if required for subsequent semesters.
4. The empanelled RPSP will abide by all the Terms & Conditions of the Tender Document.
5. We may remove or add any RPSP during the contract without prior notice.

B. EARNEST MONEY DEPOSIT:

1. UNDERTAKING for BID SECURITY to be issued by the bidder on company's letter in lieu of EMD. (Format attached in Annexure V)

C. PERFORMANCE BANK GUARANTEE:

1. Performance Guarantee Bond is mandatory.
2. Successful tenderer/ bidder should submit performance guarantee as prescribed above to be sent to Joint Registrar, Materials Management Division, IIT Bombay along with order acknowledgment. The PBG to be furnished in the form of bank guarantee as per Annexure V, for an amount of Rs.5,00,000/- (Rupees Five Lakh Only).
3. The Performance Guarantee should be established in favor of "The Registrar, IIT Bombay".
4. PBG to be established through any of the National Banks (whether situated at Mumbai or outstation) with a clause to enforce the same on their local branch of Mumbai or any scheduled bank (other than national bank) situated at Mumbai. Bonds issued by co-operative banks will not be accepted.
5. Performance Guarantee Bond shall be for the due and faithful performance of the contract and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded or agreed to between the successful tenderer and the purchaser under the terms & conditions of acceptance to the tender.
6. The successful tenderer is entirely responsible for due performance of the contract in letter and spirit and all other documents referred to in the acceptance of tenders.
7. The PBG shall be kept valid during the period of contract and shall continue to be enforceable for a period of one year/two years (as mentioned in the tender document) or upto warranty period whichever is later from the date of order acknowledgement. In case PBG needs extensions upto warranty period then supplier shall initiate extensions to PBG one month prior to expiry of PBG.
8. If successful bidder fails to submit the Performance Guarantee Bond along with Contract Acknowledgment then purchase order/contract will be cancelled and EMD will be forfeited.
9. No interest shall be payable by the buyer to the Bidder on PBG.
10. If successful bidder fails to perform contract terms and conditions then the Performance Guarantee Bond will be forfeited and the organization will be debar for three years.

D. SERVICE LEVEL AGREEMENT (SLA) REQUIREMENTS AND TERMS OF PAYMENT:

1. The proctoring solution must provide an SLA to catch a specified fraction of incidences, despite varying background, lighting, ambient noise, and varying device characteristics. The metrics would include false positive and false negative ratios for flagging incidents, for screen-based exam vs. paper based exams.
2. The instructor conducting the examination will certify the usage and SLA compliance within one week

of the conduct of the examination and

3. Bills to be submitted as per actual use and billed twice during the contract period; on 01 November and 15 December.
4. Payment within 30 days from the date of Acceptance Certificate of concerned Department / Section / Materials Management Division, IIT Bombay.
5. Payment shall be made by NEFT/ RTGS or such other mode / electronic fund transfer offered by the Bank.
6. IIT Bombay does not make advance payment to suppliers. Any request of Advance payment will be summarily rejected.

E. FORCE MAJEURE:

1. Force Majeure will be accepted on adequate proof thereof.

F. LEGAL MATTER:

1. Jurisdiction of Mumbai Courts only.
2. In the event of any dispute over this contract, IIT Bombay's decision shall be final and binding.

SECTION 6: COMMERCIAL BID

Ref No.: MMD/ RPSP /RC/2020-21

A	B	C	D	E	F	G	H
Sr. No.	Item Description	Quantity of candidates for calculation	Rate in Rs. Each Candidate	GST %	Charges if any Specify	Total Price Of each candidate (₹) (D+E+F)	Total Amount (₹) (C x G)
1.	Rate per candidate per exam for 1 hr exam	3000					
2.	Rate per candidate per exam for 2 hr exam	3000					
3.	Rate per candidate per exam for 3 hr exam	10000					
		Total (1+2+3)					

Note:- 1) The value of the commercial bid will be calculated as the total cost for conducting 3000 one-hour exams, 3000 two-hour exams, and 10000 three-hour exams.

PAN:.....

GSTN:.....

(Signature of the bidder) Printed Name

Designation

Seal

Date:

Business Address:

SECTION 7: ANNEXURES

ANNEXURE I - BIDDER'S INFORMATION

(On Company / firm's Letterhead)

Details of the Bidder:		
1	Name of the bidder	
2	Registered Office/Shop Address of the bidder	
3	Details of the Incorporation/Shop Establishment License of the Company	Date:
		Registration No.:
5	Valid GST Registration No.	
6	Permanent Account No. (PAN)	
7	Name & Designation of the Contact person to whom all references shall be made regarding this tender	
8	Address for Communication	
9	Telephone No. (with STD Code)	
10	Email Address of the contact person	
11	Fax No. (with STD Code)	

Yours faithfully,

(Signature of the bidder) Printed Name Designation

Seal

Date:

Business Address:

Encl: As above

ANNEXURE II – DECLARATION REGARDING CLEAN TRACK
(On Company / firm's Letterhead)

To,
The Joint Registrar (MM)
Materials Management Division
Main Building, IIT Bombay,
Powai, Mumbai – 400 076.

Date:

Dear Sir,

Sub: Tender No. MMD/RPSP/RC/2020-21 dated 2nd September, 2020 for “Tender document for inviting bids Remote-Proctoring Service Providers (RPSP) for remote proctoring of examinations at IIT Bombay”

I/we carefully gone through the Terms & Conditions contained in the above referred tender document. I/we hereby declare that my company / firm is not currently debarred / black listed/convicted by any Government / Semi Government Organizations / Institutions in India or abroad. I/we further certify that I'm competent officer in my company /firm to make this declaration.

Or

I/we declare the following

Sr. No.	Country in which the company is debarred/blacklisted/ is pending	Black listed / debarred by Government / Semi Government Organizations/Institutions	Reason	Since when and for how long

(NOTE: In case the company / firm was blacklisted previously, please provide the details regarding Period for which the company / firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the bidder) Printed Name Designation

Seal

Date:

Business Address:

Encl: As above

ANNEXURE III: DECLARATION OF ANNUAL TURNOVER

(On Company / firm's Letterhead)

To,
The Joint Registrar (MM)
Materials Management Division
Main Building, IIT Bombay,
Powai, Mumbai – 400 076.

Date:

Dear Sir,

Sub: Tender No. MMD/RPSP/RC/2020-21 dated 2nd September, 2020 for “Tender document for inviting bids Remote-Proctoring Service Providers (RPSP) for remote proctoring of examinations at IIT Bombay”

1. I/we hereby declare that, our firm's Annual Turnover as follows, and I/we have also supported an Audited Accounts for your references:

F. Y. 2017-18	F. Y. 2018-19

Yours faithfully,

(Signature of the bidder) Printed Name Designation

Seal

Date:

Business Address:

Encl: As above

ANNEXURE IV: EXPERIENCE IN SIMILAR WORK
(On Company / firm's Letterhead)

To,
The Joint Registrar (MM)
Materials Management Division
Main Building, IIT Bombay,
Powai, Mumbai – 400 076.

Date:

Dear Sir,

Sub: Tender No. MMD/RPSP/RC/2020-21 dated 2nd September, 2020 for “Tender document for inviting bids Remote-Proctoring Service Providers (RPSP) for remote proctoring of examinations at IIT Bombay”

The RPSP must have experience in similar service to at least three other agencies, conducting simultaneous tests for at least three thousand (3000) students simultaneously. Additionally, the company should have conducted at least ten thousand (10,000) college-level examinations of 2 hours or more over the last one year. Documentary evidence in the form of work order/contract and performance report must be enclosed and filed as per below format.

Sr. No.	Order Placed by (full add of client)	Order No.& date	Item Description	Value of order	Date of completion of contract	Contact Person along with Telephone No., Fax No. and e-mail Address.

Yours faithfully,

(Signature of the bidder) Printed Name Designation

Seal

Date:

Business Address:

Encl:As above

ANNEXURE V: UNDERTAKING for BID SECURITY

(To be issued by the bidder on company's letter in lieu of EMD)

To,
The Joint Registrar (MM)
IIT Bombay
Mumbai - 400076

We, M/s(name of the firm) , with ref. to Tender No. MMD/RPSP/RC/2020-21 dated 2nd September, 2020 for “Tender document for inviting bids Remote-Proctoring Service Providers (RPSP) for remote proctoring of examinations at IIT Bombay” hereby undertake that:

- 1) We accept all the terms and conditions of the tender document.
- 2) We accept that, we will not modify our bid during the bid validity period, submit performance guarantee within the stipulated period and honour the contract after award of contract.
- 3) In the event of any modification to our bid by us or failure on our part to honour the contract after final award or failure to submit performance guarantee, our firm may be debarred from participation in any tender/contract notified by Indian Institute of Technology, Bombay for a period of one year.

Yours faithfully,

(Signature of the bidder)
Printed Name Designation
Seal
Date:
Business Address:

ANNEXURE VI: FORMAT FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred) (TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT MUMBAI OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT MUMBAI OR ANY SCHEDULED BANK SITUATED AT MUMBAI. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

LETTER OF GUARANTEE

To,

Joint Registrar (MM)

Indian Institute of Technology Bombay

Powai, Mumbai – 400 076.

WHEREAS Indian Institute of Technology, Bombay (Buyer) have invited Tenders vide Tender No/Purchase Order Dt. for purchase of AND WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to supply the equipment / machinery, etc. in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of "The Registrar, Indian Institute of Technology Bombay" in the form of Bank Guarantee for Rs 5,00,000/- and valid till one years from the date of issue of Performance Guarantee Bond may be submitted within 15 (Fifteen) days from the date of Order Acknowledgment as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the equipment / machinery, etc. this Bank shall pay to Indian Institute of Technology Bombay on demand and without protest or demur Rs 5,00,000/- (Rupees Five Lakh Only).

This Bank further agrees that the decision of Indian Institute of Technology Bombay (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Indian Institute of Technology, Bombay (Buyer).

Notwithstanding anything contained herein:

Our liability under this Bank Guarantee shall not exceed Rs. 5,00,000/- (Indian Rupees Five Lakhs only).

This Bank Guarantee shall be valid up to(date) and

We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Bombay serve upon us a written claim or demand on or before.....(date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

SECTION 8 - CHECKLIST

The following items must be checked before the Bid is submitted:

A. Envelope“1”

1. Eligibility Criteria Responses (each pages duly sealed and signed by the authorized signatory)
2. All Annexure& Undertakings/Declarations

B. Envelope“2”

1. Technical bid responses (Password protected PDF while sending via e-mail)

C. Envelope“3” ”

1. CommercialBid