SCOPE & TECHNICAL DOCUMENT

SCOPE OF WORK:

Indira Gandhi National Open University conducts online examination for their students through Moodle. Single license batch for the following plugins are to be provided (Installation, Configuration, testing and 1 Year Support) for conducting the exam smoothly:

1. **Poodll Media (Tiny MCE) for Moodle (Lite Plan Tier)**: Whiteboard, freehand drawing and annotation for 350 active users, with mouse, touch screen and stylus input.
2. **ProctorLink AI Proctoring for Moodle:** AI-assisted image monitoring, candidate identity and presence checks, face/movement alerts, audio monitoring, browser control, SEB (Safe Exam Browser) supportandreporting;30,000 proctored quiz attempts annually.

Scope Overview

1. **Professional Installation and Annual Support:** Plugin installation, Moodle integration, configuration, SEB compatibility testing, security and functional testing, faculty/administrator training, documentation and annual technical support.
2. **The Poodll media (Tiny MCE) and the Proctor Link for Moodle are needed to integrate with the examination system, which is already hosted in Moodle for our international students for their term-end examination.**
3. The scope includes supply of applicable software licenses, installation, integration, configuration, testing, training and annual technical 24x7 support for an interactive digital assessment and examination monitoring solution within the existing Moodle Learning Management System (LMS).
4. The plug-in must be compatible with the exact moodle current version (4.xx) deployed by the University and support future stable moodle releases during the license active period, subject to compatibility test.
5. The solution shall support interactive whiteboard functionality, AI-assisted examination monitoring, secure examination configuration and integration with Safe Exam Browser (SEB).

2. Interactive Whiteboard and Digital Annotation

- Installation, activation and configuration of within Moodle.
- Enablement of freehand drawing, digital writing and annotation capabilities.
- Configuration of mouse, touchscreen and stylus input support.
- Integration of interactive whiteboard functionality with existing Moodle activities and assessment workflows.
- Testing of drawing and annotation functionality across supported devices and browsers.
- Configuration to support up to 350 active users, subject to applicable licensing terms.

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3. AI-Assisted Examination Monitoring and Proctoring

- Installation and configuration of AI-assisted examination monitoring functionality within Moodle.
- Integration with existing Moodle Quiz and examination workflows.
- Configuration of candidate identity verification and presence monitoring.
- Enablement of AI-assisted image monitoring during examinations.
- Configuration of face and movement detection alerts.
- Enablement of audio monitoring during examination sessions.
- Configuration of examination monitoring reports and related administrative controls.
- Configuration of examination security and browser-control settings.
- Integration and compatibility testing with Safe Exam Browser (SEB).

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4. Professional Installation, Integration and Configuration

- Installation and configuration of the required Moodle software components.
- Integration with the existing Moodle LMS environment.
- Configuration of software settings according to institutional requirements.
- Integration with existing Moodle user authentication and examination workflows, where supported by the licensed components.
- Configuration and compatibility testing with Safe Exam Browser.
- Verification of compatibility between the interactive whiteboard, examination monitoring components and Moodle.
- Functional, security and performance testing.
- Troubleshooting and resolution of implementation-related issues.

5. Testing and User Acceptance

- Functional testing of all implemented software components.
- Validation of interactive whiteboard and annotation capabilities.
- Testing of AI-assisted examination monitoring and alert functionality.
- Verification of browser-control and examination security configurations.
- Testing of Safe Exam Browser integration.
- Compatibility testing across supported browsers and devices.
- User Acceptance Testing (UAT) support.
- Resolution of identified implementation-related issues.

6. Training and Knowledge Transfer

- Faculty training on interactive whiteboard and examination monitoring functionality.
- Administrator training on software configuration, monitoring and reporting.
- Demonstration of examination setup and management workflows.
- Knowledge transfer for routine administration and troubleshooting.
- Preparation and submission of technical and user documentation.

7. Annual Technical Support

- Annual remote technical support for the implemented software components.
- The annual support period shall be 12 months, subject to applicable commercial and licensing terms.

8. Software License Delivery

- Applicable software licenses shall be delivered electronically to the registered institutional email address.
- License activation shall be completed within the existing Moodle environment.