



**REQUEST FOR PROPOSALS (RFP) FOR HIRING OF REMOTE PROCTORING EXAMINATION SERVICES FOR CENTRE FOR DISTANCE AND ONLINE EDUCATION, (CDOE), CENTRAL UNIVERSITY OF HIMACHAL PRADESH (CUHP)**

**F. No. COECD OE/1-5/PUR/CUHP/2026**

**Date: 27.03.2026**

**1. INTRODUCTION**

The Central University of Himachal Pradesh is established under the Central Universities Act 2009 (No. 25 of 2009). The University is funded and regulated by the University Grants Commission (UGC). The University is functional from 20th January 2010. The Central University of Himachal Pradesh is established with a Vision to provide equitable and inclusive access to multidisciplinary higher education for all with a focus on quality, excellence and relevance. In pursuit of providing equitable and inclusive access to education, the University has established the Centre for Distance and Online Education (CDOE) in the year 2025. The CDOE, CUHP is approved by University Grants Commission-Distance Education Bureau (UGC-DEB) to offer academic programmes through online learning (OL) mode.

The CDOE emphasizes on providing quality higher education at the doorsteps of those who have either been traditionally deprived of such opportunities due to socio-economic reasons or were not able to complete their higher education due to professional and personal engagements. The CDOE attempts to provide flexible and innovative modes of education to ensure 'independent learning' to anyone, anytime and anywhere at their own pace and convenience, and promotes the principle of 'Learn while Earn' as has been emphasized in National Education Policy (NEP)-2020. It has aimed to provide entire learning experience from teaching to examination to the learners at the remote locations.

With its mandate to foster equitable and inclusive education with academic excellence, CUHP requests proposals for hiring services for the conduct of remote proctored examination services from reputed companies/vendors/agencies for conducting End Semester Examinations (ESE) to ensure academic integrity while providing flexibility and accessibility for the students of Online Learning Programmes of CDOE, CUHP.

**2. OBJECTIVE**

The objective of conducting remote proctored online examinations is to ensure academic integrity while providing flexibility and accessibility for students. The goal is to create a fair and secure examination environment that upholds the value of academic integrity, examination sanctity and the educational credentials awarded by the CUHP by adhering the UGC-DEB Regulations for ODL and OL Programmes issued from time to time. The awarded agency will be responsible for providing services for online End



Semester Examinations through Remote Proctoring as well as Human Proctoring Evaluation system. The awarded agency shall also be responsible for maintaining rigorous assessment standards by monitoring students during exams through AI-enabled technology as well as human proctoring thereby eliminating the risk of cheating and use of unfair means by the students.

### 3. ABBREVIATIONS

University (CUHP)	-	Central University of Himachal Pradesh, Dharamshala, (HP), India
CoE		Controller of Examinations, CUHP, Dharamshala
RFP		Request for Proposal
EMD		Earnest Money Deposit
GST		Goods and Services Tax
RPE		Remote Proctored Examination
CDOE		Centre for Distance and Online Education, CUHP Dharamshala
OPES		Online Proctored Examination System
PRN		Permanent Registration Number

### 4. REQUEST FOR PROPOSAL

Tenders are invited from eligible, reputed, and technologically sound firms (bidders) with proven capabilities for providing **AI-Based Remote Proctoring Exam Services** for **CUHP, Dharamshala**, as per the details mentioned in the Scope of Work of this RFP Document. This invitation is open to all Bidders who meet the **Pre-Qualification Criteria** specified in this document.

### 5. SCOPE OF WORK

#### 5.1 General Scope for Work of Online Proctored Examination Services

The proposed **Online Proctored Examination (OPES)** solution for the University



will involve end-to-end implementation, operation, and maintenance of an advanced, secure online examination platform. This platform will support both AI-based and human-proctored examination services to conduct end-semester university examinations with integrity, scalability, and operational efficiency.

The Bidder shall be responsible for the configuration, and management of all related software and services required to ensure strict adherence to the service levels and functional requirements defined in the RFP. The solution must cater to the growing academic requirements of the University. **Scope includes but is not limited to:**

- i. Deployment of a secure, scalable, and configurable online examination platform supporting both objective and descriptive exams.
- ii. Project management of the OPES system across all exam cycles, including mock and final end-semester exams.
- iii. Integration with the University's Samarth portal, Swayam portal or provision for bulk data import via Excel/CSV files.
- iv. The solution must comply with UGC guidelines and data privacy regulations (e.g., Indian IT Act, 2000).

*Bidder will provide a Remote Proctored Examination solution along with evaluation management with the following general features:*

1. User-Friendly Online Platform that is easy to navigate for students and administrators to conduct examinations.
2. Customisable examination platform as per the CUHP requirements. Setting up online examination platform for Online programmes with facility of list of live exams. for preview for university administrators who can see list of students, add students (bulk and single both) for exam., create exam. with requisite programme/course details (as per university requirements), add/delete/edit questions, add as many proctors as required, allocate number of students to each proctor, download exam-wise data of students' results etc.
3. Option to choose from various question types- MCQs, subjective handwritten (short and long answers), upload scan for pen-paper type examination, audio/video recorded answers.
4. Dedicated Single dashboard for the CUHP administration and faculty separately to create multiple number of question paper sets.
5. Option to auto-randomize questions during examination.
6. Separate dashboard login rights for exam creators, proctors, evaluators and administrative officials that will provide CUHP with a high-level snapshot of key programme information.
7. Option to define and restrict exam slots from the dashboard.



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8. AI-powered/Human Proctoring/AI-powered audio proctoring and candidate impersonation check.
9. There should be a well-defined process on how to respond to and manage security breaches.
10. Online Examination platform should support Multiple/Different Operating systems like; Windows, Mac, Linux and any other in practice.
11. Complete exam integrity through student authentication, Secure Browser and remote proctoring tools.
12. Consolidation of the students list (Regular/ Supplementary / Back log)
13. Not permitting students to login through mobile phone / smart phone (remote examination only through desktop / laptop system).
14. Prevent all third-party tools like; remote desktop applications, virtual machines, AI Bubble, and other meeting tools (Zoom, Google Meet, MS Team, etc.), VPN etc., during the examination.
15. Self-enrollment for examinations (all users will be sent their personal credentials through e-mail to login)
16. Prevent all external devices like external Monitors or mirroring of PC.
17. Candidate blocking and exam. suspension functionality.
18. Any new login attempt shall immediately invalidate and terminate previously active sessions to prevent unauthorized concurrent access.
19. Single and / or Dual Camera proctoring.
20. Centralised and streamlined online exam evaluation management including post-examination management
21. Additional time management for special needs, like uploading scan copies, etc.
22. 360-degree check to evaluate student's background.
23. Auto Proctoring- Auto-Capture (by the system) of following cheating instances (but not limited to these only) during the examination.
  - Additional Person in the examination room.
  - Device detection: use of mobile phone.
  - Absence of test taker from the computer screen.
  - Partial body detection.
  - Facial movement away from the test window/webcam.
  - Auto-generated warnings in case of an attempt to move away from the browser (Browsing tolerance feature).
24. Proctors can see and manage different activities during live exam. like; can see all allocated students taking exam., can block/unblock/end exam. any

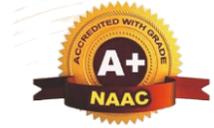


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time, can mark students as suspect if any student is doing any mischief during exam., can issue warnings. The admin should have access to download all warning/suspicious records in bulk.

25. The vendor will supply recorded exam videos and images of individual students after the examination to allow for re-examining student performance.
26. AI assistance for the proctor with the option to record and review sessions later.
27. Automatic attendance generation.
28. Results consolidation
29. Secure facility for scanning and uploading of handwritten answer scripts by students during and after completion of online examination along with facility of Answer Script generation (of hand written answer scripts) in PDF format.
30. Complete guidelines for students to set up their computer/laptop for exam ready.
31. Notification through Mail to students regarding examination.
32. Ability to broadcast/announce messages across all the live test takers as and when required by the University
33. There should be a provision of test window for students to practice the mock test, tentatively for 2-3 days to help them with portal know-how.
34. There should be a help desk/live support for resolving technical issues during or before the examination faced by students / proctors / university authorities.
35. The vendor should provide all necessary support during Indian Official Working hours (8 AM - 7 PM) for the entire period of the contract. However, in case of urgency, the successful bidder shall provide on-spot support immediately as per university requirements.
36. The vendor will assign a dedicated Single Point of Contact (SPOC) person to CUHP to conduct the examination.
37. The vendor shall be responsible for the installation and configuration of online examination platform as requested by the Officials of CUHP.
38. The vendor is responsible for updating all new releases and patches for the entire period of contact.
39. At the end of each examination, the vendor shall provide soft pdf copies of the examinees' Answer Formats via UI to meet out the university vis a vis-student requirement.
40. Facility for assigning online answer scripts to various examiner for online evaluation.
41. Facilities / Platform for conducting online evaluation by various examiner.
42. Compilation of Results.
43. The agency will be responsible for providing full support to CUHP in addressing and resolving any RTI and legal disputes related to conducting remote proctored examinations and evaluations.
44. The system must support concurrent exams for up to 20,000 candidates.



45. Real-time alerts for suspicious behavior with video evidence must be available.
46. System must support re-login and resumption in case of genuine disconnection.
47. Reports must be exportable and available in visual dashboards (PDF/Excel/CSV).
48. AI accuracy rate should be above 95% and verifiable through audit logs.

## **5.2 SPECIFIC FUNCTIONAL MODULE REQUIREMENTS**

### **1. Exam Setup & Scheduling**

- Creation and scheduling of exams with configurable parameters like subject, duration, question types (MCQ/descriptive), marks, and allowed devices.
- Role-based access for Admins, Faculty, Moderators, Paper setters, Proctors, Examinees and evaluators / paper checkers.
- Integration with CUHP Samarth and Swayam Portal for real-time data fetch of registered students and subject details. Alternatively, the vendor should support bulk import of data via excel/CSV files.

### **2. Secure Login and Authentication**

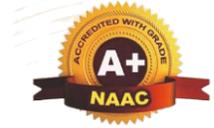
- Two-step authentication for examinees (Password + 2FA/OTP).
- Real-time identity verification via photo ID (Aadhaar/University ID) or live photo matching.
- Auto lock-out on suspicious login activity or device change.

### **3. Live & Ai-Based Proctoring**

- Live audio-video streaming with AI-enabled flagging for anomalies (e.g. multiple faces, phone detection, unusual eye movement).
- Support for live human proctoring with an invigilator-to-student ratio of 1:20 (configurable).
- Chat and broadcast message feature for proctor-student communication during examination.
- Proctor dashboard showing live exam activity, flags, and overall monitoring status.

### **4. Question Paper Management**

- Upload of question papers in encrypted form with automated scheduling of availability.
- Randomization of questions and options per candidate.
- Facility for question papers in each course in English and Hindi language.
- Auto-display of questions one-by-one or section-wise or complete question paper as a whole.



## **5. Answer Capture & Submission**

- Auto-save answers at regular intervals.
- Multiple answer types supported: MCQ, Essay, Numerical Input, Image Upload, handwritten answers.
- Facility for scanning and uploading of handwritten answer scripts by students during and after completion of online examination along with facility of Answer Script generation (of hand written answer scripts) in PDF format.
- Time-bound auto-submit for completed or uncompleted exams.
- Highlight unanswered questions before submission.

## **6. Proctoring Reports & Violation Flags**

- Proctoring logs capturing audio, video, screen, and browser behaviour.
- AI-generated trust score and event timelines with video recording.
- Categorising students based on colour codes or key words based on severity of flagged behaviour (i.e. cheating during online examination).
- Exportable logs in PDF and Excel/ CSV formats.

## **7. Post-Exam Review and Moderation**

- Provision for faculty to view completed exams with flagged events.
- Option for manual moderation and re-evaluation.
- Support for dual evaluation on subjective questions if required.

## **8. Online Evaluation / Marking and Results Processing**

- Auto-evaluation of MCQs and True / False type questions and rule-based grading of other responses.
- Facility for evaluation / marking of scanned / uploaded handwritten answer scripts by evaluators appointed by the university.
- Final result sheet generation in Excel (.xlsx) format as per University requirements.
- Raw marks data shared with CoE, CUHP officials.

## **9. Student Request Module**

- Facility to raise requests for re-evaluation after viewing evaluated answer sheet.

## **10. Security and Compliance**

- End-to-end encryption of exam data during transit and at rest.
- Role-based access and strict authentication mechanisms for all users.
- Auto-logout on idle time, tab-switching, or window minimization.
- Full compliance with UGC-DEB or any other regulatory body (as per university emerging requirements) exam security norms.



### **11. Dashboards and Analytics**

- Real-time dashboards for exam controller / admin showing; No. of students live, Exams completed / in progress, Flagged candidate summary, Proctor attendance & actions log).
- Reports for session-wise, course-wise, programme-wise and candidate-wise performance.

### **12. Data Retention and Archival**

- Secure archival of complete exam data (logs, videos, scripts) for a complete contract duration.
- Downloadable encrypted backups as per University requirements.
- Facility to retrieve historic data within 24 working hours upon request.

### **13. Technical & User Support**

- Technical helpdesk and escalation matrix during Indian official working hours (8 AM - 7 PM). However, in case of urgency, the successful bidder shall provide on-spot support immediately as per university requirements.
- Live chat and toll-free support for students during exams.
- Training and dry-run sessions for all stakeholders before live deployment.
- FAQs and tutorial videos for examinees and faculty.

### **14. Compliance to University Norms**

- Regular update and reconfiguration of evaluation rules as per CUHP notifications.
- Support for multiple languages (Both Hindi and English simultaneously) for questions and answers.
- Mandatory training of question paper setters / evaluators / moderators / proctors / administrators/students/ university staff.
- Vendor must maintain detailed audit logs and provide the same to CUHP on demand.

### **15. Deployment & Delivery**

- The solution should be deployable on cloud (preferably within Indian data centers).
- All components should be configurable and managed centrally.
- Pilot run must be conducted before final roll-out with performance benchmarking.

### **16. Key Reports to be Generated**

- Exam-wise student attendance & submission
- Proctor log & flagged violation summary
- Subject-wise result summary and performance analytics



- Evaluator & Moderator activity log
- Reevaluation & RTI handling log
- Answer sheet annotation report (PDF)
- Session log and browser monitoring report

#### **17. Service Level Agreements (SLAs)**

- 99.5% system uptime during exam days
- Real-time incident response within 15 minutes (during the exam)
- Full audit and compliance report within 15 days' post-exam cycle

#### **18. Training & Support**

- Comprehensive training shall be provided to University staff, faculties, technical and CoE/CDOE office staff, paper setters, moderators, evaluators, proctors and students. Training materials, video manuals, FAQs, and SOPs should be shared in English language.
- A help desk should be operational from 7 days before the first exam till all evaluations are complete during Indian official working hours (8 AM - 7 PM). However, in case of urgency, the successful bidder shall provide on-spot support immediately as per university requirements.

#### **6. ESTIMATED VOLUME**

The platform must support a minimum of 20,000 concurrent examinees during each exam cycle, with scalability option above or below this figure. For pilot purposes, fewer candidates may be tested initially. Approximately, 800-1000 examinations will be conducted initially by CUHP during first year. These examinations will be a combination of paper-pen type and computer-based objective type questions with a total duration of 2 to 3 hours per examination.

#### **7. DURATION**

The duration of the contract shall be for a period of 3 years. On completion of the three-year term, the contract may be further renewed based on the satisfactory performance and consideration of any special terms that may be added, amended or existing terms that may be deleted after mutual consensus.

#### **8. LOCATION OF THE PROJECT**

- **University Headquarters** – for control, data integration, and central dashboard access.
- **Student Homes / Own Personal Place or Authorized Exam Centres** – exams may be taken remotely from homes (preferred model) or own personal



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place or university designated centres where required, with proper device and connectivity specs ensured.

## 9. FACILITIES/APPROVALS TO BE PROVIDED BY THE UNIVERSITY

- Validated student, course, and exam data in electronic/soft format.
- Exam schedules and master data like paper codes, session timings, program structure, etc.
- Faculty access and support for exam validation, moderation, and grievances.
- Communication support for exam instructions, SOPs, and training sessions.
- Internal nodal officers for coordination at the University and affiliated centres.

### 9.1 OPES – ACTIVITY CHART WITH ROLE & RESPONSIBILITIES

S. No.	Activity	Role	Equipment / Facilities
1	Identification, finalization and confirmation of remote/home-based exam model	University	Infrastructure readiness, internet connectivity
2	Installation of Proctoring Software on candidate devices, university systems and / or exam center systems	Vendor	Secure browser / mobile/desktop app, installation guide
3	Setup of Examination Control Room	University	Internet with backup, power backup, CCTV (if center-based), monitoring systems
4	Setup of Live Proctoring Dashboard and Backend System	Vendor	Proctoring software portal with candidate and exam data
5	Candidate registration and mapping for exam (Subject, Date, Session, Mode – remote/center)	University	Candidate master data with validated fields
6	Dry run/mock test of proctored exam to test system compatibility and candidate readiness	Vendor & University	Dry-run environment, helpdesk support
7	Training of University officials, staff,	Vendor	Training material,



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	paper setters, evaluators, moderators and live proctors for examination monitoring/evaluation dashboard usage and escalation protocol	and University	sessions, videos, SoPs
8	Exam Day – Real-time authentication (Face recognition, ID card check, etc.)	Vendor	AI/ML-based proctoring tool with live ID capture
9	Real-time AI-based monitoring and flagging of suspicious behavior	Vendor	Trained proctors, AI alerts, auto-flagging mechanism
10	Logging of candidate behavior/events throughout the exam (e.g., screen navigation, tab switching, etc.)	Vendor	Proctoring log system, event database
11	University support helpdesk live during the exam window	University	Phone, email, or chat-based grievance redressal
12	Automatic submission of response sheets post exam	Vendor	Exam platform auto-submit, answer encryption
13	Downloading and storing proctored exam session logs and video recordings (if any)	Vendor and University	Secure cloud/local storage
14	Post-exam proctoring report generation (candidate-wise summary, flags, video evidence links)	Vendor	Proctoring report with timestamps and risk score
15	Report review and decision on flagged candidates (if any malpractice suspected)	University	Internal disciplinary/exam committee
16	Integration of final results with University Portal	Vendor and University	Answer sheets and proctoring remarks exported to University

## 10. ELIGIBILITY CRITERIA

RFPs are invited from the firms who meet following eligibility criteria. The bidder shall submit the proposals with all necessary evidence to support the information submitted by them. Failure to furnish all information required in every respect will be at the Service provider's risk and may result in rejection of the proposal. Any bid not having supporting documents is liable to be rejected.



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- i. Bidder must be a company incorporated in India under Companies Act 1956 or 2013 or registered as MSME or Startup (Certificate to be attached).
- ii. (a) The bidder must have served at least two Central Universities or two Centrally funded HEIs with online remote proctored examination platform in the last 3 years.  
(b) The bidder must own a propriety Secure exam application which runs on Windows, Mac and Linux OS, and should not depend on third party software  
(c) The bidder must have a fully functional online remote proctoring system capable of real-time, simultaneous monitoring of all allocated candidates, with synchronous audio, two videos and screen share. The platform shall mandatorily support dual-camera live video feeds (laptop/desktop and mobile device), real-time audio surveillance via microphone, and continuous screen-sharing visibility. The system shall not require the proctor to disconnect from one student's screen share to new other student's screen share, similarly the proctor should be able to hear and see all audio and video inputs concurrently from all the connected test takers on this proctoring window.
- iii. The Bidder should be having ISO-9001-2015, ISO-27001-2022 (Copies of certificate to be attached)
- iv. Bidder should have at least 20 personnel with at least one year experience of working in the area of online remote proctored examination (Undertaking from Head or authorized signatory to be attached).
- v. A minimum of 03 years of continuous experience in the respective field and having handled at least five online / remote proctored examinations in India or Internationally.
- vi. The minimum average annual turnover of the bidder in the last three financial years must not be less than Rs 50 Lakhs. A duly certified document in this regard, by the Chartered Accountant may be submitted.
- vii. The vendor should have their own technological infrastructure to handle the extensive examinations through online / remote proctoring mode.
- viii. Bidder should have a full-fledged local registered office in India.
- ix. The bidder shall also confirm the fulfilment of the following requirements.
  - Live, AI-based, human-based Remote Proctoring examination System
  - Follow all standard security majors along with data encryption in transit and storage.
  - Multi-factor authentication.
  - Mandatory experience in conducting exams for Central Universities or Centrally



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/State funded HEIs.

- The bidder must possess proprietary ownership of the secure exam application.
- System must support dual camera monitoring and simultaneous live feeds.
- Platform must include mandatory Virtual Machine (VM) detection and AI overlay/filter detection.

- x. The vendor should provide the following details of technical person who will be responsible for implementation and maintenance of the project and the Escalation Matrix. In case of any change in the contact person at a later point of time, the Bidder should communicate the same to the University immediately.

Name:

Designation:

Mobile No.:

E-mail ID:

- xi. Bid Security (EMD) an amount of Rs. 50,000/- (Rupees Fifty Thousand only) in favour of Finance Officer, Central University of Himachal Pradesh, in the form of an Account Payee Demand Draft or Banker's Cheque issued by any Nationalized Banks by each bidder (the "Bid Security"). Exemption from Bid Security (EMD) shall be applicable as per Government of India norms. Any proposal submitted without Bid Security (EMD), if applicable, will be out rightly rejected.
- xii. Audited financial statements for the last three years ending March 31, 2025.
- xiii. Valid registration certificate of the firm along with GST, and PAN Number allotted by the concerned authorities.
- xiv. The bidder must be a single entity. A consortium or any kind of association of firms is not allowed.
- xv. Bidder should have Source Code Ownership; Bidder should submit the Declaration on the company/ firm letterhead.
- xvi. 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. Bidder should submit an undertaking in this regard on bidder's letter head along with the bid.
- xvii. RFP from organizations that do not have the necessary experience as detailed above will not be technically qualified.
- xviii. Service provider will have to submit copies of the Agreements/Work Orders/Completion Certificate with Universities/Colleges undertaking



- Online remote proctored examination.
- xix. The University will provide the necessary information, schedules, work processes etc., content etc. to help them implement the project.
- xx. At its sole discretion, the University may consider changes in its processes for effective integration of the services envisaged under this project.
- xxi. The University at its sole discretion will decide on the roll out of the services covered under this RFP, both in respect of the courses and also the batch of students from which the coverage will commence. However, once the coverage for a particular course commences, it will continue till the expiry of the contract.

## **11. GUIDELINES FOR PROPOSAL (BID) PREPARATION**

### ***The Proposal shall contain;***

Detailed description of how the service provider will provide the required service, clearly articulating in detail as to how the service provider's technical solution meets the CUHP requirement of online remote proctored examination. Any additional service beyond the scope of this request for proposal may be included separately as distinct attachment to the proposal. The RFP shall also contain,

- Overview of proposed solution which meets requirements of University.
- Details of solution, technology and deployment, Security, Network architecture etc.
- Escalation mechanism
- Project team structure, size and deployment plan, (including numbers)
- Reporting and Review Methods
- Operation and Maintenance
- Bidders experience in this area.

## **12. PREPARATION OF TECHNICAL PROPOSAL**

- i. The bidder must submit the Technical Proposal strictly in the specified formats provided with this RFP document. Non-conformance may lead to disqualification.
- ii. Proposals must be clear, relevant, and concise. Extraneous information unrelated to the scope of this RFP will not be considered during evaluation. Conditional bids will be rejected.
- iii. All pages of the Technical Proposal must be numbered, and each page must bear the signature or initials of the authorized signatory.
- iv. The Technical Proposal must *not* include any commercial or pricing information. Inclusion of such information may lead to disqualification.



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- v. Bidders must thoroughly understand the scope of services, functional requirements, technology expectations, and deliverables mentioned in the RFP. Proposals that are incomplete or not responsive to RFP specifications will be rejected.
- vi. The bidder shall provide an affidavit (where required) confirming that their solution does not infringe upon any intellectual property rights, including patents and copyrights.

**13. OTHER TERMS & CONDITIONS FOR SUBMISSION OF BIDS**

- i. 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 **Address “Controller of Examination Office, Administrative Block, Central University of Himachal Pradesh Dharamshala, District Kangra (Himachal Pradesh)-176215”**. The university assumes no responsibility in respect of a bid not made and/or not submitted as required.
- ii. Bidder would be required to enclose a demand draft of Rs.590/- (Rs. 500 + 18% GST) (Rupees Five Hundred Ninety Only) in favour of Finance Officer, Central University of Himachal Pradesh towards the cost of processing fee of tender document along with their quotes, failing which the tender shall be out rightly rejected.
- iii. The Bid must reach the University not later than **3:00 PM on dt. 18.04.2026** The Central University of Himachal Pradesh may reject any late submitted bid. All timely-received bids are scheduled to be opened on the next day **at 11:00 AM**.
- iv. 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.
- v. Bids shall remain valid for a period of ninety (90) days after the bid submission deadline date.
- vi. 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.
- vii. 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.
- viii. The Bid shall be typed or written in English with indelible ink and shall be signed



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- by a person duly authorised to sign on behalf of the bidder / service provider. Official Stamp should be placed after the signature.
- ix. 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.
  - x. 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.
  - xi. 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.
  - xii. 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.
  - xiii. The vendor will generate the invoice as per the actual number of examinations conducted.
  - xiv. 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.
  - xv. 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.
  - xvi. 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.
  - xvii. 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.
  - xviii. 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 final successful bidder at the discretion of the university. 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.
  - xix. The successful bidder shall not sublet the contract.



- xx. Matters regarding any dispute shall be referred for arbitration to any officer or a committee appointed by the Vice Chancellor of CUHP, whose decision shall be final.
- xxi. The successful bidder must submit a **Security Deposit equivalent to 5%** of the estimated project value via Demand Draft/Pay Order or Bank Guarantee, in favour of the **Central University of Himachal Pradesh, Dharamshala**. The Security Deposit will be valid for a period of 3 years from the date of the first examination instance.
- xxii. The Earnest Money Deposit (EMD) will be refunded upon submission of the Security Deposit.
- xxiii. No interest will be paid on the Security Deposit, which will be returned upon satisfactory completion of the contract.

#### **14. STRUCTURE OF TECHNICAL PROPOSAL AND REQUIRED DOCUMENTS**

**A. Cover Letter:** A covering letter (as per Annexure) must accompany the technical proposal. It should be on the bidder's official letterhead and signed by an authorized signatory.

**B. Technical Proposal Format:** Bidders are free to organize their technical proposal in a structure that clearly demonstrates their understanding and approach toward the remote proctoring exam system. However, all annexures and forms must be submitted in the sequence and format prescribed for ease of evaluation.

**C. Mandatory Documents:** All formats provided in the RFP for the Technical Proposal must be used without modifications. Unnecessary brochures or scanned presentations should be avoided.

**D. Vendor should send the following documents with the technical bid:**

- Last 03 Years audited financial statements / CA certificate
- IT Clearance Certificate as on 31/03/2025
- Performance certificate
- GST Certificate
- Registration/Shop act (with update renewal).
- List of reputed customers & Govt., Semi Govt., Academic institutions, R & D Organizations, Corporate Houses.
- PAN Card, Aadhar card (if firm is proprietarily).

#### **15. FINANCIAL / COMMERCIAL PROPOSAL STRUCTURE**

- i. The bidder shall quote comprehensive pricing inclusive of deployment, integration, and post-implementation support for the complete remote proctoring examination solution/services.
- ii. Bidders must quote on a **“per student per exam”** or **“per session”** basis, as specified in the RFP scope.



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- iii. All prices must be quoted in **Indian Rupees (INR)** only.
- iv. Taxes applicable must be separately stated, with clear mention of applicable GST or any other statutory levies.
- v. The quoted prices shall be free from hidden costs or conditional clauses. Conditional bids are liable for rejection.

**16. CORRECTION OF ERRORS**

- i. Bidders must ensure accurate pricing and data entry. No price corrections shall be accepted post bid opening.
- ii. In case of discrepancies: Amount in words shall prevail over amount in figures and Unit price will govern if there is inconsistency with the total price.

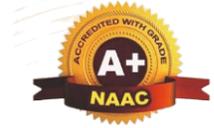
**17. VALIDITY OF BIDS**

- i. All bids shall remain valid for a period of **90 days** from the date of submission.
- ii. The University reserves the right to extend the validity period via written or email communication.
- iii. Upon contract signing, the commercial terms will remain valid for the entire contract duration. Any escalation will require mutual agreement.

**18. BID EVALUATION AND SELECTION PROCESS**

The Selection of the vendor shall be based on Quality and Cost Based Selection (QCBS). University shall evaluate all proposals based on eligibility and experience of the organizations and only on successful evaluation of proposals, the agreement will be signed.

1. All proposals will be evaluated by a Committee of Experts constituted by the University. Evaluation shall be strictly based on the details and documents provided by the bidders as part of their proposal or any additional clarifications sought by the University during the evaluation process. The technical solution proposed by the bidder shall be evaluated against the requirements of this RFP. The final decision of the technical evaluation lies with the expert committee appointed by the University, and their decision will be binding on all bidders.
2. Since the Online Proctored Examination System directly affects students and the University's academic credibility, strict compliance with the technical specifications is mandatory.
3. Evaluation may include live demonstrations or technical presentations, if deemed necessary by the Committee. The university, at its sole discretion, may call for presentations by the bidders who will fulfil technical evaluation criteria. The schedule for presentations will be shared with such bidders. However, bidders may note that they will have to deliver their presentations as per schedule (date



and time) shared by CUHP.

4. Only those bids accompanied by the requisite Earnest Money Deposit (EMD) shall be considered for further evaluation.
5. Tender (RFP) evaluation process will follow a three-stage procedure. The evaluation shall follow the below sequence:
  - Scrutiny of Bid Security and preliminary general compliance check
  - Pre-Qualification Evaluation
  - Technical Proposal (Bid) Evaluation
  - Opening of Commercial Proposal / Financial Proposal (Bid)
  - Final Techno-Commercial Evaluation and selection of the successful bidder

**Note:** Only those bidders who qualify the technical evaluation stage shall be considered for financial / commercial evaluation.

### ***Preliminary Compliance Check***

The technical bid will be scrutinized to ensure compliance with the following requirements before proceeding to detailed evaluation:

- Proposal Covering Letter
- Undertaking for non-infringement of patent/copyright
- Statement on clarifications sought (if any)

### ***Stage 1: Pre-Qualification Evaluation***

In this stage, all the supporting documents/documentary evidence submitted by bidder in the technical bid, as specified in clause “*Eligibility Criteria*” will be evaluated by the Tender Evaluation Committee constituted by CUHP. Bidders failing to meet any of the pre-qualification criteria will be disqualified and will not proceed to subsequent stages. Only pre-qualified bids will be eligible for the second stage, i.e., technical evaluation stage.

### ***Pre-Qualification Criteria***

<b>Sr No</b>	<b>Pre-Qualification Criteria</b>	<b>Documents</b>	<b>Check box</b>
1	The bidder should be a registered company / firm.	Certified copy of Company / firm Registration Certificate issued by the Central / State Govt.	



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2	Demand Draft for Tender Processing Cost	Demand draft of <b>Rs.590/-</b> (Rs. 500 + 18% GST) <b>(Rupees Five Hundred Ninety Only)</b>	
3	The bidder should have minimum average annual turnover of <b>₹ 50 lakh</b> for the last Three financial years (2022–23 to 2024–25) from IT/Software and such related services. MSMEs are eligible for exemption as per applicable GoI Rules and guidelines.	Chartered Accountant's certificate; Copy of MoA specifying services.	
4	The bidder should have provided <b>AI-based remote proctoring exam services</b> to at least <b>two Universities/ Educational Boards /institutes</b> in India or at International level in the last three years.	Copies of work orders / agreements / LOIs /completion certificates.	
5	The bidder should have minimum three years of continuous experience of providing <b>AI-based remote proctoring exam services</b> .	Copies of work orders / agreements / LOIs /completion certificates.	
6	The bidder should have successfully conducted <b>proctored online examinations for at least 4000-5000 candidates in a single exam session atleast twice</b> during last three years.	Client certificate / LOI or work completion certificate mentioning number of candidates.	
7	The proctoring solution offered should support <b>AI + Live Human Proctoring</b> , browser lockdown, face detection, screen monitoring, and audio-video analytics.	Declaration on letterhead with product features and demo URL.	
8	The bidder should have a minimum of <b>20 staff members</b> on payroll, including software developers, QA engineers, and support personnel.	Employee details with PF/ESIC/Professional Tax records.	
9	The Solution must support multi browser (Windows, Linux and Mac OS) compatibility via its secure exam	Declaration of compliance; API documentation / sample integration case studies.	



	platform. The secure exam platform must support low bandwidth conditions for university and test takers.		
10	The bidder must have conducted remote proctored exams for <b>UGC/AICTE/State / Central recognized universities or boards.</b>	Client certificates / testimonials.	
11	The bidder should have valid certifications such as <b>ISO 9001:2015 (Quality)</b> and <b>ISO 27001:2022 (Information Security).</b>	Copies of valid certifications.	
12	The bidder must not be blacklisted by any government agency or educational institution in India.	Self-declaration on letterhead.	
13	The bidder should have <b>positive net worth</b> as on 31st March 2025.	Chartered Accountant's Certificate.	
14	The proctoring system should include <b>candidate authentication via photo ID, face match, and live verification.</b>	Product brochure or feature document with screenshots.	

### **Stage 2: Technical Proposal (Bid) Evaluation**

Bidders who pass the pre-qualification stage will undergo a technical evaluation. The pre-qualified bids will undergo a detailed technical evaluation, based on the criteria specified in Clause “*Technical Evaluation Criteria*”.

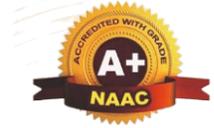
Each pre-qualified technical bid will be assigned a Technical Score (Ts) out of 100, according to the scoring model given below (Technical evaluation criteria). The bidder must score at least 60 out of 100 to qualify for the third stage, i.e., the financial / commercial evaluation. The bidder has to submit valid Documentary Evidence for below criteria. Bidders who fail to achieve the minimum required score of 60 will be disqualified and will not proceed to the next stage of financial bid evaluation. Financial bids of such technically qualified eligible bidders alone shall be considered. In case sufficient numbers of bids do not technically qualify; CUHP may, at its discretion, appropriately lower the qualifying technical score.

### **Technical Qualification (Evaluation) Criteria**

S.	Criteria	Max. Marks
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No.		
1.	<p>The Bidder should have minimum average annual Turnover during FY 2022-23, 2023-24 and 2024-25 of INR 50 Lakhs:</p> <ul style="list-style-type: none"><li>i) Average annual Turnover <math>\geq</math> INR 50 lakhs and <math>&lt;</math> 3crores : 5Marks</li><li>ii) Average annual Turnover <math>\geq</math> INR 3 Crore and <math>&lt;</math>7crores: 7Marks</li><li>iii) Average annual Turnover <math>\geq</math> INR 7 Crores: 10 Marks</li></ul>	10
2.	<p>Security and Compliance ISO certifications such as; ISO-27001 / ISO-9001-2015 / CERT-IN Certification: The Bidder should have ISO Certifications (copies of documents needed)</p> <ul style="list-style-type: none"><li>i) i) ISO-9001-2015: 10 Marks</li><li>ii) ii) ISO-27001:2022: 10 Marks</li></ul>	20
3.	<p>Bidder has successfully executed two Remote proctored exams in which a minimum of 4000 candidates appeared during last 3 years for any single instance of an entrance, end-term, end-semester, recruitment or other certification examination.</p> <ul style="list-style-type: none"><li>i) No. of Exams: 3 to 5: 5 Marks</li><li>ii) No. of Exams: 6 to 8: 7 Marks</li><li>iii) No. of Exams: <math>&gt;</math>8: 10 Marks</li></ul>	10
4.	<p>Bidder should have successfully implemented remote proctored examination for at least 2 Central Universities/Centrally /State funded HEIs in India or Internationally during the last 3 years as on day of bidding.</p> <ul style="list-style-type: none"><li>i) No. of Central Universities/Centrally/State funded HEIs <math>\geq</math>1 and <math>&lt;</math>2: 5 Marks</li><li>ii) No. of Central Universities/Centrally /State funded HEIs <math>\geq</math>3 and <math>&lt;</math>4: 7 Marks</li><li>iii) No. of Central University/Centrally /State funded HEIs <math>\geq</math>5: 10 Marks</li></ul>	10
5.	<p>The bidding company has been in existence and operating for minimum 3 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.</p> <ul style="list-style-type: none"><li>i. 1-2 Years: 5 Marks</li><li>ii. 3-4 Years: 7 marks</li><li>iii. <math>&gt;</math>4 Years: 10 Marks</li></ul>	10



6.	Bidder should have at least 20 Professionally qualified personnel with at least one year experience of working in the area of IT or online proctored examination management services. Undertaking from Head or authorized signatory to be attached. i) No. of Professional $\geq 20$ and $< 26$ : 5 Marks ii) No. of Professional $\geq 26$ and $< 31$ : 7 Marks iii) No. of Professional $\geq 31$ : 10 Marks	10
7.	Presentation of Technical Proposal covering the scope of work. This shall include a demo of the proposed solution in terms of following: <ul style="list-style-type: none"><li>• Project Understanding</li><li>• Training and Capacity Building of staff etc.</li><li>• Overview of the proposed solution</li><li>• Solution Details</li><li>• Approach &amp; Methodology</li><li>• Proposed Implementation Plan</li><li>• Student Support System</li></ul> The presentation shall also cover the timeline for the conduct of an exam, from question paper creation to delivery of the exam. and evaluation of answer scripts to creation of score sheets.	30
	<b>Total Marks</b>	<b>100</b>

**Note: Minimum 60 Marks are required for opening of financial bid.**

### **Stage 3: Financial / Commercial Proposal (Bids) Evaluation**

In the third stage, a financial / commercial evaluation will be carried out. The Financial bid of only those bidders who have been deemed to be technically suitable/qualified and have scored 60 or more marks will be opened. Commercial bids of technically disqualified bidders shall not be opened.

**Composite Techno-Commercial Evaluation:** The bidder with the highest **Final Score (FSn)** shall be declared as the **successful bidder**. The FSn will be computed in the following manner with pre-specified weightage for technical and commercial / financial aspect:

Technical Score (TS): Weightage = 75%

Commercial Score (CS): Weightage = 25%



**Commercial Score (CS) Calculation will be done as follows:**

The bidder quoting the **lowest price (L1)** will be assigned a CS of 100. Other bidders' CS will be calculated as:

$$CS_n = 100 \times (L_1 / L_n)$$

Where  $L_n$  = Quoted price of the nth bidder

**After computing CS<sub>n</sub> for nth bidder, the Final Score (FS)** for each bidder will be calculated using:

$$FS_n = (TS_n \times 0.75) + (CS_n \times 0.25)$$

Where:

**TS<sub>n</sub>** = Technical score of the nth bidder

**CS<sub>n</sub>** = Commercial score of the nth bidder

**FS<sub>n</sub>** = Final score of the nth bidder

The price quoted shall include all taxes and levies, in Indian rupees. The proposal shall not be conditional.

## **19. NOTIFICATION OF AWARD AND CONTRACT SIGNING**

The University will award the Contract to the bidder whose proposal has been determined to be the successful bidder based on the above evaluation method.

The University reserves the right to negotiate further with the bidder whose proposal has been accepted as successful bidder.

Prior to the expiration of the validity period, The University will notify through a **“Letter of Intent”**, to the successful bidder in writing that their proposal has been accepted and invite them for signing a formal contract.

The University shall execute a formal contract with the Bidder on mutually agreeable terms and conditions and as per the RFP and the bid submitted in response to the RFP by incorporating all necessary terms and conditions to protect the continuing interest of both the parties while implementing the said project. The contract shall clearly specify the deliverables under the scope of service, duration of the contract, payment terms, performance metrics and responsibility matrix of both the parties and protection of the interest of both the parties, penalty for non- performance of both the parties, force majeure etc in accordance with the Indian Contracts Act. Any amendment to the contract if required during the period of subsistence of the contract shall be carried out as addendum to the existing contract after both the parties agree to the terms thereof.

## **20. TERMS AND CONDITIONS OF AGREEMENT**

- **Acknowledgement and Acceptance:** The agreement shall include all instructions, annexures, and specifications referred to in the RFP.
- **Amendments:** The University may issue written amendments; if these impact cost



or timelines, adjustments may be mutually agreed upon within 15 days of notice.

- **Delivery & Force Majeure:** The vendor must ensure timely delivery. In the event of delays due to uncontrollable circumstances (e.g. natural disasters, war, strikes), reasonable extensions may be allowed. If the vendor cannot deliver, the University reserves the right to levy penalty or cancel and procure from alternate sources.
- **Limitation of Liability:** Neither party shall be liable for indirect or consequential damages. The bidder's cumulative liability shall not exceed the amount received for services rendered in the 12 months (or less, if so) prior to the claim, unless due to wilful misconduct.
- **Pricing & Taxes:** Prices are firm unless otherwise mutually agreed in writing. All prices shall include inspection, and delivery, and applicable taxes unless specifically excluded.
- **Inspection & Acceptance:** The University reserves the right to inspect services or systems. If deliverables are found defective, the University may reject them, demand replacements, or improvements or negotiate a price reduction.

## **21. INTELLECTUAL PROPERTY RIGHTS (IPR)**

Any Intellectual Property Rights (IPR) developed, deployed, customized, or tested by the Bidder or its any affiliates during the implementation and operation of the Online Remote Proctored Examination System shall remain the sole property of the Bidder. The University acknowledges and agrees that all proprietary rights, including but not limited to source code, software frameworks, application workflows, proctoring algorithms, user interface design, backend processes, and all related documentation created by the Bidder, shall vest absolutely with the Bidder after the completion or termination of the project.

The University data, including student records, examination content, question papers, answer scripts, identity verification data, recorded proctoring sessions, metadata, and any other confidential academic or administrative data, shall remain the exclusive property of the University. The Bidder shall not use, reproduce, store, share, sell, or transfer any University- related data or any part thereof for any commercial or non-commercial purpose, except as required for the sole purpose of executing this project, and only with prior written permission of the University.

## **22. INFORMATION SECURITY AND DATA PRIVACY**

The Bidder shall be responsible for ensuring robust information security measures throughout the implementation and execution of the Online remote Proctored Examination System. This includes the use of secure data transmission protocols, encrypted data storage, role-based access controls, and compliance with internationally



accepted Information Security Management Standards (such as ISO/IEC 27001).

The Bidder shall implement appropriate administrative, physical, and technical safeguards to protect the integrity, confidentiality, and availability of all data associated with the examination process. This includes protection against unauthorized access, data breaches, malware, phishing attacks, and other cybersecurity threats.

The Bidder shall ensure that all personal and sensitive data collected during the proctoring process (such as images, video/audio recordings, keystroke patterns, system logs, and IP addresses) are handled strictly in compliance with applicable data protection laws, including the Information Technology Act, 2000 and its allied rules, and any other University-specific policies.

Upon termination or completion of the contract, the Bidder shall securely return and/or destroy all examination-related data in its possession, as per instructions from the University, and provide a certificate of data destruction if required.

### **23. IMPLEMENTATION**

The Successful Bidder shall prepare and submit a Standard Operating Procedure (SOP) document encompassing the entire scope of services before project implementation. This SOP must be approved and signed off by CUHP, Dharamshala to confirm mutual agreement on deliverables. The successful bidder must deploy the full system and conduct dry runs within **15 days** from the date of award. Mock exams must be successfully conducted at least **7 days** prior to the actual exams to validate system readiness.

#### **23.1 Service Level Requirements:**

<b>Sr No</b>	<b>Activity / Items of Work Milestones of Project</b>	<b>Responsibility</b>	<b>Time Limit University</b>	<b>Time Limit Service Provider</b>
1	Approval of project components, SOPs, exam schedule, proctoring modalities	University/ Service Provider	10 days from signing the contract	10 days from signing the contract
2	Sharing student master data, program structure, timetable, and nominal roll (PRN, subject codes, etc.)	University	21 days from the date of signing the contract	
3	Deployment and configuration of Proctored Exam Platform (AI + Human Proctoring)	Service Provider		30 days from contract signing



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4	Integration with Samarth / Swayam portal for data exchange and user login	Service Provider		21 days from data sharing
5	Identification of mock exam dates and confirmation of live exam window	University	15 days before live exam	
6	Setup of candidate login portal, exam links, exam rules, system check module	Service Provider		7 days before mock exam
7	Conduct of mock exam and training for students, proctors, and admin staff	Service Provider		7 to 10 days before exam date
8	Providing final verified list of exam subjects and paper pattern/schema	University	10 days before exam date	
9	Final configuration of question papers, schedule, duration, max marks	Service Provider		5 days before exam
10	Uploading and testing of exam paper on platform with encryption	Service Provider		3 days before exam
11	Sharing proctoring schedule, login details, SOPs with proctors and helpdesk team	Service Provider		3 days before exam
12	Conduct of actual online proctored exam with real-time monitoring	Service Provider		As per exam schedule
13	Sharing attendance logs, system flags, and violation reports	Service Provider		Within 2 days after each exam
14	Escalation and resolution of technical or academic issues	Service Provider / University	2 days	2 days
15	Handover of exam video logs,, AI-flag data for audit	Service Provider		Within 3 days of last exam
16	Data backup, server logs, and candidate-wise report archiving	Service Provider		Within 3 days of last exam
17	Final submission of marks, attendance, and summary report	Service Provider		Within 3 days after last exam



## 24. PAYMENTS AND PENALTIES

- i. Payment shall be made post-completion of each exam cycle and declaration of results, upon verification and recommendation by the CoE office of the university.
- ii. The University will compensate the Bidder based on the **number of candidates appearing per exam session, exam duration, and level of proctoring (AI-only or AI + human)**.
- iii. Payment will be made cycle-wise based on successful completion and submission of performance reports. The payment shall be released within **30 days** from invoice submission, and final payments (if any) will be cleared within **next 30 days** of the exam cycle completion.
- iv. The awarded agency shall submit one consolidated bill for work carried out by them, and no supplementary bill will be accepted.
- v. In cases where the University is unable to complete the result declaration process for reasons beyond the bidder's control, **95%** payment will be made with **5%** withheld. This 5% will be released within **60 days**, irrespective of result declaration status.
- vi. Delayed, erroneous, or non-compliant services may attract following penalty, in case any of the activities mentioned in RFP are **not completed or not completed satisfactorily** according to the approved time schedule due to reasons solely and entirely attributable to the **Service Provider**, and not in any way attributable to delays from the University. The decision on the quantum and applicability of penalties shall rest with **CUHP**, Dharamshala and will be **binding** on the Service Provider.
  - A penalty up to ₹ 2,000 per instance may be levied.
  - For high-impact failures (such as exam-day system downtime, software-related technical glitches etc.), a penalty **up to ₹10,000 per instance** may be imposed.
  - Repeated or severe violations (3 or more in a single exam cycle) may lead to **cancellation of contract or blacklisting for future projects**.

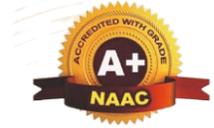
**The CUHP has been allotted GSTNo.: 02AAAGC1507PIZR** Please ensure that **GSTNo.** of CUHP must be mentioned on all invoices raised to the university for the goods and services supplied.

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;
- Invoice Number;
- Date of issue
- Name, address UIN of the recipient;



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- 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.

For any query, please contact to (Dr. Jatinder Garg, Controller of Examination)  
[coe@hpcu.ac.in](mailto:coe@hpcu.ac.in) +91-9736402919, +91-9418335203

## **25. SHORT CLOSURE OF THE CONTRACT**

In case of non-performance for **one examination cycle** or a **continuous period of 6 months**, whichever is shorter, the University reserves the right to **short close the contract** after providing due notice of one month period.

**Registrar, CUHP**

I / We have read carefully and have understood the same in vernacular known to me / us about all the Standard Terms & Conditions and I / we hereby agrees to the same and shall abide by them hence this verification

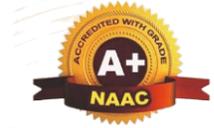
Seal & Signature of  
the Vendor



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## Form T.0 (Checklist of pre-qualification documents)

Sr No	Criteria	Documents	Check box ( Y / N)	Page No
1	The bidder should be a registered company / firm.	Certified copy of Company / firm Registration Certificate issued by the Central / State Govt.		
2	The bidder should have an average annual turnover of <b>at least ₹ 50 lakh</b> for the last Three financial years (2022–23 to 2024–25) from IT/Software and such related services. MSMEs are eligible for exemption as per applicable GoI Rules and guidelines.	Chartered Accountant's certificate; Copy of MoA specifying services.		
3	The bidder should have provided <b>AI-based remote proctoring exam services</b> to at least <b>two Universities/ Educational Boards /institutes</b> in India or at International level in the last three years.	Copies of work orders / agreements / LOIs /completion certificates.		
4	The bidder should have minimum three years of continuous experience of providing <b>AI-based remote proctoring exam services</b> .	Copies of work orders / agreements / LOIs /completion certificates.		
5	The bidder should have successfully conducted <b>proctored online examinations for at least 8000-10000 candidates in a single exam session atleast twice</b> during last three years.	Client certificate / LOI or work completion certificate mentioning number of candidates.		
6	The proctoring solution offered should support <b>AI + Live Human Proctoring</b> , browser	Declaration on letterhead with product features and demo URL.		



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	lockdown, face detection, screen monitoring, and audio-video analytics.			
7	The bidder should have a minimum of <b>15 technical staff</b> on payroll, including software developers, QA engineers, and support personnel.	Employee details with PF/ESIC/Professional Tax records.		
8	The solution must support <b>multi-browser compatibility, low-bandwidth conditions,</b> and integration via API with Different web portals of university.	Declaration of compliance; API documentation / sample integration case studies.		
9	The bidder must have conducted remote proctored exams for <b>UGC/AICTE/State / Central recognized universities or boards.</b>	Client certificates / testimonials.		
10	The bidder should have valid certifications such as <b>ISO 9001:2015 (Quality)</b> and <b>ISO 27001:2013 (Information Security).</b>	Copies of valid certifications.		
11	The bidder must not be blacklisted by any government agency or educational institution in India.	Self-declaration on letterhead.		
12	The bidder should have <b>positive net worth</b> as on 31st March 2025.	Chartered Accountant's Certificate.		
13	The proctoring system should include <b>candidate authentication via photo ID, face match, and live verification.</b>	Product brochure or feature document with screenshots.		



# Central University of Himachal Pradesh

(Established under Central Universities Act 2009)

PO Box: 21, Dharamshala, District Kangra, Himachal Pradesh-176215



## Technical Proposal Covering Letter (On Company / Firm letter head)

[Date]

The Registrar,  
Central University of Himachal Pradesh,  
Dharamshala, Distt. Kangra (HP).

Dear Sir/Madam,

**Ref:** Request for Proposal for implementing OPES of the CUHP, Dharamshala.

Having examined the bid document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services for the implementation of **Online Remote Proctored Examination System** for CUHP, Dharamshala as required and outlined in the RFP. We attach herewith our technical proposal as required by the bid document, which constitutes our offer. We undertake, if our proposal is accepted, to provide all the services as specified in the RFP or such features as may be mutually agreed between us and the University or its authorized representatives. We agree to the unconditional acceptance of all the terms and conditions set forth in the RFP document. We also agree to abide by this proposal for a period of six (6) months from the date fixed for the bid opening, and this proposal shall remain binding upon us during the said period until a formal contract is executed. This proposal, along with your written acceptance and notification of award, shall constitute a binding contract between our organization and CUHP, Dharamshala.

We confirm that the information contained in this proposal, including all its annexures, exhibits, schedules, and supporting documents, is true, accurate, and complete to the best of our knowledge. This proposal includes all information necessary to ensure that the statements made herein do not mislead the University regarding any material fact. We understand that CUHP, Dharamshala is not bound to accept the lowest or any proposal received. We also acknowledge and accept that the University reserves the right to reject any or all proposals, or to accept any part of the proposal, without assigning any reason whatsoever. It is hereby confirmed that I/We are duly authorized to act on behalf of our organization and empowered to sign and submit this document, as well as all other documents required in connection with this proposal.

**Thanking you,**

Signature of Authorized person

Applicant Name :

Address:

Email: Mobile no.:

Seal of the Vendor

Place: - \_\_\_\_\_ Date: - \_\_\_\_\_



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## (On Company / Firm letter head) CERTIFICATE AS TO AUTHORISED SIGNATORIES

I certify that I am ..... <designation> ..... of the  
..... < Company Name > ....., and that ..... <Name of the  
Respondent> who signed the above response is authorized to bind the company by the  
authority of its governing body.

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail:

Mobile:

Seal of the Vendor

Place:

Date:



# Central University of Himachal Pradesh

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(On Company / Firm letter head)

## Relevant Customer base

The Registrar,  
Central University of Himachal Pradesh  
Dharamshala, Distt. Kangra (HP) - 176215

Dear Sir

We would like to provide the following information on our customer base in India to confirm that we have been offering our OPES solution in India for the last three years.

Name of the Client	Year of Implementation		Quantity as per PO	Contract Value as per PO
	From	To		

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail:

Mobile:

Seal of the Vendor

Place:

Date:



# Central University of Himachal Pradesh

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(On Company / Firm letter head)

## Profile of Team

### A. Project Manager

1. Name of the person	
2. Role in the Project	
3. Total number of years of experience	
4. Number of years with the current company (the bidder)	
5. Functional area / expertise	
6. Number of complete life cycle OPES implementations carried out	

### B. Functional and Technical Head

1. Name of the person	
2. Role in the Project	
3. Total number of years of experience	
4. Number of years with the current company (the bidder)	
5. Functional area / expertise	
6. Number of complete life cycle OPES implementations carried out	

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile: \_\_\_\_\_

Seal of the Vendor

Place:

Date:



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**(On 100 Rs. Stamp paper)**  
**(Executive Magistrate/Notary Public)**

## AFFIDAVIT

I, ..... (Name of Vendor/ Authorized person), Aged about ..... years, residing at..... (Postal Address) do hereby swear this affidavit that, I am the proprietor of..... (Name of company/firm) Registered at.....

I do hereby swear that, the documents submitted in envelope No. 1 of the tender document for the work of ..... are true, correct and complete. I am not blacklisted in any organization. In case the contents of envelope No.1 and other document pertaining to the tender submitted by me are found to be incorrect or false, I shall be liable for action under the relevant provision of relevant laws.

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile: \_\_\_\_\_

Seal of the Vendor

Place:

Date:



**Central University of Himachal Pradesh**

(Established under Central Universities Act 2009)

PO Box: 21, Dharamshala, District Kangra, Himachal Pradesh-176215



(On **Company / Firm** letter head)

**DECLARATION OF THE CONTRACTOR**

I/We hereby declare that I/we have made myself / ourselves thoroughly conversant with the local conditions regarding all materials/labour/services on which I/we have based my/our rates for this tender. The specifications, and lead of materials/services on this work have been carefully studied and understood by me/us before submitting this tender. I/we undertake to use only the best materials/services approved by the Central University of Himachal Pradesh, Dharamshala or its duly authorized representative before starting the work/services and to abide by its decision.

I/We hereby undertake to pay the labourers engaged on the work as per minimum wages Act 1948 applicable to the Zone concerned.

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail: \_\_\_\_\_

Mobile: \_\_\_\_\_

Seal of the Vendor

Place:

Date:



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**(On Company / Firm letter head)**

***Non infringement of Patent Rights/Copyrights Confirmation***

To

The Registrar,

Central University of Himachal Pradesh

Dharamshala, Distt. Kangra (HP) – 176215

**Subject:** Undertaking on non-infringement of Patent Rights/copy rights

Dear Sir,

I/We do hereby undertake that none of the deliverables/services being provided by us is infringing on any patent or intellectual property rights as per the applicable laws of relevant jurisdictions having requisite competence.

I/We also confirm that there shall be no infringement of any patent or intellectual property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipment's, systems, services or any part thereof to be provided by us. We shall indemnify the University against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties. Without prejudice to the aforesaid indemnity, we shall be responsible for the completion of the supplies of the software / applications / services including upgrades as and when they are made available and uninterrupted use of the software solution / services and/or system or any part thereof to the University, irrespective of the fact of claims of infringement of any or all the rights mentioned above. If at a later date, it is found that it does infringe on patent rights, I/We absolve and indemnify the University of any Legal Action.

Yours faithfully,

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail:

Mobile:

Seal of the Vendor

Place:

Date:



**Central University of Himachal Pradesh**

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**(On Company / Firm letter head)**

**Commercial Proposal Covering letter**

To

The Registrar,

Central University of Himachal Pradesh

Dharamshala, Distt. Kangra (HP) – 176215

**Ref:** Commercial Proposal for providing the OPES solutions

Dear Sir,

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide service for implementing the OPES of the University to meet such requirements and to provide services as set out in the bid document. Following is our quotation summarizing our commercial/financial proposal.

We attach here to the commercial/financial proposal as required by the Bid document, which constitutes our proposal.

We undertake, if our proposal is accepted, to provide all the services to implement the OPES solution as put forward in the RFP.

We agree for acceptance of all the terms and conditions in the bid document and also agree to abide by the bid response for a period of SIX MONTHS from the date of opening the commercial/financial bid and it shall remain binding upon us until such time a formal contract is prepared and executed within the six months.

We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail:

Mobile:

Seal of the Vendor

Place:

Date:



**Central University of Himachal Pradesh**  
(Established under Central Universities Act 2009)  
PO Box: 21, Dharamshala, District Kangra, Himachal Pradesh-176215



**(On Company / Firm letter head)**

**BID PROPOSAL SHEET**

Bidder's proposal reference no. \_\_\_\_\_ & Date \_\_\_\_\_

Bidder's name & Address:

Person to be contacted:

Designation:

Telephone No.:

Fax No.:

Email ID:

The Registrar,  
Central University of Himachal Pradesh  
Dharamshala, Distt. Kangra (HP) – 176215

***Subject: Bids for engagement of Remote Proctoring Examination Agency for CUHP***

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 90 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***

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 CUHP.

***Qualifying Data***

We confirm that we satisfy the qualifying criteria and have attached the requisite



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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 Central University of Himachal Pradesh is not bound to accept the bid that it may receive.

**Thanking you!**

Yours faithfully,

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail:

Mobile:

Seal of the Vendor

Place:

Date:



# Central University of Himachal Pradesh

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(On Company / Firm letter head)

## Commercial Bid

The Registrar,  
Central University of Himachal Pradesh  
Dharamshala, Distt. Kangra (HP) – 176215

**Sub:** Commercial quote for providing the OPES solutions for CUHP,  
Dharamshala

Dear Sir,

S. No.	Item description	Rate per Student per Exam in Rs. (In Words only)	Taxes if any in % (if applicable)	Rate per Student per Exam (Inclusive of Taxes) Rs. (In words only)
1.	Online Remote Proctored Examination (End-to-End Solution): Includes candidate authentication, secure browser integration, AI- based auto proctoring and/or live proctoring, flagging of malpractices, storage of data, system dashboard, technical support, and compliance as per the University's Specifications in RFP.			

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail:

Mobile:

Seal of the Vendor

Place:

Date:



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**(On Company / Firm letter head)**

**Reasonable Price Certificate**

This is to certify that the price quoted by us for the supply of \_\_\_\_\_  
[Item/Service Description] to **Central University of Himachal Pradesh, Dharamshala**  
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.

Signature of Authorized Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail:

Mobile:

Seal of the Vendor

Place:

Date:



**Central University of Himachal Pradesh**  
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**(On Company / Firm letter head)**

**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 Person Applicant / Contractor Name

Address: \_\_\_\_\_

E-mail:

Mobile:

Seal of the Vendor

Place:

Date: