

CORRIGENDUM-2

Date: 28.02.2022

REQUEST FOR PROPOSALS (RFP) FOR CONDUCTING ONLINE EXAMINATIONS

RFP Ref No: IIMJ/RFP/Online-Exam/2021-22/10 Dated: 14.02.2022

I. Deletion of Terms and Conditions: -

Following clauses are deleted and withdraw from the terms and conditions of the tender.

S. no	Page	Clause No.	Clause Head	Deleted Condition
1.	07	3.2	ELIGIBILITY CRITERIA	The bidders should possess the technological and human capabilities required to design and successfully execute digital marketing campaigns to the targeted customers.
2.	11	5.6.c).xi)	BID SUBMISSION PROCESS: Financial Bid Submission:	Approx / Expected number of acquisition/application/leads are given for the calculation of total amount only.
3.	11	5.6.c).xii)	BID SUBMISSION PROCESS: Financial Bid Submission:	The payment shall be done on the actual number of acquisition/application for programs mentioned in Table-A and on actual number of leads for program mentioned in Table-B.
4.	11	5.6.c).xiii)	BID SUBMISSION PROCESS: Financial Bid Submission:	Bidders are required to provide as well as quote the rates for all the services mentioned in Table- A, B & C of BOQ (Financial Bid) format at Annexure-VI , without which the tender will be considered incomplete and hence, summarily rejected.
5.	15	10.2	PAYMENTS TERMS	The payment under this agreement shall be made on satisfactory completion of job contract services. The final payment shall, however, be made only after adjusting all the dues / claims of the IIM JAMMU.



II. Modifications of Terms and Conditions: -

S. no	Page	Clause No.	Existing Terms and Conditions	Modified Terms and conditions and may be read as:
1.	15	10.1 PAYMENTS TERMS	The payment will be done through NEFT/RTGS/IMPS (online transfer) after the successful completion of each exam and submission of the invoice. IIM Jammu will normally settle the bill within 30 days from the receipt of the bill. However for delayed payment, the Contractor will not charge any penalty or interest to IIM Jammu.	The payment will be done after the successful completion of each exam and submission of the invoice. IIM Jammu will normally settle the bill within 30 days from the receipt of the bill. However for delayed payment, the Contractor will not charge any penalty or interest to IIM Jammu.

III. Details of Pre-bid Meeting: An online Pre-Bid Meeting was held on 24.02.2022 at 05.30 pm through Google Meet, with prospective bidders to clarify doubts before submission of the bids in reference to the RFP for Conducting Online Examinations. Details of queries raised by prospective bidders and their replies provided by the committee members, IIM Jammu are as under:

Query 1: Important Information and Schedule: Estimated Cost of Contract

Query of Bidder: The indicated pricing of 16 lakhs applies to each event or for the term of the contract furnished for total examinee volume (approx. 45,000). Please clarify.

Reply 1: This is an estimate contract value per annum.

Query 2: Clause 2.1: Conduct Examination in Online mode on need basis

Query of Bidder:

- Terms / Semester and Type of Examination for various programs with number of examinees have been specified. Please provide clarity on maximum number of parallel human proctoring examinations sessions to be held at one time.
- Schedule of holding the examinations viz. duration of examinations for each term, Number of courses that can be taken by an examinee in a day, period stretch of all Exam terms to be indicated.

Reply 2: i) Generally, the exam will be conducted one at a time. However, there may be parallel exams for different programs.

- An examinee can take a max of 2 courses in a day; the duration of a midterm semester will be 2 hrs and for end term semester will be of 3 hrs.

Query 3: Clause 2.3: Computer or Browser Lockdown.

Query of Bidder: BYOD constraints specifically around MAC which imposes security restrictions around locking and down and monitoring of other processes. Please advice on the adjustments that can be made in this regard.

Reply 3: Software should work on the Windows and Mac, Laptop and desktop.



Query 4: **Clause 2.5:** Types of Online Proctoring

Query of Bidder:

- i) Please specify the type of Proctoring envisaged for all term exams and how phased in delivery?
- ii) What %age as Live (Human) Proctored, and what %age as Recorded (Automated) Proctoring and what %age as Hybrid?
- iii) Clearly define Automated Proctoring expectations - viz. Does the examinee be on his own and there is a recorded report made available at the end, which administrators can review at the end
- iv) Is AI proctoring a mandatory requirement?

Reply 4:

- i) Automated proctoring is expected for all examinations, no human or hybrid proctoring is allowed for the examinations
- ii) The video of the examinee needs to be recorded for any future reference or case of a malpractice. However, the automated proctoring software should generate red flags and other cases of malpractice.
- iii) Yes, AI proctoring a mandatory requirement.

Query 5: **Clause 2.6 (ii):** Technical performance and robustness of solution

Query of Bidder: Quality of remote proctoring is dependent on the candidate's terminal and network, are there any existing minimum system and bandwidth requirements agreed with the candidates?

Reply 5: No

Query 6: **Clause 2.6 (v)** Cloud based or physical servers

Query of Bidder: Is the software solution to be uploaded in IIMJ servers or used through Cloud managed by the bidder?

Reply 6: It would be managed by the Bidders through the Cloud. However, it should be compiled with GOI guidelines.

Query 7: **Question Paper**

Query of Bidder:

- i) How will examination data, i.e., examination paper be created and configured in the delivery platform? How do you manage it currently? All questions will be provided and put into our solution by IIMJ.
- ii) What are the types of questions? MCQ, Descriptive, Multiple correct choices etc.
- iii) Is there any negative marking?

Reply 7:

- i) The examination question paper will be prepared by the faculty members of IIM Jammu and the Administrator at IIM will upload the question paper on the day of examination just before the start of the examination. No question paper will be provided to the Company/successful party for confidentiality.
- ii) It can be in any format depending on the nature of the Question paper.
- iii) It does not fall under the purview of the proctoring system.

Query 8: **Clause 2.6:** Students' device for exams

Query of Bidder: Due to the limited real state on mobile devise, i.e., phone and tablets, it is advised for all remote proctored examinations are conducted over laptops / desktops; please advise if the institute is looking to operate in the same lines only. No Mobile application for giving the exam is required.

Reply 8: The Students will undertake all examinations through laptops/desktop only.

Query 9:

What is the expected candidate to proctor ratio for human proctoring.



Reply 9: There is no human proctoring required.

Query 10: For quality and security purposes we do not advise it to be in excess of 1:6?

Reply 10: Yes.

Query 11: Please list down the security features that are required for automated proctoring and reporting purposes.

Reply 11: The students should not be able to toggle the web pages, browse, use other apps, talk to someone in the room, and use any other computer apps including internet browser and user computing processes. Restricted usage of websites. However, provisions need to be made for exceptions.

Query 12: Query of Bidder:

What timeframe to implement the solution? What is the timeline for the first exam event for any of the program to take place, after the award is placed?

Reply 12: By April 2022

Query 13: What is the In-house system / off the shelf market products, with which integration of our solution is sought?

Reply 13: Nothing is specific. Currently, we use Google Workspace for emails and MS Teams for online classes.

Query 14: Any Student Management System, LMS etc. already in place with which integration may have to be carried by the vendor?

Reply 14: We use Moodle LMS

Query 15: Is IIMJ already utilising some existing software for assessments? Describe technologies involved through APIs.

Reply 15: We are also in the process of implementing ERP, and so there must be a scope for integration-API will be provided for ERP only.

Query 16: How to share the pricing of Manual and Automated Proctoring examination both of which are different in the Price bid.

Reply 16: Bidders are required to quote for Automated Proctoring Examination only.

Query 17: Is submission of EMD for MSME / Start-ups certified companies applicable

Reply 17: Yes

Query 18: Page no.13, Point No.2 of RFP: Experience with IITs/IIM or any Govt Academic Institute /University. Max Marks: 20 (Min. 10 Marks required for Qualification)

Query of Bidder: Request you to kindly consider private institutions and other government bodies as well.

Reply 18: The conditions of the Contract remain same as per the terms & conditions and the Evaluation criteria mentioned in the tender document.

Query 19: Page no.13, Point No.4 of RFP: Feedback from clients (from 2 clients including present*



Very good-4 Marks Good-3Marks Satisfactory-2 Marks

Note: The Feedback will have to be submitted along with proof of experience under technical bid. Multiple feedback from same client shall be treated as one feedback

Query of Bidder: In general, the completion certificate is written in satisfactory whether it is good or very good and even excellent. Request you to kindly rationalized the marks accordingly

Reply 19: Self explanatory as per clause mentioned in the tender document.

Query 20: Who would create, moderate, and upload QPs in prescribed formats before the start of the exams?

Reply 20: The Administrator at IIM Jammu.

Query 21: Who would upload & register student's data on Server?

Reply 21: List will be provided to the Vendor and they have to register data on the server.

Query 22: Do you foresee hybrid situation where some students take exams from Computer Lab (LAN based) & some students through their devices (internet based)?

Reply 22: No.

Query 23: Recorded Proctoring: Full Exam video or Video of the malpractice event only?

Reply 23: Full Exam Video and as well as red flagged of all suspicious instances.

Query 24: LMS – Is its Open Source? if not, API support from existing LMS company?

Reply 24: No integration with LMS is required as of now

Query 25: Subjective Exams – Typing based or handwritten & photo upload?

Reply 25: Handwritten and the scanned copy of the answer sheet to be uploaded for submission.

Query 26: Interruptions – Genuine / Ingenuine?

Reply 26: The software should report all instances of interruptions. The administrator at IIM Jammu will decide whether the case is genuine or ingenuine.

Query 27: Please justify point 3.2 as eligibility criteria for conduction of exams?

Reply 27: It may be considered Null and Void.

Query 28: Our Two Companies in education domain – (A) One Turn Over 5 crore and (B) Another 40 lacs, can we apply from B in consortium with A, to be qualified to gain points in technical evaluation Criteria point 3? Company B is registered with MSME & start-up India.

Reply 28: No.

IV. The other terms & conditions of tender shall be remained unchanged.

V. This Corrigendum shall form the part of tender.



Asam Inham
Chief Administrative Officer