Indian Institute of Foreign Trade

Ref. No. EoI/Proctoring/2021   Date: 11.8.2021

Expression of Interest (EoI) forproviding proctoring based Online Examination Service for Delhi and Kolkata campuses of the Institute.

The Indian Institute of Foreign Trade (IIFT), Deemed to be University under the administrative control of Ministry of Commerce & Industry, is a premier B-School in area of International Business. IIFT has been awarded a score of 3.53 by NAAC. It has also been graded as Category –I by UGC.

The Institute invites Expression of Interest (EoI) from the reputed firms for providing proctoring based online examination services for trimester / semester exams of full time MBA (International Business), weekend MBA (International Business), MA (Economics-Specialisation in Trade & Finance) and Executive Diploma Programmes of Delhi and Kolkata campuses of the Institute.

Preliminary Instructions

i)   The bid document is free of cost and can be downloaded from IIFT's website www.iift.edu.

ii)   The bid must also include details of the firm, the experience, manpower profile, the schedule of lectures to be given, a summary of the contents, hands-on experiments if any, and any other technical details that may deem relevant to the proposal for the information of the Institute.

iii) Seal and signature of the authorized official of firms must appear on all the papers and envelopes submitted.

iv)   Corrigendum/ Addendum in regard to terms and condition, if any, will be intimated over website.

       Kindly read Instruction, Eligibility Criteria and Terms & Conditions properly and see that instructions and terms are fully understood and complied. No correspondence shall be entertained in case the proposal is rejected on the ground of firm's not complying with instructions, terms & conditions.

1. INSTRUCTION TO BIDDERS

A) Important date, time and place

(a) **Last date & time of submission: 25thAugust, 2021 at 11.00 am**

(a) **Last date & time of submission: 25ᵗʰAugust, 2021 at 11.00 am**

(b) **Date & time of opening of proposal:25ᵗʰAugust,2021 at 12.00 noon**

(c) **Place of opening proposal:** New Delhi, IIFT

(d) **Late and delayed proposal:** Late and delayed proposal will not be accepted.

(e) **Unscheduled Holiday:** In case any unscheduled holiday occurs on the prescribed closing / opening date, the Next working day shall be the prescribed date of closing/opening.

B) Technical & Financial Bids:

i) The prescribed bid document consisting of (i) Technical Bid and (ii) Financial Bid, **sealed separately in two different envelopes**, superscribing "Technical Bid" and "Financial Bid", as the case may be, and placed **in a duly sealed big single** envelop superscribing Bids for Online Examination Services" may be dropped in a box kept at the guard room at the main gate of the Institute. The bid may be addressed to Section Officer (General Administration) Room No. **522** in Block–I, of the Indian Institute of Foreign Trade, B-21, Qutab Institutional Area, New Delhi-110016 by due date and time. The bids may be sent through Post also so as to reach at the aforesaid address by prescribed time and date.

ii) The firm(s) registered with MSME may attached the applicable certificate alongwith the Technical Bid.

iii) **The estimated cost of hiring the agency is Rs 22 lakhs (Rupees twenty-two lakhs only)**

2. ELIGIBILITY CRITERIA

01. The consultant/firm must be registered in India as required by law and should have minimum 02years of continuous operation up to the date of publication of this proposal. Documentary evidence to be mandatorily enclosed.

02. **Experience: -** Experience of having successfully provided / currently providing, at least one (01) Service of similar nature to IIMs / IITs /Central Universities during the last one year. A certificate, duly signed and stamped as to be enclosed issued by authorized official of such Academic Institutions.

03. The Institute, at its sole discretion, may call for the virtual presentation of the firms, if required. During the presentation, all shortlisted firm(s) have to show the demo of AI proctored based online exam (MCQs, short types of question and descriptive questions) on OS Window, Android, MAC, Linux and Ubuntu. The firms not found to be proficient enough in the presentation shall be summarily disqualified and their financial bid will not be opened. The Institute will not consider any request/claim from the rejected bidder/bidders in this regard.

04. Financial bids shall be opened only of the firms found to be qualifying in the parameters laid down. The decision of the Institute in this regard shall be final and binding on bidders.

05 Evaluation and Comparison of Bids:

(i) The evaluation and comparison of firm(s) shall be based on quality & cost based selection (QCBS).The final score shall be arrived by adding technical & financial score with respective weightages (50% for technical & 50% for financial).

(ii) The bidder obtaining the highest combined weighted technical and financial score will be considered for work order. The procedure for technical & financial evaluation is as under:

   (a) Technical evaluations: The firms fulfilling eligibility criteria only shall be considered for technical evaluations. The technical evaluation shall be based on following parameters:

   (1)   Experience of providing services to IITs / IIMs (minimum 1) – 25 marks.
   (2)   Presentation and AI proctored based solution on OS Windows, Android, MAC, Linux and Ubuntu – 25 marks

   (b) Financial evaluations: The financial bids of only those bidders shall be considered who secure 60% and above marks in technical evaluation. The maximum financial score of 100 will be given to lowest bidder and other eligible firm given financial scores that are inversely proportional to their prices with respect to the lowest offer.

3. SCOPE OF SERVICE

The service is to be provided for conducting Trimester / Semester examination for the students of full time MBA (IB), weekend MBA (IB), MA (Economics) and Executive Diploma Programmes of Delhi and Kolkata campuses.

The Scope of service for Engagement of AI based Proctoring Agency is divided into the following five broad categories:

- General
- Mandatory Requirements
- Implementation
- Examination portal
- Pre- Examination, during and post examination

(A)   General:

(i)   **Duration of service:** The service will be hired initially for a period of seven months and may be extended for a period of five months, if the service is found to be satisfactory.

(ii)   **Schedule of Exam**: The examinations are scheduled between of September, 2021 – March, 2022. The examination schedules are subjected tochange.

(iii)   **No of students**: The Programme-wise approximate number of Students of Delhi and Kolkata Campuses are as follows:

(i)	Full-time MBA(IB)	-	837
(ii)	Weekend MBA (IB)	-	147
(iii)	MA (Economics)	-	90
(iv)	Executive Diploma	-	260

(iv)   **No ofexams**:The Programme-wise approximate number of Exam are as follows:

(i)	Full-time MBA(IB)-	123	
(ii)	Weekend MBA (IB)	-	70
(iii)	MA (Economics)	-	35
(iv)	Executive Diploma	-	29

(v)   **Duration of Exam**: For end-term Trimester/ Semester exam, the duration of most of the exams is of 2 hours. Some exams may be for 3 hours duration.

(vi)   **Rates**:RatesquotedmustbeinINR (Rs.)aspertheCostscheduleformatatAnnexure-IIper student/ per exambasis.

(vii)   **ValidityofQuotedrates**:Quotedratesmustbevalidfor120daysfromthelastdate

ofsubmission of EoI.

(viii) The proctoring agency shall be given question papers 4 days prior to the day of exam. In the first 2 days, the agency shall draft the question paper into their adopted format. Thereafter, in the next 2 days, the Examination Cell shall verify whether question paper has been drafted properly by the Proctoring Agency. In case of any mismatch, the Examination Cell shall ask the proctoring agency to rectify it.

The agency identified for proctoring shall depute 2 responsible persons i.e.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 answer scripts handed over. Such persons must be available on the day of examination to resolve any query/glitches/complaint in the minimum time span. Further, the agency shall provide the contact details of these persons who would be available on all days.

a) The agency must be able to resolve login issues arising during the test. For e.g if a student minimises his browser to gain access to some other site to take undue advantage, the proctoring agency should be able to capture and report it as a use of unfair mean by the candidate.

b) The agency should be able to categorize the incidents of violations by students during the exam. Since it is anexam where a student might be required to turn his head left and right or up and down to do some numeric calculations, it would not be deemed as a violation.

c) It would be a 120/180 minutes MCQ/descriptive based entrance examination. Students will be allowed a maximum of 3 login chances after they login for test at scheduled time to accommodate any network or technical failures during the examination. However, they will not be given any additional time to make up for the time lost in such failures. The exam shall start at its appointed time and shall end after 120/180 minutes. No student shall be allowed to write his/her examination after the scheduled closure of time**.**

d) In addition to the 120/180 minutes of time scheduled for examination, the students shall be given additional 20 minutes before the commencement of examination to go through the instructions and accept the terms and conditions laid down. However, access to the question paper shall be given only at the scheduled time.

e) The agency shall be required to conduct a couple of mock testsbefore the conduct of examination to let students acclimatize themselves for the actual test.

(ix) A single set of question paper will be served to the students in each exam.

*IIFT reserves the right to change the number of assessments at any point of time.

The successful bidder must provide following for conducting OnlineTrimester / Semester Examinations:

1) The procedure to be followed for admitting the student into the exam, the processes to be followed during the duration of the exam and after the exam is completed, need to be described clearly.

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

3) The bidder will ensure that there is no loss of response related data for any student or any other data related to the examination either from the client systems or the servers.

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

5) Post-handover of the project, the bidder will not retain any data.

6) 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.

7) The bidder will ensure the secrecy of the examination material.

8) After conduction of examination by agency, the agency willprovide the answers scripts in PDF format and also provide the online link to evaluate the answer scripts by the faculty of IIFT.

(B) Mandatory requirements for the Proctoring solution are:

i) Provide combination of Human based remote-manual and AI based auto-proctoring scenarios. The proctoring solution provided by the successful bidder should have capability of conducting live proctoring in a real time basis without compromising the credibility of the examinations as mentioned below:

ii) Establish student identify/authentication. Check the student's computerhardware, web camera, microphone, surroundings, network, bandwidth, etc., to see if they meet the requirement of the remote proctored examination.

iii) System should have auto email feature to intimate the students about the schedule of the examination, provide the examination link and feature to send reminders.

iv) During the examination only the proctoring application and those specifically allowed application, software should be accessible to the candidate.

v) The remote proctoring facility should allow for human proctoring of each student through live feed of the examination.

vi) Capture and report the instances of cheating during the examinations, Including the following:

    a) Trespasser identification;
    b) Additional device detection;
    c) Examinee-movements and biological breaks;
    d) Facial distractions;
    e) Screen-share, device share or such other e-copying;
    f) Impersonation;
    g) Browsing away from test window (unless required for the test);
    h) Late entry/ early leaving the examination.

vii) Proctors should be able to (if deemed necessary) stop or pause the examination for a particular candidate and the log details to be available to IIFT.

viii) When pausing the examination, the proctor should be able to take 360 degree and mirror view of the environment using his laptop/desktop and should be able to capture video, sound and chat with the candidate (to be recorded).

ix) Proctor should be able to search for any candidate assigned to them duringexamination. IIFT administrators should be able to search for anystudent whilethe examination is going on and to see the live feed.

x) All the events (student's activity and their screen) should be recorded to the cloud with appropriate rights given to IIFTso that authorized personnel to access the video as and when it is required.

xi) Retention/archive of all recordings, events, logs to be made available for a period of 4 months from the date of examination on the platform and accessible to IIFTpersonnel as and when required. **(A softcopy of all items mentioned needs to be submitted by the agency to IIFT)**

xii) The application must be compatible with Windows, Mac, Linux, Ubuntu operating system to run smoothly across platforms for students.

xiii) Should have a feature for communication/chat between proctor and students taking the examination**. (All chat communication to be captured and submitted to IIFT)**

(xiv) Student should be allowed to upload scanned copies of their handwritten answer scripts on the examination portal without any difficulties.

(xv) Handles about 1000 simultaneous access without any difficulty.

(xvi) Provide proctor in the ratio 1:30.

(C) Implementation

1) The agency should design a high-performance system and conduct exam to verify successful achievement of high concurrency, quick response time, and long-stress duration required of the system used to conduct the examination. Answer scripts of exam should be made available to IIFT in PDF format immediately after completion of exam.

2) The agency should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code and the infrastructure must be carried out. Results of such security tests should be made available to the client, when requested.

3) The agency should be able to support IIFT Remote Proctored Online Examinations on a 24x7 basis with a maximum response time of 2 hours.

(D) Examination Portal:

The portal of the successful firm, for an efficient conduct of examination, should have following features:-

1) Real-time support during the examination to handle any query, technical issues.The agency should provide a dedicated helpline service to IIFT 30 minutes before the Mock Tests and Trimester / Semester Examination. The service shall continue after 30 minutes of the Mock Tests and Trimester / Semester Examination coming to an end. There should be at least 15 lines in the helpdesksset up for resolving the student's complaints/problems. Help desk to receive complaints/issues and address within a timeframe. Once receive the complaint, give complaint number, address the issues and give feedback. Periodic status report to be shared with IIFT.

2) Provide support of different formats of questions like MCQs Option to write the answers on word/excel for the examinations and upload the same.

3) Ability to support different formats of questions like, multiple choice (with an option to administer with or without answer key), multiple select question, fill in the blank, short and long answer descriptive question, numeric response, alphanumeric response, true/false, audio, video, text, excel as a response, file upload as response, text as response. Cases, excel files, image files should be available to the students through a link in the section.

4) Support randomization of questions, and simultaneous versions of question papers. 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 for in/out - for a single or multiple session joining.

5) Provide evaluation options including auto evaluation of result. Generate examination attendance sheet in Excel, PDF to IIFT during the examination and after the examination. During the examination, if necessary to check how manystudents are present and who are present.

6) An option of disabling multiple login by a student'ssimultaneously using different systems. Tracking of all activity of all users, maintaining a history of the same.

(E) Pre, during and post exam related activities

1) To create adedicatedsecured URL for IIFT.

2) Student list along with the ids and credentials to be created will be shared by IIFT to vendor in excel format.

3) Vendor will upload questions and create the assessment by coordinating with Examination Cell (Delhi / Kolkata Campuses).

4) The selected agency will also upload the information for the students about required infrastructure for online test and documents required for verification of students.

5) The agency will also inform the students about the various process of online examinations such as upload of image / signatures etc.

6) The agency will be required to conduct a mock examination for students and to make presentation on operational, features and technical aspect of the proposed solution for conduct of online remote proctored examination including the demonstration of the software modules and technology of the offered software solution. Duration of the test shall be 120/180 minutes. An additional 15 minutes time shall be given to all candidates against possible loss of time due to power failure or any other technical glitch. However, as per GoI guidelines, compensatory time of 20 minutes for each hour will be given to PwD candidates if the duration of the examinations happen to be between hours, the compensatory time shall be apportioned proportionately.

7) The agency should have appropriate Internet bandwidth and backup line for their online platform for smooth conduction of the examinations.

8) Student will be registered for Trimester / Semester examinations a day before the assessment and test will be activated at the time of exam only.

9) Students will be taking exam from their laptop or desktop.

10) Tests will be remotely proctored assessment where physical proctors will be involved proctoring students remotely. Manual approver to approve students' images. 30 students per approver and proctor required.

11) Evaluator mapping is required to be done by the agency after exam is conducted.

12) Real time support from shall be provided by the agency for any team, system or any technical issues from students and proctors/IIFT Team.

13) After the examinations, answer scripts will be provided to the Examination Cell /Faculty members in a secured bulk folder (in PDF Format) containing individual answer script 'as-it-is' for evaluation and also provide the online link to evaluate the answer scripts by the faculty of IIFT.

14) Provide minimum 05 login ID for Super Proctor of IIFT.

4. Terms of Payment

(1)   The payment shall be released by IIFT with in a one month of the agency's providing the service as per the terms of the bidding document and a certificate of services being satisfactorily, to be issued by authorized IIFT official. The payment will be release on the basis of actual number of students appearing in the examination.

(2)   No advance payment will be made.

(3)   The agency shall be required to provide a Bank Guarantee equivalent to 3% of the quoted amount against any deficient service. In case the agency fails to deliver, the Institute will liquidate the Bank Guarantee in its favour. The BG will be release after 60 days the contract/work is over.

(4)   In case the agency fails to provide proctoring services satisfactorily to all students, it shall be required to conduct re-test/re-tests again in respect of students who fail to complete the test due to reasons ascribed to the agency. No additional cost, whatsoever, shall be released by the Institute.

5. Other Terms and Conditions

(i)   Taxes:

The Agency / firm shall fully familiarize themselves about the applicable to Good and Service Tax (GST) on amount payable by IIFT under the contract. In the financial bid the GST should be showing separately.

(ii)   Force Majeure:

If the performance of the obligation of either party is rendered commercially impossible by any of the events hereafter mentioned that party shall be under no obligation to perform the agreement under order after giving notice of 15 days from the date of such an event in writing to the other party, and the events referred to are as follows:
I)   Any law, statue or ordinance, or action or regulations of the Government of India.
II)   Any kind of natural disaster, and
III)   Strikes acts of the Public enemy, war, insurrections, riots, lockouts sabotage.

(iii)   Applicable law:

(a) The contract shall be governed by the laws and procedures established by Govt. of India and subject to exclusive jurisdiction of Competent Court and Forum in New Delhi only.

(b) 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.

(iv)   Termination for default: Default is said to have occurred:
(a)   If the firm fails to deliver any or all the services within the time period(s) specified in the award letter or any extension thereof granted by IIFT.
(b)   If the firm fails to perform any other obligation(s) under the contract.
(c)   Under the above circumstances IIFT may terminate the contract / order in whole or in part.

(Dr. P.K. Gupta)
Registrar, IIFT

Checklist (Part of Technical Bid)

Particulars	Yes/No
Valid certificate of MSME, if Registered	Yes/No
Minimum Experience as laid down (supporting documents need to be enclosed)	Yes/No
AI Proctoring based solution on Android, MAC, Linux and Ubuntu	Yes/No
Declaration from the firm about not declared blacklisted by any govt. department/institute	Yes/No

Cost Schedule

Particulars	Basic Cost (per student/ per exam) (Rs.)	GST (Rs.)	Total cost (Per student)* (Rs.)
	A	B	(A+B)
2 hours examination (120 minutes)			
3 hours examination (180 minutes)			

*Including all taxes, charges etc.

(Most of the Institute's Examinations are of two hours duration and no proportion can be quoted as of now. Bidders may quote their rates accordingly)

(Signature and stamp of Bidder)

Name:_____

Address:_____

_____

Contact No._____

Email ID _____

Date_____

Annexure –III

MODEL BANK GURANTEE FORMAT FOR PERFORMANCE SECURITY

To

Indian Institute of Foreign Trade (IIFT)

B-21, Qutab Institutional Area,

New Delhi,

Whereas,………………………………….(name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no……………………………dated………………to supply (description of goods and services) (hereinafter called "the contract")

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such as a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of…………………… (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the……..day of ………,20….

(Signature of the authorized officer of the Bank)………………………………………

Name and designation of the bank Officer…………………………………………………..

Seal, name and address of the Bank and address of the Branch……………………………………………………