



SOUTH ASIAN UNIVERSITY

Rajpur Road, Maidan Garhi

New Delhi – 110 068

Phone: +91 -11-20862652, +91-11-20862806 www.sau.int

REQUEST FOR PROPOSALS FOR ENGAGEMENT OF REMOTE PROCTORING EXAMINATION AGENCY FOR SOUTH ASIAN UNIVERSITY (SAU)

Tender No. SAU/VC/2025/01

Date: 28 April 2025

Introduction

The South Asian University (SAU), established by the member states of the South Asian Association for Regional Cooperation (SAARC), is an international university that promotes higher education and research among the people of South Asia. With its mandate to foster regional integration and academic excellence, SAU requests proposals from reputed companies/vendors/agencies for conducting Semester examinations through the Remote Proctored Examination and Evaluation platform to ensure academic integrity while providing flexibility and accessibility for SAU-Virtual Campus's students.

Objective

The objective of conducting remote proctored examinations by the SAU is to ensure academic integrity while providing flexibility and accessibility for students. The goal is to create a fair and secure testing environment that upholds the value of the educational credentials awarded by the SAU. The awarded agency will be responsible for conducting end-to-end Examinations through Remote Proctored and Online Evaluations. The awarded agency is also responsible for maintaining rigorous assessment standards by monitoring students during exams through AI-enabled technology, thereby minimising the risk of cheating. Approximately 20,000 – 50,000 examinations will be conducted annually, spanning two hours.

Scope of Work

Bidder will provide a Remote Proctor solution along with evaluation management with the following features:

1. User-Friendly Online Platform that is easy to navigate for students and administrators to conduct examinations.
2. Customisable platform as per the SAU requirement.
3. Option to choose from various question types- MCQs, MCAs, FIBs, subjective (short and long answers), upload scan for pen paper type examination, audio/video recorded answers.
4. Restricted examination access by enabling private access to all the examination links shared with candidates.
5. Dedicated Single dashboard for the SAU administration and faculty separately to create multiple number of question paper sets.



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6. Option to auto-randomize questions during examination.
7. Separate dashboard login rights for exam creators, proctors, evaluators and administrative with business intelligence that will provide SAU with a high-level snapshot of key program information.
8. Option to define and restrict exam slots from the dashboard.
9. AI-powered/Human Proctoring/AI-powered audio proctoring and candidate impersonation check.
10. There should be a well-defined process on how to respond to and manage security breaches.
11. Multiple Operating systems support, e.g. Windows and Mac.
12. Complete exam integrity through student authentication, Secure Browser and remote proctoring tools.
13. Prevent all third-party tools like remote desktop applications, meeting tools (Zoom, Google Meet, MS Team, etc.), VPN etc., during the examination.
14. Prevent all external devices like external Monitors or mirroring of PC.
15. Single login is allowed to all users, Multiple login with the same credentials should not be permitted.
16. Single/Dual Camera proctoring.
17. Centralised and streamlined exam evaluation management
18. Additional time management for special needs, like uploading scan copies, if required.
19. 360-degree check to evaluate student's background.
20. Auto Proctoring- AutoCapture (by the system) of following cheating instances during the examination.
 1. Additional Person in the examination room.
 2. Device detection: use of mobile phone.
 3. Absence of test taker from the computer screen.
 4. Partial body detection.
 5. Facial movement away from the test window/webcam.
 6. Auto-generated warnings in case of an attempt to move away from the browser (Browsing tolerance feature).
21. The vendor will supply recorded exam videos and images of individual students after the examination to allow for re-examining student performance.
22. AI assistance for the proctor with the option to record and review sessions later.
23. Auto-evaluated and instantly generated detailed reports of individual candidates.
24. Automatic attendance generation.
25. Answer Script generation in PDF format.
26. Complete guidelines for students to set up their computer/laptop for exam ready.
27. Notification through SMS/Mail to students
28. Ability to broadcast/announce messages across all the live test takers as and when required by the University
29. There should be a test window for students to practice the mock test, tentatively for 2-3 days to help them with portal know-how.
30. There should be a help desk/live support for resolving technical issues during or before the examination.
31. The vendor should provide all necessary support on a 24x7 basis for the entire period of the contract.
32. The vendor will assign a dedicated Single Point Of Contact (SPOC) person to SAU to conduct the examination.



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33. The vendor should provide the installation and configuration as requested by the Officials of SAU.
34. The vendor is responsible for updating all new releases and patches for the entire period of contact.
35. At the end of each examination, the vendor shall provide the soft and hard copies of the Question Answers used for the examination and soft pdf copies of the examinees' Answer Formats along with time stamp to meet the university vis a vis-student requirement.
36. The agency will be responsible for addressing and resolving any RTI and legal disputes related to conducting remote examinations and evaluations.

Eligibility Criteria

The bidders should satisfy the following criteria while submitting their bid **(documents in support to be enclosed with the bid, any bid not having supporting documents is liable to be rejected)**:

- a) A minimum of 05 years of continuous experience in the respective field and having handled at least five examinations for an institute/organisation/university of repute.
- b) The minimum average annual turnover of the bidder in the last three financial years must not be less than Rs 50 Lakhs. Submit CA certified document in this regard. There is no need to submit voluminous balance sheet data,
- c) The vendor should have their own technological infrastructure to handle the extensive examinations worldwide.
- d) Bidder should have a full-fledged local registered office in Delhi NCR
- e) The bidder shall also confirm the fulfilment of the following requirements.
 - a. Live, AI-based, human-based Remote Proctoring System
 - b. Live Proctors to monitor the exams on an ongoing basis
 - c. Examination Evaluation solution
 - d. Follow all standard security majors along with data encryption in transit and storage.
 - e. Multi-factor authentication
- f) The vendor should provide the technical contact person's number, email ID and the Escalation Matrix.
- g) Bid Security (EMD) of amount Rs. 50,000/- in favour of South Asian University in the form of an Account Payee Demand Draft or Banker's Cheque from any of the commercial banks is required to be submitted by each bidder (the "Bid Security"). Any proposal submitted without EMD, mentioned above, will be summarily rejected.
- h) PBG of 5% of contract value needs to be deposited within 7 days of the award of the contract.
- i) Audited financial statements for the last three years ending March 31, 2024.
- j) Valid registration certificate of the firm along with GST, and PAN Number allotted by the concerned authorities.
- k) The bidder must be a single entity; a consortium or any kind of association of firms is not allowed.



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- l) Bidder should have Source Code Ownership; Bidder should submit the Declaration on the company letterhead.
- m) The Bidder should not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted/debarred for any activity related to examination business in India by any PSU or any Regulatory Body or Government of India or State Government or Academic Institution or International Organizations or any of its agencies for any reasons whatsoever for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices.

Technical Evaluation Criteria:

S. No.	Criteria	Max. Score
1.	Average Services turnover during the last three financial years is in excess of – INR 1 Crore (5 points) / INR 5 Crore (10 points)	10
2.	Security and Compliance ISO certifications such as ISO-27001 / ISO-9001 / ISO 23988 / GDPR / SOC2 Type 2 / CERT-IN Certification(a) [1 point for each valid certificate]	5
3.	Bidder has successfully executed Remote proctored exams in which a minimum of 5000 – 10,000 candidates appeared in the last 3 years for any single instance of an entrance, course, recruitment or certification examination.	10
4.	Presentation of proposal covering technical solution for Remote proctoring solution and features covering the scope of work. This shall include a demo of the proposed solution. The presentation shall also cover the timeline for the conduct of an exam, from question bank creation to delivery of the exam.	70
5.	The bidding company has been in existence and operating for 10 or more years. ● Bidder must provide a company registration certificate and one relevant PO copy that is dated 10 or more years in the past from proposal due date.	5

The schedule for presentations by bidders will be shared with participant bidders after their bids have been received. However, bidders may note that bidders will have to deliver their presentations within three working days of the Proposal Due Date specified herein.

A proposal will be considered unsuitable and will be rejected at this stage if it does not respond to important aspects of this RFP document or if it fails to achieve the minimum technical score.



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Bidders whose bids are responsive, fulfill the eligibility criteria and have a technical score of at least 60 will be considered technically qualified. Only their financial bids will be evaluated thereafter. Price Bids of such technically qualified eligible bidders alone shall be considered. In case sufficient numbers of bids do not technically qualify; SAU may, at its discretion, appropriately lower the qualifying technical score.

Duration of engagement

The selected agency will be awarded a contract for one year extendable, one year at a time, up to three years by mutual agreement based on satisfactory performance of the bidder.

Other Terms & Conditions for Submission of Bids

1. The Bid must be made in a duly sealed and signed cover with the Contract Name and Tender Number at the top left corner of the envelope and submitted to the **Assistant Registrar (Virtual Campus), 1st Floor, Admin Building, South Asian University, Rajpur Road, Maidan Garhi, New Delhi-110068**. The university assumes no responsibility in respect of a bid not made and/or not submitted as required.
2. The Bid must reach the University no later than **3:00 PM on 05.05.2025**. South Asian University may reject any late submitted bid. All timely-received bids are scheduled to be opened on the same day at **3:30 PM**.
3. If the due date of receipt and opening of the tender is declared as a holiday for the University, then the due date of receipt/opening of the tender will be the next working day at the same time.
4. Bids shall remain valid for a period of ninety (90) days after the bid submission deadline date.
5. The bidder is required to submit an Earnest Money Deposit, refundable without interest, of **Rs. 50,000.00 (Rupees Fifty Thousand only)** in the form of an Account Payee Demand Draft or banker's Cheque from any scheduled banks in favour of "South Asian University" payable at New Delhi. NSIC & other exemption certificates will not be accepted as EMD. Bids will be summarily rejected if not accompanied by the required EMD.
6. The Earnest Money Deposit will be converted into performance security of **Rs. 50,000.00 (Rupees Fifty Thousand only)** and will be retained with SAU till the expiry/termination of empanelment. No interest will be payable to the agency on the Earnest Money Deposit.
7. PBG of 5% of contract value needs to be deposited within 7 days of the award of the contract.



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8. Earnest money/Performance Security is liable to be forfeited, and the bid is liable to be rejected if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of the tender or if the agency fails to commence the work order within the prescribed period or if information/certificates/documents furnished are found false at any stage.
9. All bidders are required to read these conditions carefully and while sending their tender, should enclose a copy of the conditions stipulated duly certified and attested by them in token of accepting the tender conditions that they understood and accepted them in full. Tenders received without the certified copy of the conditions shall be rejected summarily.
10. The Bid shall be typed or written in English with indelible ink and shall be signed by a person duly authorised to sign on behalf of the vendor. Official Stamp should be placed after the signature.
11. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a Bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of the bid.
12. The bid proposal must be properly indexed and bound and all the pages shall be signed and stamped. Any loose document submitted by bidders will be rejected.
13. The University reserves the right to verify/seek confirmation of all original documentary evidence submitted by the vendors in support of bid, specification etc. In case any information furnished by the vendor is found false/incorrect, its bid will be rejected.
14. In case, if any exam is hampered or disrupted due to a technical glitch in the platform, vendor will not charge an additional amount for reconducting the exam.
15. The vendor will generate the invoice as per the actual number of examinations conducted.
16. At any time before the due date for submission of bids, the University can, for any reason, whether at its initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment, which will be displayed on the University's website.
17. A firm having any legal suit/criminal case pending against its proprietor or any of its Directors (in the case of Private Limited Company) or having been earlier convicted on grounds of moral turpitude or for violation of laws in force shall not be eligible. A self-declaration to this effect shall be furnished by the bidder.



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18. The University has the right to reject any bid, to annul the process and reject all bids at any time prior to acceptance, without thereby incurring any liability to bidders and without assigning any reason.
19. The University will accept the Bid of the vendor whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the documents issued.
20. Any effort by a bidder to influence the University in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its bid.
21. To assist in the examination, evaluation, comparison and post-qualification of the bids, the University may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in prices or substance of the bid shall be sought, offered or permitted. However, no negotiation shall be held except with the lowest bidder at the discretion of the purchaser. Any clarification submitted by a bidder in respect to its bid that is not in response to a request by the University shall not be considered.
22. The awarded agency shall submit one consolidated bill for work carried out by them, and no supplementary bill will be accepted. Payment shall be made within 30 days after receipt of the final bill duly supported by proof of all the campaigns across multiple platforms.
23. Matters regarding any dispute shall be referred for arbitration to any officer or a committee appointed by the President of SAU, whose decision shall be final.
24. Please note that South Asian University is an International Organization declared by the Central Government in pursuance of Section 3 of the United Nations (Privileges and Immunities) Act, 1947 (46 of 1947) and is therefore entitled to claim refund of Goods and Services Tax (GST) paid on the procurement of Goods and/ or Services.

We have been allotted UIN: 0717UNO00175UNQ. Please ensure that our UIN must be mentioned in place of GSTIN on all invoices raised on us for the goods and services supplied.

The invoice raised should be in conformity with the various provisions of respective GST Acts and should include the following:

- The Invoice should be a Tax Invoice;
- Name, address and GSTIN of the supplier;



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- Invoice Number;
- Date of issue
- Name, address UIN of the recipient;
- HSN code of goods or Accounting Code of services (SAC);
- Description of goods or services;
- Quantity in case of goods and units or Unique Quantity Code thereof;
- Total value of supply of goods or services or both;
- Taxable value of supply of goods or services or both considering discount or abatement, if any;
- Rate of tax (central tax, State tax, integrated tax, Union territory tax or cess);
- Amount of tax charged in respect of taxable goods or services (Central Tax, State Tax, Integrated Tax, Union Territory Tax or cess);
- Place of supply along with the name of State, in case of a supply in the course of inter-state trade or commerce;
- Address of delivery where the same is different from the place of supply;
- A signature or digital signature of the supplier or his authorised representative.

25. For any query, please contact to **Assistant Registrar (Virtual Campus) @ ar-vc@sau.int +91-11-3565-6604, +91-11-3565-6633**

Assistant Registrar (VC, A&E)
SAU-Virtual Campus



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Annexure 1

BID PROPOSAL SHEET

Bidder's proposal reference no. _____ & date _____

Bidder's name & Address:

Person to be contacted:

Designation:

Telephone No.:

Fax No.:

Email ID:

To

Assist. Registrar (VC, A&E)

1st Floor, Admin Building

South Asian University

Rajpur Road, Maidan Garhi

New Delhi – 110068

Subject: Bids for engagement of Remote Proctoring Examination Agency for South Asian University (SAU)

Sir,

We, the undersigned bidder, having read and examined in detail the specification and scope of work as specified in the bidding documents in respect of agencies, do hereby propose to provide the services as per the requirement in the bidding document.

Validity

All terms and conditions of this proposal are valid for a period of 180 calendar days from the last date of submission of bids.

Earnest Money

We have enclosed the required earnest money in the form of Demand Draft or Banker's Cheque.

Deviations



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We declare that all the services shall be performed strictly in accordance with the instructions of the University and any deviations are liable to attract suitable penalties as decided by the SAU.

Qualifying Data

We confirm that we satisfy the qualifying criteria and have attached the requisite documents as documentary proofs. In case you require any further information/documentary proof in this regard during the evaluation of our bid, we agree to furnish the same in time to your satisfaction.

We hereby declare that our proposal is made in good faith, without collusion or fraud, and the information contained in the proposal is true and correct to the best of our knowledge & belief.

We understand that the South Asian University is not bound to accept the bid that it may receive.

Thanking you!

Yours faithfully,

(Authorized Signatory)

Date:

Name:

Place:

Designation:

Business Address:

Seal:



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Annexure-II

BID

(To be submitted on the letterhead of the bidder in a sealed envelope separately)

Date of Submission of Financial Bid: _____	
Ref: Online Examination AI Proctoring and Assessment Software Tender No.: _____ dated _____	
Name of the Bidder: Correspondence Address: Tel/ Mob No.: Email:	

(Amount in INR)

S. No.	Particulars	Assessment Slabs per year	Unit Price	GST	Total Amount (Including GST)
01	Remote Proctored Examination and Evaluation	1 to 50,000			
		50,001 to 1,00,000			
		1,00,001 and above			
Total in Words					

Minimum order value(assessments):

- Any other charges, like one-time/setup fees, etc., may be indicated separately by the bidder.
- The qualified bidder offering the Lowest Rate (L1), will be declared as the successful bidder.
- Applicability of GST will be as per the extant rules of the Govt. of India.
- Selection Method: Lowest cost proposal (L1) of technical responsive bidder will be considered for award of contract.

Declaration



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I/We.....(Name of the Partner/s or Authorized Representative of Bidder) of..... (Name of the vendor/firm/agency) do hereby declare that the entries made here are true to the best of my/our knowledge. I/We hereby agree to abide by all terms and conditions in the tender document.

Place: (Name & signature with stamp of the bidder)

Date:



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Reasonable Price Certificate

Annexure-III

This is to certify that the price quoted by us for the supply of _____

[Item/Service Description] to **South Asian University(SAU)** are fair and reasonable, and are in line with the prevailing market rates.

We further confirm that the rates offered are **not higher** than the rates offered to any other customer/organization for similar goods/services.

We undertake to provide any supporting documentation or justification if required.

Place:

(Name & signature with stamp of the bidder)

Date:



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Annexure-IV

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN BIDDING

- (I) We are not involved in any litigation that may have an impact of affecting or compromising the delivery of the services as required under this tender.
- (II) We are not black-listed by any Central/State Government/Public Sector Undertaking/University/Higher Educational Institutions in India.
- (III) I/we undertake that the documents submitted are genuine/ authentic nothing material has been concealed there and that I/we are not debarred by any Government organisation and are competent to have the contract. I/we understand that the contract is liable to be cancelled if found to have been obtained through fraudulent means/concealment of information.

(Signature of Authorized Signatory)

Date:

Name of the bidder: _____

Complete Address: _____

Contact Nos. _____



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Checklist

1. Earnest Money Deposit of Rs. 50,000.00
2. Self-declaration to the effect that the company has not been blacklisted(Annexure-IV).
3. Company Registration Number (Attach attested copy of certificate).
4. PAN Registration Number (Attach attested copy of certificate).
5. GST Registration Number (Attach attested copy of certificate).
6. Bid Proposal Sheet along(Annexure-I).
7. Bid documents are duly completed, signed, and stamped as per instructions.
8. The bid is enclosed in a sealed cover super scribed with the bid no. and name.
9. All documents to support eligibility criteria (e.g. turnover, financial statement, ISO certificate, past performance report/experience etc.).
10. Financial Bids are duly completed, signed, and stamped as per instruction(Annexure-II).
11. Reasonable Price Certificate (Annexure-III).