



भारतीय समुद्री विश्वविद्यालय
INDIAN MARITIME UNIVERSITY
(Central University, Govt. of India)
HEADQUARTERS

Ref. No.: IMU-HQ/R/70/18/4/2021-PUR

07.05.2021

CORRIGENDUM AND CLARIFICATION

Sub: Tender for identification of Service Provider for A] End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services; B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU – issue of Corrigendum and Clarification – Reg.

Ref: Tender No. IMU-HQ/R/70/18/4/2021-PUR, Dated: 28.04.2021.

The Pre-bid meeting for the subject Tender was conducted on 05.05.2021. The following Corrigendum and Clarifications are given below based on the discussions during the pre-bid meeting:

CORRIGENDUM		
Sl. No.	Tender Clause reference & Clarification Sought	Corrigendum
1.	<p>Clause No. & Page No: Point 3.4, Page 6</p> <p>Reference Clause Details: The bids must be sent only by Registered/Speed Post or through Special Messenger so as to reach by 3:00 PM on 19.05.2021</p> <p>Clarification Sought: Due to the ongoing situation, most of the locations are under lockdown and could cause delays in the bids reaching IMU, hence we request you to extend the submission date by at least one week so that there is sufficient time for us to submit the bid.</p>	<p>Bid submission Time is extended up to 3:00 PM on 24-05-2021.</p> <p>[Please see the Annexure of this Corrigendum – the revised Tender document.]</p>

2.	<p>Clause No. & Page No: 6.1.2 Page 9</p> <p>Reference Clause Details: Test Centers</p> <p>Clarification Sought: Request you to provide historical data of breakup of candidates at each location</p>	<p>Average number of Candidates City-wise (based on previous 2 year registrants) is shown in Annexure – i (Page no. 74) to the Annexure to this Corrigendum.</p>
3.	<p>Clause No. & Page No: 7.2 Part B: Services, Point 3, Page 16</p> <p>Reference Clause Details: Human Proctors to be arranged by the Bidder in the ratio of 1:25; Facilitate Officers from IMU to monitor the activities of the Proctors during Exam, as necessary.</p> <p>Clarification Sought: Request you please clarify the number of 1800. Point 1 states 22500 candidates. Request you to please elaborate on this point.</p>	<p>The Candidate count is modified as 25000 and requirement of Human Proctors as 1000.</p> <p>[Please see the Annexure to this Corrigendum – the revised Tender document.]</p>
4.	<p>Clause No. & Page No: 10.4 page 36</p> <p>Reference Clause Details: The bidders should have successfully developed software and operated –</p> <p>(a) Computer-based Test, and</p> <p>(b) Online Counseling for Admissions, for at least three National level educational institutes like IIT, IIM, NIT and Central Universities/ State Universities/ Reputed UGC or AICTE Recognized Private Sector Universities since 2017.</p> <p>Clarification Sought: Can we add experience with Govt. agencies/ PSU bodies as credentials</p>	<p>The clause has been modified to read as:</p> <p>“The bidders should have successfully developed software and operated –</p> <p>(a) Computer-based Test, and</p> <p>(b) Online Counseling for Admissions, for at least three National level educational institutes like IIT, IIM, NIT and Central Universities/ State Universities/ Reputed UGC or AICTE recognized Private Sector Universities OR Govt. Institutions / PSUs for similar services since 2017.”</p> <p>[Please see the Annexure to this Corrigendum – the revised Tender document.]</p>
5.	<p>Clause No. & Page No: 10.4 Part-B Remote Proctoring, Point 1, Page 38</p> <p>Reference Clause Details: The Bidder should be in the business of Online Proctored Examination since 2017.</p> <p>Clarification Sought: Remote Proctoring exams have been administered widely for such requirements since pandemic last year. We request you to consider organizations that have experience of conducting large volume exams for similar SOW rather than number of years.</p>	<p>Clause has been modified as:</p> <p>“The Bidder should be in the business of Online Proctored Examination.”</p> <p>[Please see the Annexure to this Corrigendum – the revised Tender document.]</p>

CLARIFICATIONS		
Sl. No.	Tender Clause reference & Clarification Sought	Clarification
1.	<p>Clause No. & Page No: 6.2.1 page 11</p> <p>Reference Clause Details: Online Counseling will be done for the following Programmes for admissions in IMU Campuses:</p> <p>Clarification Sought: Kindly elaborate on this requirement</p>	<p>Please refer clauses 7.3.3 to 7.3.5 at Page 17, which provides details on the Counseling process.</p>
2.	<p>Clause No. & Page No: 10.4 page 36</p> <p>Reference Clause Details: The bidders should have successfully developed software and operated –</p> <p>(a) Computer-based Test, and</p> <p>(b) Online Counseling for Admissions, for at least three National level educational institutes like IIT, IIM, NIT and Central Universities/ State Universities/ Reputed UGC or AICTE Recognized Private Sector Universities Since 2017.</p> <p>Clarification Sought:</p> <p>The bidders should have successfully developed software and operated –</p> <p>(a) Computer-based Test for admissions /recruitments for at least three National level educational institutes like IIT, IIM, NIT and Central Universities/ State Universities/ Reputed UGC or AICTE Recognized Private Sector Universities since 2017. The experience in (a) and (b) can be in the same Work Order or in different Work Orders”</p>	<p>Status-quo.</p> <p>The clarification sought was not clear.</p> <p>The Vendor during pre-bod meet stated that the Tender states Computer-based Test is for admissions alone, and therefore requested to modify the Tender to cater for Admissions/Recruitment.</p> <p>It was clarified that Tender states clearly the Computer-based test, this could be for Admissions or Recruitments.</p>

3.	<p>Clause No. & Page No: As per clause 10.4 (page no 36-37) "Minimum Eligibility criteria", Point No 4(b)</p> <p>Reference Clause Details: "The Bidder should have successfully implemented at least 1 (one) Project since 2017 - Which had Test Venues covering simultaneously 36 (thirty six) or more cities across India".</p> <p>Clarification Sought: We sincerely request you to modify this clause of eligibility criteria as it is restricting the aspirant agency to participate in the bidding, fulfilling all the other eligibility criteria and having the experience of conducting the online recruitment test in various parts of India for more than 20000 candidates at a time covering approx. 15-20 cities of PAN India at a time but have a presence in more than 50+ cities PAN India.</p> <p>Though the number of venues in 15-20 cities are more than 40-50, and managing a test at so many different venues are quite similar to manage any venue in any additional city and agency having the experience to manage the venues in 15-20 cities can easily manage 36 cities / venues.</p> <p>Alternate Suggestion: instead of conduction of test at 36 cities, please change it to 15-20 cities or 36 venues at a time.</p>	<p>Status-quo. The point was clarified that IMU requires Service Provider to have capability to conduct Computer based tests across 36 or more cities across India.</p>
4.	<p>Clause No. & Page No: 10.4 Point 2(d), Page 37</p> <p>Reference Clause Details: Bidder must have authorized and globally accepted software certifications i.e. ISO 9001 OR SEI CMMi Level 3 or higher for the Software and Services.</p> <p>Clarification Sought: Since the exams are being conducted on a technology platform, importance to be given to CMMi for Software Development. CMMi Services is mostly required for ITeS services for international companies.</p> <p>Hence, we request you to consider CMMi for Software Development OR Services</p>	<p>Status-quo. It was clarified that ISO 9001 is for Services and CMMi Level certification for Software.</p>

5.	<p>Clause No. & Page No: Point 12.4.1, Page 50</p> <p>Reference Clause Details: IMU shall have the right to make 'cuts' in payment at the rate of 0.50% of the amount payable for each day of delay but not exceeding 10% of amount payable</p> <p>Clarification Sought: Request you to cap the penalty to 5% of the payable amount</p>	<p>Status Quo. These are standard clauses used by IMU.</p>
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Annexure-I
(Refers to Corrigendum and Clarifications
issued vide Ref. No. IMU-
HQ/R/70/18/4/2021-PUR dated
07.05.2021)



Indian Maritime University
(A Central University Govt. of India)
East Coast Road, Semmencherry,
Sholinganallur (PO), Chennai 600 119.
Tel: (044) 2453 0343/45, Fax: 2453 0342

Tender No. IMU-HQ/R/70/18/4/2021-PUR

07.05.2021

REVISED TENDER NOTICE

Bids are invited from reputed Service Providers for:

- A] **End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;**
- B] **Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU**

for a period of One year from the date of issue of Work Order, extendable on satisfactory performance, One year at a time up to a maximum of 3 years, at the same quoted price.

The Tender Document can be downloaded from the University Website www.imu.edu.in from **28.04.2021 onwards**. The last date for receiving bids is **03:00 PM on 24.05.2021**.

Note: Bidders are advised to study the Tender Document (including all Sections, Annexures and Schedule etc.) carefully. Submission of Tender shall deem to have been done after careful study and examination of the Tender Document with full understanding of its implications.

REGISTRAR (i/c)

Tender Abstract

1.	Title	: A] End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services; B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and Non-Teaching posts (except setting up of Question Papers) in IMU; for a period of One year from the date of issue of Work Order, extendable on satisfactory performance, One year at a time up to a maximum of 3 years, at the same quoted price.
2.	Notice Inviting Tender No.	: Revised Tender No. IMU- HQ/R/70/18/4/2021-PUR dated 07.05.2021
3.	Tender document download date	: 3.00 PM on 07.05.2021
4.	Last date and time for submission of queries	: 11:00 AM on 04.05.2021
5.	Pre bid meeting	: Already completed, as scheduled, on 05.05.2021.
6.	Last date and time for receipt of Bids	: 03:00 PM on 24.05.2021
7.	Date and time for opening of Technical Bid	: 03:30 PM on 24.05.2021
8.	Date and time for opening of Financial Bid (Tentative)	: To be intimated later

9.	Period/ Extension Of Contract	:	One year (Academic Year) from the date of Award of contract with an option of extension for a further period up to 3 years at the same rate, terms and conditions, subject to providing of satisfactory services on year to year basis at the sole discretion of IMU.
10.	Validity of tender offers	:	120 days from date of opening of Technical Bid
11.	Certificate in-lieu of EMD	:	Due to COVID-19 pandemic situation Bidders in lieu of Bid security shall submit the following certificate in their Letter Head: "I/We, hereby state and understand that if I/we withdraw/modify our bid during the period of validity of the tender, the administration would suspend the Bidder from participation in any future tenders of IMU for a period of 6 months".
12.	Security Deposit (for finalized bidder only)	:	3% of the contract value in the form of Online/ NEFT/ RTGS with necessary supporting document for the transfer effected and Transaction number.
13.	<p>Address for communication: The Registrar, Indian Maritime University Headquarters , East Coast Road , Semmencherry, Sholinganallur (PO), Chennai-600 119 Tel: 044- 2453 9020 Email: registrar@imu.ac.in Note: For any information/queries/clarification relating to Terms & Conditions of this tender, the bidders can directly send mail to dr.purchase@imu.ac.in & purchase.hq@imu.ac.in with a CC to registrar@imu.ac.in or can be contacted through mobile at 9840981612 and phone at 044-2453 9020 (Ext:222) within the time laid down in the tender document.</p>		

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1. **Introduction:**

1.1. The Indian Maritime University (IMU), Chennai is a Central University under the Union Ministry of Shipping with All India jurisdiction, with Headquarters at Chennai, its own Campuses at Chennai, Cochin, Mumbai, Kolkata and Visakhapatnam, and with 18 Affiliated Institutes all over the country.

1.2. The Admissions and Recruitments will be based on:

(i) Online Computer Based Test (CBT): Common Entrance Test (CET) for Admissions and Common Recruitment Test (CRT) for Recruitments where online tests will be conducted.

(ii) Direct Admissions/Recruitments as per the requirements of IMU: Admission and Recruitments without conducting CBT. Online Applications may be followed up by rest of the system based admission / recruitment process.

2. Indian Maritime University invites bids from reputed Service Providers for the 2 parts of Service:

A] **End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;**

B] **Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU**

for a period of one year from the date of issue of Work Order, extendable on satisfactory performance, one year at a time up to a maximum of 3 years, at the same quoted price.

3. **Submission of Bids:**

3.1. The Bidders shall submit their bids in two parts:

(i) Technical Bid,

(ii) Price Bid.

3.2. The Technical Bids (02 envelopes – one for each part) and Price Bids (02 envelopes – one for each part) should be kept **separately for each Part of Service** in sealed envelopes and 4 envelopes should be kept in one sealed envelope super scribing **“Tender for:**

A] End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;

B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching

posts (except setting up of Question Papers) in IMU.

The Bidders have the option to bid for both Parts (Part A and B) or only for one Part (Part A or Part B), however should STRICTLY submit the bid as mentioned above. Please refer para 7.19 for the disclaimer for Part B Service.

3.3. **In case, the Financial Bid and Technical Bid are not submitted as per para 3.2 above, such bid shall be rejected summarily.**

3.4. The Bid Document must be addressed to:

**The Registrar,
Indian Maritime University,
East Coast Road,
Semmencherry,
Sholinganallur (PO),
Chennai – 600119.**

The bids must be sent only by Registered/Speed Post or through Special Messenger **so as to reach by 3:00 PM on 24.05.2021. Late tenders shall not be accepted.**

3.5. The Bid Document can be downloaded from IMU web site <http://www.imu.edu.in> at free of cost.

3.6. Certificate in-lieu of Earnest Money Deposit (EMD)

Particulars	Supporting document
Bidder must submit EMD declaration:	Due to COVID-19 pandemic situation Bidders in lieu of Bid security shall submit the following certificate in their letter head: "I/We, hereby state and understand that if I/we withdraw/modify our bid during the period of validity of the tender, the administration would suspend the Bidder from participation in any future tenders of IMU for a period of 6 months".

3.7. The Technical Bid should contain all the relevant information and desired enclosures in the prescribed format along with Certificate in-lieu of the Earnest Money Deposit. **The tenders without Certificate in-lieu of EMD shall be summarily rejected. If the Bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity then, IMU would suspend the Bidder from participation in any future tenders of IMU for a period of 6 months.**

3.8. The Technical Bids will have the following Annexure and will have to be put in separate envelopes super scribed with the text given below:

a) Annexure – B - Format For Technical Bid: Minimum Eligibility Criteria – **Part – A**

- b) Annexure – C - Format For Technical Bid: Minimum Eligibility Criteria – **Part – B**
- c) Annexure – D - Format For Technical Bid: Technical Evaluation Criteria – **Part – A**
- d) Annexure – E - Format For Technical Bid: Technical Evaluation Criteria – **Part – B**
- e) Annexure – F - Proforma For Price Bid – **Part –A**
- f) Annexure – G - Proforma For Price Bid – **Part –B**

If a bidder does not possess ALL the Minimum Eligibility Criteria laid down for a PART, then the Technical Bid for that PART will not be taken up for marking and Technical Evaluation nor will the Financial Bid for that PART be opened. **Page nos. of supporting document which satisfies the criteria have to be clearly mentioned against each in the space provided.**

- 3.9. The Price Bid **should be** in the prescribed formats mentioned above. Price Bids not in prescribed format or a conditional Price bid, shall be rejected. **Price Bids should be submitted in separate Envelope as explained earlier. If it is found inside the Envelope containing the Minimum Eligibility Annexure or Technical Evaluation Criteria such Bid will be summarily be rejected.**
- 3.10. All prices/rates in the Price Bid should be clearly written both in figures and in words. In case of a discrepancy between the prices/rates in figures and words, the Unit prices/rates in words will be considered correct.
- 3.11. Bidders should avoid alterations/corrections in the prices/rates submitted by them. However, if alterations/corrections in prices/rates are inescapable each alteration/ correction should be indicated both in figures and words and duly attested under the full signature of the Authorized Signatory of the Bidder.
- 3.12. All the pages of the Bid Document shall be continuously numbered and submitted as a package along with a **Covering Letter in the prescribed Proforma (Statement No. 1) letter on the Bidder's Letter Head.**
- 3.13. Information, references and certificates from the respective clients certifying technical, delivery and execution capability of the Bidder should be signed and the contact numbers of all such clients should be mentioned. The IMU, Chennai may also independently seek information regarding the performance from the clients.
- 3.14. If the Bidder deliberately gives incorrect or misleading information in his tender or wrongfully creates circumstances for the acceptance of the tender, then IMU, Chennai reserves the right to reject such a tender at any stage and also blacklist/debar the Bidder from future tenders for a period of not less than 3 years.
- 3.15. Bidders are not allowed to submit multiple bids nor bid through a consortium.
- 3.16. Bidders are not allowed to sub-contract any part or whole of this contract except with the prior written permission of IMU.

4. **Pre-bid Meeting:** Completed on 05.05.2021.
5. **Response to queries and issue of amendments:**
 - 5.1. IMU will respond to any valid request for clarification, received one week prior to the last date for submission of tender. IMU's decision is final and binding with regard to interpretation of terms used or other tender contents.
 - 5.2. IMU may, for any reason, suo motu or in response to a clarification by a prospective bidder or bidder, modify the tender documents by amendments (through Addenda / Corrigenda etc.)
 - 5.3. Any such amendments will be informed to all the participants in the pre-bid meeting besides hosting on IMU website. All the bidders who had downloaded the Bid Document shall verify, whether any such amendments have been issued by IMU, before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s), if any, shall be binding on the Bidder.
 - 5.4. Any such Corrigendum/Addendum shall be deemed to be part or incorporated into this NIT.
 - 5.5. In order to provide prospective bidders reasonable time for taking the Corrigendum/Modifications into account, IMU may, at its discretion, extend the last date for the receipt of Bids. However, no such request in this regard shall be binding on IMU.
 - 5.6. It is the responsibility of the bidder to check the website of IMU time to time for updates.
6. **Support Areas:**
 - 6.1. **Online Common Entrance Tests (CET) for Admissions:**
 - 6.1.1. There are 5 types of CET to be conducted viz:
 - (a) CET for UG Programmes
 - (b) CET for Lateral Entry admissions
 - (c) CET for the two MBA Programmes and M.Sc. programme
 - (d) CET for the 3 M.Tech Programmes
 - (e) CET for new P.G/Doctoral ProgrammesThese are indicative lists and can vary in a particular year depending on the specific requirements and approvals.
 - 6.1.2. These CETs are usually held in **May-June** in a **single shift** (multiple shifts only if IMU decides). All the 5 CETs are to be held on the same day and same shift. It can be held on different dates, if circumstances so warrant as decided by IMU. In future, there may be more CETs as new Programmes may be introduced by IMU. These CETs are usually held in the following 36 cities (Test Centres):

- (i) Agra
- (ii) Ahmedabad
- (iii) Allahabad (Prayagraj)
- (iv) Bangalore
- (v) Bhopal
- (vi) Bhubaneswar
- (vii) Chandigarh
- (viii) Chennai
- (ix) Kochi
- (x) Coimbatore
- (xi) Dehradun
- (xii) Faridabad
- (xiii) Guwahati
- (xiv) Hyderabad
- (xv) Jaipur
- (xvi) Kanpur
- (xvii) Kolkata
- (xviii) Kota
- (xix) Lucknow
- (xx) Meerut
- (xxi) Madurai
- (xxii) Mumbai
- (xxiii) Muzaffarpur
- (xxiv) Nagpur
- (xxv) New Delhi
- (xxvi) Noida
- (xxvii) Patna
- (xxviii) Pune
- (xxix) Raipur
- (xxx) Ranchi
- (xxxi) Shimla
- (xxxii) Siliguri
- (xxxiii) Srinagar
- (xxxiv) Trivandrum
- (xxxv) Varanasi
- (xxxvi) Visakhapatnam

- 6.1.3. Depending upon the number of applicants, the number of cities (Test Centres) may vary. [If IMU conducts CET for all Maritime Training Institutes (MTIs) across India, then the number of Centres will go approximately twice to thrice the existing strength. The decision will be taken as per decision of Directorate General of Shipping (DGS)].
- 6.1.4. Applications Registration related works for Admissions viz. application Forms design with necessary validations for various Programmes through provision of a Portal for receipt of online applications via Payment Gateway for receiving Application Fee. SMS and Email

messages to applicants, as required and Helpdesk services using Email and Phone. Provision of Dashboard and necessary reports for the use IMU.

6.2. **Computer-based Online Counselling:**

6.2.1. Service Provider should conduct Computer-based Online Counselling for the Candidates qualified in IMU's Common Entrance Test for Admissions to the UG and PG Courses throughout the Academic Year (Academic Year of IMU starts from 1st August and ends at 31st July) at its Campuses and provision for data entry of the students admitted to various UG/PG Programmes in Affiliated Institutes (Admissions done twice per year – February Batch and August Batch). **Online Counselling will be done for the following Programmes for admissions in IMU Campuses:**

A) **UG Programmes:**

- (i) B. Tech (Marine Engineering)
- (ii) B. Tech (Naval Architecture & Ocean Engineering)
- (iii) B. Sc (Nautical Science)
- (iv) BBA (Logistics, Retailing and e-Commerce)
- (v) Diploma in Nautical Science (DNS) leading to B.Sc. (Applied Nautical Science)

B) **PG Programmes:**

- (i) M.Tech (Naval Architecture and Ocean Engineering)
- (ii) M.Tech (Dredging and Harbour Engineering)
- (iii) MBA (Port and Shipping Management)
- (iv) MBA (International Transportation and Logistics Management)
- (v) M. Sc (Commercial Shipping and Logistics)
- (vi) M.Tech (Marine Engineering and Management)
- (vii) Ph.D / M.S. (by Research)

6.2.2. IMU reserves the right to add or delete any programmes and also alter the Campuses/ Affiliated Institutes where they are conducted as and when required.

6.2.3. The details of the seats available for Online Counselling for each course and each IMU Campus or affiliated colleges will be made available by IMU in the form of a 'Seat Matrix'.

6.2.4. Dash board for counseling portal should be provided with at-least two log-in ids (for Finance, Academics & Head-Academics) which should reflect the real time developments and should give the reports in excel formats,

whenever downloaded about the candidates fully registered for counseling and for those undergoing counseling process registration.

6.3. Data Entry Portal and Verification Portal:

- 6.3.1 The Service Provider will arrange for giving DATA ENTRY PORTAL for Affiliated Institutes, wherein the Affiliated Institutes will be given login to enter the data of the candidates selected by them against their approved strength. The candidates will be from those who appeared and qualified in CET. Hence the Affiliated Institutes should be able to pick-up and confirm the candidates from the portal where the existing data of all qualified candidates should be made available.
- 6.3.2 The data entered is then to be checked through a VERIFICATION PORTAL which will be accessed by IMU campuses. The data entered by the Affiliated Institutes and captured through Counseling Portal are required to be accessed using the VERIFICATION PORTAL.
- 6.3.3 Both Data Entry Portal and Verification Portal should give reports on real time basis, with facility of downloading the data anytime in excel format. Dash Boards for both Portals reflecting real time developments are to be provided.
- 6.3.4 The verification process is complete only after the data from verification portal is reconciled with the IMU Campuses.
- 6.3.5 The IMU campuses and IMU HQ should have access to Data Entry Portal and Certificate Verification Portal (by unique User IDs & passwords by authorised Officers) so as to have the accountability of data entry and verification process.
- 6.3.6 Both DATA ENTRY PORTAL and VERIFICATION PORTAL should have the options to edit, but in case of editing any detail, it should be submitted as a report to IMU.

6.4. Online Tests for Recruitments:

- 6.4.1. IMU recruits suitable candidates to its various Teaching and Non-Teaching posts as and when required. Towards this end, IMU will be conducting Common Recruitment Tests (CRT) for the initial screening of candidates before calling for Interview.
- 6.4.2. There will be a separate CRT for its various Teaching/Non-Teaching post. The various CRTs may be held on the same day or on different dates, and if circumstances so warrant, in different months in the course of the year. Depending upon the category of posts, the number of applicants may vary from 40 to 2,000. These numbers are only indicative. The CRTs are likely to be held in a single shift [OR] different shifts on same day [OR] on different dates against each post advertised in a single advertisement [OR] multiple advertisements in the following 12 cities. Additionally Cities, may also be included (if required) from the list of 36 cities mentioned under para 6.1.2 above:

1. New Delhi	2. Lucknow
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3. Patna	4. Kolkata
5. Guwahati	6. Hyderabad
7. Chennai	8. Cochin
9. Bangalore	10. Mumbai
11. Bhopal	12. Jaipur

Depending upon the number of applicants, the number of cities (Test Centers) may vary.

- 6.5. If sufficient numbers of candidates are not forthcoming for certain cities for CBT, IMU reserves the right to accommodate the candidates in the nearest cities. For example, if sufficient number of applications is not forthcoming for Jaipur, IMU may divert these candidates to New Delhi.
- 6.6. If there are a large number of candidates for certain cities (Test Centers), IMU may require the Service Provider/ Vendor to arrange multiple Test Venues in such cities.
- 6.7. The Test Venues must be arranged only within the geographical limits of the Corporation/ Municipality/ Nagar Panchayat of the designated cities. If in exceptional circumstances, this is not possible, IMU's prior written permission should be obtained to arrange a Test Venue outside the city limits. However, the Test Centre is expected to be well connected to the city and not far away from the main Railway Station / Bus Terminus.
- 6.8. The bidder should have Commercially Off-the-Shelf (COTS) Online Software product which can be customized to IMU's requirements with minimal changes in minimal time.
- 6.9. The successful bidder must complete the customization and demonstrate at least 2 successful trial runs of the Online Software within the time line given by IMU in the Purchase Order. Failure to adhere to this timeline will result in appropriate penal action by IMU.
- 6.10. The Online software must be user-friendly and free from glitches.

7. Scope of Work:

- 7.1 The Tender is for identifying the Service Providers for offering the following two **PARTS** of services:

- A] **End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;**
- B] **Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU.**

The Bidders have the option to bid for both Parts (Part A and B) or only for one Part (Part A or Part B).

7.2 The overall requirements are summarized below followed with details on the requirements:

Part A Service - End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services			
Sl. No.	Item of Work	Services to be offered	Estimated Number of Candidates per Annum
1	Applications Registration related works for Admissions	<ul style="list-style-type: none"> • Application Forms design with necessary validations for various Programmes; • Portal for receipt of online applications; • Payment Gateway for receiving Application Fee; • SMS and Email messages to applicants, as required; • Helpdesk services using Email and Phone; • Dashboard and • Necessary reports for the use IMU. 	25000*
2	Applications Registration related works for Recruitments	Same as (1) for various posts.	2000
3	Centre-based CBT related works for Admissions	<ul style="list-style-type: none"> • Hall Tickets generation; • Arranging the Test Venues; • Mock Test site for candidates; • Transcribing the Question Papers for use in CBT; • Conducting the Centre-based CBT; • Evaluation of Answers for MCQs; • Publication of Qualified Candidates List with Rank Certificates, as necessary; • SMS / Email messages to candidates, as required; • Necessary reports for the use of IMU. 	25000*
4	Centre-based CBT related works for Recruitments	Same as (3) for various posts along with Objection Tracker (OT) Portal	2000

5	Counseling and related works for Admissions	<ul style="list-style-type: none"> • Registration of candidates for Online Counselling, as per requirements; • Generation of Merit List based on CET / Academic Scores as prescribed by IMU • Admission Lists for admissions to IMU Campuses; • Facilitate collection of Counselling / Programme Fee from Candidates; • SMS and Email messages to candidates, as required; • Helpdesk services using Email and Phone; • Portal for Certificates Verification related works; • Portal for Entry of details relating to directly admitted Candidates at Affiliated Institutes and related Portal based services; • Bio-metric Verification of admitted candidates; • Dashboard and necessary reports for the use of IMU. 	5000
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* As per the trend of earlier IMU's CETs it is seen that the candidates estimate ranges from 15000-30000 for admissions in 6 campuses of IMU and 18 Affiliated Institutes of IMU. However the number of candidates can increase this year, in case Director General of Shipping instructs IMU to conduct CET for all Maritime Training Institutes (MTIs) across India. Hence though the estimate is kept at 25,000, the actual strength can range from 15,000 - 60,000.

Part B Service: Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU			
Sl. No.	Item of Work	Services to be offered	Estimated Number of Candidates per Annum
1.	Conducting Remote Proctor based Exams for Admissions	<ul style="list-style-type: none"> • Mock Test site for candidates; • Transcribing the Question Papers for use in Proctored Exam; • System for Allotment of Candidates to Human Proctors; • conducting the Proctored Exam; • Evaluation of Answers for MCQs; • Publication of Qualified Candidates List with Rank Certificates, as necessary; • SMS / Email messages to candidates, as required; and • Necessary reports for the use of IMU. 	25000*

2.	Conducting Remote Proctor based Exams for Recruitments	Same as (1)	2000
3.	Human Proctors for Proctored Exam related works for Admissions	Human Proctors to be arranged by the Bidder in the ratio of 1:25; Facilitate Officers from IMU to monitor the activities of the Proctors during Exam, as necessary.	1000

***Note:** The Estimated Values shown above are only indicative in nature based on previous year figures, primarily for arriving at Project Value. Actual numbers may vary depending on the responses for Admissions and Recruitments in a particular year.

7.3 **Online CBT based for Admissions/Recruitments:** The End-to-End Services that the Service Provider will be required to provide for Online CBT based Admissions/Recruitments are as follows (details given are only indicative to get an overview of the requirements; actual requirements for use in a particular year can vary based on specific approvals of that year):

7.3.1. **Online Registration for CET:**

- i. Online Registration of Applicants with facility to upload photographs, certificates, e-receipt, scanned signatures, capturing scanned image of thumb impression(image capturing only), Declaration capturing in candidate's handwriting such as "I ACKNOWLEDGE THAT THE DETAILS ENETERED ARE CORRECT AND THIS DECLARATION IS WRITTEN BY ME. IN CASE OF ANY MISMATCH MY CANDIDATURE MAY BE CANCELLED."
- ii. Downloading and printing of filled-in application in standard formats and with provision of administrative login to IMU to check and authenticate the applications online.
- iii. One Technical Resource Person provided for Email support should be capable of replying to email queries independently.
- iv. One technical support resource to co-ordinate and make the system hassle free.
- v. Option of Result Awaited candidates to be given. The candidates should be able to upload the Marks Certificates later when the Results are Declared

7.3.2. Online Registration of Applicants for CRT with facility to upload photographs, certificates, e-receipt, scanned signatures etc. and to download and print filled-in application in standard formats, and with provision of administrative login to IMU to check and authenticate the applications online. Helpdesk with email support has to be provided.

7.3.3. **Conduct of CET:** CET is to be conducted as per schedule mentioned at Para 9.2 and in centres as mentioned at Para 6.1.2 in a single shift.

- 7.3.4. **Rank generation:** After conduct of CET, the raw data of ranks to be given as one common ranks and category wise. Upon submission of ranks and details, IMU will decide the cut-offs and according to cut-offs the QUALIFIED CANDIDATES RANK LIST will be prepared. All candidates appearing in the list will be termed as QUALIFIED CANDIDATES.
- 7.3.5. **Counselling:** The QUALIFIED CANDIDATES RANK LIST will be released in IMU website. The facility to generate rank certificate for those candidates only whose names appear in QUALIFIED RANK LIST should be available in COUNSELLING PORTAL under a separate link and should be available till the time entire admission is over. The counseling portal is to be opened which should start with the question to be asked from candidate as to if he is interested in applying to IMU and its Affiliated Institutes. Upon confirmation the candidate should be directed to record the choices of candidates for the Course-Campus combinations which are called as PREFERENCES. After recording preferences, the Counseling Fee is to be made payable through Payment Gateway. Before making payment, the Candidates will have to make a DECLARATION in a specified format. :
- (a) The qualified candidates will be given the opportunity to apply for first cycle of counseling for a period of approx. 5 days.
 - (b) The candidates will be asked to pay the fees Counseling Fee (Rs.10000) within a period of 5 days from opening of the portal.
 - (c) After the 5 day period, the data is to be shared to IMU after reconciliation of payments the very next day. The payment reconciliation should be done with Finance IMU-HQ section.
 - (d) All the candidates registered are to be given a confirmation about receiving the Counselling Fees through automated SMS and e-mails.
 - (e) After confirmation of the candidate's payment, the successfully registered candidates should be allotted seats as per the PREFERENCES & seat matrix given, accounting for appropriate reservations and the data to be shared with IMU for approval.
 - (f) IMU will release the Provisional Allotment List. The candidates will be awarded a Seat for a Campus-Course. The candidates are to be sent information through automated SMS and Email to download the Provisional Allotment Letter.
 - (g) Candidates should be able to download to the Provisional Allotment Letter which should be made available in a link under counseling portal.
 - (h) There can be two conditions viz:

- i. Candidates who get their first preference are not required to be upgraded. Hence, taking this into account, for first preference candidates, at the time of downloading PROVISIONAL ALLOTMENT LETTER the following message should pop up:

(Italicized point indicates what should appear to the candidates)

'Kindly, CONFIRM the seat by paying CONFIRMATION FEES of Rs 25000 from the gateway portal given below:

[Link for Programme Fee payment of Rs.25000/-](#)

The candidate should be asked to click the declaration:

- I am aware that since I have got my first preference seat, there will not be any change in seat and there won't be any refund, in case I do not join the course.*

- ii. For candidates who did not get their first preference, since they have the choice of getting upgraded the following should appear:

Since you have not got your FIRST PREFERENCE SEAT you have the choice to continue with the allotted seat OR to get upgraded. In order to get upgraded you should confirm the provisionally allotted seat in order to be eligible for upgradation. , However the upgradation is not guaranteed and is irreversible if upgraded. The upgradation can give any seat from the higher preference seat other than the allotted seat. Candidates not confirming the allotted seat will not be eligible for upgradation.

Do you wish to confirm & get upgraded:

- Choice 1: Yes, I wish to be upgraded further knowing the fact that that the upgradation may or may not happen.*
- Choice 2: No, I wish to continue with the Provisionally Allotted seat and do not wish to be upgraded further.*

'Kindly, accept my choice by paying CONFIRMATION FEES of Rs.25000 from the gateway portal given below:

[Link for Programme Fee payment of Rs.25000/-](#)

As mentioned above, the candidate should be made to click one option. After clicking, the candidates should be taken to the PROGRAM FEE payment portal and the provision to pay Rs.25,000 should be made available.

All those who pay (either from h (i) or h (ii)) to be given Confirmation Letter, the format of which will be given by IMU.

- (i) The candidates who could not get seat in the first admission list will be kept in waiting list
- (j) In case, the sanctioned strength is not filled, the vacancy seat matrix is to be derived and shared to IMU.
- (k) The candidates who wished to be upgraded and the candidates seats un-allotted from counseling are to be taken for making second list following the same process from point e to g.
- (l) All counseling registered candidates, who could not get seat even after all lists are over, as their preferences are not available, can be given a chance to edit their preferences and they can apply as per the vacancy seat matrix.
- (m) Only one upgradation will be allowed per candidate. After the seats are filled and confirmed, verification portal will be open at campuses. The candidates will be required to appear at the respective campuses. Biometric verification has to be obtained during exam and that should be confirmed during verification. One Person each should be appointed at each campus for hand-holding and verification cycle.
- (n) The seats of the candidates who will drop-out, will be first run for up gradation. The candidates will be informed that after choosing up gradation, once upgraded there won't be any change as there would be only one up-gradation for them and neither they would be able to retain their previous choice (previous allotment before up-gradation).
- (o) The vacant seats after up gradation will be then awarded to the candidates in waiting list.
- (p) Enabling candidates to make online payment of the prescribed Counseling Fee through a secured Payment Gateway and providing technical support for the payment gateway for all Programmes. Candidates who do not get any seat allotted, the counseling fees will be refunded by deducting Rs.1000 as processing fees through online refund to the source account (Source Account means the bank account through which payment was made by the candidate to IMU) or by cheque or any other mode as decided by IMU, which will be intimated to the candidate. IMU reserves the right to refund such fees paid by the candidate for which the service provider may be required to make necessary arrangement for refunds. The onus of processing such refunds, lie on the service provider.
- (q) The CERTIFICATE VERIFICATION PORTAL will be needed to be opened as per date notified by IMU.

- (r) Drop-outs will not be refunded Rs.25,000 (Programme Fee) as well as counseling fees of Rs.10,000.
- (s) The Online Counseling software should be able to record the choices (preferences) of all registered candidates and to be able to use it while making admission lists.
- (t) Generating online the list of selected candidates based on (a) their CET rank, (b) their category (whether General, General-EWS, OBC-NCL, SC or ST) and any other category/quota as prescribed by IMU, (c) their preferences for Programmes, and (d) their preferences for IMU Campuses.
- (u) Enabling the candidate to modify his/her choices at any time (limited to two attempts) before the last date prescribed for online registration. The candidate should be made aware of this facility in registration mail.
- (v) Generating online the Allotment Letters to selected candidates and forwarding the same through email and SMS. Allotment letter with unique allotment number to be given to the selected candidates.
- (w) Generating online the letters intimating the details of the selected candidates to the respective IMU Campuses with a copy to COE, IMU.
- (x) Facilitating IMU Campuses to enter online the details of candidates who have appeared for Certificate Verification, paid the Programme Fees, and finally joined the Campus/ Programme.
- (y) Facilitating Affiliated Institutes to enter online the details of the candidates directly admitted by them to enable the verification of such candidates with regard to their original certificates medical certificates in the designated IMU Campuses as per the Seat Matrix for the Affiliated Institutes which will be shared by IMU through a portal which will be called as DATA ENTRY PORTAL.
- (z) Provisions to be made for IMU Campuses for verification of data entered in the DATA ENTRY PORTAL by the candidates who have been provisionally allotted seats in the respective Campuses during counseling and for verification of data entry made by Affiliated Institutes for admissions of candidates at their Institutes by importing the data entered from DATA ENTRY PORTAL to a separate portal which will be called as CERTIFICATE VERIFICATION PORTAL.
- (aa) Enabling Affiliated Institutes to make online payment of prescribed Admission Registration Fee and Programme Fee for all Programmes, through a secured Payment Gateway.

- 7.3.6. CRT results are to be shared with IMU after the Test to decide the cut-off.
- 7.3.7. **Objection Tracker (OT) Portal** - On completion of CRT, used QPs and Answer Keys are to be uploaded in an Objection Tracker Portal for candidates who appeared in CRT so that they can login with their credentials for registering their objection/ challenges, if any, against the Answer Key/ Question as the case may be. OT Portal shall be kept open for the period as prescribed by Administration (Recruitment Division) of IMU-HQ on each occasion. Upon receipt of objections / challenges, necessary re-valuation will be done with the approval of the Competent Authority of IMU and then submit the requisite post exam reports as prescribed by IMU-HQ from time to time.
- 7.4 **Secure Online Payment Gateway Management:** The transaction charges for online payment will be borne by Candidates or as per GoI / RBI guidelines. The fees collected through online payment will need to be credited directly into IMU's Bank account. A reconciliation statement on daily basis should be furnished.
- 7.5 Arranging Test Venues with sufficient computers, relevant software and necessary personnel to administer the Online Tests for Admissions (CETs) smoothly without any hitch.
- 7.6 Designing and development of a suitable IT platform for enabling a Computer based Test (CBT) with multiple choice questions to be held simultaneously in different cities in India. The questions asked will be multi-disciplinary, multiple choice or what in common parlance are called 'Objective Type Questions'. While questions and answer keys will be provided by IMU, the digital 'transcription' and 'uploading' of the same shall be the responsibility of the Service Provider.
- 7.7 IMU should be provided with at least two dash-boards with to view the status of the test like students count, login time, etc. on real time basis while the examination is in progress. Multiple logins of dashboards may be asked.
- 7.8 The Service Provider should strictly adhere to the Business Rules mutually agreed between IMU and the service provider
- 7.9 Facility for candidates to take at least 3 Web-based 'Mock Tests' of a nature similar to IMU's CETs and CRTs.
- 7.10 Facility for applicants to download their Hall Tickets/Admit Cards with the name of the Test Venue indicated.
- 7.11 Automated e-mails/SMS to every registered applicant for- successful registration, receipt of application fee (online and offline), dispatch of hall ticket, publication of results, allotment of seat after Counselling (in case of CET only), confirmation of seat and all such activities related to students' admission.

- 7.12 Conducting the Online Computer Based Test (CBT) for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues.
- 7.13 Evaluation of answers and submission of results as per the format required by IMU.
- 7.14 Maintaining a Master Database of all Candidates Registered; Attended CET/CRT; Results for use at any time during the Admission process; and transfer of the entire data (soft copy) to IMU after the whole process is completed along with the result. List of appeared candidates and their test log (in time, out time, system usage details, exception handling details, etc.) should be submitted to IMU within 24 hours of completion of exam. Ink signed/ stamped copy of result/merit list/mark list has to be furnished separately later followed by softcopy
- 7.15 Such other items as deemed necessary by IMU for the proper conduct of the Online Tests for Admissions (CETs) and Recruitments (CRTs) and its immediate aftermath.
- 7.16 Generating such other reports as prescribed by IMU. The data available with the service provider may be asked in any format of report and the service provider is required to give the data within 24 hours or less time.
- 7.17 The Service Provider has to maintain a log for all activities done through the software.
- 7.18 **Admissions/Recruitments without CBT:** The End-to-End Services that the Service Provider will be required to provide for Recruitments / Admissions without CBT [Admissions without CET will be done mainly for BBA course. The same may also be required in case of rank list being made on the basis of 'NORMALISATION' or such other non-exam scheme] are as follows:
- 7.18.1. Online Registration of Applicants with facility to upload photographs, certificates, challans/e-receipts, scanned signatures etc. and to download and print filled-in application in standard formats, and with provision of administrative login to IMU to check and authenticate the applications online.
- 7.18.2. Secure Online Payment Gateway Payment Management.
- 7.18.3. Automated e-mails/SMS to every registered applicant on successful registration, receipt of application fee (online and offline), publication of results and allotment of seat after Counselling (in case of admissions other than BBA Admission).
- 7.18.4. Maintaining a Master Database of all Candidates Registered; Results for use at any time during the Admission process; and transfer of the entire data (soft copy) to IMU after the whole process is completed.
- 7.18.5. Generating online the list of selected candidates (in respect of UG/PG Admission) based on (a) Percentage of the Aggregate marks

of 12th Standard (b) their category (whether General, General-EWS, OBC- NCL, SC or ST) and (c) their preferences for IMU Campuses.

- 7.18.6. Generating online the list of candidates (in respect of Recruitment) based on recruitment rules as prescribed by IMU.
 - 7.18.7. For the Programmes as desired by IMU, the software should enable candidates to make online payment of the prescribed Admission Registration Fee and Programme Fee through a secured Payment Gateway and providing technical support for the payment gateway.
 - 7.18.8. Enabling the candidate to modify his choices at any time (limited to two attempts) before the last date prescribed for Online Counseling (in respect of UG/PG Admission).
 - 7.18.9. Generating online the Allotment letters to selected candidates and forwarding the same through email and SMS.
 - 7.18.10. Generating online the letters intimating the details of the selected candidates to the respective IMU Campuses with a copy to Head-Academics & COE, IMU.
 - 7.18.11. Facilitating IMU Campuses to enter online the details of candidates who have appeared for Certificate Verification, paid the Programme Fees, and finally joined the Campus/ Programme.
 - 7.18.12. Generating such other reports as prescribed by IMU.
- 7.19 **Proctored Online CBT based admissions:** The scope of work for Proctored Online CBT will be same as for ONLINE CBT BASED ADMISSIONS as mentioned in para 7.1 but with the change of Online CBT mode to Proctored online CBT mode and 7.2 for Part B.
- Disclaimer: The Proctored Online CBT based Admissions/Recruitments will be operated only in a situation where physical conduct of tests is not possible because of the COVID-19 pandemic or any other such unforeseen circumstances or requirements. The decision of IMU in this regard will be final.**

8. Deliverables of this Project:

8.1 Student Admissions (CBT):

- a) Conduct of online CBT/Online Proctored based CET's for admissions to various Programmes of IMU
- a) Conduct of Online Counseling for admissions of students both admitted through Online CBT, Online Proctored CBT based CET as well as direct admissions (including Lateral Entry admissions).

- b) Entry of data of the students admitted at IMU Campuses and Affiliated Institutes during Certificate Verification. Provisions to be made for IMU Campuses for verification of data entered by the candidates who have been provisionally allotted seats in the respective Campuses during counseling and for verification of data entry made by Affiliated Institutes for admissions of candidates at their institutes.
- c) COVID Protocols need to be followed, as per prevailing conditions in the Test Cities, as specified by the Government (Centre/State) from time-to-time.
- d) Generation of various reports during the process of student's admission as and when required in any format that may be prescribed.

8.2 **Recruitments:**

- a) Online Registration of Candidates for Recruitment with necessary validations, facility for uploading Photo / Documents and Online Payment of Application Registration Fee.
 - b) Helpdesk for assisting the Candidates through email / phone.
 - c) Mock Test site for the use of the Candidates.
 - d) Transcribing the Questions for use in the CBT.
 - e) Arranging the Test Centres in various cities.
 - f) Generate Hall Tickets for download by the Candidates.
 - g) Dashboard for the use of IMU to know the details of Online Registration
 - h) Conduct of online CRT's for recruitment of various posts of IMU.
 - i) Provision of entry of data of candidates applying for various posts of IMU.
 - j) Evaluate the answers for MCQs and Generate Evaluation Reports and submit the Results to IMU within the prescribed time
 - k) Objection Tracker (OT) Portal
 - l) Generation of various reports, Financial Statements, etc. during the process of recruitment as and when required in any format that may be prescribed.
- 8.3 To provide/deploy the necessary Personnel, Hardware, Software, Networking, Internet connectivity, Power back-up, Air-conditioning, System Security, Testing, Validation, Audit, and other measures for the proper and satisfactory conduct of the Online Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues.
- 8.4 To ensure that the Web application is able to handle a large volume of online traffic from the date of commencement of registration till completion of Admission/Recruitment process.

- 8.5 The application should be kept active so as to answer any queries coming forth in future.
- 8.6 To provide at each Test Venue computer terminals equal to the number of Hall Tickets/Admit Cards issued for that Test Venue plus a buffer of 20%.
- 8.7 The computer systems and servers shall be of latest configuration and LAN must be scaled enough to handle the traffic in real time with proper backup and redundancy at each level.
- 8.8 To ensure that the examination is purely "online" and conducted in Computer-based Test mode so that it is not affected by Internet issues.
- 8.9 To ensure secured real time transmission, upload/download, installation and implementation of confidential data/Question Paper received from IMU.
- 8.10 To transfer/export the data in encrypted format including raw scores data from local server to Central server and vice versa at the instruction of IMU. The data should be furnished to IMU along with result. If there is any lapse in submission of data it will attract penalty.
- 8.11 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.
- 8.12 To ensure the fool-proof functioning of the Online Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues by conducting adequate Dry Runs at all Test venues before the date of the Tests, and to conduct a final Dry Run on the day before the Test in all venues simultaneously thereby simulating actual Test-like conditions.
- 8.13 In respect of Online Counselling, due to dropouts, it may be necessary for IMU to draw up a Second List /Third List/ fourth/Additional Lists/Waiting Lists of selected candidates and the Online Counselling software should be capable of monitoring the dropouts and generating the Second and Third Lists after up gradation. A candidate who has not got his Certificates Verification completed and made payment of Programme Fee within the time prescribed will be deemed to be a 'dropout'. To facilitate generation of further lists of candidate for all Programmes or individual Programmes as sought by IMU.
- 8.14 To modify the Programme Fee payment system if IMU feels that there is a need to, in order to ensure maximum admissions, such as "Advance Program Fee Payment" wherein the candidate can be asked to pay Counselling Fee + Programme fee (in advance). The modification explained here is suggestive only and can be anything of such similar type and may be required only if IMU suggests.
- 8.15 The Service Provider shall transfer the Master Database relating to the entire process to IMU after the process is completed. The Master Database should be furnished to IMU along with result. If there is any lapse in submission of data it will attract penalty.

- 8.16 The Service Provider shall post a member of his staff at IMU for hand holding during the entire period. This staff member shall also liaise between IMU and the Service Provider.
- 8.17 To have a comprehensive Business Continuity Plan/ Disaster Recovery Plan and practice in place which should be shown to IMU when called upon to do so.
- 8.18 To maintain complete log of all activities of candidates during the course of the Online Tests for Admissions (CETs), Online Counselling and Recruitments (CRTs) to enable complete auditability of the assessment process. The log details should be furnished to IMU along with result. If there is any lapse in submission of data it will attract penalty.
- 8.19 To ensure suitable drinking water facilities and separate toilet facilities both for male and female at the Test Venues.
- 8.20 To arrange/provide adequate signage's/displays/instructions/information to the candidates appearing for Online Tests for Admissions (CETs) and Recruitments (CRTs) at the designated Test Venues.
- 8.21 To arrange frisking of candidates (separately for male and female) at examination centre to disallow any electronic gadgets, pen, paper (other than Admit Card), bag, purse (except wallet) etc., as per the guidelines of the IMU. The center-in-charge should prohibit any type of impersonation. Frisking should be done with the help of metal detector.
- 8.22 The Service Provider should verify the photograph of the candidate and obtain thumb impression and signature of the candidates in the attendance sheet.
- 8.23 To obtain feedback from candidates after examination is over through online Feedback Form.
- 8.24 To provide automated scoring/ merit list as per rules defined and agreed.
- 8.25 To evaluate the responses and furnish the merit list and such other processed data to IMU in the formats prescribed.
- 8.26 To provide documented inputs and support for handling
 - a. Candidates queries
 - b. Press interaction
 - c. RTI queries
 - d. Court Cases
- 8.27 To be in a position to conduct an alternative Test at the Service Provider's cost at the Test venue(s) at short notice (but with a different question paper) if there has been a complete failure of the Test delivery process.
- 8.28 To inform candidates of all developments through automated SMS/Emails regarding release of each & every list & up-gradations.

- 8.28.1 After completion of the total exercise the service provider will be required to handover the complete data in a separate CD and in the formats/reports as desired by IMU.
- 8.28.2 The detailed requirement about the structure of the portal with reference to different courses, campuses, eligibility, general conditions for admissions, visibility of portal, payment terms, fees etc. will be communicated after the work order is awarded which would be required to be incorporated and displayed in demo of the portal. Pre-bid meetings for the same would be conducted and hence the clarifications, if any, regarding the subject may be cleared during the pre-bid meeting. The corrections pointed out during the demo would be needed to be incorporated.
- 8.29 Minimum Manpower Deployment: The Service Provider will be required to depute a capable I.T expert to IMU Headquarters from the date of commencement of receipt of applications till the date of completion of process in all respects and to liaise between IMU and the Service Provider and to function as a consultant, trainer and helper to IMU to effectively handle all the end-to-end services.
- 8.29.1 For the successful conduct of the CETs/CRTs, the Service Provider shall deploy the following complement of staff at each **Test Venue**:
- (a) Test Venue Administrator: 1
 - (b) I.T Manager : 1
 - (c) Invigilators : 1 for every 25 candidates.
- There shall be 1 Chief Invigilator if the number of candidates at a Test Venue is 100 to 300, and 2 Chief Invigilators if a Test Venue has over 300 candidates.
- (d) Support staff/peons: 2 for up to 100 candidates, 1 extra for every 50 candidates.
 - (e) Security guards: 2 for up to 100 candidates, 1 extra for every 50 candidates.
 - (f) Human Proctors and Tech Support Staff for Remote Proctored Tests.

Illustration 1: The number of candidates at a Test Venue (based on the number of Hall Tickets/Admit Cards issued) is 65. The complement of staff to be posted at that Test Venue shall be: One Test Venue Administrator, one I.T Manager, three Invigilators, no Chief Invigilator, two support staff, and two security guards.

Illustration 2: The number of candidates at a Test Venue (based on the number of Hall Tickets/Admit Cards issued) is 140. The complement of staff to be posted at that Test venue shall be: 1 -

Test Venue Administrator, 1 - I.T Manager, 6 - Invigilators, 1 - Chief Invigilator, 3 - support staff, and 3 - security guards.

8.29.2 It shall be incumbent upon the Service Provider to finalize the list of names & contact numbers of the Administrators, I.T Managers, Invigilators, Chief Invigilators, Supports Staff and Security Guards together with the names of those on stand-by in the event of absentees allocated to each Test Venue and submit the same to IMU within the date prescribed.

9. **TimeLine:** Time is of the essence of this contract. The time line for important milestones of CETs/CRTs (which may be modified slightly by IMU if warranted) shall be as follows:

9.1. **Time Line For the Common Recruitment Tests (CRTs):**

Note 1: For recruitments, 45 days' time will be given for the registration of online applications. The date of commencement of online applications will be termed '**D day**' and all other dates are fixed relative to the '**D day**'.

Note 2: The actual dates (which will be in accordance to the schedule shown below) will be communicated to the Service Provider once a decision is taken to conduct a Common Recruitment Test (CRT) for particular type of post.

9.1.1. Date of intimation of the schedule for the CRT to the Service Provider: **D-30 days**. (*D minus 30 days*). [The Service Provider will be required to immediately commence the customization of the Online Software to suit IMU's needs and demonstrate at least 2 successful Trial Runs within 30 days].

9.1.2. Date by which the Service Provider should 'go live' and be able to register candidates' applications online and receive payments of CRT's fees online or offline through challans with automated Email/SMS acknowledgements: **D day**.

9.1.3. Date by which the Service Provider should furnish to IMU the provisional list of Test Venues in the designated cities with details of the computer systems and other facilities available at each Venue: **D+30 days**.

9.1.4. Last date for receipt of online applications: **D+45 days**.

9.1.5. Date by which the Service Provider should furnish the final list of Test Venues in the designated cities with details of the computer systems and other facilities available and the names/contact numbers of the administrative & technical officers, invigilators and other staff allocated to each Test Venue: **D+48 days**.

9.1.6. Date by which candidates should be able to download Hall Tickets/Admit Card: **D+50 days**.

9.1.7. Date of conduct of the Computer-based Common Recruitment Test (CRT):
D+65 days.

9.1.8. Date of Publication of CRT results: **D+68 days.**

9.2. Time Line For the Common Entrance Tests (CETs):

*The date of Common Entrance Test will be termed 'T day' The date of publication of CET results will be termed 'R day' while for Online Counseling related work and all other dates with regard to Online Counseling are fixed relative to this counseling opening day termed as 'C' day. 'SS' will be called as **Session Start** date. The actual dates (which will be in accordance to the schedule shown below) will be communicated to the Service Provider once a decision is taken to conduct a Common Entrance Test (CET) for particular programme(s).*

9.2.1. Time Line for CET:

Sl. No.	Event	Schedule (in days)	Tentative Date
1.	Date of intimation of the schedule for the CET to the Service Provider [The Service Provider will be required to immediately commence the customization of the Online Software to suit IMU's needs and demonstrate at least 2 successful Trial Runs before going live].	T - 65	Will be given as per Prevailing pandemic conditions
2.	Date by which the Service Provider should 'go live' and be able to register candidates' applications online and receive payments of CET's fees online or offline through challans with automated Email/SMS acknowledgements.	T - 45	
3.	Date by which the Service Provider should furnish to IMU the <i>provisional list of Test Venues</i> in the designated cities with details of the computer systems and other facilities available at each Venue	T - 25	
4.	Last date for receipt of applications	T - 20	
5.	Date by which the Service Provider should furnish the <i>final list of candidates</i> with details of the computer systems and other facilities available and the names/contact numbers of the administrative & technical officers, invigilators and other staff allocated for manual invigilation	T - 18	
6.	Date by which candidates should be able to download Hall Tickets / Admit Cards	T - 15	

7.	Date of conduct of Computer-based Common Entrance Test (CET)	T	
8.	Submission of CET results	T + 3	
9.	Declaration of Qualified List on website	T+5 =R	
10.	Sending of automated SMS/Email to candidates about Qualified List to all registered candidates.	R	
11.	Online portal opening for payment of Counseling Fee & recording preferences	R + 1 = C	
12.	Deadline for Online Payment of Counseling Fee	C + 5	
13.	Reconciliation of fees amount	C + 6	
14.	Submission of total registered candidates & 1 st allotment list as per preferences to IMU	C + 7	
15.	Declaration of first admission list on IMU website and Communication through automated SMS/email to candidates successful	C + 8	
16.	Opening of admission confirmation portal for First list	C + 12	
17.	Deadline for Online Payment for admission confirmation	C + 16	
18.	Reconciliation of fees amount	C + 18	
19.	Submission of confirmed list & 2 nd allotment list including upgradation to IMU	C + 19	
20.	Declaration of second admission list on IMU website and Communication through automated SMS/emails to candidates successful.	C + 20	
21.	Verification Portal Demo, opening of admission confirmation portal for 2 nd list	C + 21	
22.	Deadline for online payment of admission confirmation fee for 2 nd list	C + 24	
23.	Reconciliation of fees amount	C + 25	
24.	Submission of confirmed list & 3 rd allotment list including up gradation to IMU	C + 26	
25.	Declaration of 3 rd list on IMU website	C+27	
26.	Opening of admission confirmation portal for 3 rd list & opening of date entry portal for affiliated institutes.	C+28	

27.	Closing of admission confirmation portal for 3rd list	C + 31	
28.	Reconciliation of fees amount	C + 32	
29.	Submission of confirmed list & data	C + 33	
30.	Certificate Verification at the campus allotted commence for IMU campuses & affiliated institutes	C+34	
31.	Certificate Verification at the campus allotted finish date for IMU campuses & affiliated institutes	C+40	
32.	Data submission of unfilled vacancies & up gradation list (if applicable and required) to be submitted	C+41	
33.	Opening of counselling portal for Waiting list or such other proposal (only if required)	C+42	
34.	Closing of counselling portal cycle for Waiting list (WL) candidates (if required)	C+43	
35.	Commencement of Academic Session & Reconciliation of fees for WL	C+44=SS	
36.	Submission of allotment (from waiting list) to IMU by Service Provider	SS + 1	
37.	Declaration of allotment to waiting list candidate and opening of certificate verification portal for Waiting listed candidates	SS + 2	
38.	Closing of certificate verification portal for Waiting listed candidates	SS + 9	
	<i>Additional List in addition to the above may be released which may be decided seeing the response of the admission strength. The schedule mentioned here is tentative and can be adjusted as per need of the situation, schedule, working days etc.</i>		

9.3. Timeline for UG/PG Admission & CRT without CBT:

9.3.1. In respect of CRT without Computer Based Test (CBT) the timeline shall be in line with 9.1 but without CBT part.

- 9.3.2. In respect of UG/PG Admission without CBT, the time line shall be in line with 9.2.1 (without CET) or as required by IMU. The Service Provider should be in a ready state to deliver as per the requirement of IMU.
- 9.3.3. In respect of admissions by Proctored Online Test the timeline shall be same as for CBT but with only change to PRCOTORED mode.

9.4. **Timeline for BBA admissions:**

Time line for BBA		
Sl. No.	Event	Date
1.	Date of commencement of Online Registration for BBA admissions Counseling	Registration date start (R)
2.	Last date for Online Registration for BBA programme	R+37
3.	Publication of First List of Candidates for the BBA Programme	R+42
4.	Deadline for Online Payment of Programme Fee for candidates selected in First list for BBA Programme	R+47
5.	Publication of Second List of Selected Candidates for the BBA Programme	R+50
6.	Deadline for Online Payment of Programme Fee for candidates selected in Second List for BBA Programme	R+55
7.	Publication of Third List of selected candidates (if necessary)	R+60
8.	Deadline for Online Payment of Programme Fee for candidates selected in Third List for BBA Programme.	R+63
9.	Certificate Verification at the campus allotted.	R+70 to R+77
10.	Date of Commencement of Programmes. <i>(The schedule is tentative and the tentative date of commencement of programme is 01.08.2021.)</i>	R+80

10. **Selection Methodology:**

10.1 Along with time, *quality is of the essence of this contract*. IMU is looking for a bidder who has proven capacity to provide:

A] **End-to-End Services for conducting Online Computer Based Test**

(CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;

B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU.

Different Bidders may get qualified for Part A and Part B separately. However, the same Bidder may also get qualified for both Part A and Part B.

10.2 End-to-End services for conducting a Computer-Centre-based Test in multiple venues across India in a single shift for candidates varying from a few hundreds to over 20,000 and/or a proven solution for conducting Remote Proctored Online Tests. **Bidders may be in the business of providing either one or both.** As both services require different capabilities, therefore the Minimum Eligibility and Technical Evaluation criteria will be evaluated separately for both services. To this effect Price bids are in two Parts to provide for Bidders having **either one or both services to participate.**

10.3 IMU has opted for a **Quality-cum-Cost based System (QCBS)** of Tender Evaluation in which **65% weightage will be given to the Technical Bid** for each Service [10.1 A and B] and **35% weightage to the Price Bid**. Since the capacity to conduct Online Tests in multiple venues across India in a single shift on a similar or even greater scale without any hitch is of paramount importance and crucial to the success of IMU's venture, IMU has prescribed 2 levels of screening i.e. Minimum Eligibility Criteria evaluation and Technical Criteria Evaluation.

10.4 **Minimum Eligibility Criteria** – Bidders who do not meet **ALL** of the **Minimum Eligibility Criteria** will not be taken up for Technical Evaluation:

Part - A - End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services:

Sl. No.	Eligibility/Qualification Criteria	Mode of Proof
1.	<p>The bidders should have successfully developed software and operated –</p> <p>(a) Computer-based Test, and (b) Online Counselling for Admissions, for at least three National level educational institutes like IIT, IIM, NIT and Central Universities/ State Universities/ Reputed UGC or AICTE Recognized Private Sector Universities OR Govt. Institutions / PSUs for similar services, since 2017.</p> <p>The experience in (a) and (b) can be in the same Work Order or in different Work Orders.</p>	Copy of agreement/ Work Order/ Project completion certificate/ any other relevant document.
2.	<p>The Bidder must have their own developed software/ Authorized License of such software which can be configured as per the requirements of IMU:</p> <p>(a) Bidder must have the copyright of the source code and all its components of the software being used for conducting the CBT.</p> <p>(b) Bidder must have own / leased Data Center located in India. Datacenter should be minimum of Tier III compliant, duly security audited by CERT-In empaneled Auditing Agencies.</p> <p>(c) Bidder must use 256-bit encryption in its application.</p>	Self-declaration/ Self - attested documentary evidence to that effect.

	(d)	Bidder must have authorized and globally accepted software certifications i.e. ISO 9001 OR SEI CMMi Level 3 or higher for the Software and Services.	
3.		The Bidder should be a reputed company registered under the Companies Act, with average annual turnover of Rs. 50 lakhs or more during the last 3 years (ending 31st March, 2020).	Copy of GST Registration Certificate, Certificate of Incorporation and Copy of Profit & Loss Account of the company for each of the 3 years authenticated by a Chartered Accountant.
4.		The Bidder should have successfully implemented at least 1 (one) Project since 2017 under each category below:	
	(a)	Of value not less than Rs.50 lakhs.	Copy of Purchase Order/ Contract for proving 'Award of Work'/ Completion Certificate' should be furnished for each Project clearly giving the Value of a Project.
	(b)	Which had Test Venues covering simultaneously 36 (thirty six) or more cities across India.	Copy of Purchase Order/ Agreement and Completion Certificate which clearly gives the locations (cities) of the various Test Centers.
	(c)	Which had Computer-based Online Counseling for students across India?	Copy of Purchase Order/ Agreement and Completion Certificate' clearly mentioning "Online Computer-based Counseling" or to experience similar to that effect with Admission details.

	(d)	In which the Test was administered to 20,000 (Twenty Thousand) or more candidates <u>in a single shift</u>	Copy of Purchase Order/ Agreement and Completion Certificate clearly giving details of the Candidate count covered in a single shift.
5.		The Bidder should not have been debarred by the Department/ Ministries of the Government of India / PSUs / Corporate Sectors / Educational Institutions / any other reputed organizations during last 3 years. (As on last date of Tender)	The bidder should give an undertaking to that effect.
6.		The Bidder should have a valid PAN and GST Registration Certificate.	Certified copy of PAN and GST Registration Certificate.

Part –B - Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU

Sl. No.	Eligibility Criteria	Mode of Proof (Self attested signed documents to be enclosed as proof) by Marking Page Nos.
1.	The Bidder should be in the business of Online Proctored Examination.	Certificate of Incorporation/ Registration Certificate, copy of Work Order.
2.	The Bidder should possess valid Trade License, PAN and GST/ Sales Tax Registration Certificate.	Self-attested copies of valid certificates from these agencies.
3.	The Average Annual turnover of the Bidder shall be minimum of Rs. 50 lakhs during the last 3 years (ending 31st March, 2020).	Certificate to this effect to be given by Bidder's Chartered Accountant.
4.	The Bidder must have successfully executed Online Proctored Examination related services on All India basis for at least three National level educational institutes like IIT, IIM, NIT and Central Universities/	Self-attested documentary evidence <u>with</u> copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the client's Letterhead.

	State Universities/ Reputed UGC or AICTE Recognized Private Sector Universities OR Govt. Institutions / PSUs for similar services, since 2017.	
5.	The Bidder must have their own developed software/ Authorized License of such software which can be configured as per the requirements of IMU:	[Self-declaration/ Self-attested documentary evidence to that effect.]
	(a) Bidder must have the copyright of the source code and all its components of the software being used for conducting the CBT.	
	(b) Bidder must have own / leased Data Center located in India. Datacenter should be minimum of Tier III compliant, duly security audited by CERT-In empaneled Auditing Agencies.	
	(c) Bidder must use 256-bit encryption in its application.	
	(d) Bidder must have authorized and globally accepted software certifications i.e. ISO 9001 OR SEI CMMi Level 3 or higher for the Software and Services.	
6.	The Bidder should not have been debarred by the Department/ Ministries of the Government of India / PSUs / Corporate Sectors / Educational Institutions / any other reputed organizations during last 3 years. (As on last date of Tender)	Self-Declaration on Company Letter Head.

N.B: The distinction between a 'Contract', a 'Project' and a 'shift' must be clearly understood. 'Project' refers to an Online Test similar to IMU's CET that is implemented by the Service Provider on behalf of a client in one or more 'shifts'. The individual

'shifts' do not count as a 'Project'; only the Online Test as a whole counts as one. A 'Contract' may cover a single Online Test/ Project or several Online Tests each of which is deemed a separate 'Project'.

Illustration: A Service Provider may have entered into a 'Contract' with a Public Service Commission to conduct 5 different Online Tests in the course of a year, and each Online Test may be conducted in multiple 'shifts'. There are 5 'Projects' here with each Online Test counting as a separate 'Project'.

The Bidder for a Part (A or B) of the Bid must possess **ALL** the Minimum Qualifying Criteria specified for that Part. If the Bidder does not possess any one, the Bid shall be disqualified and will not be taken up for Technical Evaluation for that Part of the Bid.

10.5 **Technical Evaluation:** The Technical Evaluation will be carried out separately for:

- A] End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;
- B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU.

10.6 The **weightage** given to each of the **Technical Evaluation Criteria** will be as follows:

Part –A - End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;

Sl. No.	Technical Evaluation Criteria	Scoring Criteria	Max Marks
1.	CMM/ISO/CERT-IN empaneled Auditing Agency Certificate for Software/ Process/Infrastructure (Valid as on last date of tender)	2 per certificate	10
Mode of Proof: Self Attested copy of the valid Certificate.			
2.	Prior experience of the vendor in conducting Computer-based Centre-based Tests since 2017		30

	(a)	Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.	10 per Organization	
	(b)	Experience on All India basis for National level Govt. Institutions/ PSUs/ Private Sector Universities/ Educational Institutions.	6 per Organization	
Mode of Proof: Work Order/ Work Completion Certificate for each Organization clearly specifying the service of Computer-based center-based Tests.				
3.	Prior experience of the vendor in conducting Computer-based Online Counselling since 2017 for generation of admission lists based on ranks, categories (SC/ST/OBC/EWS/PWD) & payment of counseling fees, etc.			20
	(a)	Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.	10 per Organization	
	(b)	Experience on All India basis for National level Govt. Institutions/ PSUs/ Private Sector Universities/ Educational Institutions.	5 per Organization	
Mode of Proof: Work Order/ Work Completion Certificate for each Organization clearly specifying the service of Counseling.				
4.	Demonstration on the features of all modules of the System, including Online Counselling Software and Objection Tracker Module covering essentially the following features:			10
	(a)	Registration portal for Online Counselling		
	(b)	Uploading of supporting documents		
	(c)	Automated allocation of seats		
	(d)	Generation of Admission Lists		
	(e)	Upgradation of Seat mechanism		
5.	Maximum number of candidates for whom Computer-based Tests were conducted in a <u>single sitting on All India basis since 2017:</u>			30
	20,000 to 30,000 Candidates		3 Marks per Work Order	

	Above 30,000 upto 50,000 Candidates	6 Marks per Work Order	
	50,001 and Above Candidates	10 Marks per Work Order	
Mode of Proof: Work Order/ Work Completion Certificate for each Organization clearly specifying the Count of Candidates attending the Computer-based Centre-based Tests in a single sitting on All India basis.			
Total Score		100	

Part –B - Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU:

Sr. No.	Criteria / Description	Score (point)	Total Score
1.	Prior experience of the vendor in conducting remote proctored online examinations (on the basis of Multiple Choice Questions) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features) since 2017:		40
(a)	Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.	10 per Organization	
(b)	Experience on All India basis for National level Govt. Institutions/ PSUs/ Private Sector Universities/ Educational Institutions.	8 per Organization	
(c)	Experience on All India basis for National level for Reputed Public Limited Companies.	5 per Organization	
Mode of Proof: Work Order/ Work Completion Certificate for each Organization.			
2.	Bidder's certification		10
	CMM/ISO/CERT-IN empanelled Auditing Agency Certificate for Software/ Process/Infrastructure (Valid as on last date of tender)	2 per certificate	
Mode of Proof: Self Attested copy of the valid Certificate.			

3.	Maximum number of candidates for whom online examinations (on the basis of Multiple Choice) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features) were conducted in a single sitting on All India basis since 2017.		40
	500 to 2000 Candidates	5 Marks per Work Order	
	Above 2000 up to 5000 Candidates	8 Marks per Work Order	
	Above 5000 Candidates	10 Marks per Work Order	
Mode of Proof: Self-attested copy of the Work Order or Work Completion or End-User Certificate, clearly giving details of number of Candidates appeared in a Single sitting.			
4.	Presentation on the features of the software covering essentially the following features, with live demo :		10
	i.	Authentication features (minimum facial recognition).	
	ii.	Blocking of unwanted applications.	
	iii.	Remote desktop and Multiple monitors to be blocked.	
	iv.	Human Proctoring features with 1:25 ratio for MCQ and Descriptive.	
	v.	Disable- shortcut keys, special functions, mouse right click.	
	vi.	Auto-warning to highlight suspected malpractices like improper posture, out of camera position, presence of other people, etc.,	
	vii.	Immediate generation of requisite reports after completion of Examinations on the same day.	
	viii.	Chat-box to give instructions by the Human Proctor to the students instantly.	
	ix.	Bulk upload of the question papers.	
x.	AI based restriction on resumption on exams.		
Mode of Proof: Based on Demonstration			
Total			100

10.7 Mandatory Presentation and Live Demo

All Bidders who satisfy the Eligibility Criteria at para 10.4 above will have to give Presentation and Live Demo of their system highlighting the Essential Features mentioned in Sl. No. 4 of the tables (Part A and Part B) shown above through Video Conferencing/ in-person at IMU HQ Semmencherry, Chennai on a date which will be notified through email. This is a mandatory condition for further Evaluation. If the Bidder fails to give presentation and Live Demo, their bids will not be considered for further evaluation.

11. **Tender Evaluation Process:**

- 11.1 The Technical Bids will first be opened at 3.30 pm on 24-05-2021 in the presence of the bidders if any.
- 11.2 Bids will be evaluated **SEPARTELY** for Part A and Part B services given below:
- A]** End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;
 - B]** Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU;
- 11.3 The bids which satisfy ALL the Minimum Eligibility Criteria laid down **SEPARATELY** for a Part (A / B) in Annexure B/C for following services, alone will be taken up for Technical Evaluation of that part based on Annexure D/E:
- A]** End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;
 - B]** Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU;
- 11.4 Annexure D/E will be marked and evaluated **SEPARTELY** for the following services:
- A]** End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;
 - B]** Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU;
- 11.5 The IMU shall have the right to call upon the Bidders to explain/ substantiate/ prove the various claims made by the Bidder in Annexure B/C, and if satisfactory explanation/ proof is not forthcoming, the IMU reserves the right to treat the claim as 'Not Proved' and not evaluate the Technical Bid.
- 11.6 Annexure D/E of the Technical Bid submitted by each Bidder would be assessed based on the Technical Evaluation Criteria **Separately for Part A and B services as per para 10.6**. The Technical Score (TS) of the Bidder getting the highest mark will be treated as 65, and those of the others will be arrived at

proportionately, using the formula: $TS = (T/T_{max}) \times 65$ where T_{max} is the highest mark secured in the Technical evaluation by one of the Bidders, and T is the mark secured by any given Bidder. In this manner, each Bidder will be assigned a Technical Score (TS) out of 65.

11.7 Bids will qualify for Commercial Bid evaluation of a Part only if they score 65 points or more in the Technical Evaluation for that Part.

11.8 The Commercial Bids of only those Bidders who have been found to be Technically Qualified (with scores of 65 points or more from Technical Evaluation as per para 10.6) by the Committee shall be opened. The Price Bids shall be opened at a time specified later in the presence of the eligible bidders present (if any). The Price Bids of those Bids which:

- (a) **Did not meet** the Minimum Eligibility Criteria laid down in Schedule 1 and whose Schedule 2 of the **Technical Bid was not evaluated** OR
- (b) **Meets** the Minimum Eligibility Criteria laid down in Schedule 1 and whose Schedule 2 of the **Technical Bid was evaluated but scored less than 65 marks**, will not be opened.

11.9 This Tender, being a Quality-cum-Cost based Tender, with quality and integrity of the Service provided being paramount, will be evaluated on 65:35 basis **SEPERATELY** for:

A] End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;

B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU;

This means 65% weightage will be given **SEPERATELY** to Technical Bid for Part A and B services and 35% weightage will be given to the Price Bid for Part A and B services.

11.10 The Financial Score (FS) out of 35 for each bidder **SEPARATELY** for Part A and B services shown below will be arrived at using the formula: $FS = (P_{min}/P) \times 35$ where P_{min} is the value of the lowest Price Bid (Separate for Line Item A and Line Item B), and P is the value of the Price Bid of a given Bidder (Separate for Line Item A and Line Item B):

A] End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;

B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-

Teaching posts (except setting up of Question Papers) in IMU;

11.11 The Total Score for a Bidder **SEPARATELY** for Part A and B services shown below (out of 100) i.e. Total Score of Part A [TS (65) + FS (35)] and Total Score of Part B = Part B [TS (65) + FS (35)] :

A] End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;

B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU

11.12 The Bidder with the highest Total Score **SEPARATELY** for Part A and B services will be awarded the contract subject to other terms and conditions of Tender. The final evaluation may lead to selection of same bidder for both Part A and B services or two different bidders **SEPARATE** for Part A and B Services.

12. Terms and Conditions for Bidder(s):

12.1. **Period of Contract and Agreement:** IMU shall issue a Purchase Order to the successful bidder(s) giving 4 working days' time to furnish the Security Deposit and execute the Agreement with IMU in the prescribed format at Annexure - H. The Contract between IMU and the successful Bidder(s) will be for **A]** End-to-End Services for conducting Online Computer Based Test (CBT) for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services; **AND/ OR B]** Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes in IMU for a period of one year from the date of issue of Work Order, extendable on satisfactory performance, one year at a time up to a maximum of 3 years, at the same quoted price from the date of issue of Work Order. In other words, the rate quoted by the Bidder(s) should be valid for up to 3 years.

12.2. Security Deposit:

12.2.1. The Service Provider(s) shall be required to furnish the Security Deposit by transferring Online/ NEFT/ RTGS with necessary supporting document for the transfer effected and Transaction Number, for an amount of 3% of the Purchase Order value, for the Part (A or B) for which they have been selected, within 4 working days from the issue of Purchase Order.

12.2.2. Security Deposit will be refunded / returned without any interest only 90 days after successful completion of the Vendor's contractual work, performance obligations and submission of completion certificate after adjustment of dues if any to IMU or penalty imposed by IMU.

12.2.3. The proceeds of the Security Deposit shall be payable to the IMU as compensation for any loss(es) resulting from the failure of the Vendor(s) to meet out its obligations under the Contract. This shall be in addition to any other action/ penalty taken by IMU for delays/ default/ failure on the part of the Vendor.

12.3. **Payment Terms:** The successful Bidder(s) would be required to submit Original Invoice separately for Admissions and Recruitment related services. All Payments will be based on actual numbers, such as number of candidates called for Test, etc. as shown below:

Part A Service - End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services			
Sl. No.	Item of Work	Payment basis	% of Payment on completion of work
1	Applications Registration related works for Admissions	No. of Candidates successfully registered after payment of Registration Fee	80% of the Value for this Item of Work quoted in the Price Bid
2	Applications Registration related works for Recruitments	No. of Candidates successfully registered after payment of Registration Fee	
3	Centre-based CBT related works for Admissions	No. of Candidates eligible for CET (i.e. No. of Hall Tickets issued)	80% of the Value for this Item of Work quoted in the Price Bid
4	Centre-based CBT related works for Recruitments	No. of Candidates eligible for CRT (i.e. No. of Hall Tickets issued)	
5	Counseling and related works for Admissions (CBT based and Non CBT Based)	No. of Candidates successfully registered for Counseling or Direct Admissions at Affiliated Institutes.	80% of the Value for this Item of Work quoted in the Price Bid
6	Project Completion		Balance amount

Part B Service - Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU.

Sl. No.	Item of Work	Basis for Payment	% of Payment on completion of work
1	Conducting Proctored based Exams for Admissions (without providing Human Proctors)	No. of Registered Candidates who are eligible / shortlisted to take Proctored Exam	80% of the Value for this Item of Work quoted in the Price Bid
2	Conducting Proctored based Exams for Recruitments (without providing Human Proctors)	No. of Registered Candidates who are eligible / shortlisted to take Proctored Exam	
3	Human Proctors for Proctored Exam related works for Admissions	Number of Proctors engaged for Proctored Exam	80% of the Value for this Item of Work quoted in the Price Bid
4	Human Proctors for Proctored Exam related works for Recruitments	Number of Proctors engaged for Proctored Exam	
5	Post Conducting Proctored based Exams for Admissions and Recruitments	Subject to Certificate of Completion of Work	Balance amount

- 12.3.1. All Payments will be subject to "Work Completion for the specified Work"; for Admissions to be certified by the Academic Section of IMU-HQ and for Recruitments by the Administration (Recruitment Division) of IMU-HQ.
- 12.3.2. Payment will be made for the specific Line Item of Work for which services have been provided at the rate quoted in the Price Bid at the time of Submission of Bids.
- 12.3.3. No advance will be paid to the successful Bidder. Payments will be made as per Para 12.3, on submission of Invoice with all necessary supporting documents, duly certified by concerned Section (Academics Section for Admissions and Administration Section for Recruitments) of IMU.
- 12.3.4. TDS will be recovered at the prevailing rates from the bills payable to the Contractor.
- 12.3.5. No advance payment against ensuring up-keeping bills will be made under any circumstances.
- 12.3.6. Tax Invoice raised by the Service Provider should bear the IMU - Head Quarters, Semmencherry, Sholinganallur PO, Chennai-600119, GST Registration No. 33AAAAI2610K2Z3.

- 12.4. **Penalty Clause:** The above payment schedule is subject to timely and satisfactory completion of all the steps/ activities leading to each stage. Failing which the following penalty clause would be applicable:
- 12.4.1. In the event of delays on the part of the bidder not attributable to IMU or to Force Majeure causes, IMU shall have the right to make 'cuts' in payment at the rate of 0.50% of the amount payable for each day of delay but not exceeding 10% of the amount payable after giving a 3-day notice to show cause against the same.
- 12.4.2. In the event of unsatisfactory performance or non-performance of any of the steps/activities not attributable to IMU or to Force Majeure causes, IMU shall have the right to withhold the corresponding payment for these steps/activities either fully or partly after giving a 7-day notice to the Vendor to show cause against the same, and to take such other legal action to make good the losses caused by the Vendor to IMU. Penalty shall be decided by IMU without any ceiling but not more than awarded value. IMU shall also have the right to terminate the contract altogether (upon which the Security Deposit paid by the Vendor shall stand forfeited) and to entrust the remaining work to another Vendor.
- 12.5. **Taxes and Duties:** The Tax Invoice raised by the supplier must be in compliance of relevant GST acts, rules & notifications made thereunder and should bear the IMU-HQ's GST Registration no. **33AAAI2610K2Z3**. The rate and amount of CGST, SGST, IGST and GST (Compensation to state) cess, related to supply of goods, shall be shown separately in tax invoice for each item of supply.
- 12.6. **Anti-Profiteering Rules of GST:** The bidder should strictly adhere with the Anti-Profiteering Rules of GST.
- 12.7. **Confidentiality:** The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information or data relating to IMU's CETs/CRTs without the prior consent of the IMU. IMU reciprocally agrees to do likewise regarding any proprietary or confidential information or data relating to the Bidder which may come into the possession or custody of IMU in the course of the project.
- 12.8. **Termination Clause:**
- 12.8.1. In the event of the breach of any of the provisions of contract by the Agency, IMU shall have the right to terminate the tender summarily, at any stage. In the event of IMU terminating the contract for breach by the Service Provider of any of the provisions thereof, the Service Provider shall be liable for any loss suffered by IMU up to the time of the termination of the contract.
- 12.8.2. In the event of the insolvency / bankruptcy of the Service Provider IMU shall have the right to terminate the contract summarily and to purchase in the open market any Goods / Services covered by the

contract. In this case, the Service Provider shall be liable for any excess in the price paid, for any such purchases over the tender price.

12.9. Force Majeure:

12.9.1. The Vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

12.9.2. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. COVID-19 is an on-going situation and will not be considered under this clause.

12.9.3. If a Force Majeure situation arises, the Vendor shall promptly notify the IMU in writing of such conditions and the cause thereof. Unless otherwise directed by the IMU in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

12.10. Indemnity: The selected bidder shall indemnify IMU from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

- (a) Negligence or wrongful act or omission by the Selected Bidder or its team or any Agency/ Third Party in connection with or incidental to this Contract; or
- (b) Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this contract by the Selected Bidder, its Team or any Agency/ Third Party.
- (c) Bidder (the "Indemnifying Party") undertakes to indemnify the client (the "Indemnified Party") from and against all losses, claims for damages including losses, claims for damages on account of bodily injury, death or damage to tangible.
- (d) The indemnity shall be to the extent of 100% of project cost in favour of the IMU.

12.11. Arbitration & Jurisdiction: In the event of disputes, differences, claims and questions arising between the parties hereto arising out of this Agreement or anyway relating hereto or any term, condition or provision herein mentioned

or the construction or interpretation thereof or otherwise in relation hereto, the parties shall first endeavor to resolve such differences, disputes, claims or questions by mutual discussion and failing such settlement, the same shall be referred for arbitration by a sole Arbitrator appointed by IMU HQ. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act 1996 or re-enactment thereof for the time being in force and shall be held in Chennai. In case the Arbitration award is not acceptable to either of the parties, they may approach courts having jurisdiction at Chennai only.

- 12.12. **Applicable Law:** The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to place of jurisdiction of Chennai Courts only.

REGISTRAR (i/c)

Covering Letter to Accompany Technical Bid

[On the Letter Head of the Bidder and to be put in the MAIN sealed cover]

Reference: IMU's Tender Notification No. IMU-HQ/R/70/18/4/2021-PUR 28.04.2021

From

Name & Address of the Bidder

To

**The Registrar,
Indian Maritime University,
East Coast Road,
Semmencherry,
Sholinganallur (PO),
Chennai - 600119.**

Sir,

We are a -----

-----.

[Introduce your company and its activities with particular reference to your experience with relevance to the subject Tender. Also furnish particulars of your registration with various statutory Tax Authorities. *Not more than 200 words*].

- 2) We hereby submit our Bid for:
- A] End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;

AND / OR;

- B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU;

for a period of One year from the date of issue of Work Order, extendable on satisfactory performance, One year at a time up to a maximum of 3 years, at the same quoted price.

- 3) We understand that in a few cases the number of Cities and shifts may increase or decrease on mutual agreement.
- 4) We have enclosed the Certificate in-lieu of Earnest Money Deposit (EMD) as per Tender Document along with other documents as per checklist given below:

- All Pages are numbered.
- Page number of Supporting Document has been referred correctly in Annexure – B/C/D/E.
- All pages are signed by Authorized signatory.

- 5) We have read and understood and hereby agree to all the terms and conditions stipulated by IMU in this tender including the Quality-cum-Cost based System (QCBS) **i.e. separately for Part A and B services of Tender**, with 65% weightage to the Technical Bid and 35% weightage to the Price Bid, the Deliverables under the Project, the Time Line for delivery, Payment Terms, etc.
- 6) We certify that all the particulars furnished in our Bid are true and correct and based on documentary evidence and as per prescribed format. We understand that if any of the particulars is found to be false or misleading, IMU has the right to summarily reject our bid at any stage.
- 7) We, hereby state and understand that if we withdraw/modify our bid during the period of validity of the tender, the IMU administration would suspend the Bidder from participation in any future tenders of IMU for a period of 6 months
- 8) In the event of our Firm being awarded the work, and understanding the urgency involved, we undertake to remit the Security Deposit and execute the Contract with IMU within 4 (four) working days from the date of issue of the Purchase Order failing which the Purchase Order may be cancelled.
- 9) Our Price Bid is submitted as per the prescribed format and the price quoted shall be firm till the execution of the entire contract.
- 10) We shall work closely with IMU and keep IMU posted at every stage about the progress made, and handover the entire data to IMU on conclusion of the project.
- 11) We shall render all assistance to IMU to make the projects a success including provision of consulting, training and manpower support to the Registrar, IMU or any other designated officer in IMU premises to handle the entire CET & Counselling/ CRTs related activities.

Yours faithfully,

Date:
Place:

Signature with Seal of Authorised Signatory

Technical Bid - Minimum Eligibility Criteria – PART - A

[To be submitted in Separate Envelope with title as given above. Bids which satisfy ALL the clauses in this Part, their bids alone will be taken up for Technical Evaluation for this Part]

Part - A - End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services:

Sl. No.	Eligibility/Qualification Criteria	Mode of Proof	Page No. of the Bid at which available
1.	The bidders should have successfully developed and operated – (a) Computer-based Test, and (b) Online Counselling for Admissions, for at least three National level educational institutes like IIT, IIM, NIT and Central Universities/ State Universities/ Reputed UGC or AICTE Recognized Private Sector Universities since 2017. (Experience in (a) and (b) can be in the same Work Order or in different Work Orders)	Copy of agreement/ Work Order/ Project completion certificate/ any other relevant document.	
2.	The Bidder must have their own developed software/ Authorized License of such software which can be configured as per the requirements of IMU:		
	(a) Bidder must have the copyright of the source code and all its components of the software being used for conducting the CBT.	Self-declaration/ Self-attested documentary evidence to that effect.	
	(b) Bidder must have own / leased Data Center located in India. Datacenter should be minimum of Tier III compliant, duly security audited by CERT-In empaneled Auditing Agencies.		

	(c)	Bidder must use 256-bit encryption in its application.		
	(d)	Bidder must have authorized and globally accepted software certifications i.e. ISO 9001 OR SEI CMMi Level 3 or higher for the Software and Services.		
3.		The Bidder should be a reputed company registered under the Companies Act, with average annual turnover of Rs. 50 lakhs or more during the last 3 years (ending 31st March, 2020).	Copy of GST Registration Certificate, Certificate of Incorporation and Copy of Profit & Loss Account of the company for each of the 3 years authenticated by a Chartered Accountant.	
4.		The Bidder should have successfully implemented at least 1 (one) Project since 2017 under each category below:		
	(a)	Of value not less than Rs. 50 lakhs.	Copy of Purchase Order/ Contract for proving 'Award of Work'/ Completion Certificate' should be furnished for each Project clearly giving the Value of a Project.	
	(b)	Which had Test Venues covering simultaneously 36 (thirty six) or more cities across India.	Copy of Purchase Order/ Agreement and Completion Certificate which clearly gives the locations (cities) of the various Test Centers.	
	(c)	Which had Computer-based Online Counselling for students across India?	Copy of Purchase Order/ Agreement and Completion Certificate' clearly mentioning "Online Computer-based Counselling" or to experience similar to that effect with Admission details.	

	(d)	In which the Test was administered to 20,000 (Twenty Thousand) or more candidates <u>in a single shift</u>	Copy of Purchase Order/ Agreement and Completion Certificate clearly giving details of the Candidate count covered in a single shift.	
5.		The Bidder should not have been debarred by the Department/ Ministries of the Government of India / PSUs / Corporate Sectors / Educational Institutions / any other reputed organizations during last 3 years. (As on last date of Tender)	The bidder should give an undertaking to that effect.	
6.		The Bidder should have a valid PAN and GST Registration Certificate.	Certified copy of PAN and GST Registration Certificate.	

Declaration

We certify that all the particulars furnished above under Schedule 1 are true and correct and based on documentary evidence, and that we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and our company is liable to be blacklisted/debarred by IMU for at least 3 years.

Date:

Signature with Seal of Authorised Signatory

Place:

Annexure – C

Technical Bid - Minimum Eligibility Criteria PART - B

[To be submitted in Separate Envelope with title as given above. Bids which satisfy ALL the clauses in this Part, their bids alone will be taken up for Technical Evaluation for this Part]

Part –B - Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU

Sl. No.	Eligibility Criteria	Mode of Proof (Self attested signed documents to be enclosed as proof) by Marking Page Nos.	Page No. of the Bid at which available
1.	The Bidder should be in the business of Online Proctored Examination.	Certificate of Incorporation/ Registration Certificate, copy of Work Order.	
2.	The Bidder should possess valid Trade License, PAN and GST/ Sales Tax Registration Certificate.	Self-attested copies of valid certificates from these agencies.	
3.	The Average Annual turnover of the Bidder shall be minimum of Rs. 50 lakhs during the last 3 years (ending 31st March, 2020).	Certificate to this effect to be given by Bidder's Chartered Accountant.	
4.	The Bidder must have successfully executed Online Proctored Examination related services on All India basis for at least three National level educational institutes like IIT, IIM, NIT and Central Universities/ State Universities/ Reputed UGC or AICTE Recognized Private Sector Universities since 2017.	Self-attested documentary evidence with copies of Work Order/ Contract and Performance Report/ Work Completion Certificate must be enclosed on the client's Letterhead.	
5.	The Bidder must have their own developed software/ Authorized License of such software which can be configured as per the requirements of IMU:	[Self-declaration/ Self-attested documentary evidence to that effect.]	
	(a) Bidder must have the copyright of the source code and all its components of the		

		software being used for conducting the CBT.		
	(b)	Bidder must have own / leased Data Center located in India. Datacenter should be minimum of Tier III compliant, duly security audited by CERT-In empaneled Auditing Agencies.		
	(c)	Bidder must use 256-bit encryption in its application.		
	(d)	Bidder must have authorized and globally accepted software certifications i.e. ISO 9001 OR SEI CMMi Level 3 or higher for the Software and Services.		
6.		The Bidder should not have been debarred by the Department/ Ministries of the Government of India / PSUs / Corporate Sectors / Educational Institutions / any other reputed organizations during last 3 years. (As on last date of Tender)	Self-Declaration on Company Letter Head.	

Declaration

We certify that all the particulars furnished above under Schedule 1 are true and correct and based on documentary evidence, and that we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and our company is liable to be blacklisted/debarred by IMU for at least 3 years.

Date:

Signature with Seal of Authorised Signatory

Place:

Technical Bid - Technical Evaluation Criteria – PART – A

[To be submitted in Separate Envelope with title as given above. Bids which satisfy ALL the clauses of the Minimum Eligibility Criteria for this Part, their bids alone will be taken up for Technical Evaluation for this Part]

Part –A - End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services;

Sl. No.	Technical Evaluation Criteria	Scoring Criteria	Max Marks	Page No. of the Bid at which available
1.	CMM/ISO/CERT-IN empaneled Auditing Agency Certificate for Software/ Process/Infrastructure (Valid as on last date of tender)	2 per certificate	10 marks	
Mode of Proof: Self Attested copy of the valid Certificate				
2.	Prior experience of the vendor in conducting Computer-based Centre-based Tests since April 2017		30 marks	
	(a) Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.	10 per Organization		
	(b) Experience on All India basis for National level Govt. Institutions/ PSUs/ Private Sector Universities/ Educational Institutions.	6 per Organization		
Mode of Proof: Work Order/ Work Completion Certificate for each Organization clearly specifying the service of Computer-based centre-based Tests.				
3.	Prior experience of the vendor in conducting Computer-based Online Counselling since 2017 for generation of admission lists based on ranks, categories (SC/ST/OBC/EWS/PWD) & payment of counselling fees, etc.		20 marks	

	(a)	Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.	10 per Organization		
	(b)	Experience on All India basis for National level Govt. Institutions/ PSUs/ Private Universities/ Sector Educational Institutions.	4 per Organization		
Mode of Proof: Work Order/ Work Completion Certificate for each Organization clearly specifying the service of Counselling.					
4.	Demonstration on the features of all modules of the System, including Online Counselling Software and Objection Tracker Module covering essentially the following features:		10 marks	N/A	
	(a)	Registration portal for Online Counselling			
	(b)	Uploading of supporting documents			
	(c)	Automated allocation of seats			
	(d)	Generation of Admission Lists			
	(e)	Upgradation of Seat mechanism			
Mode of Proof: Based on Demonstration					
5.	Maximum number of candidates for whom Computer-based Tests were conducted in a <u>single sitting on All India basis since April 2017:</u>		30 marks		
	20,000 to 30,000 Candidates		3 Marks per Work Order		
	Above 30,000 upto 50,000 Candidates		6 Marks per Work Order		
	50,001 and Above Candidates		10 Marks per Work Order		
Mode of Proof: Work Order/ Work Completion Certificate for each Organization clearly specifying the Count of Candidates attending the Computer-based centre-based Tests in a single sitting on All India basis.					

Technical Bid - Technical Evaluation Criteria – PART – B

[To be submitted in Separate Envelope with title as given above. Bids which satisfy ALL the clauses of the Minimum Eligibility Criteria for this Part, their bids alone will be taken up for Technical Evaluation for this Part]

Part –B - Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU:

Sr. No.	Criteria / Description	Score (point)	Max Marks	Page No. of the Bid at which available	
1.	Prior experience of the vendor in conducting remote proctored online examinations (on the basis of Multiple Choice Questions) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features):		40 Marks		
	(a)	Experience on All India basis for National level educational institutes like IIT, IIM, NIT and Central Universities / State Universities.		10 per Organization	
	(b)	Experience on All India basis for National level Govt. Institutions/ PSUs/ Private Sector Universities/ Educational Institutions.		8 per Organization	
	(c)	Experience on all India basis for National level for Reputed Public Limited Companies.		5 per Organization	
Mode of Proof: Work Order/ Work Completion Certificate for each Organization.					
2.	Bidder's certification		10 marks		
		CMM/ISO/CERT-IN empanelled Auditing Agency Certificate for Software/ Process/Infrastructure (Valid as on last date of tender)		2 per certificate	
Mode of Proof: Self Attested copy of the valid Certificate.					
3.	Maximum number of candidates for whom online examinations (on the basis of Multiple Choice) with (Artificial Intelligence based Proctoring and Remote Human Proctoring features) were conducted in a single sitting on All India basis since 2017.		40 marks		

	500 to 2000 Candidates	5 Marks per Work Order		
	Above 2000 to 5000 Candidates	8 Marks per Work Order		
	Above 5000 Candidates	10 Marks per Work Order		
Mode of Proof: Self-attested copy of the Work Order or Work Completion or End-User Certificate, clearly giving details of number of Candidates appeared in a Single sitting.				
4.	Presentation on the features of the software covering essentially the following features, with live demo :		10 marks	N/A
	i.	Authentication features (minimum facial recognition).		
	ii.	Blocking of unwanted applications.		
	iii.	Remote desktop and Multiple monitors to be blocked.		
	iv.	Human Proctoring features with 1:20 ratio for MCQ and Descriptive.		
	v.	Disable- shortcut keys, special functions, mouse right click.		
	vi.	Auto-warning to highlight suspected malpractices like improper posture, out of camera position, presence of other people, etc.,		
	vii.	Immediate generation of requisite reports after completion of Examinations on the same day.		
	viii.	Chat-box to give instructions by the Human Proctor to the students instantly.		
	ix.	Bulk upload of the question papers.		
x.	AI based restriction on resumption on exams.			
Mode of Proof: Based on Demonstration				

Declaration

We certify that all the particulars furnished above under Statement 1 and 2 are true and correct and based on documentary evidence, and that we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and our company is liable to be blacklisted/debarred by IMU for at least 3 years.

Date:
Place:

Signature with Seal of Authorised Signatory

Price Bid – Part - A

(Price Bids must be kept in separate Sealed Covers for Part A and Part B service)

*[Price Bid must be submitted on the Letter Head of the Bidder and to be put in a separate sealed cover. If Price Bid is found enclosed in the same envelope as the Technical Bid or if Price Bid for both Part A and Part B are in the same envelope, **the complete bid will be rejected.**]*

Reference: IMU's Tender Notification for Online Tests for CET including Counselling & CRT vide Tender No. IMU-HQ/R/70/18/4/2021-PUR 28.04.2021

From

Name & Address of the Bidder

To

**The Registrar,
Indian Maritime University,
East Coast Road,
Semmencherry,
Sholinganallur (PO),
Chennai - 600119.**

Dear Sir,

We hereby submit our Price Bid for Part:

- A]** End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services; which will be valid for a period of One year from the date of issue of Work Order, extendable on satisfactory performance, One year at a time for a maximum of 3 years, at the same quoted price:

PART – A Service Price Bid

PART - A - End-to-End Services for conducting Online Computer Based Test (CBT) in multiple venues across India for (i) Admissions to various UG and PG Programmes of the Indian Maritime University and (ii) Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) and (iii) related services						
Sl. No.	Item of Work	Estimated Number of Candidates per Annum	Rate per Candidate without GST (in figures and word)	Rate of GST %, if Applicable	Rate per Candidate inclusive of GST	Total Cost to be taken for evaluation
(a)	(b)	(c)	(d)	(e)	(f)	(c) X [(d) or (f)] (The option for (d) or (f) is given only for GST purposes)
1.	Applications Registration related works for Admissions (GST not applicable)	25000		N/A	N/A	
2.	Applications Registration related works for Recruitments	2000				
3.	Centre-based CBT related works for Admissions (GST not applicable)	25000		N/A	N/A	
4.	Centre-based CBT related works for Recruitments	2000				
5.	Counseling and related works for Admissions (GST not applicable)	5000		N/A	N/A	
Total Project Value for Line Item (A) which will be considered for Price Bid Evaluation (in figure and Words):						

Price Bid – Part - B

(Price Bids must be kept in separate Sealed Covers for Part A and Part B service)

*[Price Bid must be submitted on the **Letter Head of the Bidder** and to be put in a separate sealed cover. If Price Bid is found enclosed in the same envelope as the Technical Bid or in the same envelope for both Part A and Part B, the complete bid will be rejected.]*

Reference: IMU's Tender Notification for Online Tests for CET including Counseling & CRT vide Tender No. IMU-HQ/R/70/18/4/2021-PUR 28.04.2021

From

Name & Address of the Bidder

To

**The Registrar,
Indian Maritime University,
East Coast Road,
Semmencherry,
Sholinganallur (PO),
Chennai - 600119.**

Dear Sir,

We hereby submit our Price Bid for Part:

B] Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU

which will be valid for a period of One year from the date of issue of Work Order, extendable on satisfactory performance, One year at a time for a maximum of 3 years, at the same quoted price:

Part – B Service Price Bid

PART – B - Online Remote Proctored (AI and Human) Tests for Admissions to various UG and PG Programmes and Recruitments to various Teaching and Non-Teaching posts (except setting up of Question Papers) in IMU						
Sl. No.	Item of Work	Estimated Number of Candidates / Proctors per Annum	Rate per Candidate/ Proctor without GST (in figures and Word)	Rate of GST %, if Applicable	Rate per Candidate / Proctor inclusive of GST	Total Cost to be taken for evaluation
(a)	(b)	(c)	(d)	(e)	(f)	(c) X [(d) or (f)] [The option for (d) or (f) is given only for GST purposes]
1.	Conducting Proctored based Exams for Admissions (without providing Human Proctors) (GST not applicable)	25000		N/A	N/A	
2.	Conducting Proctored based Exams for Recruitments (without providing Human Proctors)	2000				
3.	Human Proctors for Proctored Exam related works for Admissions (GST not applicable)	1000		N/A	N/A	
Total Project Value for Line Item (B) which will be considered for Price Bid Evaluation (in figure and Words):						

Disclaimer: The Proctored Online CBT based Admissions/ Recruitments will be operated only in a situation where physical conduct of tests is not possible because of the COVID-19 pandemic or any other such unforeseen circumstances or requirements. The decision of IMU in this regard will be final.

FORMAT OF AGREEMENT

(To be submitted on stamp paper of Rs.200/-, to be executed within 4 days of issue of Purchase Order)

(To be duly Filled, Signed and Scanned copy send prior to sending Original copy by post)

It is this day of _____2021 MUTUALLY AGREED between the IMU - HQ, hereinafter referred to as "the Employer" (which expression shall mean and include their assignees and successors) on the one part M/s a company/ incorporated under the companies Act, 1956..... having its Registered office at hereinafter referred to as "the Service Provider" (which expression shall mean and include their permitted assigns and successors) on the other part: WHEREAS the Employer is desirous that certain Goods and Services should be provided and certain Services be executed as per tender documents hereinafter called "Services" and has accepted a Tender by the Service Provider for the execution, completion and guarantee of such Services.

NOW THIS AGREEMENT WITNESSES as follows: -

The following documents shall be deemed to form and be read and construed as part of this agreement, viz,

1. Technical and Financial bids
2. Instructions to the Bidders
3. Terms and Conditions of Tender and Corrigendum issued if any
4. The Services specified in the tender documents
5. The Annexures
6. The Purchase Order

In consideration of the payment to be made by the *Employer* to the *Service Provider* as hereinafter mentioned, the *Service Provider* hereby covenants with the *Employer* to execute, complete and guarantee the Services in conformity in all respects with the provisions of the Agreement.

The *Employer* hereby covenants to pay the *Service Provider* in consideration of the execution, completion and guarantee of the Services for price mentioned in Price Bid at the times and in the manner prescribed by the Agreement. The Agreement shall be governed by all the conditions as described in the terms and conditions of tender, work mentioned in the tender documents and any other conditions given in the tender documents.

This agreement shall be governed by the laws of India and shall be subject to the Jurisdiction of the Courts in Chennai only.

IN WITNESS WHEREOF the parties hereto have caused their respective common seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day and year first above written.

SIGNED AND DELIVERED

On behalf of the Service Provider

Signature

Name

Address

Official Seal

Place

Date

On behalf of the Contractor

On behalf of IMU

Signature

Name

Address

Official Seal

Place

Date

On behalf of the Employer

Witness:

i) Signature

Name:

Address:

Place

Date

ii) Signature

Name:

Address:

Place

Date

Witness:

i) Signature

Name:

Address:

Place:

Date:

ii) Signature

Name:

Address:

Place:

Date:

ANNEXURE - H

IMU CET Registration - City-wise Average Number of Candidates (Based on Previous 2 Year Registrants)		
Sl. No.	City	Average No. of Candidates
1.	Agra	280
2.	Ahmedabad	210
3.	Allahabad	360
4.	Bangalore	400
5.	Bhopal	470
6.	Bhubaneswar	320
7.	Chandigarh	1480
8.	Chennai	630
9.	Cochin	1920
10.	Coimbatore	230
11.	Dehradun	860
12.	Faridabad	160
13.	Guwahati	110
14.	Hyderabad	450
15.	Jaipur	660
16.	Kanpur	470
17.	Kolkata	1150
18.	Kota	300
19.	Lucknow	1370
20.	Madurai	230
21.	Meerut	300
22.	Mumbai	2200
23.	Muzaffarpur	340
24.	Nagpur	410
25.	New Delhi	2280
26.	Noida	320
27.	Patna	2450
28.	Pune	1110
29.	Raipur	190
30.	Ranchi	1030
31.	Shimla	200
32.	Siliguri	90
33.	Srinagar	10
34.	Trivandrum	410
35.	Varanasi	710
36.	Visakhapatnam	480

Note: The average figures indicated above are based on historical data. The actual figures in a year can be higher or lower depending on the actual number of registrants.