

## CLARIFICATIONS on EoI for Proctoring Based Online Examination

Scope Mentioned in Tender	Query	Remarks	IIFT's reply
Provide proctor in the ration 1:30	Proctors will be provided by IIFT or agency need to provide ?	We will develop the system for proctoring with ratio of 1:30 but enquiring about physical proctors clarification	Agency will provide
Assessment (Total - 7512)	Will Assessment also be done with Proctoring? If yes, duration of Assessment?	Assessment scope is not mentioned, however require to know about duration of assessment and mode require like proctor or safe browser etc	Assessment means total number of exam for each programme of all students of that programme. You may quote your rates on the basis of number of assessments given in EoI document.
Financial Bid	In Financial Bid mentioned Per Student cost, however it should be Per Student/Per Exam cost	In case we are giving Per student cost than there are 1046 students with total exam 36376 exam with 7512 assessment.	It would be Per Student / Per Exam cost
3 Hours Exam	Require approx. Percentage of 3 hours exam out of total exam	It is mentioned that less exams would be of 3 hours, please the contribution in approx. Percentage	Most of the Institute's Examinations are of two hours duration and no proportion can be quoted as of now.

Sr. No.	Page No.	Tender Document Reference Number	Content of Tender Doc. for Clarification	Points for Clarifications	IIFT's Reply
1	2		EMD and timeline	<p>Please confirm if in addition to DD the EMD can be paid as a Bank guarantee from any Scheduled bank ?</p> <p>Can the DD be also from a Scheduled bank ?</p> <p>We also request that post release of the Pre-bid queries response Vendors be given 7-10 working day to prepare the documents</p>	<p>IIFT will prefer DD as EMD/Security Deposit.</p> <p>Any commercial Bank.</p> <p>Already extended by 7 days.</p>
2	9	Annexure II	Cost bid	<p>We assume that per Candidates means Per Scheduled Candidate who is issued an Admit card per exam</p> <p>Each candidate would take approx. how exams per Semester ?</p> <p>Please confirm the total minimum volume of candidates for 2 hours exams and total minimum volume of candidates for 3 hours exam</p> <p>Request that GST should be charged extra over and above the quoted rate – any hike in GST/taxes would be borne by the client accordingly</p>	<p>Yes</p> <p>Already given nos. of exams for six month only.</p> <p>Most of the Institute's Examinations are of two hours duration and no proportion can be quoted as of now.</p> <p>Rates may be quoted without including GST. GST, as applicable would be extra.</p>
3	4	<b>Clause 17 – Penalty</b>	In the event of non-compliance of any of the terms & conditions		

Sr. No.	Page No.	Tender Document Reference Number	Content of Tender Doc. for Clarification	Points for Clarifications	IIFT's Reply
			of this contract and non-satisfactory performance of the agency, the penalty of maximum 10% of bill value will be imposed on the agency subject to the extent of actual damages/quality lapse as decided/calculated by IIFT.	<p>Request IIFT to cap the total cumulative penalties/damages to 5% of the total invoice value.</p> <p><b>The bidder should be given the rights of representation</b> before imposing such penalties/damages/liabilities <b>along with reasonable period to rectify/remedy its</b> its defaults / defects / shortcomings</p> <p>The penalties shall be imposed if the default/lapses is solely attributable due to the bidder</p>	<p>As given in EoI document would be applicable.</p> <p>Show cause notice will be called from contractor before imposing any penalty.</p>
4	5	25. Applicable law:	Any dispute arising out of this purchase shall be referred to the Director, IIFT, and if either of the parties hereto is dissatisfied with the decision, the dispute shall be referred to the decision of an Arbitrator, who should be acceptable to both the parties, to be appointed by the Director of the Institute. The decision of such Arbitrator shall be final and binding on both the parties.	<p>Request IIFT to consider the following amendment:</p> <p>1) The dispute shall be referred to the Arbitrator appointed mutually by the parties.</p>	As given in EoI document would be applicable.
5	7	A	Provide combination of Human based remote-manual and AI based auto proctoring scenarios	<p>A. Please confirm if the exam is to be conducted in Single or Multiple sessions</p> <p>B. We assume there is no requirement for Online registration portal, Admit card portal etc. If required there will be impact in cost estimated. Please confirm</p>	<p>Per paper in single session.</p> <p>Firm has to create login ID and password to the students for each exam. (please refer page 8 (C point 2) of EoI. However,</p>

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					there's no need of either a Registration Portal or Admit Card Portal as the students' details will be given in a spread sheet to the Agency.
6	5	19	The question paper will be provided by the IIFT	A. Please share number of questions per paper (min and max.) B. Please confirm language required for conducting the exam	No comments at this stage.  English only with Scientific/economics notations/equations/derivations/graphs/charts
7	5	21	Evaluation of the answer sheet will be done by the instructor only	We assume Evaluation of the answer sheet will be done by the IIFT	Yes
8	5	23	The question paper may have MCQ or descriptive type questions	Requesting IIFT to kindly clarify the following: 1. It's assumed that the uploaded documents will be shared with IIFT/evaluators using a secure link. Kindly confirm. 2. Please confirm that for some papers part of the questions would be MCQ and part Descriptive ? if so what is the proportion? 3. What is the time frame available for a candidate to upload the responses? We suggest that IIFT should consider allowing the candidates to upload the Scanned copies within 30 mins post completion of the exam to prevent copying the answers etc	Yes  No comments at this stage.  Within 20 to 30 minutes only.

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				<p>4. In what format are the documents expected to be uploaded by candidates? Would they use their mobile to upload the Scan ? Would it be fair to assume that candidates of all strata would have a mobile that can clearly scan the papers . Vendor cannot take responsibility for the clarity of the scans or if the Candidate uploads hazy images</p> <p>5. Will the responses be written and uploaded in a pre-defined format?</p> <p>6. How many pages per exam are expected to be uploaded per candidate?</p> <p>7. If multiple pages, then will all these be uploaded as a single PDF file, zip file, or individual files?</p> <p>8. Will these documents required to be digitally signed to maintain authenticity?</p> <p>9. It is felt that the offline paper-pen based exam model has risks pertaining to the answer sheet getting manipulated after exams and before upload.</p>	<p>Students have to upload their answer scripts in single PDF file. In some cases it would be an Excel Sheet or a bundle in a ZIP/RAR/7S format.</p> <p>Yes</p> <p>Already replied at sl no. 4.</p> <p>No comments at this stage.</p> <p>Already replied at sl no. 4</p> <p>Yes.</p> <p>Not Applicable.</p>
9	5	23	The question paper may have MCQ or descriptive type questions	Please share Exam wise candidate counts for various modes of exams (Online & Offline)	Please refer sl. No. 6 of part 3 of EoI document.
10	8	c	Mock Test	Please confirm the duration of mock link for conducting mock exam.	30 minutes for each students for two / three days.

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11			Helpdesk	<p>A. We assume the helpdesk with email and telephony support provided for candidates 9.00 am to 6.00 pm on working days will suffice. Please confirm.</p> <p>B. We assume the language of the helpdesk is English &amp; Hindi will suffice the requirement. Please confirm.</p> <p>C. Please confirm the helpdesk number would be a standard landline helpdesk number. Please confirm</p>	<p>Time schedule of exam will be shared with the firm in advance. Exams may also be conducted on weekends/ gazetted holidays. Yes.</p> <p>A standard landline helpdesk number with multiple lines along with 5 Mobile numbers at least.</p>
12			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 and Time Stamp (In IST) for in/out - for a single or multiple session joining	Please provide the duration required for "Test Data Archiving"	45 days from the day of exam.

S. N.	Query/Suggestion	<b>IIFT's Reply</b>
1.	Request you to revisit the eligibility and technical criteria and adopt QCBS based evaluation system	By default, all the tenders would be under QCBS only and Institute has already included "Services of Similar Work" under "Eligibility Criteria".
2.	Exemption of EMD as MSME registered firm	As applicable as per GFR Rules.