

**भारतीय सूचना प्रौद्योगिकी संस्थान गुवाहाटी**  
**Indian Institute of Information Technology Guwahati**

बंगरा गुवाहाटी 781 015, भारत  
Bongora, Guwahati 781 015, India



**Tender No: IIITG/S&P/171/2026/257**

**Date: 22.05.2026**

**Notice Inviting e-Tender for Hiring of Agency for  
providing Online Teaching Platform and Online  
Exam Platform Services at Indian Institute of  
Information Technology Guwahati**

[www.iiitg.ac.in](http://www.iiitg.ac.in)



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## **SECTION-I**

### **Notice Inviting e-Tender**

On behalf of the Director, Indian Institute of Information Technology Guwahati, online tenders are invited under two-bid system from reputed and experienced agencies for *Hiring of Agency for providing Online Teaching Platform and Online Exam Platform Services at Indian Institute of Information Technology Guwahati* as per following schedule:

Tender No	IIITG/S&P/171/2026/257 Date: 22.05.2026
Tender Name	e-Tender for Hiring of Agency for providing Online Teaching Platform and Online Exam Platform Services at Indian Institute of Information Technology Guwahati
Tender Publishing Date	26.05.2026
Location of services to be rendered	IIIT Guwahati Campus, Bongora, Guwahati, Assam 781015, Assam-INDIA
Period of Contract	Initially for six months. This period may be extended on bi-annually basis subject to the satisfactory performance on the same terms & conditions and at the sole discretion of the IIITG.
Bid Submission Start date	27.05.2026
Bid Submission End date and time	<b>10.06.2026, 15.00 HRS</b>
Date of Opening of Technical Bids	<b>11.06.2026, 15.30 HRS</b>
Date of Opening of Financial Bid	<b>To be intimated later</b>
Tender Fee (non-refundable)	₹ 1,000/- through SBI i-Collect
EMD	₹5,000.00 /- through SBI i-Collect MSE's are exempted from the payment of EMD, SMEs should submit a valid MSME certificate.
Performance Bank Guarantee	<b>3%</b> of final tender value
Communication Address	Dean (Admin) Indian Institute of Information Technology Guwahati Bongora, Guwahati, Kamrup(R) 781015, Assam Email: <a href="mailto:doa@iiitg.ac.in">doa@iiitg.ac.in</a>



- Tender document is available on **CPP Portal** (URL: <https://eprocure.gov.in/eprocure/>) and Institute website i.e. <https://www.iitg.ac.in/tenderniq>
- Instructions regarding submission of online bids are available at URL: <https://eprocure.gov.in/eprocure/>. Bidders are requested to follow the instructions carefully as per the tender document and the instructions given in the above said website. The bidder should go through the tender documents/instructions carefully before submitting/uploading the bids.
- The Institute shall not be responsible for any delay in submission of online Bids. ***The Institute reserves the right to accept or reject any bid, relax/withdraw/add any of the terms and conditions contained in the tender documents or cancel the tender without assigning any reason thereof.*** Institute's decision in this regard shall be treated as final. No correspondence in this regard will be entertained.
- Changes made in the tender documents due to reasons beyond the control of the Institute will be uploaded on the website only and no additional notification will be issued in Newspaper. Please visit our website regularly for any corrigendum/ amendments and submit the bid documents accordingly.
- The tenderer shall sign and stamp each page of this tender document as taken of having read, understood and comply with tender, the terms and conditions contained herein.
- Manual bid/tender will not be accepted under any circumstances.
- Incomplete bids/ documents not conforming to the directions and terms & conditions given in the tender document (including corrigendum/ addendum) shall be rejected without giving any reason. No verbal or written enquiry will be entertained in respect of acceptance or rejection of the tender.
- The benefit of MSME/ NSIC will be given to the firm registered under micro and small category only.

Sd/-

Dean (Admin) IIIT  
Guwahati



## **SECTION-II**

### **Instructions to Bidders**

#### **1. Registration Process**

- 1.1. Bidders to enroll on the e-Procurement module of the portal <http://eprocure.gov.in/eprocure/app> by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
- 1.2. The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 1.3. Bidders to register upon enrolment their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- 1.4. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse. Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.
- 1.5. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

#### **2. Tender Documents Search**

- 2.1. Various built-in options are available in the CPP portal to facilitate bidders to search active tenders by several parameters These parameters include Tender ID, location, date, value, etc.
- 2.2. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2.3. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be



moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 2.4. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### 3. Bid Preparation

- 3.1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 3.2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 3.3. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3.4. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with **100 dpi with black and white** option.
- 3.5. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### 4. Bid Submission

- 4.1. Bidder to log in to the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.



- 4.2. The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 4.3. Bidder to select the payment option as "Off-line" to pay the tender fee/ EMD wherever applicable and enter details of the instrument.
- 4.4. A standard BoQ format (Annexure-J) has been provided with the tender document to be filled by all the bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- 4.5. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 4.6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- 4.7. The uploaded tender documents become readable only after tender opening by authorized bid openers
- 4.8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 4.9. Add scanned PDF of all relevant documents in a single PDF file of compliance sheet. Provide respective page nos. to the pages and the same must be mentioned in the checklist.

## **5. Assistance to Bidders**

- 5.1. Any queries relating to tender document and terms and conditions contained therein should be addressed to Tender Inviting Authority or the relevant contact person indicated in the tender.
- 5.2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 0120-4200462, 0120-4001002, 0120-



4001005.

## 6. General Instructions to the Bidders

- 6.1. The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app> only. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- 6.2. Possession of Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/ e-Token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link 'Information about DSC'.
- 6.3. Bidders are advised to follow the instructions provided in the 'Instructions to the Tenderers for the e-Submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>.
- 6.4. **Cost of Bidding** - The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Institute will, in no case, be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.
- 6.5. **Tender Processing Fee and Bid Security (EMD)**

The tender processing fee of ₹ 1,000/- (non-refundable) is payable online through SBI Collect, failing which the bid will be summarily rejected. The payment link and the steps to be followed are as follows:

<https://www.onlinesbi.sbi/sbicollect/icollecthome.htm>

- Step1.** Select Category as " Educational Institutions"
- Step2.** Search for IIIT Guwahati
- Step3.** Under Payment Category , select "Tender Fee and EMD" .
- Step4.** Fill all Details and pay.

Note:

1. The Bid Security/ EMD can also be submitted in the form of BG as per the format given at the **Annexure-F**. The bank details of IIIT Guwahati are as follows:



Bank - State Bank of India  
A/c Name - Indian Institute of Information Technology Guwahati  
A/c No. - 34573379424  
IFSC - SBIN005242  
Branch - MIRZA

2. This online payment receipt may be provided in the technical e-bid.
3. Tender Processing Fee Exemption is allowed to only eligible bidders

#### 6.6. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid shall be written in English language.

#### 6.7. Documents Comprising the Bid

The two-bid system will be followed for this tender. In this system, online offer should be submitted under TWO-BID System in two separate e-packets i.e. "Technical eBid" and "Financial eBid".

**6.8.1. Technical bid:** The technical e-bid containing the following documents shall be submitted through CPP Portal:

- 6.8.1.1. Tender/ EMD fee details with receipt. If the proof of Tender Processing Fee and EMD submission is not uploaded along with the technical bid, such bid will not be considered.
- 6.8.1.2. Documents in support of minimum eligibility criteria given in Section-IV required for bidding.
- 6.8.1.3. Details of works of similar class completed as on the last date of submission.
- 6.8.1.4. Declaration letter, feedback form etc.

#### 6.8.2. Financial Bid:

6.8.2.1. The financial bid shall comprise of the price component indicating the prices for each item (Inclusive of all taxes). The duly filled BoQ in xls i.e excel format (copy of the BoQ is shown at Annexure-J for illustrative purpose only).

6.8.2.2. **Price:** The bidders must quote their price as specified in the



prescribed format (BoQ) which has to be downloaded from CPPP/e-Tender portal, to be filled and uploaded. Illustrative format of BoQ may be seen at Annexure-J.

6.8.2.3. The price once accepted by the Institute shall remain valid till the first year of the contract period. The Institute shall not entertain any increase in the rates during the period. However, on extension of the contract period the rate may be increased as per the Consumer Price Index provided by the GOI with due approval from the competent authority.

6.8.3. Notwithstanding the sub-division of the documents into separate sections or otherwise, every part of each section/ point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.

6.8.4. **Each page of the bid should be numbered properly and to be uploaded in the same order.**

6.8. **Bid Currencies** - Price shall be quoted in Indian Rupees only.

#### 6.9. **Period of Validity of Bids**

6.10.1. Bids shall remain valid for **180 days** after the date of bid opening prescribed by the Institute. A bid valid for a shorter period shall be rejected as non-responsive. Any benefit for downward reversion of prices, should be extended to the Institute.

6.10.2. In exceptional circumstances, the Institute may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request. A Bidder granting the request will not be required nor permitted to modify the bid.

6.10.3. Financial Bid evaluations will be based on the bid prices without taking into consideration the above modifications.

6.10. **The tender must be submitted ONLINE before the due date. The offers received after the due date and time will not be considered. Manual submission of bids will not be considered. The Institute may, at its discretion, extend this deadline for submission of bids.**



6.11. **Conditional Bids:** Conditional bids are liable to be rejected summarily.

6.12. **Modifications, Acceptance and Withdrawal of Bids**

- 6.13.1. The Bidder may modify or withdraw its bid after the ONLINE bid's submission, as per the provision of CPP Portal.
- 6.13.2. No bid shall be modified subsequent to the deadline for submission of bids. No documents will be accepted in support of essential criteria after the last date of submission of bids.
- 6.13.3. No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder in the bid form.
- 6.13.4. The right of final acceptance of the tender is entirely vested with the Director, IIT Guwahati who reserves the right to accept or reject, any of the tenders in full or in parts without assigning any reason whatsoever.

6.13. **Opening of Technical Bids**

The technical bids will be opened by the Tender Committee as per CPP guidelines on 11.06.2026, 15.30 HRS at Indian Institute of Information Technology Guwahati.

6.14. **Clarification of Bids**

- 6.15.1. During evaluation of the bids, the Institute may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.
- 6.15.2. No Bidder shall contact the Institute authority on any matter relating to its bid after bid opening until the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Institute, it should be done in writing.
- 6.15.3. Any effort by a Bidder to influence the Institute's authority in its decisions on bid evaluation, bid comparison or contract award decisions may result in rejection of the Bidder's bid.

6.15. **Evaluation of Technical Bid**



- 6.16.1. Technical evaluation will be done on the basis of meeting Minimum Eligibility Criteria (Ref: Section IV of this bid document) and fulfillment of other terms & Conditions specified in this bid document only based on supporting documentary evidence submitted along with technical bids.
- 6.16.2. Bidders meeting all technical parameters will be declared as Technically Qualified bidders and qualify for opening of financial/price bid opening.
- 6.16.3. The decision of the tender committee/ competent authority will be final and binding in this regard.

#### **6.16. Opening of Financial Bids**

The Financial Bids of only those bidders who qualify in the technical bid shall be opened after evaluation by the Committee constituted for the purpose. No bidder will be allowed to withdraw its bids after opening of technical bids.

#### **6.17. Evaluation of financial Bids**

- 6.18.1. In financial bid, Bidder/Company/Firm/Agency offering lowest price among opened financial bids will be awarded the contract.
- 6.18.2. If the price quoted by a Bidder/Company/Firm/Agency is abnormally low or unjustified, the bid will not be considered.

#### **6.18. Award Criteria**

- 6.19.1 The Bidder/Company/Firm/Agency quoting the lowest rate will be declared qualified. For any reason if the bidder quoting the lowest bid denies/ expresses its inability to accept the offer, the second or subsequent bidder who agrees to work at the rates quoted by the lowest bidder may be considered for award of the work.
- 6.19.2 The Successful Bidder whose tender is accepted by IITG, shall be issued a Letter of Intent. The Successful Bidder shall confirm acceptance by returning a signed copy of the Letter of Intent.
- 6.19.3 The Successful Bidder will be awarded the contract for a period of 12 (Twelve) months. The period of contract can be extended for a further period of twenty-four (24) months, on year to year or bi-annual basis based on the performance of the Contractor, duly assessed by the Institute and on mutually agreed terms.
- 6.19.4 In case, the vendor is found lacking in providing the desired



services in running the counselling services the contract is liable to be cancelled and the Institute may offer the contract to the L2 bidder.

6.19.5 Within two weeks from the date of acceptance of the order by the selected Bidder, the Bidder shall execute an Agreement on non-judicial stamp paper of appropriate value with IIITG at in a format prescribed by IIITG and the selected Bidder. The successful bidder shall commence operation within two weeks from the date of award of the Contract or the firm date as specified by IIITG.

#### **6.19. Notification of Award**

Prior to the expiry of the validity period, the successful Bidder shall be notified by the Institute in writing through e-mail /speed post or hand delivered letter.

#### **6.20. Submission of Performance Bank Guarantee**

The successful bidder shall submit the Performance Bank Guarantee (3% of the final tender value) within the 15 days from the acceptance of the Letter of Intent issued by IIT Guwahati.

6.21. **Refund of EMD to the unsuccessful bidder:** EMD will only be refunded to the unsuccessful bidders within 60 days after finalization of Tender.



## **SECTION III**

### **Definitions**

1. "Bid" (including the term 'tender', 'offer', 'quotation' or 'proposal' in certain contexts) means an offer to supply goods, services or execution of works made in accordance with the terms and conditions set out in a document inviting such offers;
2. "Bidder" (including the term 'tenderer', 'consultant' or 'Service Provider' in certain contexts) means any eligible firm or company or agency participating in a procurement process/work contract offering with a Procuring/Entity;
3. "(Standard) Bid(ding) documents" (including the term 'tender (enquiry) documents' or 'Request for Proposal Documents' – RFP documents in certain contexts) means a document issued by the Procuring Entity, including any amendment thereto, that sets out the terms and conditions of the given procurement and includes the invitation to bid;
4. "Bid security" (including the term 'Earnest Money Deposit'(EMD), in certain contexts) means a security from a bidder securing obligations resulting from a prospective contract award with the intention to avoid: the withdrawal or modification of an offer within the validity of the bid, after the deadline for submission of such documents; failure to sign the contract or failure to provide the required security for the performance of the contract after an offer has been accepted; or failure to comply with any other condition precedent to signing the contract specified in the solicitation documents.
5. "Competent authority" means the officer(s) who finally approves the decision.
6. "e-Procurement" means the use of information and communication technology (especially the internet) by the Procuring Entity in conducting its procurement processes with bidders for the acquisition of goods (supplies), works and services with the aim of open, non-discriminatory and efficient procurement through transparent procedures;
7. "Notice inviting tenders" (including the term 'Invitation to bid' or 'request for proposals' in certain contexts) means a document and any amendment thereto published or notified by the Procuring Entity, which informs the potential bidders that it intends to procure goods, services and/or works.;



8. “Outsourcing of Services” means deployment of outside agencies on a sustained long term (for one year or more) for performance of other services which were traditionally being done in-house by the employees of Organization (e.g. Security Services, Operation & Maintenance Services/Horticultural Services, Janitor/Cooking/Catering/Management Services for Hostels and Guest Houses, Cleaning/Operation & Maintenance Services, Errand/Messenger Services and so forth).
9. “Service Contract” (including the terms ‘Service order’ or ‘Letter of Intent’ or ‘Contract for other services’ under certain contexts), means a formal legal agreement in writing relating to the subject matter of providing required services, entered into between the Client and the Service Provider/ Company/Firm/Agency on mutually acceptable terms and conditions and which are in compliance with all the relevant provisions of the laws of the country.
10. “Service” is defined as any subject matter of procurement other than goods or works, except those incidental or consequential to the service and includes physical, maintenance, professional, intellectual, training, consultancy and advisory services or any other service classified or declared as such by a Procuring Entity but does not include appointment of an individual made under any law, rules, regulations or order issued in this behalf.



## **SECTION-IV**

### **Minimum Eligibility Criteria for Bid Submission**

The tenderers should meet the qualifying requirement as mentioned below of the tender document. Tenders not meeting the qualifying requirements shall be summarily rejected. Tenders of those tenderers, which are found to be meeting the qualifying requirement, shall be taken up for detailed evaluation. Consortium based offers shall not be accepted.

#### **1. Qualifying Criteria:**

- 1.1. The consultant/firm must be registered in India as required by law and should have minimum 03 years of continuous operation up to the date of publication of this proposal.
- 1.2. **Experience:** - Experience of having successfully provided / currently providing, at least one (01) Service of similar nature in any large multi-cultural/ technical educational institution of repute in India during last 03 (Three) years.
- 1.3. The bidder firm must be a legally valid identity i.e. a Proprietary/Partnership Firm/ Limited Company/ Society legally constituted or registered under the relevant Act (Enclose a self – attested copy of the registration certificate/ relevant document). Consortium based bids are not allowed.
- 1.4. The tenderer should not have been blacklisted or have any contract prematurely terminated by the Contractee, anytime during the past five years. Towards this, 'Satisfactory Completion Report' issued by all relevant Contractees during said period must be submitted.
- 1.5. For calculation purpose, 31 Mar 2025 will be the reference date.

#### **2. Financial Criteria:** The tenderer should have the following qualifying financial criteria:

- 2.1.** The tenderer must have an average annual turnover of at least ₹5 lakhs over the last three financial years, namely FY 2022-23, 2023-24, and 2024-25.
- 2.2. Bidder should provide the annual turnover and audited accounts statements for the last three financial years duly certified by a chartered accountant.
- 2.3. The work executed in the own name of the bidder only will be considered for meeting the eligibility criteria.



2.4. The Bidder must produce certificate of experience from the clients. The certificate should clearly mention the following details:

Sl. No.	Description
1	Name of the client and full address
2	Contact number and email ID of the client
3	Details of work performed
4	Period of work (starting and ending)
5	Value of work completed in Contract

2.5. Copy of work order/agreement and/or self-certified certificates WILL NOT BE ACCEPTED as certificate of experience. If any document other than certificate of experience is produced, such document WILL NOT BE ACCEPTED. Bids not accompanied by certificate of experience issued by the client WILL AUTOMATICALLY STAND DISQUALIFIED. IIT Guwahati reserves the right to verify such certificates by contacting appropriate authority of the Institutions.

3. An affidavit, in original: Duly certified by a Notary that:

3.1. The Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed in the last five years.

3.2. That there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has not been punished by any Court in the last five years.

3.3. That there are no dues towards income tax as on the date of the affidavit.

4. Production of originals for verification: The bidder may be asked to produce the original documents for verification at any stage of tender process as and when sought for, failing which the bids are liable for disqualification.

5. The bidder/Company/Firm/Agency will have to provide details of Income Tax and GST return of their firm for last three financial years (2022-23, 2023-24, and 2024-25).

6. The bidder/Company/Firm/Agency has to submit Profit & Loss Account/ Income and Expenditure Account along with Balance Sheet and Independent Audit report for the



preceding three financial years (2022-23, 2023-24, and 2024- 25).

7. The bidder /Company / Firm / Agency should have valid PAN and GST Number and must provide the copy of the same.
8. The bidder /Company / Firm / Agency should have its own Bank Account.

Note:

1. Non-compliance with any of the above conditions by the Service Provider will lead to disqualification for being nonresponsive.
2. Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice for the purpose.
3. Above statutory registrations/licenses must be under the jurisdiction of local government, wherever applicable.



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## **SECTION-V**

### **Requirement of Services**

#### **I. Online class platform**

The platform must be a comprehensive solution offering the following integrated modules and features:

##### **1. Core Learning Management System (LMS) Functionality**

- **Course Creation & Management:** Intuitive tools for instructors to create, organize, and manage course content, including syllabi, modules, and learning paths.
- **Content Repository:** A centralized library for storing and sharing various content types, including documents (PDF, DOCX), presentations, videos, audio files, and SCORM/xAPI packages.
- **User & Role Management:** Secure administration of users (students, instructors, administrators, parents) with customizable role-based access control (RBAC).
- **Enrolment Management:** Support for manual, self-enrolment, and bulk enrolment of students into courses and batches.

##### **2. Instructional and Engagement Tools**

- **Live Virtual Classroom:** A built-in, high-definition video conferencing tool for live, synchronous classes with features like:
  - Interactive Whiteboard & Annotation Tools
  - Screen Sharing (full screen, application window)
  - Breakout Rooms for group activities
  - Live Polling and Quizzing
  - Session Recording with automated cloud storage and sharing.
- **Discussion Forums:** Threaded discussion boards for asynchronous interaction, allowing for rich media embedding and moderation by instructors.
- **Assignments & Submission:** A comprehensive assignment module that allows instructors to create, distribute, and collect assignments in various formats (file uploads, text entry, etc.). Should include plagiarism detection integration.
- **Recording of the class** should be available to the students and teachers for the duration of



2 years

### 3. Collaboration and Communication

- **Direct Messaging & Announcements:** A secure internal messaging system for one-on-one or group communication, along with a course announcement tool to broadcast important information.
- **Group Workspaces:** Functionality to create student groups for collaborative projects, providing each group with its own discussion board, file-sharing area, and collaboration tools.
- **Integrated Calendar:** A personal and course-level calendar that aggregates all important dates, including assignment deadlines, live class schedules, and exams.

### 4. Analytics and Reporting

- **Student Progress Tracking:** Detailed dashboards for instructors to monitor individual student progress, including content access, assignment completion, and time spent on the platform.
- **Engagement Analytics:** Reports on overall course engagement, popular content, and forum participation to help instructors refine their teaching strategies.
- **Administrative Reporting:** System-wide reports for administrators on user activity, course completion rates, and platform usage.

### 5. User Experience and Accessibility

- **Intuitive Interface:** A modern, clean, and easy-to-navigate user interface for all user roles.
- **Mobile-First Design:** A fully responsive design and/or dedicated mobile applications (for iOS and Android) with full functionality for learning on the go.
- **Accessibility Compliance:** Must be compliant with international accessibility standards (e.g., WCAG 2.1 AA) to ensure usability for people with disabilities.
- **Custom Branding:** Ability to customize the platform with the institution's logo, color scheme, and domain name.

### 6. Technical & Vendor Requirements

- **Cloud-Based (SaaS):** The solution should be a fully managed, cloud-hosted Software-as-a-Service (SaaS) platform to minimize internal IT overhead.
- **Scalability & Reliability:** Guaranteed high uptime (e.g., 99.9% SLA) and proven ability to scale to support 300 concurrent users.



- **Integration Capabilities:** Robust API support for seamless integration with our existing Student Information System (SIS), payment gateways, and other third-party tools.
- **Data Security & Privacy:** Compliance with data protection regulations (like GDPR, FERPA, etc.) with strong data encryption both in transit and at rest.
- **Vendor Support & Training:** The vendor must provide comprehensive on boarding, dedicated technical support with a clear Service Level Agreement (SLA), and ongoing training resources for faculty and administrators.

## II. Online examination portal

### 1. Exam Creation and Management

- **Question Bank Management:** A centralized repository to create, import, and manage a large volume of questions. It should support various question formats like MCQs (single/multiple correct), essay-type, fill in the gaps and file upload (images of written answer).
- **Test Creation & Scheduling:** The ability for educators to create customized tests, set time limits, and randomize questions to create unique assessments. It should also allow for automated scheduling and management of exams.
- **User-Friendly Interface:** An intuitive platform that is easy to navigate for both administrators and students.

### 2. Security and Proctoring

- **Secure Browser:** A lockdown browser to prevent candidates from accessing unauthorized resources during the exam.
- **Remote Proctoring:** The system must offer robust remote proctoring to maintain exam integrity. This should include:
  - **Live Proctoring:** Real-time monitoring of test-takers by human proctors via webcam and microphone.
  - **Automated AI Proctoring:** AI-powered analysis to flag suspicious behaviour like the presence of another person or mobile phone.
- **Record and Review Proctoring:** Recording of the entire exam session for later review.
- **Candidate Authentication:** Secure identity verification of the test-taker through methods like facial recognition and ID scanning.



### 3. Administration and User Management

- **Role-Based Access Control:** Configurable roles and permissions for administrators, faculty, and students.
- **Student and Batch Management:** Tools to manage student registration, create batches, and assign specific exams.
- **Automated Notifications:** The ability to send instant notifications to students regarding exam schedules and other important updates.

### 4. Evaluation and Reporting

- **Automated Grading:** Auto-evaluation capabilities for objective questions to ensure quick and accurate results. Mechanism to give negative marking to MCQ questions.
- **Comprehensive Analytics:** In-depth performance analytics to provide insights into student performance. This includes generating detailed reports and dashboards.

### 5. Technical Specifications

- **Scalability:** The platform must be highly scalable, capable of handling thousands of test-takers simultaneously.
- **Cross-Browser and Device Compatibility:** The system should be compatible with major web browsers and devices, including desktops, laptops, and tablets.
- **Integration Capabilities:** The ability to integrate with existing Learning Management Systems (LMS) is essential.
- **Data Security and Privacy:** The software must ensure robust data protection and comply with relevant privacy regulations like GDPR.

### 6. Support

- **Support:** The vendor must offer reliable technical support and a clear Service Level Agreement (SLA). Support to faculties during exam scheduling and evaluation also support for students during exam.
- **Training:** The vendor should provide training for faculty and staff on how to use the system effectively.



## **TERMS OF REFERENCE**

For Providing Online Teaching/Learning Platform and Online Examinations at IIIT GUWAHATI

**(a) Background:** Indian Institute of Information Technology Guwahati (IIITG) is an institute of National Importance under an Act of Parliament (THE INDIAN INSTITUTES OF INFORMATION TECHNOLOGY (PUBLIC-PRIVATE PARTNERSHIP) ACT, 2017). It offers B.Tech. and MTech. courses in Electronics and Communication Engineering (ECE) and Computer Science Engineering (CSE), and has PhD programmes in ECE, CSE, Mathematics, and Humanities and Social Sciences (HSS). IIITG started operations in August 2013 with B. Tech programmes in CSE and ECE. The first batch of B. Tech students completed their programme in May 2017. PhD programmes were introduced in 2015 and M.Tech. programmes in CSE and ECE in July 2018. IIIT Guwahati stands tall for its excellence in Academics and Research with top class faculty, staff and students.

**(b) Statement of objective:** Online Teaching/Learning Platform and Online Examinations at IIIT Guwahati will involves providing teaching learning platform as a service for conducting online classes for BTech and MTech students.

**(c) Brief scope of services:** The institute is planning to hire service of online classes and examination service to conduct mid semester and end semester examination for BTech and MTech students.

**i. For Online Classes:** The Online Teaching/Learning Platform should support the following.

- Should be cloud Hosted
- Support for user management with role based access control
- Support for Dynamic Content quality based on Bandwidth availability
- Scalability of multiple lectures and support upto 250 user in each session
- LMS Integrated? Which LMS?
- User profile for all registered users
- Support for Attendance?
- Support for online course authoring & design.
- Support for rich media, animations, etc. for course design?
- Support for Raise Hand
- Support for focus on raise hand
- Support for Drawing figure
- Support for multiple views like grid, presenter etc.
- Support for remote muting of all participants by host
- Support for Presentation mode
- Support for Replay of the class without forwarding and recording attendance
- Support for Lecture notes and study materials sharing (using LMS)
- Support for Scheduling classes.
- Support for Notification via Email/sms/Push Notification
- Support for Automatic subtitles.
- Support for Intermittent Quiz (MCQ type having integration with LMS) during class



- Screen Sharing with presentation mode
- File sharing
- Support for Home work/assignment
- Bulk Study Material Download under Each Course
- Tracking of progress per student

**ii. For Online Examinations:** The examination system should support the following.

- Be Cloud Hosted.
- Provisioning of adequate bandwidth and computing infrastructure at the hosting side.
- Support for secure authentication.
- Support for Coding questions using IDE environment for students to type and run the code.
- Support MCQs, subjective, fill in the blanks.
- Support for diagrammatical questions.
- Support for secure question Bank.
- Support Bulk question uploading.
- Support for uploading excel/word/images as answers.
- Support for automatic and manual remote invigilation/proctoring of the candidates.
- Enable the Invigilator to chat with the candidate, pause and terminate the examination on noticing anything unusual.
- Support for resumption of examination in case of power/network failure.
- Support for online evaluation of answer.
- Support for both automatic and manual evaluation of examination.



## **SECTION-VI**

### **General Terms and Conditions**

#### **1. Bid Specific Terms and Conditions:**

1.1. **Duration of Service:** The service will be hired initially for a period six months and may be extended bi-annually if the service is found to be satisfactory on the same terms & conditions and at the sole discretion of the IITG for a maximum tenure up to 03 (Three) years.

1.2. **Scope of Service:** The service is to be provided for conducting online classes and online proctored examination for a section of students of IIT Guwahati. Both of these service should be provided under same platform.

#### 1.3. **Schedule of Service:**

**For Online Classes:** The duration of the online classes shall be from July 2026 to November 2026 (tentatively for 4 months), commencing from the end of July 2026 and continuing up to November 2026.

**For Online Examination:** The examinations are scheduled in the Month of September 2026, October 2026, November 2026 and December 2026. The examination schedules are subjected to change.

1.4. **No of class days:** Total no of classes days are about 70 days excluding the holidays.

#### 1.5. **No of students:**

**For Online Classes:** Total Number of students are expected to be around 265. (Actual number of students might vary to maximum of  $\pm 10\%$ )

**For Online Examinations:** Total no of exams is likely to be 1700 for January-June 2026. (Actual number of students might vary to maximum of  $\pm 10\%$ ).

1.6. **No of Faculties:** Total no of faculties will be about 50

1.7. **No of hours:** Each student is likely to have maximum of 7 hours of classes per day

1.8. **Maximum no of Simultaneous classes:** Maximum of 35

1.9. **Rates:** Rates quoted must be in INR (₹) as per the BOQ at Annexure-K.

#### **2. Statutory Compliance:**

2.1. **Compliance with Laws:** The contractor shall ensure full compliance with all



statutory laws of the Government with regard to this contract and shall be solely responsible for the same. The contractor shall indemnify or deemed to have indemnified IIT Guwahati fully for all claims and losses arising out of this contract against liability of tax, interest, penalty, any claim, statutory non-compliance, damage, compensation etc.

2.2. The contractor shall maintain all records about the statutory compliance as per the Government of India rules and regulations at their end. IIT GUWAHATI will have the right to verify each and every document.

### 3. Terms of Payment:

3.1. **Submission of Bills:** The agency shall be fully responsible for timely submission of its bill. IIT Guwahati will release the payment by 30 working days after submission of bill, if complete documentary evidence in respect of the above are submitted.

3.2. **Payment:** Payment will be made within 30 days of successful conduct of classes and examinations as per schedule of service on submission of bills along with reports on the basis of actual number of students appearing in the classes and examination. No advance payment will be made.

3.3. The contractor needs to provide details of his Bank Account number, name and address of the Bank, Branch, Branch Code and IFSC code, to facilitate payment through NEFT/ RTGS.

3.4. **Taxes:** The Consultant shall fully familiarize themselves about the applicable to Goods and Service Tax (GST) on amounts payable by the IIT Guwahati under the Contract. Tax must be included by the consultant in the cost proposal. IIT Guwahati will pay GST and deduct TDS on GST as per GST Rule or any amendment thereof from the contractor's bill at the prevailing rates.

3.5. **Income Tax:** Income Tax at source as per Income Tax Act shall be deducted from the contractor's bill at the prevailing rates of such sum as income.

### 4. Penalty:

Deduction on account of unsatisfactory service will be made from the monthly bill. The recovery will be decided by the designated officer. The methodology for deduction will be as under:



- 4.1. Not attending or discouraging any service related complaints would impose a fine of ₹1000 per incident.
- 4.2. In case of lapse of services/carelessness, deduction shall be made @₹ 1000/- per event etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the institute.
- 4.3. In case of unforeseen or peculiar circumstances, the decision of the institute, so far as imposition of penalty is concerned, shall be final.
- 4.4. If the services are found unsatisfactory and below the expected standard in a particular area the institute will have the right to get the same done by another contractor. The charges on account of this shall be deducted from the contractor's bill. Decision of the institute shall be final in this regard.
- 4.5. In case of any imposed penalty by any Statutory Authority, for non-compliance of any statutory obligation by service providing agency as per the Statutory Acts & Rules. The same shall be over and above the contractual clauses.
- 4.6. For any violation in the agreement a fine of ₹ 5,000/- will be imposed.
- 4.7. Repetitive complaints of offensive conduct by the contractor shall lead to appropriate penalization and action by the Competent Authority.
- 4.8. The contractor must endorse the penalty/ proposed deductions on account of non-compliance of the above on the same day of such happenings, deductions for the above will be made from the bill of the contractor. IIIT Guwahati may at its discretion, recover penalties. In the event of appeal, the decision of Director, IIIT Guwahati shall be final and binding upon the contractor.

## 5. Other Terms and Conditions:

- 5.1. **Termination without compensation:** In the event of violation of any terms and conditions of the Tender documents or the agreement, it would be construed, as a breach of contract and institute will be entitled to terminate the contract without any compensation in lieu thereof and the security deposit made by the contractor towards successful implementation of the contract may be forfeited.
- 5.2. **Alterations/ Modifications:** IIIT Guwahati reserves the right to make



alterations in the required services as per actual requirement. The contractor shall deploy such services also at the rate as agreed to in the Work Order/ Letter of Intent/ Agreement.

- 5.3. **Performance of contractor:** In case the contractor fails to commence/ execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, IIIT Guwahati reserves the right to impose penalty/ revoke the contract as deemed fit.
- 5.4. The personnel of the contractor shall be liable to security search by the Security Staff/ Agencies deployed by IIIT Guwahati..
- 5.5. In case the contractor is required to (or decide otherwise) discontinue the contract, he/she should give at least three months' notice to IIIT Guwahati and shall remain essentially working for the said period of notice or till alternate arrangements are made.
- 5.6. The contractor shall comply with all requirements under central and local taxes laws / GST and shall be responsible for payment of all taxes and other statutory payments to the respective authorities.
- 5.7. Any liability arising on the Institute shall be deducted from the bills of the contractor first and if the full amount is not recovered then the same will be recovered from the Security deposit of the contractor.
- 5.8. If the scope of service increases, the same will be extended on mutual terms and conditions.
- 5.9. Institute shall have the right to inspect the books of accounts of the firm/ contractor as and when required.
- 5.10. At any time during the period of the contract, if it comes to the notice of the Institute that the contractor has misled this Institute by way of giving false/ incorrect information which has been material in award of the contract, the contract shall be liable to termination without any notice besides other legal actions as per law.
- 5.11. The contractor should not sublet the work to any other agency/ contractor.

## 6. Damages and Losses:



- 6.1. Damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by the Competent Authority of IIT Guwahati, and the same shall be deducted from the bill of the contractor.
7. **Contract Agreement:** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of ₹100/- (One hundred only) as per the specimen enclosed. IIT Guwahati reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.
8. **Period of Contract:** Contract period will be initially for 06 (Six) Months. This period may be extended further bi - annually on satisfactory performance for a maximum tenure up to 03 (Three) years. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters set out of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of three months to this effect. In the event of premature closure of contract for reasons mentioned herein above, the Bank Guarantee shall be absolutely forfeited.
9. **Exit Clause:**
- 9.1. If the services of the contractor are not found satisfactory, they will be issued one months' notice for improvement by the IIT Guwahati. If satisfactory improvement is not found even after this notice, a final two months' notice will be issued to the contractor by the IIT Guwahati authority to terminate the contract without prejudice to any rights or privileges accusing either party prior to such termination. During the period of notice both parties shall continue to discharge their duties and obligations.
- 9.2. In case the contractor is required to (or decide otherwise) to discontinue the contract, he/she should give at least 3 months' notice to IIT Guwahati and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- 9.3. In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving three months' notice.
- 9.4. The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.



- 9.5. In case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, beside annulment of the contract or other lawful action that may be taken against the contractor.

## **10. Arbitration and jurisdiction**

It is incumbent upon the bidder to avoid litigation and disputes during the tenure of the contract. However, if such disputes take place between the parties, efforts shall be made to settle at the level of IIT Guwahati. The bidder shall make request in writing to the institute for settlement of any disputes within 30 days of arising of the cause of dispute failing which no disputes / claims shall be entertained by institute. The decision of the Director, IIT Guwahati will be final and binding on the parties. However, all matters of jurisdiction shall be at the local courts.

## **11. Force Majeure**

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term “force majeure” as employed herein shall mean, acts of god, war revolt, riots, fire, flood and act and regulations of the Government of India or any of its authorized agencies. Upon the occurrence of such cause and upon its termination the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7(seven) days of the alleged beginning and ending therefore giving full particulars and satisfactory proof. Time for performance or relative obligation suspended by the Force Majeure shall be extended by the period for which cause lasts or condoned by the Institute without any penalty. If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option to cancel the contract in whole or part thereof at its own discretion. For the period of force majeure, no amount shall be payable to the Contractor.



## **SECTION-VII** **Bid Evaluation**

### **Evaluation of Bids:**

Tender Evaluation Criteria: The committee of IIT Guwahati will prepare a list of firms participated in the tender based on compliance of terms and conditions of the tender. The tenders, which do not conform to the conditions stated in the tender, shall be rejected. Price bids of only eligible bidders (technically responsive bidders) will be opened on a later date to be notified on CPP Portal.

Evaluation will be based on two stage evaluation of bids.

#### **Stage 1: Technical Evaluation:**

- Technical evaluation will be done on the basis of meeting Minimum Eligibility Criteria (Ref: Section IV of this bid document) and fulfillment of other terms & Conditions specified in this bid document only based on supporting documentary evidence submitted along with technical bids.
- Bidders meeting all technical parameters will be declared as Technically Qualified bidders and qualify for opening of financial/price bid opening.
- The decision of the tender committee/ competent authority will be final and binding in this regard.

#### **Stage 2: Financial/Price bid Evaluation:**

The Financial Bids of only those bidders who qualify in the technical bid shall be opened after evaluation by the Committee constituted for the purpose. No bidder will be allowed to withdraw its bids after opening of technical bids.

- In financial evaluation, Bidder/Company/Firm/Agency offering lowest price among opened financial bids will be awarded the contract.
- If the price quoted by a Bidder/Company/Firm/Agency is abnormally low or unjustified, the bid will not be considered.

#### **A. Tie-Breaking Clause:**

In case of a tie, the bidder with higher experience will be declared as the successful bidder.



**ANNEXURE A**

**TENDER ACCEPTANCE LETTER**  
**(To be submitted on Company Letter Head)**

Date: \_\_\_\_\_

To,

**The Director**  
**Indian Institute of Information Technology Guwahati,**  
**Bongora, Guwahati, Kamrup(R),**  
**PIN: 781015 Assam**

**SUB:** Acceptance of Terms & Conditions of Tender.

**Tender Reference No./ Date:**

**Name of Tender / Work:**

**Dear Sir,**

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: [www.iiitg.ac.in](http://www.iiitg.ac.in), <http://eprocure.gov.in/eprocure/app> as per your NIT / advertisement, given in the above-mentioned website(s).
2. I / We hereby certify that I / We have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedules(s), etc.), which form part of the contract agreement and I / We shall abide hereby by the terms / conditions/ clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted / debarred by any Govt. Department/Public sector undertaking.
6. I / We do hereby declare that our firm will submit the applicable Performance Bank



Guarantee within two weeks from the date of award of contract if Contract is awarded to our firm.

7. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the fully said earnest money deposit absolutely.

Yours Faithfully,

Authorized Signatory:  
(Signature of the Bidder, with Official Seal)



**ANNEXURE B**

**AUTHORITY LETTER**

**AUTHORIZATION**

We \_\_\_\_\_ (name of the bidder) hereby authorise Shri / Smt. \_\_\_\_\_ (name of the authorised person) to sign and submit the bid to IIIT Guwahati against their Tender No. \_\_\_\_\_ dated \_\_\_\_\_. Shri / Smt. \_\_\_\_\_ (name) is also authorised to negotiate the terms and conditions pertaining to the said tender on behalf of M/s \_\_\_\_\_ (name of bidder). The specimen signature of Shri / Smt. \_\_\_\_\_ (name) is appended below.

Specimen Signature:

Name:

The undersigned is authorised to delegate the authority on behalf of M/s \_\_\_\_\_ (name of bidder), as stipulated above.

For \_\_\_\_\_

(name of bidder)

Signature & Company Seal:

Name:

Designation:

Email:

Mobile No.:

**ANNEXURE C****List of Services that are available with the Platform**  
(To be submitted in the organizational letterhead)

<b>S No</b>	<b>Description</b>	<b>Checklist (Yes/No)</b>
1.	A built-in, high-definition video conferencing tool for live, synchronous classes with features like:  Session Recording with automated cloud storage and sharing. Recording should be available to the students and faculty for atleast 2 years  Interactive Whiteboard & Annotation Tools  Screen Sharing (full screen, application window)  Breakout Rooms for group activities  Live Polling and Quizzing	
2.	Guaranteed high uptime (e.g., 99.9% SLA) and proven ability to scale to support <b>300</b> concurrent users.	
3.	<b>Data Security &amp; Privacy:</b> Compliance with data protection regulations (i.e. <b>DPDP act 2023.</b> ) with strong data encryption both in transit and at rest.	
4.	<b>Vendor Support &amp; Training:</b> The vendor must provide comprehensive on boarding, dedicated technical support with a clear Service Level Agreement (SLA), and ongoing training resources for faculty and administrators. Support team must help during the creation of classes at the beginning and throughout the semester for creation and management of classes.	
5.	<b>Class Creation &amp; Management:</b> Bulk creation of classes for the whole semester as per the given timetable.	
6.	<b>User &amp; Role Management:</b> Secure administration of users (students, instructors, administrators, parents) with customizable role-based access control (RBAC).	
7.	<b>Enrolment Management:</b> Support for manual, and bulk enrolment of students into courses and batches.	
8.	<ul style="list-style-type: none"><li>Question Bank Management: A centralized repository to create, import, and manage a large volume of questions. It should support various question formats like MCQs (single/multiple correct), essay-type, fill in the gaps and file upload (images of</li></ul>	



	written answer) and Coding questions using IDE. <ul style="list-style-type: none"><li>• <b>Test Creation &amp; Scheduling:</b> The ability for educators to create customized tests, set time limits, and randomize questions to create unique assessments.</li></ul>	
9.	Secure Browser/ Application: A lockdown browser/application to prevent candidates from accessing unauthorized resources during the exam.  Candidate Authentication: Secure identity verification of the test-taker through methods like facial recognition and ID scanning.	
10.	Remote Proctoring: The system must offer robust remote proctoring to maintain exam integrity. This should include: <ul style="list-style-type: none"><li>• <b>Live Proctoring:</b> Real-time monitoring of test-takers by human proctors via webcam (and/or mobile cam) and microphone.</li><li>• <b>Automated AI Proctoring:</b> AI-powered analysis to flag suspicious behavior like the presence of another person or mobile phone.</li><li>• <b>Record and Review Proctoring:</b> Recording of the entire exam session for later review.</li></ul>	
12.	Automated Notifications: The ability to send instant notifications to students regarding exam schedules and other important updates.	
13.	Automated Grading: Auto-evaluation capabilities for objective questions to ensure quick and accurate results. Mechanism to give negative marking to MCQ questions. <ul style="list-style-type: none"><li>• <b>Comprehensive Analytics:</b> In-depth performance analytics to provide insights into student performance. This includes generating detailed reports and dashboards.</li></ul>	
14.	<ul style="list-style-type: none"><li>• <b>Cross-Browser and Device Compatibility:</b> The system should be compatible with major web browsers and devices, including desktops, laptops, and tablets.</li><li>• <b>OS compatibility:</b> The system should be compatible with major operating systems (Windows, Mac, Linux family, ChromeOS etc.).</li></ul>	

**ANNEXURE D****TECHNICAL DATA SHEET CUM CHECKLIST**

Details of Organization/Service Provider

*(To be submitted in the organizational letterhead)*

S No	Description	Checklist (Yes/No)	Page No
1.	Name of the Firm		
2.	Year of Establishment		
3.	Complete Address with contact number and e- mail id.		
4.	Name & Designation of the contact person with mobile number and e-mail id.		
5.	The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted and registered, who possess the <b>required certificate</b> .		
6.	At least One (01) Service of similar nature in any large multi-cultural educational institution of repute in India during last 03 (Three) years.		
7.	'Satisfactory Completion Report' issued by all relevant contractees during last 5 years.		
8.	Average of the annual turnover over the last 3 financial years should be at least of ₹5 lakhs. <b>Audited Balance Sheets</b> with Income and Expenditure statement and Profit and Loss Account & Audit report of last three years		
9.	Audited accounts statement providing Profit & Loss Statement.		
10.	Proof for payment of Income Tax return for the three financial years 2022-23, 2023-24 and 2024-25		
12.	GST Registration Certificate		
13.	PAN Number		
14.	Certificate (Affidavit) duly signed by MD/ CEO of the company in the Court of a First-Class Magistrate/ notarized that they haven't been debarred or blacklisted for any services, supplies or products dealing in		

**Note: the documents must be NUMBERED and uploaded serially as listed above.**

**Declaration:** I hereby certify that the information furnished in this document is complete and correct to the best of our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not be allowed to have any dealing with IIIT Guwahati.

Date:

Signature of the tenderer with seal



**ANNEXURE- E**

**TURNOVER DETAILS**

(To be submitted on Company Letter Head)

<b>Evaluation Criteria</b>				<b>Remarks</b>
	<b>Financial Year</b>	<b>Turnover (₹)</b>	<b>Profit &amp; Loss (₹)</b>	
Annual Turnover for last three financial years	2022-23			Supporting Documents are to be attached.
	2023-24			
	2024-25			

Authorized Signatory:  
(Signature of the Bidder, with Official Seal)



**ANNEXURE F**

**Bank Guarantee Format for Furnishing Bid Security (EMD)**

(To be submitted on Bank Letter Head)

Whereas ..... (hereinafter called the “tenderer”) has submitted their offer dated ..... for ..... (hereinafter called the “Tender”) against the Client’s tender enquiry No. .... KNOW ALL MEN by these presents that WE.....of..... having our registered office at..... are bound unto .....(hereinafter called the “Client”) in the sum of ..... for which payment will and truly to be made to the said Client, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this..... day of .....20.....

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Client during the period of its validity: -
  - a. If the tenderer fails to furnish the performance security for the due performance of the Contract.
  - b. Fails or refuses to accept/execute the contract.

We undertake to pay the Client up to the above amount upon receipt of its first written demand, without the Client (IIT Guwahati) having to substantiate its demand, provided that in its demand the Client will note that the amount claimed by it is due to it owing the occurrence of one or both the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the bank not later than the above date.

Signature of the authorized officer of the bank  
Name of the officer \_\_\_\_\_  
Designation of the officer \_\_\_\_\_  
Seal, name and address of the Bank and  
address of the Branch.



**ANNEXURE-G**

**PROFORMA OF BANK GUARANTEE  
(on non-judicial paper of appropriate value)**

To,

**The Director  
Indian Institute of Information Technology Guwahati,  
Bongora, Guwahati, Kamrup(R), PIN 781015 Assam**

BANKS GUARANTEE NO:

DATE:

Dear Sir(S)

This has reference to the Letter of Intent (LoI) issued vide No. \_\_\_\_\_ Dated \_\_\_\_\_ by Indian Institute of Information Technology Guwahati (IIIT Guwahati) to M/s \_\_\_\_\_ (Name & Address of Bidder) for ***Hiring of Agency for providing Online Teaching Platform and Online Exam Platform Services at Indian Institute of Information Technology Guwahati.*** The conditions of LoI provide that the Bidder shall render the services as given in the tender document and the agreement between both the parties.

M/s (Name of bidder) has accepted the said purchase order with the terms and conditions stipulated therein and have agreed to issue the performance bank guarantee on their part, towards promises and assurance of their contractual obligations vide the LoI No. \_\_\_\_\_ M/s. \_\_\_\_\_ (name of contractor) holds an account with us and has approached us and at their request and in consideration of the promises, we hereby furnish such guarantees as mentioned hereinafter.

IIIT Guwahati shall be at liberty without reference to the Bank and without affecting the full liability of the Bank hereunder to take any other undertaking of security in respect of the contractors obligations and / or liabilities under or in connection with the said contract or to vary the terms vis-a - vis the contractor or the said contract or to grant time and or indulgence to the contractor or to reduce or to increase or otherwise vary the prices or the total contract value or to forebear from enforcement of all or any of the obligations of the contractor under the said contract and/or the remedies of IIIT Guwahati under any security now, or hereafter held by IIIT Guwahati and no such dealing(s) with the contractor or release or forbearance whatsoever shall have the effect of releasing the bank from its full liability of IIIT Guwahati hereunder or of prejudicing right of IIIT Guwahati against the bank.



This undertaking guarantee shall be a continuing undertaking guarantee and shall remain valid and irrevocable for all claims of IIT Guwahati and liabilities of the contractor arising up to and until \_\_\_\_ (date).

This undertaking guarantee shall be in addition to any other undertaking or guarantee or security whatsoever that IIT Guwahati may now or at any time have in relation to its claims or the contractor's obligations/ liabilities under and / or in connection with the said contract and IIT Guwahati shall have the full authority to take recourse to or enforce this undertaking guarantee in preference to the other undertaking or security(ies) at its sole discretion and no failure on the part of IIT Guwahati in enforcing or requiring enforcement of any other undertaking or security shall have the effect of releasing the bank from its full liability hereunder.

We \_\_\_\_\_ (Name of Bank) hereby agree and irrevocably undertake and promise that if in the opinion of IIT Guwahati, any default is made by M/s \_\_\_\_ (Name of bidder) in performing any of the terms and /or conditions of the agreement or if they commit any breach of the contract or there is any demand by you (IIT Guwahati) against M/s \_\_\_\_\_ (Name of bidder), then on notice to us by you, we shall on demand and without demur and without reference to M/s \_\_\_\_\_ (Name of bidder), pay you, in any manner in which you may direct, the amount of ₹ \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only ) or such portion thereof as may be demanded by you not exceeding the said sum and as you may from time to time require. Our liability to pay is not dependent or conditional on your proceeding against M/s \_\_\_\_\_ (Name of bidder) and we shall be liable & obligated to pay the aforesaid amount as and when demanded by you merely on an intimation being given by you and even before any legal proceedings, if any, are taken against M/s \_\_\_\_\_ (Name of bidder).

The Bank hereby waives all rights at any time inconsistent with the terms of this undertaking guarantee and the obligations of the bank in terms hereof shall not be anyway affected or suspended by reason of any dispute or disputes having been raised by the contractor (whether or not pending before any arbitrator, Tribunal or Court) or any denial of liability by the contractor or any order or any order or communication whatsoever by the contractor stopping or preventing or purporting to stop or prevent payment by the Bank to IIT Guwahati hereunder.

The amount stated in any notice of demand addressed by IIT Guwahati to the Bank as claimed by IIT Guwahati from the contractor or as suffered or incurred by IIT Guwahati on the account of any losses or damages or costs, charges and/or expenses shall as between the Bank and IIT Guwahati be conclusive of the amount so claimed or liable



to be paid to IIT Guwahati or suffered or incurred by IIT Guwahati, as the case may be and payable by the Bank to IIT Guwahati in terms hereof.

You (IIT Guwahati) shall have full liberty without reference to us and without affecting this guarantee, postpone for any time or from time to time the exercise of any of the powers and rights conferred on you under the contract with the said M/s \_\_\_\_\_(Name of bidder) and to enforce or to forbear from endorsing any power or rights or by reason of time being given to the said M/s \_\_\_\_\_(name of bidder) which under law relating to the sureties would but for the provisions have the effect of releasing us.

Your right to recover the said sum of ₹ \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) from us in manner aforesaid will not be affected/ or suspended by reason of the fact that any dispute or disputes have been raised by the said M/s \_\_\_\_\_ (Name of bidder) and/ or that any dispute or disputes are pending before any officer, tribunal or court or Arbitrator.

The guarantee herein contained shall not be determined or affected by the liquidation or winding up, dissolution or change of constitution or insolvency of the said M/s \_\_\_\_\_(Name of bidder) but shall in all respects and for all purposes be binding and operative until payment of all dues to IIT Guwahati in respect of such liability or liabilities.

Our liability under this guarantee is restricted to ₹ \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only). Our guarantee shall remain in force until unless a suitable action to enforce a claim under guarantee is filed against us within six months from the date of expiry of guarantee. All your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

We have power to issue this guarantee in your favour under Memorandum and Articles of Association of our Bank and the undersigned has full power to do under the power of Attorney dated.

Notwithstanding anything contained herein:

- a) Our liability under this guarantee shall not exceed ₹ \_\_\_\_\_ (in words)\_\_\_\_\_.



- b) This bank guarantee shall be valid up to \_\_\_\_\_ & unless a suit for action to enforce a claim under guarantee is filed against us within six months from the date of expiry of guarantee. All your rights under the said guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there after i.e. after six months from the date of expiry of this Bank guarantee.
- c) We are liable to pay the guaranteed amount or any parts thereof under this bank guarantee only and only if you serve upon us a written claim or demand or before \_\_\_\_\_.

Signature of the authorized officer of the bank

Name of the officer \_\_\_\_\_

Designation of the officer \_\_\_\_\_

Seal, name, email and address of the Bank and address of the Branch.



**ANNEXURE-H**

**DECLARATION REGARDING BLACKLISTING/ NON-BLACKLISTING FROM  
TAKING PART IN GOVT./PSU/CAB TENDER**

I / We Proprietor/ Partner(s)/ Director(s) of M/S\_\_\_\_\_ hereby declare that the firm/company namely M/S.\_\_\_\_\_ has not been blacklisted or debarred/ no Police Case or Vigilance enquiry pending or ever been punished by any Hon'ble Court/ no due towards income tax as on the date of the affidavit in the past by IIIT GUWAHATI, or any other Government organization/PSU/Central Autonomous Body from taking part in Government/PSU/Central Autonomous Body tenders.

Or

I / We Proprietor/ Partner(s)/ Director(s) of M/S.\_\_\_\_\_ hereby declare that the firm/company namely M/S.\_\_\_\_\_ was blacklisted or debarred/ Police Case or Vigilance enquiry pending or ever been punished by any Hon'ble Court/ due towards income tax as on the date of the affidavit by IIIT GUWAHATI, or any other Government Department/PSU/Central Autonomous Body from taking part in Government tenders for a period of \_\_\_\_\_ years w.e.f.\_\_\_\_\_.

The period is over on\_\_\_\_\_ and now the firm/company is entitled to take part in Government tenders. In case the above information found false I/We are fully aware that the tender/ contract will be rejected/cancelled by IIIT Guwahati and EMD/SD/PBG shall be forfeited. In addition to the above IIIT Guwahati will not be responsible to pay the bills for any completed/ partially completed work.

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

Capacity in which assigned : \_\_\_\_\_

Name & address of the firm : \_\_\_\_\_

**Date:**

**Signature of Bidder with Seal**



**ANNEXURE-I**

**FORMAT OF AGREEMENT**

**(To be made on ₹ 100.00 Non Judicial Stamp Paper)**

This agreement is made at IIIT Guwahati on the \_\_\_\_ day of \_\_\_\_ between the Dean (Admin) on behalf of Director, IIIT Guwahati, having its office at IIIT Guwahati, Bongora, Kamrup(R), PIN- 781015 (hereinafter called 'Client' which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the First Part.

And

M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ (hereinafter called the 'Agency' which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the Second Part.

Whereas the Institute had advertised an e-tender (NIT No IIITG/S&P/171/2026/257 Dated: 22.05.2026) for providing Online Teaching Platform and Online Exam Platform Services at Indian Institute of Information Technology Guwahati and whereas the Service Provider has clear understanding of services to be rendered and is satisfied by careful examination of the magnitude, nature of services and has examined, considered all other matters, conditions, things, probable, possible contingencies and generally all matters incidental thereto and ancillary thereof affecting the execution of the service and submitted an offer/bid dated \_\_\_\_\_. The Institute had accepted the Bid of the Service Provider and declared them as the successful bidder and then awarded the work order in favor of \_\_\_\_\_

vide Order No: \_\_\_\_\_.

And whereas in pursuant to acceptance of the work order, the parties hereto agreed upon to enter into this agreement.

NOW THIS AGREEMENT WITNESSES AS FOLLOWS:

**1. Documents pertaining to this Agreement:**

That the Service Provider shall be obliged to provide Online Teaching Platform and Online Exam Platform Services in the Institute as per the scope of services and Terms & Conditions mentioned in the e-Tender Document and therefore the contract will be governed by **the Bid document of the Institute** and **the Offer submitted by the Service Provider** and except otherwise stated hereunder, both parties will abide by and



be binding on these two documents which will be treated as an integral part of this agreement.

**2. Duration of Contract:**

That this contract agreement shall be treated as in force for a period of six months w.e.f award of Letter of Intent or from the schedule of service, whichever is earlier, as mentioned in the General Terms and conditions of the NIT. Thereafter the Contract may be extended on bi-annual basis if the service is found to be satisfactory on the same terms & conditions and at the sole discretion of the IIITG for a maximum tenure up to 03 (Three) years.

**3. Payments Terms:**

Payment will be made within 30 days of successful conduct of classes and examinations as per schedule of service on submission of bills along with reports on the basis of actual number of students appearing in the classes and examination. No advance payment will be made.

**4. Other Terms & Conditions:**

All other terms& Conditions will be as per the e-tender NIT No. IIITG/S&P/171/2026/257 Dated: 22.05.2026



IN WITNESS WHEREOF both the parties here to have caused their respective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year mentioned above in PIN in the presence of the witness:

For and on behalf of the 'Agency'

For and on behalf of the 'IIITG'

Signature of the authorized Official

Signature of the authorized Official

Name of the Official

Name of the Official

Stamp / Seal of the 'Agency'

Stamp / Seal of the 'IIIT Guwahati'

SIGNED, SEALED AND DELIVERED

By the said

By the said

(Name)

(Name)

On behalf of the 'Agency' in presence of  
Witness

On behalf of the 'IIIT Guwahati' in  
presence of  
Witness

Name : \_\_\_\_\_

Name : \_\_\_\_\_



## ANNEXURE-J

## PROFORMA FOR THE FINANCIAL BID

**Note: This BoQ proforma is for illustrative purpose only. This document should not be filled and attached with Technical Bid. If attached along with technical bid, bid will be rejected**

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
1	2	4	5	13	53	55
1	Online Rates					
1.01	Online Teaching/ Learning Platform (PER MONTH) ( refer to T&C in the NIT)	265.000	Nos		0.00	INR Zero Only
1.02	Online Exam Platform	1700.000	Nos		0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words					INR Zero Only	
<p>Note: Billing will be based on actual number of students which may vary. Please refer to the terms and conditions in the NIT</p>						