

KANNUR UNIVERSITY
(Directorate of Admission)

SWC/SWC/26773/2024

04.04.2025

NOTICE INVITING EXPRESSION OF INTEREST FOR CONDUCTING ONLINE
ENTRANCE EXAMINATIONS

Expression of Interest (EOI) is invited for the conduct of Online Entrance Examinations for the Admission to the various Programmes at the Kannur University Teaching Departments/Centres in the academic year 2025-26.

Scope of Work:

The scope of the work for conducting online Entrance Examinations for Kannur University Teaching Department PG Programmes in the academic year 2025-26 includes the following comprehensive components:

1. Online Entrance Examination Platform:

The service provider must deliver a robust, user-friendly, and secure online Examination platform that facilitates the entrance examination process for a variety of Under Graduate and Post Graduate Programmes. Key features should include:

- **Customizable Exam Modules:** The Platform must support different types of Entrance Examinations based on the specific Programme requirements.
- **User Experience:** The Platform should be intuitive for candidates, with easy navigation, accessible interfaces, and compatibility across various devices (Desktop, Tablet, Mobile).
- **Support for Different Exam Formats:** The Platform should accommodate varying examination formats for different Programmes across Departments, ensuring flexibility for each Programme's specific needs.
- **Scalability:** The system must handle high volumes of concurrent users, especially during peak examination times, with the ability to scale automatically to meet demand.
- **Cloud-Based Architecture:** The Platform should be hosted on a secure, reliable cloud infrastructure that ensures high availability, performance, and data security.

2. Examination Setup:

a) Computer Based Tests

The service provider should implement measures to prevent unfair practices, including CCTV surveillance.

The service provider will be responsible for the complete setup of the online examination infrastructure, ensuring that all technical aspects are configured for seamless execution of the Entrance Examinations. This includes:

- **System Configuration:** The provider will configure the platform with appropriate software, hardware, and network infrastructure tailored to the specific needs of Kannur University's Entrance examinations.

- **Load Testing and Optimization:** The system should undergo stress testing and performance checks to ensure it can handle thousands of students accessing the Platform simultaneously without issues.
- **High Availability:** The system should include redundancy and backup systems (e.g., backup servers, cloud failovers) to guarantee continuous operation during exam periods.
- **Technical Support:** Ongoing technical support during the examination period to resolve any unforeseen issues promptly, ensuring minimal disruption to the examination process.
- **Mock Examinations:** Provision of a mock examination system for candidates to practice and familiarize themselves with the platform before the actual entrance exams.

b) Remote Online Examinations

The selected vendor will design an examination portal for conducting remote based exam with Safe Examination Browser (SEB). The portal should support multiple sections and ensure randomization of question for each candidate from a pool of question bank with certain difficulty levels prescribed by the University.

The selected vendor will ensure the following provisions for candidates to take the online examination on Windows OS or other open source OS either in laptop or desktop.

- Assign an online link to each candidate for accessing the test.
- Ensure the test platform is compatible across the systems with OS.
- Send an examination link to candidates' registered e-mail ids three days before the exam, with activation on the exam days as communicated.
- Send multiple reminder e-mails to candidates before the final examination.
- Provide an additional examination link on the official website of the University. Candidates can access the exam by navigating to the examination window, using their registered e-mail id.

3. Test Delivery and Monitoring:

The Entrance examinations should be administered with a high degree of security and integrity. The service provider will be responsible for ensuring that:

- **Question Paper Delivery:** The question papers should be delivered to candidates at the scheduled time, ensuring they can only access the exam once the exam period begins. The questions must be encrypted to prevent any unauthorized access.
- **Timed Examinations:** The system must ensure that the examination follows a strict timeline, with an automatic countdown timer visible to the candidates and automatic submission of answers once the time is over.
- **Multiple Sessions:** If required, the Platform should support multiple exam sessions on the same day or across multiple days, providing flexibility for different time zones or program-specific schedules.
- **Monitoring of Candidate Activity:** The system should include real-time monitoring capabilities to track the activities of candidates, such as login times, answer submissions, and idle time, to ensure compliance with examination rules.
- **Audit Trail:** All candidate activities (e.g., login attempts, question access times, response submissions) should be logged for review by the University to maintain transparency and

detect any discrepancies.

4. Result Processing and Reporting:

After the completion of the entrance exams, the service provider will be responsible for efficiently compiling and processing the exam results. This includes:

- **Automated Result Compilation:** The system should automatically evaluate objective-type answers (e.g., multiple-choice questions) and provide instant scoring, while subjective answers (if any) will be flagged for manual evaluation by the University.
- **Result Analytics:** The system should generate detailed performance reports, including overall scores, section-wise analysis, and comparative performance metrics, helping the university assess the candidates' abilities.
- **Result Access:** Candidates should be able to access their results securely through their online accounts. The system should allow candidates to view their marks and download the results.
- **Reporting System for University:** The system should provide the University with detailed reports of all candidates, including attendance, score distributions, pass/fail rates, and other performance indicators. These reports should be available in downloadable formats (e.g., Excel, PDF). Category-wise and combined merit lists based on total marks, with normalization if necessary. In case of a tie, preference will be given to older candidates.
- **Integration with University Systems:** The results must be automatically integrated into the University's student management system for further processes such as counselling, admissions, and seat allotments.

Terms and Conditions for Expression of Interest (EOI)

1. Eligibility Criteria:

- The applicant must be a reputed and experienced organization with a proven track record in conducting online examinations for educational institutions.
- The applicant must have experience in managing a large number of candidates (at least 10,000 candidates in a single session).
- The applicant should have the technical infrastructure, human resources, and support systems necessary to conduct online examinations for Kannur University.
- The applicant must possess valid certifications for the security and integrity of their systems, such as ISO 27001 and ISO 9001.

2. Submission of EOI:

- All EOIs must be submitted in the prescribed format as mentioned in the official EOI document.
- The submission should include a detailed technical proposal outlining the methodology, infrastructure, security features, proctoring solutions, and exam delivery mechanisms.
- The financial proposal should contain indicative cost estimates for the services, including any additional costs based on the volume of students or changes in scope.
- The financial bid and technical bid shall be submitted in separate covers.

The inner cover containing technical bid and financial bid shall be superscribed as:

Online Entrance Examination, 2025-26 - Expression of Interest for the selection of Project
Management Consultant - Technical

and

Online Entrance Examination, 2025-26 -Expression of Interest for the selection of Project
Management Consultant - Financial

respectively.

3. Validity of EOI:

- The EOI submitted will remain valid for a period of 180 days from the date of submission. Any bidder who wishes to withdraw their proposal before the validity period will be disqualified.
- The EOI is non-transferable and must be submitted directly by the interested party.

4. Evaluation Criteria:

- The evaluation of the EOIs will be done based on the bidder's experience, technical capabilities, infrastructure, and financial viability.
- The University reserves the right to accept or reject any EOI at its sole discretion without assigning any reason.
- Shortlisted bidders may be called for a presentation or a detailed discussion to further evaluate their capabilities.

Also, the following criteria are evaluated:

Sl.No.	Evaluation Criteria	Yes/No	Documents to be submitted
1	Does the bidder have experience in conducting online exams for at least 10,000 candidates in a single session?		Self-declaration
2	Does the proposed platform support customizable exam modules with scalability to handle high concurrent users with automatic scaling and multiple exam formats?		Self-declaration
3	Does the system include browser lockdown and real-time monitoring features for security?		Will be evaluated on technical presentation
4	Does the bidder have valid security certifications?		Copy of the certificate from Competent Authority
5	Does the platform support automated result processing with analytics?		Self-declaration, platform will be evaluated on technical presentation
6	Does the bidder provide 24/7 technical support and a dedicated helpdesk during the examination period?		Self-declaration
7	Has the bidder demonstrated a proven track record in conducting online exams for reputed educational institutions?		Work Order/ Work Satisfactory Certificate from Three Customers

5. Confidentiality:

- All information provided in the EOI will be considered confidential and should not be shared with third party without prior written consent from Kannur University.
- The successful bidder will be required to sign a Non-Disclosure Agreement (NDA) before the commencement of the work.

6. Performance Security:

- The successful bidder will be required to furnish a Performance Security Deposit in the form of a Bank Guarantee or Demand Draft for an amount of [amount will be informed later, after the closure of admission registration] to ensure the successful execution of the project.
- The Performance Security Deposit will be released after the completion of the contract, provided the project has been executed satisfactorily.

7. Payment Terms:

- Payments will be made as per the milestones outlined in the final Agreement with the successful bidder.
- No advance payments will be made; payments will be processed after the successful completion of each phase of the project.
- All payments will be subject to the applicable tax deductions at source as per the government regulations.

8. Contractual Agreement:

- The successful bidder will be required to enter into a formal agreement with Kannur University that will specify the terms of the contract, timelines, deliverables, and penalties for non-performance.
- The Agreement will be binding on both parties and must be executed before the commencement of any work.

9. Amendment of EOI:

- Kannur University reserves the right to amend or modify the terms of this EOI, at any time before the submission deadline, if necessary. Any such amendments will be communicated to all interested parties.
- The University also reserves the right to withdraw the EOI process at any stage without assigning any reason.

10. Dispute Resolution:

- In case of any dispute arising during the execution of the Contract, the matter will be resolved through arbitration, which will be conducted in accordance with the Arbitration and Conciliation Act, 1996.
- The place of arbitration shall be Kannur, Kerala.

11. Compliance with Laws:

- The bidder must comply with all applicable laws, regulations, and standards related to data privacy, security, and intellectual property during the execution of the online examination process.
- The bidder must ensure that the online examination platform adheres to the highest standards of security and confidentiality of student data.

12. Force Majeure:

- Neither party shall be held liable for any delays or non-performance due to events beyond their reasonable control, including but not limited to natural disasters, strikes, technical failures, or other unforeseen circumstances.

13. Termination of Contract:

- Kannur University reserves the right to terminate the contract at any time, with immediate effect, if the bidder fails to meet the performance standards or breaches the terms of the agreement.
- In the event of termination, the bidder will be liable for the damages caused to the University and will not be entitled to any compensation for the unexecuted portion of the contract.

14. Intellectual Property Rights:

- All intellectual property, including but not limited to software, data, examination papers, and reports generated during the execution of the contract, will be the exclusive property of Kannur University.
- The successful bidder will ensure that all the intellectual property rights are transferred to Kannur University upon completion of the project.

The bids shall be submitted by hand/mail/courier in sealed envelope superscribing the name of work as " EOI for the selection of Agency /Consultant for the Conduct of Online Entrance Examinations, 2025-26" and shall be addressed to:

The Registrar
Kannur University
Civil Station (P.O)
Kannur, Kerala - 670002

Offers in sealed cover containing required documents should reach the Registrar Kannur University on or before 10.00am, 21/04/2025. The technical bid will be opened at 11.00am on 21/04/2025 and the financial bid of the technically qualified agency/consultant will be opened at 3.00pm on 21/04/2025 in the office of the Registrar, Kannur University in the presence of Agency/Consultant or their authorized representatives present.

Participating entities shall e-mail their queries (if any) to sodoa@kannuruniv.ac.in or contact the following official.

Dr. R.K. Sunil Kumar
Director of Admissions
Phone No: 9447217092

Annexure I

The below listed shall also be included in the cover containing Technical Bid

- i. Proof of Registration Certificate
- ii. Copy of PAN Card
- iii. Copy of GST Registration Certificate
- iv. Self certified undertaking stating that the agency has not been black listed in India or abroad by any Government Department/Agency/Consultant in the last 5 years.

Annexure II

Form of Financial bid

Kannur University
Thavakkara, Civil Station P.O.
Kannur, 670002

Sl. No.	Project Description	Per user charge	Tax if any	Total
1	Conducting online Entrance Examination for the admission to various programmes at the Kannur University Departments/Centres, 2025-26			

Place:

Date:

Signature of Agency
Name and Address of Agency

Sd/-
REGISTRAR