



INDIAN INSTITUTE OF MANAGEMENT SHILLONG
UMSAWLI, SHILLONG: 793018
MEGHALAYA

Fax No: 0364-2230041

www.iimshillong.ac.in

ENQUIRY NO: IIMS/S&P/NIQ/26-27/023

Dated: 08.10.2026

Sub: Notice Inviting Quotations for Online Proctoring Services

Offers are invited on behalf of Director, IIM Shillong from registered/ reputed dealer, supplier for tentative requirement of services addressed to the Director, IIM Shillong, Umsawli, Shillong-793018 with the subject ***“Quotations for Online Proctoring Services”*** Enquiry No. with due date and the offer to be sent by E-mail to srmgr.stores@iimshillong.ac.in latest by 14 Oct 2026 by 03:00 pm.

(Detailed Description)

Sl No.	Component	No. of exams to be proctored per candidate	Rate per unit per proctored exam	Total in Rs
1	Online Proctoring Services	40		
2	GST @___%			
6	Total per student per exam (Incl. of taxes)			

The above mentioned rate is inclusive of all taxes.

Note:

- All inclusions/exclusions must be stated transparently. The Institute may benchmark proposals on a like for-like basis using the confirmed number of students.

A. Scope of Work/ Terms of Reference

The bidder shall comply with the following requirements, including, but not limited to, the scope stated below:

1. **End-to-End Online Examination Platform:** The bidder shall provide an end-to-end platform covering question-bank management, exam scheduling, candidate management, examination delivery, proctoring, result generation and reporting through an integrated dashboard.
2. **AI proctoring:** The AI proctoring system shall detect and generate alerts for, at minimum, candidate absence, additional person, candidate impersonation, mobile/device presence, face not visible, suspicious head/eye movement, browser/window violation and other configurable examination-integrity violations.
3. **Human Remote Proctoring:** The system shall support live human proctoring. Human proctoring must be the bidder's responsibility.
4. **Candidate Authentication & Impersonation Prevention:** Mandatory candidate authentication should include registration details, photograph/face verification, and identity-document verification, with mechanisms to detect impersonation during the examination. The platform should retain authentication/proctoring evidence for post-examination verification.
5. **Secure Examination Environment:** The solution shall provide a secure browser/launcher or equivalent lockdown mechanism preventing unauthorized websites, applications, screen sharing, copy-paste, printing, remote-control software and other prohibited activities. The solution should support the operating systems specified by IIM Shillong.
6. **Question Bank, Randomization & Multiple Question Types:** The platform shall support creation/import of question banks and multiple question types such as MCQ, multiple-select, fill-in-the-blank, subjective/long answer, numerical/diagram-based questions, with question/option randomization and, where required, equivalent-difficulty question papers.
7. **Examination Monitoring, Audit Trail & Incident Management:** The system shall provide a real-time command/monitoring dashboard, comprehensive audit logs and incident reports covering candidate activity, system events, proctoring alerts, disconnections and suspected malpractice. IIM Shillong should have access to these records for post-examination scrutiny.
8. **Information Security, Data Privacy & Access Control:** The bidder shall demonstrate appropriate information-security controls, including encryption in transit and at rest, role-based access, MFA/user authentication, access logs, audit trails, vulnerability/penetration testing, secure hosting and data segregation. Relevant security certifications should be submitted with the bid.
9. **Scalability and Business Continuity:** The solution must support the maximum expected concurrent candidates of IIM Shillong, with demonstrated scalability. The bidder shall provide a documented Business Continuity Plan backup mechanism, RTO/RPO, failover arrangements, and periodic DR testing.
10. **Training, Technical Support, SLA & Service Delivery:** The bidder shall provide faculty/administrator training, candidate support, examination-day technical support, incident escalation, defined response/resolution timelines, uptime commitment and dedicated account/project management. The tender should prescribe measurable SLAs for pre-exam, live-exam and post-exam support

B. Terms and Conditions:

1. No counter proposal is acceptable and conditional/late quotes are liable to be rejected.
2. Documentary proof of similar works executed is to be enclosed with the quotation along with relevant supporting documents like GST, PAN etc.
3. Period of Contract: 2 years.
4. Liquidated damages/ delay in service will be levied subject to maximum of 10% of the value of the delayed supplies.
5. Terms of payment: Payment will be made on completion of every proctored exam in students academic year.
6. Payment of the approved vendor for supply of items at IIM Shillong shall be made through PFMS
7. The Institute reserves the right to reject any tender or all tender without any reason.
8. Director, IIM Shillong or his authorized representatives shall be the final authority in setting all disputes and decision will be binding on all concern

Sd/-
Senior Manger Stores
IIM Shillong