

**BID DOCUMENT**  
**OPEN COMPETITIVE BID (OCB)**  
**(E-PROCUREMENT)**  
**FOR**  
**CONDUCTING ONLINE EXAMINATIONS WITH REMOTE**  
**PROCTORING TO THE RGUKT STUDENTS**  
**(CONFIDENTIAL WORK)**

**PROPRIETARY & CONFIDENTIAL**



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES**  
**Camp Office Address: RGUKT-AP, Nuzvid Campus, Nuzvid,**  
**Krishna District, Andhra Pradesh, Pin: 521202.**

**News paper advertisement**

**E-Procurement Tender Notice**



**RAJIV GANDHI UNIVERSITY OF KNOWLEDGE TECHNOLOGIES**

**(Established through Act No.18 of 2008)**

**ANDHRA PRADESH, INDIA**

**Camp Office Address: RGUKT-AP, Nuzvid Campus, Nuzvid, Krishna District,  
Andhra Pradesh, Pin: 521202.**

**E-Procurement Tender Notice**

Online tenders are hereby invited from reputed agencies / companies for conducting Online Examinations with Remote Proctoring to the RGUKT Students (Confidential Work).

Interested bidders can download and submit the bids online from 21.08.2020, 11:30A.M to 14.09.2020 up to 05:00 P.M through <https://tender.apecurement.gov.in> (AP Portal). For further details please visit our University website: [www.rgukt.in](http://www.rgukt.in) or <https://tender.apecurement.gov.in> (Andhra Pradesh Portal).

Date. 21.08.2020

**Sd/-  
Office of the Chancellor,  
RGUKT-A.P.**

**Name of work: Conducting Online Examinations with Remote Proctoring to the  
RGUKT Students (Confidential Work).**

**Tender Schedule:-**

S. No	Title	Description
1.	Bid System	Three Bid System – Pre-qualification, Technical Bid and Financial Bid
2.	Bid Document fee (Non refundable)	Rs.3000 /- (By way of DD from any Scheduled Bank in favor of the Registrar, RGUKT (Non refundable) payable at Nuzvid.
3.	EMD	Rs.25000/- (by way of Demand Draft from any Nationalized Bank. By way of DD in favor of The Registrar, RGUKT payable at Nuzvid. All applicable bank charges shall be borne by the applicant. Tender submitted without EMD and tender fees is liable to be rejected.
4.	Bid Documents Downloading Start Date and Time	21.08.2020 at 11.30 AM
5.	Bid Document Downloading End Date and Time	14.09.2020 till 05.00 PM
6.	Last date and Time for uploading of online documents	14.09.2020 till 05.30 PM
7.	Last date for submission of the Hardcopies by person /Uploaded Scanned Pre-qualification and Technical Documents copies through Email: <a href="mailto:director.cetls@rgukt.in">director.cetls@rgukt.in</a> (who are to be paid document and EMD fee through online only eligible for sending Uploaded Scanned Pre-qualification and Technical Documents copies through Email)	15.09.2020 till 03.00 PM, at RGUKT, Nuzvid Campus, Krishna, District – 521202.
The University will consider only the bids submitted through online E-procurement platform i.e. <a href="http://tender.apecurement.gov.in">http://tender.apecurement.gov.in</a> .		
1.	Pre-qualification & Technical Bid opening date/time	15.09.2020 till 04.00 PM
2.	Price Bid opening date/time	17.09.2020 till 03.00 PM
3.	Contact person	The Director, CETLS, RGUKT- Andhra Pradesh

**Note:** The dates stipulated above are firm and under no circumstances they will be relaxed unless extended by an official notification or happen to be Public Holidays. For the assistance in the online submission issues, the bidder may contact the help desk of M/s. VUPADHI (<https://tender.apecurement.gov.in> ) at their e-mail address: [contact@vupadhi.com](mailto:contact@vupadhi.com) , Phone: 08645-246370/71/72/73/74.

**CLARIFICATIONS:**

- i. Queries if any can be made through e-mail only on [director.cetls@rgukt.in](mailto:director.cetls@rgukt.in) , on or before 04.09.2020. Queries received via any mode other than e-mail id mentioned

above will not be entertained. The queries should only be sent in following format on the official letter head of the company.

S. No.	Page No. (Tender Ref.)	Clause (Tender Ref.)	Description (Tender Ref.)	Query

- ii. The addendum/corrigendum if any shall be published on RGUKT website i.e. [www.rgukt.in](http://www.rgukt.in) as well as on e-procurement platform <https://tender.apecurement.gov.in>.
- iii. The Bidders are requested to submit the bids after issue of clarifications duly considering the changes made if any. Bidders are totally responsible for incorporating/complying the changes/ amendments made by RGUKT Institute.

### **SECTION - I** **INVITATION FOR BIDS**

**Subject:** Conducting Online Examinations with Remote Proctoring to the RGUKT Students (Confidential Work) –Reg.

Sir/Madam,

- 1) Bids are invited on the e-procurement platform Tenders (Part-1 Technical Bid and Part –II Financial Bid) **from reputed, experienced, technologically sound firms / agencies/ companies having at least One year experience of online Pre & Post examination processing work in any Central / State Government Universities/ Institutions/ Board/Commissions/ any Organizations.** The details of bidding conditions and other terms can be downloaded from the electronic procurement platform and the bidders have to register on the e procurement market place of **Government of Andhra Pradesh** i.e. <http://tender.apecurement.gov.in> .
- 2) **The tenderer shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs.25000/- (Rupees: Twenty Five Thousand only) which is refundable and a non-refundable tender fee for an amount of Rs.3000/- (Rupees: Three Thousand only) by way of demand drafts only. The demand drafts shall be drawn in favor of “The Registrar, RGUKT” payable at Nuzvid. The demand drafts for earnest money deposit & tender fee must be enclosed in the envelope containing the technical bid.**
- 3) At any time prior to the deadline of submission of bid, Institute for any reason, whether at its own initiative or in response of a clarification requested by a prospective tenderer, modify the tender by amendment and it will be published on the website and as well as E-Procurement platform.
- 4) The tenderer are requested to read the tender document carefully and ensure to compliance with all the instructions herein. Non-compliance of the instructions

contained in this document may disqualify the tenderer from the tendering exercise.

- 5) In the event of the due date of receipt and opening of the tender being declared as a holiday for the Institute, then due date of receipt / opening of the tender will be the next working day at the same time.
- 6) The University will not accept the tenders from blacklisted companies or undependable Agencies whose past performance was found to be poor due to delayed and/or erratic supplies, frequent product failures, and also against whom there have been adverse reports of sub-standard performance.
- 7) The bidders need to scan and upload the required documents as per the Check list given. Such uploaded documents pertaining to technical bid need to be attached to the tender while submitting the bids online. The Self attested copies of all these uploaded documents of Pre-Qualification and technical bid, signed undertaking of tenderer should be submitted offline by person or postal or courier or **Uploaded Scanned Pre-qualification and Technical Documents copies through Email ([director.cetls@rgukt.in](mailto:director.cetls@rgukt.in))** or The Director, CETLS, RGUKT-A.P by 15.09.2020 by 03:00 PM. RGUKT will consider only the bids submitted through online E-procurement platform i.e. <http://tender.apecurement.gov.in>.
- 8) Not more than one tender shall be submitted by one bidder or bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
- 9) Tenderer who has downloaded the tender from the RGUKT website [www.rgukt.in](http://www.rgukt.in) and AP Tender website <http://tender.apecurement.gov.in> shall not alter/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be altered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with RGUKT. Intending tenderer are advised to visit RGUKT website [www.rgukt.in](http://www.rgukt.in) and AP Tender website <http://tender.apecurement.gov.in> till closing date of submission of tender for any corrigendum / addendum/ amendment.

**NOTE:**

**After uploading the documents, the copies of the uploaded technical bid documents along with original Demand Drafts in respect of EMD and Tender document fee have to be submitted.**

**For any clarification and further details on the above tender please contact Telephone No: 7670905559.**

**Sd/-  
The Director, CETLS, RGUKT-A.P.**

## SECTION-II

### STATEMENT OF IMPORTANT LIMITS/VALUES RELATED TO BID

Item	Description
Bid Document fee	Rs.3000/- (By way of DD from any Nationalized Bank) (non refundable). By way of DD in favor of The Registrar, RGUKT payable at Nuzvid. If the tender is cancelled or recalled on any ground, the Tender document fees (Tender Fees) will not be refunded to the bidders.
EMD	Rs.25000/- (by way of Demand Draft from any Nationalized Bank. By way of DD in favor of The Registrar, RGUKT payable at Nuzvid. All applicable bank charges shall be borne by the applicant. Tender submitted without EMD and tender fees is liable to be rejected.
Bid Validity Period	180 days from the date of opening of commercial bid. The EMD shall be forfeited if a bidder withdraws his bid during the period of bid validity as specified in the bid form
EMD Validity Period	Demand Draft - 90 Days Bank Guarantee - 180 days from the date of opening of commercial bid
Period for signing the order Acceptance	Within 5 days from the date of receipt of notification of award
Performance security value	5% of the contract value
Period for furnishing performance Security	Within 5 days from date of receipt of award
Performance security validity period	60 days beyond contract period
Payment terms	Payment will be made based on the certification of RGUKT Officials on successful completion and acceptance of work. No Advance Payment will be made. Payment will be made within 30 days of submission of invoice, provided the same is complete and duly authenticated by the specified Officer(s) of RGUKT. Payment will be made by E-payment/NEFT/RTGS after deducting the TDS as applicable
<b>Rejection of Tender (s)</b>	The University reserves the right to reject any or all the bids either in part or full relating to the work under this Tender Document without any reason whatsoever. The University reserves the right to accept or reject any or all tenders received by it without assigning any reason what-so-over. RGUKT may also withdraw or cancel the tender either in part or in full to its sole discretion. RGUKT also does not bind itself to accept the lowest bid.
<b>Error in Tender submission:</b>	The University does not take any responsibility for the tender being wrongly submitted in the e-procurement portal and malfunction of the system at bidder's end or not received in the portal by the stipulated date and time.

### **SECTION-III INSTRUCTIONS TO TENDERER**

Instructions to bidder are broad guidelines to be followed while formulating the bid and its submission to the Purchaser. Envelope should be super scribed as “Tender Conducting Online Examinations with Remote Proctoring to the RGUKT Students (Confidential Work)”. The supplier is advised to study all technical and commercial aspects, instructions, forms, terms and specifications in the RFP carefully. Failure to furnish all information required in the Proposal or submission of a Proposal not substantially responsive to the RFP in every respect will be at the supplier’s risk and may result in rejection of the proposal.

#### **1. Submission of Tender:**

1.1. The tender shall be submitted online as follows:

PART-1: Pre-qualification and Technical documents as per tender

PART-2: Price bid as per Price Bid format

**Note: The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter.**

#### **2. Pre – Qualification Criteria: (PART- I)**

- 2.1. The firm should be in similar type of services of providing solutions for online proctoring, with an exam-platform for at least One year on 31.07.2020.
- 2.2. Bidder should have satisfactory completed similar services to provide solutions for online proctoring, with an exam-platform in last Three years as on 31.07.2020: Two project of min Rs. 10 LAKHS OR Three projects of min Rs. 5 LAKHS.
- 2.3. The average annual turnover of the firm in three financial years out of the last four financial years as on 31.03.2020 (For FY 2016-17, 2017-18, 2018-19, and 2019-20) shall be minimum Rs. 20 lakhs.
- 2.4. The tenderer should not have been debarred or blacklisted by any Central / State Government Departments of India. An affidavit to that effect on Non-Judicial stamp paper of Rs.10/- duly notarized must be enclosed with the technical bid in prescribed format. The proforma of the affidavit is attached with the tender.

- 2.5. Signed & stamped compliance sheet of the technical specification of the goods with technical printed literature along with Bill of Material (BoM) mentioning all the terms & conditions clearly, must be enclosed with the technical bid.
- 2.6. Firms/Agency/ Company Registration certificate and Power of Attorney (if applicable).
- 2.7. Copy of the PAN and GST certificate.
- 2.8. Bidder Information.
- 2.9. List of previous similar service (copies of the work orders and client's certificates to be attached).
- 2.10. Client List and their contact numbers.

**Note:** Only those bids who meet the above mentioned minimum criteria will be considered for Part-II- Technical evaluation of capabilities.

The tender of any tenderer, who has not complied with one or more of the conditions of pre-qualification criteria and / or fail to submit the required documents in prescribed format as mentioned / or required / or conditional tender are liable to be summarily rejected.

### 3. TECHNICAL BID (PART-II)

The bidders are requested to prepare their own technical proposal. The technical bid shall contain all the relevant information which forms part of the technical bid. All the information should be organized in logically structured form and submitted as technical bid with an index. Bidder is free to add any information that can help in assessing technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder.

Technical evaluation of the bidder will depend on the information provided herein & the presentation to the committee members. Technical bid score, out of 100, will be arrived based on the following Parameters / Attributes / Dimensions:

S. No	Parameters/Attributes/Dimensions	Maximum core
01	The bidders must have executed at least One projects of providing solutions for online proctoring, with an exam-platform and must have experience in handling such projects in reputed academic or commercial or any other business organization (preferably in reputed institutions/ universities like IIMs, IISERs, NITs). Support of this the bidder must submit the Work Order, Detail of	<p style="text-align: center;"><b>One Project -10</b>  <b>Two Projects -20</b>  <b>More than Two - 25</b></p>



	Work, the Work Completion Certificate from client with satisfactory or good credentials. Only Work order, PO copy etc will not be considered as work experience.										
02	The bidder should have experience in handling large student populations at a time.	<b>200- 500 – 5 marks</b> <b>501-750 – 10 marks</b> <b>751 -1000 – 15 marks</b> <b>More than 1000 – 25 marks</b>									
04	<p><b>Technical Presentation:</b></p> <p>Bidder is required to submit a proposed solution that can help in assessing technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment.</p> <p>This information should include items such as:</p> <ol style="list-style-type: none"> <li>i. Descriptions pertaining to extent and quality of experience in providing similar type of services, list of premier/large clients with distribution of size of contracts in operation or completed, client satisfaction certificates, organizational process followed.</li> <li>ii. Complete details related to manpower that will be deployed (number, ranks, experience, reporting structure, qualification, etc.)</li> <li>iii. Capability of the vendor to develop the required software.</li> <li>iv. Question paper authoring software</li> <li>v. Client and server software for the remote proctored online computer based auto-graded examination</li> <li>vi. Client and server software for the online remote proctored Pen + paper exam which would be manually evaluated</li> <li>vii. Security and software quality certification.</li> <li>viii. Prior experience of the vendor in conducting large-scale remote proctored online examinations.</li> </ol> <p>The vendors may be required to make a presentation on their capabilities to conduct the online remote proctored computer based auto-graded exam/online remote proctored) as per the conditions specified above.</p> <p>The evaluation shall be done against the requirement specified in the Scope or Work mentioned in the Tender document.</p> <table border="1"> <thead> <tr> <th>S. No</th> <th>Description</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>01</td> <td>Proctoring Solution using cutting edge technologies as per scope of the work.</td> <td>25</td> </tr> <tr> <td>02</td> <td>Examination portal using cutting edge technologies as per scope of the work.</td> <td>25</td> </tr> </tbody> </table> <p>Since the said criteria is subjective in nature the decision taken by the evaluation committee will be considered as final</p>	S. No	Description	Marks	01	Proctoring Solution using cutting edge technologies as per scope of the work.	25	02	Examination portal using cutting edge technologies as per scope of the work.	25	
S. No	Description	Marks									
01	Proctoring Solution using cutting edge technologies as per scope of the work.	25									
02	Examination portal using cutting edge technologies as per scope of the work.	25									
		<b>Total Marks 100</b>									

Bidders getting minimum 50 marks in the technical bid will be considered for opening of their Part-III-Price Bid. The decision of RGUKT will be final and binding to all for interpretation of any ambiguity.

#### **4. PRICE BID:- (PART - III)**

Price Bid of only technically qualified bidders shall be opened at later date in presence of Committee constituted by the University. Technically qualified bidders shall be intimated by web notification or auto generated email through e-procurement. The date and time of opening the price bid shall be communicated to the eligible bidders through web-notification at e-procurement website <http://tender.apecurement.gov.in>.

- ✓ The bidders have to e-submit the price bid only as per the price schedule format/template available on e-procurement platform portal. Any other format for e-submission of price bid shall be out rightly rejected without any further reference to the bidders.
- ✓ In case if the price bid is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with RGUKT.
- ✓ **Do not quote price in the Pre-Qualification, Technical bid or elsewhere it would lead to your bid getting disqualified without any further reference to the bidders.**
- ✓ The prices must include all the applicable taxes and duties, fees and any other charges except GST. GST component if applicable to be shown separately and will be paid extra, if applicable.
- ✓ RGUKT reserves the right to negotiate the quoted price with the successful bidder.

#### **5. METHOD OF SUBMISSION:**

Bids shall be submitted online on <http://tender.apecurement.gov.in> Platform.

5.1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website <http://tender.apecurement.gov.in>

5.2. Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates.

- 5.3. The bidders who are desirous of participating in e- procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.
- 5.4. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.
- 5.5. The bidders should scan and upload the respective documents in Technical Documentation as per the check list.
- 5.6. After uploading the documents, the copies of the uploaded technical and Pre-qualification bid documents for evaluation and original Demand Drafts in respect of Bid Security and Bid document fee are to be submitted by the bidder to the “ The Director, CETLS, RGUKT Andhra Pradesh” by **03:00PM on 15.09.2020.**
- 5.7. Failure to furnish any of the uploaded documents, certificates, will entitle in rejection of the bid. The University shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the EMD will be forfeited.
- 5.8. The University will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.
- 5.9. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation. The hard copies of all the uploaded Technical documents should be self - attested with seal. The rates should be quoted online only. The financial bids of the Bidders, who qualify the technical bid, shall only be opened.

**6. Earnest Money Deposit (EMD) and Tender Fee/Tender Processing Fee:**

The tenderer shall be required to submit the Earnest Money Deposit (EMD) for an amount of Rs.25,000/- (Rupees Twenty Five Thousand only) which is refundable and a non-refundable tender fee/Tender Processing Fee for an amount of Rs.3000/- (Rupees : Three Thousand only) by way of demand drafts only. The demand drafts shall be drawn in favour of “The Registrar, RGUKT”, Payable at Nuzvid.

Any technical bid is found without the demand drafts of earnest money deposit and tender fee/Tender Processing Fee will be rejected. The Institute will not be liable to pay any interest on such an amount. The earnest money deposit shall be forfeited, if the

tenderer withdraws its bid during the period of tender validity. After the award of the contract to the successful tenderer, the earnest money deposit of the unsuccessful tenderer(s) will be refunded within 30 days.

**7. Validity:** Quoted rates must be valid for a period of 180 days from the date of the closing of the tender. The overall offer for the assignment and tenderer quoted price shall remain unchanged during the period of validity. If the tenderer quotes the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

In case the tenderer withdraws, modifies or changes his offer during the validity period, the tender is liable to be rejected and the earnest money deposited shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

**8. Payment Terms:** Payment will be made based on the certification of RGUKT Officials on successful completion and acceptance of work. No Advance Payment will be made. Payment will be made within 30 days of submission of invoice, provided the same is complete and duly authenticated by the specified Officer(s) of RGUKT. Payment will be made by E-payment/NEFT/RTGS after deducting the TDS as applicable.

**9. Rejection of Tender (s):** RGUKT reserves the right to reject any or all the bids either in part or full relating to the work under this Tender Document without any reason whatsoever. RGUKT reserves the right to accept or reject any or all tenders received by it without assigning any reason what-so-over. RGUKT may also withdraw or cancel the tender either in part or in full to its sole discretion. RGUKT also does not bind itself to accept the lowest bid.

**10. Performance Security Deposit (PSD):** Successful Bidder as to submit PSD amount equal to 5% of total contract amount within One weeks of contract award in the form of bank guarantee from schedule commercial bank. If any amount remains liable to be recovered by RGUKT from the bidder or in the event of termination of contract by RGUKT on account of breach of any terms and conditions of the contract by the bidder, the appropriate amount will be deducted from PSD. No interest will be paid on PSD amount. It will be released after the defect liability period.

**11. Authorization:** Bidder signing the tender form or any other documents forming part of the contract on behalf of the Bidder shall be deemed to warranty that he has authority to bind the Bidder. If subsequently comes to light that the person so signed had no authority to do so, RGUKT may without prejudice to any other civil & criminal remedies cancel the tender and hold the Bidder liable for all costs, charges and damages.

**12. Conditional Bids:** Conditional bids or Bids based on the process / basic schemes other than mentioned and / or not conforming to the technical specifications / requirements of the Bidding documents will not be considered.

**13. Method of Measurement:** Actual nos. of exam served to be measured and paid.

**14. Contract Period:** The initially contract period shall be for a period of six months, and on satisfactory completion, renewable by another six months.

**15. Escalation / De-Escalation of Rates:** Not Applicable. Rate shall be firm throughout the contract period and any extension thereof (if any).

**16. Insurance for Material, Labour & Equipment:** Successful bidder has to obtain adequate insurance cover for its personnel, the Equipment, software installed for this scope of service. In case of any mishap, the liability for the same will be borne by the Contractor & not Involve RGUKT. The Contractor has to take an insurance policy accordingly.

**17. Compliance of statutory obligations:** The bidder will be required to comply with all statutory obligations from time to time applicable to this contract. In the event of violation of any contractual or statutory obligations by the bidder, the bidder shall be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against RGUKT by any individual, agency or government authority due to acts of the bidder, the bidder shall be liable to make good / compensate such claims or damages to the RGUKT. As a result of the acts of the bidder, if RGUKT is required to pay any damages to any individual, agency or government authority, the bidder would be required to reimburse to RGUKT such amount along with other expenses incurred by RGUKT or RGUKT reserves the right to recover such amount from the payment(s) due to the bidder while settling its bills.

**18. Training of Personnel:**

The supplier shall be required to undertake to provide the technical training to the personnel involved in the use of the equipment/process/technical training at the Institute premises, immediately at the company cost.

**19. Assignment and sub-contracting:** The successful bidder shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of unavoidable circumstances, the successful bidder shall be able to do it with approval of the RGUKT of premises. However, the job shall be sublet only to the party approved by RGUKT officials.

**20. Inspection and testing by RGUKT:** The RGUKT shall be entitled to inspect and / or test by itself or through any of its representative or an independent agency.

**21.** If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, RGUKT reserves the right to reject such a tender at any stage.

**22.** The bidding agency should own the copyright or should have appropriate license to use the source code being used for conducting the computer based online examinations. The agency should be able to make changes as and when required in any of the components of the software/source code being utilized for the purpose of conducting the said computer based online examinations in accordance with the requirements and/or changes made by RGUKT for the examination paper or format of the examinations or in any other manner. If source code is taken or licensed from other agency they should have rights- both technical and legal to modify the same.

**23.** Award of similar type of work/services on same rates: Upon mutual consent, RGUKT may award similar type of work / services for which the rates shall be valid during the contract period.

**24. Safety and Security:** Contractor shall abide by the safety code provisions, EHS provisions as per safety code framed from time to time by the government/statutory authorities.

## **25. Termination of the Contractor:**

**25.1. Termination due to contractor's Default:** If the Contractor is in default under any of the provisions of this Contract, including but not limited to:

- a. Failure to proceed with all or any part of the Contract or Contract Work with due diligence.
- b. Any serious issue related to safety / critical complains from the participants.
- c. Any issue including Technological failure, execution of marketing as per approved marketing plan, etc.
- d. Failure to execute all or any part of the Contract or to perform any other obligations in accordance with the Contract.
- e. Refusal or neglect to make good of defective service or after being instructed to do so by RGUKT.
- f. Going into liquidation (other than a voluntary liquidation for the purpose of reconstruction) or having a receiver appointed for all or part of its undertaking.
- g. Delay in executing the Contract/ Empanelment such that Liquidated Damages are due under the terms of the Contract.
- h. Abandoning the Contract / Empanelment
- i. Assigning or subletting any part of the Contract Scope of Service without the prior written approval of RGUKT;
- j. Failure to comply with any Applicable Law;

then, and in any such event and without prejudice to any other rights or remedies that RGUKT may have, RGUKT may issue contractor written notice describing the default. If contractor does not commence remedy of the default within (10) Ten days after receipt of the notice, RGUKT may terminate all or any part of the Contract Service / Empanelment under this Contract and may then complete or have others complete all such terminated Work at the consultant's sole risk and cost.

In case of such termination, Contractor shall not be entitled to receive further payment, until the terminated Service is completed and accepted by RGUKT. If the costs incurred by RGUKT, including costs incurred in performing additional services to complete the Contract Scope of service and RGUKT's overheads in this regard, exceed the unpaid balance of the Contract Price, the Contractor shall reimburse RGUKT such excess within (10) ten days after receipt of an invoice thereof.

The rights and remedies provided in this Article are in addition to the rights and remedies provided to RGUKT by law, equity, or under any other Article in this Contract. Such termination will not relieve the Contractor of its responsibility to its laborers, suppliers or any other creditors, including RGUKT.

In the event of a termination under Article 23.1, Owner may use all or part of Contractor's drawings, documents, in the performance of the Contract Scope of Work, without payment to Contractor otherwise than by the extent such use of Contractor's items causes a reduction of cost of completing the Contract Scope of Work. If Contractor's compensation is on a cost reimbursable basis for such equipment and/or facilities, Contractor will be reimbursed for use of such equipment/facilities at the lowest applicable rate provided for herein or at prevailing market rates if no rate is specified, and the cost of Contractor's Goods used.

**26. Termination for Convenience:** RGUKT may, at its opinion, terminate for convenience the Contract/ Empanelment, at any time by written notice to Contractor. Such notice shall specify the extent to which the performance of Service is terminated and the effective date of such termination. Upon receipt of such notice, contractor shall:

- i. Immediately discontinue the Contract Scope of Service on the effective date or date of receipt of notice from RGUKT, whichever is the latest and to the extent specified in the notice and place no further orders or sub-Contracts for services, other than as may be required for completion of such portion of the Contract Scope of Service that is not terminated;
- ii. Promptly obtain cancellation upon terms satisfactory to RGUKT of all purchase orders, sub-Contracts, rentals, or any other agreements existing for the performance of the terminated Service or assign those agreements to RGUKT as instructed;
- iii. Assist RGUKT in the maintenance, protection, and disposition of Service in progress, plant, tools, equipment, property, and Goods acquired by Contractor or furnished by Contractor under this Contract; and
- iv. Complete performance of the Contract Scope of Service that is not terminated.

Upon any such termination for convenience, RGUKT shall have no liability towards contractor for any damages, including loss of anticipated profits. As its sole right and remedy, contractor shall be paid for



(a). The Service, which has been satisfactorily performed till date of such termination. Contractor shall have the responsibility to submit the Scope of service that had carried out prior to the termination date with sufficient documentation within 7 days from date of the receipt of the termination notice.

And

(b). All amounts due and not previously paid to contractor for Contract Scope of Service completed in accordance with the Contract prior to such notice of termination, and for Services thereafter completed as specified in such notice;

The termination of the Contract/Empanelment shall not relieve the contractor of any continuing rights, obligations and liabilities under the Contract.

**27. Contract Agreement:** IF REQUIRED BY RGUKT, the successful Bidder has to execute a contract Agreement with RGUKT on the non-judicial stamp paper of Rs.100/- (Rupees One hundred only). The cost of stamp paper shall be borne by successful Bidder. RGUKT reserves the right to amend the terms & conditions of contract after Mutual discussions and shall only be in writing.

**28. Indemnity:** The Contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen Compensation Act, Sales, Royalty, Excise Duty, Octroi, Works Contract, Labour cess etc. and shall keep the Institute indemnified against all penalties and liabilities of every kind for breach of any such statute ordinance or law/regulations or by laws. The Contractor shall not employ child labour.

Both Parties would indemnify each other as well their Directors, officers, employees, and agents against all / any claims, damages, loss or expenses arising from any breach in connection with agreement.

**29. Compliance with RGUKT's rules and regulations:** The Contractor shall comply with all norms stipulated by the RGUKT such as Gate Passes, security, housekeeping, discipline & decency at and around the work site, safety precautions and safety regulations.

**30. Dispute Resolution:** If any dispute, difference, controversies or claims of any kind whatsoever shall arise between RGUKT and the successful bidder, they shall seek to resolve any such dispute or difference by amicable mutual consultation and deliberation in good faith within 21 days from the date of intimation of such dispute, difference, controversies, or claims by referring it to the Chancellor/Vice Chancellor of RGUKT.

If RGUKT and successful bidder fail to resolve such dispute or difference, controversy, or claim by mutual consultation, then either Party may give the other, a formal notice in writing that the dispute, difference, controversy or claim exist specifying its nature, the point(s) in issue and its intention to refer such disputes, differences, controversies, or claims to arbitration under the Arbitration and Conciliation Act, 1996. The sole arbitrator shall be appointed by Chancellor/Vice Chancellor RGUKT having requisite technical expertise to adjudicate such nature of disputes. The decision of sole arbitrator shall be binding on both the parties.

Arbitration shall be held in Vijayawada/Nuzvid, Andhra Pradesh, India and the arbitration proceedings shall be conducted in the English language. The arbitrator will be requested to give their award in 60 days' time. The award shall be a reasoned award and the same shall be final and binding on the Parties. The award shall be entered in the courts at Vijayawada/Nuzvid and such courts may order enforcement of the award against the Parties and their respective successors and permitted assignees. The costs and expenses of the arbitration shall be borne equally by both the parties. The courts in Vijayawada/Nuzvid shall have the exclusive jurisdiction.

**31. Force Majeure:** If the whole or any part of the performance by the Parties of any part of their respective obligations hereunder is prevented or delayed by causes, circumstances or events beyond the control of the Parties including delays due to floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government, custom barriers, or other causes of like character beyond the control of the Parties, then to the extent the Parties shall be prevented or delayed from performing all or any part of its obligations hereunder by reason thereof despite due diligence and reasonable efforts to do so notwithstanding such causes, circumstances or events, the Parties shall be excused from performance hereunder for so long as such causes, circumstances or events shall continue to prevent or delay such performance.

**32. Intellectual Property Rights:** All the intellectual property rights over the information, database, reports generated as outcome of the services with all rights including but not limited to perpetual, unlimited, nonexclusive, irrevocable and royalty-free license to use, modify, transfer, sell, make derivative work, translate, adapt, improve, merge with other information/database/reports, reproduce, disseminate, reverse engineer, release

or disclose in whole or in part, in any manner, and for any purposes whatsoever, and to have or authorize others to do so shall be of RGUKT.

The bidder shall not copy, reproduce, alter, modify, create derivative works, or public display any content of the Services, including information, database, reports generated as outcome of the services, unless expressly authorized by RGUKT.

**33. Confidentiality:** “Confidential Information” means any written, graphic or machine readable information including, but not limited to, that which relates to patents, patent applications, research, product plans, products, developments, inventions, processes, designs, drawings, engineering, formulae, markets, software (including source and object code), hardware configuration, computer programs, algorithms, business plans, , services, customers, marketing or finances of the Company or its clients.

By the reason of this relationship, Both the parties shall have access to Confidential Information, the value of which would be impaired if such information were disclosed and both parties agree not to disclose for the benefit or purposes of itself or any other person, corporation or business organization, entity or enterprise, any.

**34.** RGUKT is not responsible for non-receipt of proposal within the specified due date due to any reason including any delay or holidays.

**35.** The prices quoted shall be in Indian Rupees only.

**36.** All expenses incurred towards the preparation and submission of the Proposals by the bidder will be entirely borne by bidder themselves.

**37.** The scrutiny and evaluation of technical bids of the eligible bidders shall be done by RGUKT and in case, additional information / clarifications are sought by RGUKT, from the bidders, the same shall be furnished by the bidders within the stipulated time as communicated to them. Non or partial submission by the bidder within the stipulated period shall render their tender liable for rejection.

**38.** The shortlisted bidders will be required to make presentations/demo of their capabilities through online meeting. The slot timings will be communicated to the bidders in advance. The bidders are required to send an email to the contact person by providing the requisite details as mentioned above to enable them to attend the meeting.

**39.** RGUKT reserves the right to reduce or increase the scope of this Tender or cancel this Tender without stating any reasons whatsoever.

40. RGUKT reserves the right to accept or reject any Proposal and to annul the bidding process and reject all Proposals at any time prior to award of the contract/purchase order, without thereby incurring any liability towards the affected supplier(s) or any obligation to inform the affected supplier(s) of the grounds for RGUKT's action.
41. This Notice Inviting Tender shall form part of the contract document. The successful bidder, on acceptance of his tender by RGUKT shall, within 10 calendar days from the date of issue of purchase order, sign the Agreement consisting of notice inviting tender, technical conditions and price bid, etc., forming the tender, as issued at the time of invitation of tender and acceptance thereof together with any correspondence leading thereto.
42. Any other processes related to conduct of Examination including preparation of pre-examination mock test and practice modules for potential candidates to be hosted on 24/7 operational servers and conduct of practice sessions for the online examination.
43. The vendor shall provide a facility to candidates for static mock link for mock test during the entire course of agreement.
44. Mock test software should be of assistive nature (i.e. suppose a participant clicks on option A and this is not the correct answer then the system should prompt, 'Incorrect Answer, Correct Answer is C')
45. All pre-examination phase processes shall be carried out by the selected bidder in consultation with RGUKT.
46. The selected bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
47. The selected bidder will have to carry/ demonstrate Complete Test Run (CTR) with test data to RGUKT before implementation of the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
48. All relevant information as specified in the Technical and Commercial Proposals including the contingency plans, and Annexure 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.

49. 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.
50. 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 RGUKT Dean Academics may also independently seek information regarding the performance from the clients.
51. 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 RGUKT authorities may also independently seek information regarding the performance from the clients.
52. Confidential Information to any other person except:
- (i). to directors or its employees or any person professionally engaged by the party, as long as they in turn are bound by similar confidentiality requirements;
  - (ii). to the extent required by law;
  - (iii). to the extent required by the party for performing the obligations under this Agreement; and
  - (iv). the extent that the Confidential Information is in or lawfully comes into the public domain other than by breach of this Confidentiality clause.

The parties shall take every reasonable precaution to protect the confidentiality of such information.

The bidder shall make best efforts to prevent and protect the contents of the database & reports generated thereof from unauthorized use or distribution.

## **SECTION – IV**

### **SCOPE OF WORK & SPECIAL TERMS & CONDITIONS**

#### **1. Scope of Work :**

Bidder to provide solutions for online proctoring, with an exam-platform as described below but not limited to, the following requirements are expected to be met by such solutions. Students can conveniently take the exam from anywhere using laptop / computer, or even mobile phone. System would have the facility to take exam online exam from home of any number of students concurrently, from anywhere. The Institute will provide the list of the students those will appear the examination. A normal internet connection should be enough for this exam platform. Vendor should have application to proctors along with scientific systematic proctoring tool for auto and manual proctoring, IT Support, etc. Vendor can conduct online exams in a proctored (monitored) or auto proctored manner.

#### **2. Proctoring solution:-**

**2.1.** The proctoring solution provided by vendor ought to have capability of conducting live proctor in all the three scenarios:

- i. Human based remote-manual scenarios;
- ii. AI based auto-proctoring scenarios; and
- iii. Hybrid (combination of the above two)

**2.2.** Capture, report and cease/allow to cease the instances of cheating during the exam; including (but not restricted to) the following:

- i. trespassing identification;
- ii. additional device detection;
- iii. examinee-movements and biological breaks;
- iv. facial distractions;
- v. screen-share, device share or such other e-copying;
- vi. impersonation;
- vii. browsing away from test window (unless required for the test);

**2.3.** Provide a capability to capture, demonstrate and archive cheating instances

**2.4.** Able to efficiently handle contingencies of power and network disconnectivity.

- 2.5. Allow mass announcements from invigilator/Faculty to candidates; also provide for an Emergency Hotline communication from any candidate to the Proctor/ Supervisor
- 2.6. Possibility of 1:n and m:n proctoring; thus permitting multiple Proctors/ Supervisors for the same subset of candidates
- 2.7. Integrates with Institute's platforms/ open-source platforms for exam delivery.
- 2.8. Operate with minimal technical and bandwidth requirements; compatible with inbuilt microphones and speakers as well as wired and Bluetooth headsets.
- 2.9. User-friendly UI for all functionalities; including (but not restricted to) identification verification, Proctor assignments, mass uploads, etc.
- 2.10. **Students can conveniently take the exam from anywhere using laptop / computer, or even smart phone**
- 2.11. Conduction of Mock Tests/ Trail Tests to ensure student readiness to the exam.
- 2.12. All users (University staff as well as students) should get empathetic tech support as and when required from the vendor on all aspects of taking the exams online
- 2.13. Raw result should be handed over to the Institute after exam is over as per the Institute required format for further processing.
- 2.14. University would provide confirmed exam registration details to vendor 15-20 days before planned exam date. Students can appear examination with their PC / Laptop or Mobile by using credentials.
- 2.15. The Exam will be delivered through secured server for TFH (Test from Home) online exam platform software and trained manpower to conduct the CBT on the given time and date.
- 2.16. The vendor should have suitable Test Engine Software for conducting of the RGUKT Course Examination with suitable customization if required.
- 2.17. The vendor will also be responsible for providing the services with high element of integrity and confidentiality. The University has been maintaining a very high standard in the conduct of its Examination and the Bidder is expected to provide its services without causing any damage to the reputation of the University.

- 2.18.** The vendor would be responsible for assisting the University in question bank upload, management, training of users and provide mock test prior to actual conduct of exam.
- 2.19.** The Bidder is responsible for the following activities during the Exam day:
- 2.19.1. Server/Network Monitoring during conduct of examination.
  - 2.19.2. Assist in case of any IT failures to the Institute and students as well.
  - 2.19.3. Securing Server Data Pre/Post Examination.
  - 2.19.4. To prepare and provide documentary manuals for all processes for safe and secure conduct of examination to be followed along with rules for contingency and exception handling/ emergency procedures.
  - 2.19.5. Assisting the University Staff in uploading the Question bank on the Test Engine Server.
  - 2.19.6. Provide Mock test facility to candidates via the University Website.
- 2.20.** The Test Engine Exam Software must be owned by the Bidder (copyright of the Software source code)
- 2.21.** The Software must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery
- 2.22.** Should have the capability to deliver exams through a secure browser
- 2.23.** The Bidder should have the required Software authoring tool for the Institute SME's (Subject Matter Experts) to design, develop & Upload the Questions/Question Bank in a secure manner (Encryption 128 bit SSL Based)
- 2.24.** Software should provide Auto-Save functionality & Auto Submit if exam duration is over
- 2.25.** Software should provide Candidate Photo and signature display on screen
- 2.26.** The selected Vendor shall take necessary precaution to safeguard system data from all vulnerabilities/threats and maintain confidentiality and secrecy of all information related to people, process and data during all the three phases i.e. pre – examination, conducting examination and post examination. The selected vendor shall deploy one project manager who would be responsible for communicating the progress of work on the examination, team management, issue management, etc.



2.27. The service provider and its personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the University's business or operations without the prior written consent of the University.

3. **Examination Portal:** The portal provided by vendor ought to have capabilities for an efficient conduct of examination; with features including (but not restricted to):

- a. a robust and expansive access control;
  - b. exam time-flexibility;
  - c. multi-authority level access to faculty/ invigilators and administrative staff
- (i). Ability to support different formats of questions like MCQs, descriptive answers, charts, graphs, etc. along with correctly displaying mathematical signs and symbolic syntax, both in questions as well as answers
  - (ii). Support for downloading the question bank in a standard format, and uploading questions from a file of standard format.
  - (iii). Support randomization of questions, and simultaneous versions of question papers
  - (iv). Create and archive extensive retrievable log records including exam progress and sequence of answering, and Audit Logs of each session to be available - IP Address, User Name, Date & Time Stamp for in/out - for a single or multiple session joining
  - (v). Provide evaluation options including auto, manual and hybrid
  - (vi). Support an algorithm for suggestive grading.
  - (vii). Possibility to integrate an add-on module for Crib (PV suggestion: grading issues/concerns) management
  - (viii). User-friendly UI for all functionalities; including (but not restricted to) exam setting, students with special needs, mass uploads, etc.

4. **Other important criteria**

- a. Option to engage on per exam, per term, per month or per academic year basis

- b. Strength to concurrently handle number of candidates, and advance notice time period required to trigger the next threshold
- c. Inclusion of premier universities and/ or management institutes in existing clientele (References provided) and industry experience in terms of number of years
- d. Offer flexible online and onsite training and support
- e. Security features such as encrypted sessions, dual authentication mode (in addition to User ID and password), etc.
- f. Provision for 1/3 extra time for differently able students.

**5. The Scope of Work is divided into the following four broad categories:**

- ✚ General
- ✚ Pre- Examination
- ✚ Examination
- ✚ Post Examination

**5.1. GENERAL**

- 5.1.1. Vendor has to conduct two times mock examinations to the students
- 5.1.2. Training the invigilators and students
- 5.1.3. **Number of candidates: 3000 ( $\pm 20\%$ ) [Engineering Final Year students (1000 ( $\pm 20\%$ )), Pre University Course students (2000 ( $\pm 20\%$ ))]**
- 5.1.4. **Duration of the each Exam: 3 hours for 60 marks**
- 5.1.5. **Number of Days of Examination: 12 (5 days for Engineering Final Year students (1000 ( $\pm 20\%$ )) and 7 days for Pre University Course students (2000 ( $\pm 20\%$ )))**
- 5.1.6. **Pattern of Examination: 48 Multiple Choice Questions (MCQ) (1 Mark for each) and 10 Short Answer Questions (out of 10, any 6 questions need to be answered) ( $6 \times 2 = 12$  marks)**

**Important Note:**

1. The exams for Final Year Engineering and Pre-University Course will be conducted separately on different dates.
2. Exams dates will be finalized after finalization of the agency and also after completion of the mock exams.
3. The University may enhance the scope of the work related to other examinations from time to time as per the requirement for the next one year.

#### 5.1.7. **Other Requirements**

- (a). Question Paper Authoring Software
- (b). Attendance sheet
- (c). Bulk upload features for the following:
  - Questions
  - Question paper Templates
  - Candidate information
  - Proctor information from client side
- (d). Method to encrypt the bundle of question papers and transfer to vendor
- (e). Software to conduct as well as monitor the status during the conduct of the exam across candidates.
- (f). Software for post examination operations that includes:
  - Course wise Bulk Download (pdf format) of all answer script for evaluation
  - 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

#### 5.1.8. The vendor is expected to provide following for conducting Online Examination:

- The SOP to be 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.
- The vendor must provide a dedicated Program Manager and Escalation who will interface and provide support right from the start of the project until all the exams are completed and results handed over.

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

5.1.10. Timelines for various activities related to the exam will be mutually agreed sufficiently in advance.

5.1.11. 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 servers.

- 5.1.12. The vendor will ensure event based log (audit trail) for every student will be generated and saved on the servers.
- 5.1.13. Post-handover of the project, the vendor will not retain any data.
- 5.1.14. 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.
- 5.1.15. The vendor will ensure the secrecy of the examination material.
- 5.1.16. 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.
- 5.1.17. The selected vendor will provide the required training to the staff and faculty on the system.
- 5.1.18. The vendor shall provide consulting, training and manpower support to handle the entire examination.
- 5.1.19. The selected bidder shall ensure checking of original Identification proof and admit card of the candidates in front of the camera at the beginning of examination.
- 5.1.20. Individual password shall be given to each candidate by the selected bidder at the examination prior to start of actual examination.
- 5.1.21. All pre-examination phase processes shall be carried out by the selected bidder in consultation with RGUKT.
- 5.1.22. The selected bidder shall carry periodic audit student's systems/mobiles for
- 5.1.22.1. Hardware, Operating System, Processor Speed, RAM, Network and Key Boards etc.
- 5.1.22.2. Software - Screen resolution and LAN connectivity, Browser.
- 5.1.23. **Randomization of Questions & Answers (options):** The questions and the answers (options) should be randomized/ jumbled for each candidate appearing in the same subject and same shift.
- 5.1.24. **Display of Candidates Details:** Computer based exam software should support standard features such as display of details of candidates i.e. display

of candidates photograph, registration number of candidate, and name of department / subject for the entire duration of the exam.

- 5.1.25. **Duration and Time Remaining:** The duration of the exam shall be displayed at commencement of exam in the instructions sections. The start-time and time remaining counter shall be displayed at all time during the examination.
- 5.1.26. **Instructions for Examination:** The system shall display clear instructions as applicable for the examination upon starting of the test
- 5.1.27. 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 RGUKT team.
- 5.1.28. **Scalability - Server and Software application** should be designed for scale.
- 5.1.29. **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.
- 5.1.30. The selected bidder shall obtain candidate's feedback through online Feedback Form, after the examination is over
- 5.1.31. 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.
- 5.1.32. 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 RGUKT) 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 RGUKT and shall be handed over at the end of the examination
- 5.1.33. The exam should be accessible for monitoring by RGUKT, 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 RGUKT. The Vendor should provide the facility to monitor the pre-examination, during examination and post examination activities of all candidates taking exams simultaneously

## **6. PRE-EXAMINATION PHASE**

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

- 6.1.** The selected bidder shall develop a comprehensive examination schedule / plan taking into account the total number of departments, subjects, locations and candidates enrolled.
- 6.2.** The selected bidder shall prepare and provide Standard Operating Procedure (SOP) for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- 6.3.** The vendor would provide the Question Paper Authoring software and train RGUKT office staff on Question Paper Authoring.
- 6.4.** The authoring software must be modified to include new features as requested by the faculty instructors of the courses, as much as is possible.
- 6.5.** 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.
- 6.6.** The vendor would provide adequately trained Test Administrators (TAs) and Proctors who should be the staff of the vendor.
- 6.7.** Vendor has to conduct two times mock examinations to the students and faculty
- 6.8.** 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.
- 6.9.** Any other processes related to conduct of Examination including preparation of pre-examination mock test and practice modules for potential candidates to be hosted on 24/7 operational servers and conduct of practice sessions for the online examination.
- 6.10.** The same facility should also be available online to be run through web server, and in offline manner through Software Application. The mock test should be a replica of the examination software.
- 6.11.** Students must be provided the following:
  - a. Access to the mock exam 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.

- b. Clear and transparent guidelines agreeable by The University and Vendor to be given to the students on the activities that are considered as malpractices for a remote proctored online exam.
- c. 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 exam.
- d. There should be clear guidelines given to human proctors as to when to hold, re-start and terminate the exam.

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

## **7. Examination Phase**

**7.1.** 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.

**7.2.** The Remote Proctoring activity must have the following features:

- 7.2.1. Establish candidate authentication; Vendor to share the authentication process Check candidate computer hardware, Web camera, microphone, software, surroundings, network, bandwidth, sanitization etc. as per the Remote Proctored Exam requirements.
- 7.2.2. Disabling all Bluetooth devices, all ports, special purpose keys, print-screen, copy-paste features browsers etc. and all necessary precautions.
- 7.2.3. The Remote Proctoring facility should allow for human proctoring through Live Feed of the examination of each candidate.
- 7.2.4. Familiarization of candidate to Remote Proctoring, Do's & Don'ts, Instructions, bio breaks etc.
- 7.2.5. Option to mandate candidate authorization by a remote authorizer before the candidate starts the test.
- 7.2.6. Limit allocation of candidates to a proctor randomly and automatically.

- 7.2.7. Proctor should be able to validate the successful completion of the test before result processing and release of final test score to the candidate.
- 7.2.8. Provide quick access to RGUKT to view Paused/Disconnected candidates.
- 7.2.9. Ability to broadcast/announce messages across all the live test takers.
- 7.2.10. Search for any candidate attempting the test

**7.3. Invigilation during the exam:**

- 7.3.1. The proctors will compare the facial recognition photo & the photo id card and authorize the students to the exam page. The photo, name, and programme to be verified by the proctor prior to allowing the student in the exam page.
- 7.3.2. Monitor the examinee continuously and provide support till the end of the exam.
- 7.3.3. Remote proctors should also ensure proper conduct of examination and ensure that candidates use no unfair means during the exam, as per the details agreed upon by Vendor and RGUKT.

**7.4. Details to be displayed on candidate console as part of Exam software during the exam**

- 7.4.1. 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.
- 7.4.2. 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).
- 7.4.3. Display of candidate details on the screen (including a photograph if available) during the examination.
- 7.4.4. Viewing the complete question paper or a section in the case of sectional papers. Switching between sections in the question paper (if applicable).

**7.5. 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.), The server MUST maintain an audit trail of every operation on the server. All server-side audit trails are also the property of RGUKT and shall be handed over at the end of the examination.



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

## **8. Post Examination Phase**

- 8.1.** Bulk download of the answer scripts(both MCQ & descriptive separately), (readable format like pdf which are printable on A4 size paper)
- 8.2.** 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 exam, analytics and basic statistics on the responses obtained.
- 8.3.** Remote proctored online Computer based exams (MCQ Type exam): The evaluation of the responses needs to be done within 1 day and results shared with RGUKT in the mutually agreed format;
- 8.4.** Audit logs for each and every candidate that covers the computer activity done by him/her should be shared with the RGUKT office along with the results.
- 8.5.** Individual candidate-wise, item-wise responses and audit trail will be captured and shared with RGUKT. The Vendor will maintain the data in a secure manner till instructed by RGUKT to delete the same.

## SECTION – V

### **BID EVALUATION SYSTEM**

- 1) **Stage-1:** Those who qualify in Part-I- PQ will be eligible for opening of Part-II- Technical Bid
- 2) **Stage-2:** Opening of the Part-2- Technical Bid. Firms shortlisted in Stage-1 shall be invited to make presentation/discussions to the Evaluation Committee at RGUKT. The Evaluation committee will assess the firm as per criteria mentioned in Part-2- Technical bid. At the end of this stage, each firm will have Technical score (out of 100) associated with it. Bidders getting less than 50 score in the Technical bid will not be considered for opening the price bid. Price bids will be opened for the bidders getting score 50 and above.

Technical bid and price bid together will be used for finalizing the agency.

The technical proposals will be allotted weightage of 70% (Seventy per cent) while the financial proposals will be allotted weightages of 30% (Thirty per cent).

The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weighted score for quality and cost, the score obtain shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc.

The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract. In the event of two or more bids have the same score in final ranking, the bid with highest technical score will be H-1.

In such a case, an Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the Bid price and the technical merits of each Bid:

$$B = \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1 - X)$$

where,

C = Evaluated Bid Price

$C_{low}$  = the lowest of all Evaluated Bid Prices among responsive Bids

T = the total Technical Score awarded to the Bid

$T_{high}$  = the Technical Score achieved by the Bid that was scored best among all responsive Bids

X = weightage for the Price as specified in the BDS =30%

The Bid with the best evaluated Bid Score (B) among responsive Bids shall be the Most Advantageous Bid.

**The decision of RGUKT Officials will be final and binding to all for interpretation of any ambiguity**

**ANNEXURE - 1**  
**Acceptance Certificate**  
**[To be given on letter head]**

**Ref. No:**

**Date:**

I / We \_\_\_\_\_ (hereinafter referred to as the Tenderer) being desirous of tendering for the work under the above mentioned tender and having fully understood the nature of the work and having carefully noted all the terms and conditions, specifications etc., as mentioned In the tender document, DO HEREBY DECLARE THAT:

1. The tenderer is fully aware of all the requirements of the tender document and agrees with all provisions of the tender document.
2. The tenderer is capable of executing and completing the work as required in the tender.
3. The tenderer accepts all risks and responsibilities directly or indirectly connected with the performance of the tender.
4. The tenderer has not been influenced by any statement or promises of RGUKT or any of its employees but only by the tender document.
5. The tenderer is financially solvent and sound to execute the tendered work.
6. The tenderer is sufficiently experienced and competent to perform the contract to the satisfaction of RGUKT University.
7. The information and the statements submitted with the tender are true.
8. The tenderer is familiar with all general and special laws, acts, ordinances, rules and regulations of the Municipal, District, State and Central Government that may affect the work, its performance or personnel employed therein.
9. The tenderer has not been debarred from similar type of work by RGUKT and / or any State/Central Government undertaking / Department/ Autonomous bodies.
10. This offer shall remain valid for acceptance for Six month from the date of opening of financial bid.
11. The tenderer has attached herewith the earnest money as required in the tender document.
12. The Tenderer gives the assurance to execute the tendered work as per terms and conditions and in exact configuration of the sample submitted (wherever applicable) on award of work.

**Signature & seal of Tenderer)**

**Date and Place**

**Annexure - 2**

**BIDDER INFORMATION**

**(To be filled in by the tendering party in official letter head)**

**(Tenderer may use separate sheet wherever required)**

: Name of the organization:

: Year of establishment:

: Registered Office Address

: Nature of the firm (Proprietorship/ Partnership  
Private Limited or Cooperative body etc)

: Details of the Earnest Money Deposit (EMD)  
(Yes/No) DD No.:

Drawn on Bank:

Amount:

(Rupees.....)

: License number as per Act.

: Registration No of Firm

: GST Registration No.

: PAN No.

: Name & Designation of Authorized person:

: Phone No.

: Fax No.

: Email-ID

: Total No. of branch offices in AP

**Annexure-3**  
**NON BLACKLISTING CERTIFICATE**  
**[To be submitted on letterhead]**

I/We hereby certify that the [Name of the company / firm] has not been ever blacklisted/debarred by any Central / State Government / Public Undertaking / Institute on any account.

I/We also certify that firm will be supplied the item as per the specification given by The University and also abide all the terms and conditions stipulated in Rate Contract.

I/We also certify that the information given in bid is true and correct in all aspects and in any case at a later date it is found that any details provided are false and incorrect, contract given to the concern firm or participation may be summarily terminated at any stage, the firm will be blacklisted and The University may imposed any action as per Notice Inviting Tender rules.

Date :

Place :

Name :

Business Address:

Signature of Bidder:

Seal of the Bidder:

**Annexure-4**  
**Format of Turnover Certificate**

The Turnover of Mr./Ms./M/s \_\_\_\_\_ for last two financial years as per his/her/their books of Accounts was as under:

<b>S. No.</b>	<b>Financial Year</b>	<b>Turnover ( Lakh Rs.)</b>
01		
02		
03		

Signature of Chartered Accountant

Name:

Membership No.:

Seal

**FINANCIAL / PRICE BID**

Tender for conducting Online Examinations with Remote Proctoring to the RGUKT Students (Confidential Work). Please quote amounts in numerals and words per student per exam as mentioned in the tender document.

<b>Description</b>	<b>Price per student per exam (Rs.) (inclusive of all taxes)</b>
Conducting Online Examinations with Remote Proctoring to the RGUKT Students (Confidential Work)	

Date:

Place

**(Signature of the Bidder)**

**Seal**