

## INDIAN INSTITUTE OF MANAGEMENT NAGPUR



### Request for proposal (RFP)

for empanelment of service providers to provide technology, infrastructure and marketing promotional services for programmes to be delivered under e-Learning / Blended mode for Executive Education at IIM Nagpur

**(Tender Reference NO.: IIMN/141/2023-24/22 dated 15/01/2024)**

### Issued by:

**Client**

Chief Administrative Officer (CAO)  
Indian Institute of Management Nagpur - 440010

Email : [purchase@iimnagpur.ac.in](mailto:purchase@iimnagpur.ac.in)

Phone no. 0712-7102358, 0712-7102396

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

### E-Tender Notice

Empanelment of service providers to provide technology, infrastructure and marketing promotional services for programmes to be delivered under e-Learning / Blended mode for Executive Education at IIM Nagpur

(E-Tendering mode)

Indian Institute of Management Nagpur invites electronic tenders from reputed Service Providers to provide technology, infrastructure and marketing promotional services for programmes to be delivered under e-Learning / Blended mode for Executive Education at IIM Nagpur.

The tender should be electronically submitted on or before 05.02.2024 up to 11:00 AM.

Bid Publishing Date	15.01.2024
Pre-bid meeting (Online) Bidders should mail to <a href="mailto:purchase@iimnagpur.ac.in">purchase@iimnagpur.ac.in</a> for the link	23.01.2024 at 11:00 AM
Bid Submission End Date	05.02.2024 up to 11:00 AM
Technical Bid Opening Date	05.02.2024 at 11:30 AM
Financial Bid Opening Date	Price Bid of only technically qualified bidders as per Bid evaluation scheme shall be opened at a later date.

The details of e-tender notification, technical bid and financial bid can be downloaded at <https://www.tenderwizard.com/etenders>

For further details on e-Tender participation, please contact KEONICS Help desk on Ph: 080-45982100 / 9686196760 / 9686196765

E-mail: [prabhuswamy@etenderwizard.com](mailto:prabhuswamy@etenderwizard.com) / [raghavendra.vg@antaressystems.com](mailto:raghavendra.vg@antaressystems.com)

Chief Administrative officer  
Indian Institute of Management Nagpur  
Ph. No 0712-710-2358/2396/2374

**E-tendering guidelines to bidders:**

<b>1</b>	<b>Tender No</b>	<b>IIMN/141/2023-24/22 dated 15/01/2024</b>
<b>2</b>	<b>E Tender processing fees payable to KEONICS through e-payment mode using credit/debit/Net banking mode</b>	<b>Rs: 2500/-+ GST</b>

- Vendors must have Class 2/3 Digital Signature Certificate to participate in the tender (To obtain DSC, please contact KEONICS help desk)  
  
Phone: 080-45982100  
Email id: [dsc@antaressystems.com](mailto:dsc@antaressystems.com)  
Note: If Vendors already have Digital Signature Certificate then it's not needed to buy the digital signature again.
- Bidders should register themselves in the website [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders). To activate the user ID and password, kindly pay the Registration fee of Rs. 2,000 plus GST by paying online payment through credit card/Debit card /Net banking in the website.
- Tenders –Technical bid and Financial bid should be submitted only through e-Tender portal and obtain the Tender Acknowledgement Token as proof of successful submission.
- Tender will not be accepted after the date and time fixed for receipt of tenders as set in Tender notice or subsequent extensions if any.
- Relevant document proofs have to be uploaded wherever required.

**Help Desk:**

To get in touch with one of our customer service representatives, please refer the help desk numbers provided on the homepage or call the following number: Bangalore: 080-45982100

1. Prabhuswamy : 9686196760 / [Prabhuswamy@etenderwizard.com](mailto:Prabhuswamy@etenderwizard.com)
2. Raghavendra : 9686196765 / [raghavendra.vg@antaressystems.com](mailto:raghavendra.vg@antaressystems.com)

**Communication Address****KEONICS Help Desk**

#137/3 , Honganasu, Kengeri , Bangalore Mysore Road,

Opp. KMS Coach Builders, Bangalore – 560 060,

Landmark : Before Shell Petrol Bunk

Nearest Metro Station Stop : Kengeri (Last stop)

## Chapter 1.0

### 1.1 Introduction

Indian Institute of Management Nagpur started its journey in the year 2015. IIM Nagpur, being a new generation IIM, aims to create value-driven leaders, global managers, and entrepreneurs with strong conceptual foundations and analytical approaches to help them be the best in whichever field they choose. The aim is to innovatively address the needs of a modern India, and connecting aspirations and realities to attain benchmarks that are respected internationally. IIM Nagpur is gradually increasing its portfolio of activities to fulfill these objectives.

The institute's curriculum has been designed by experts from the field of management education. The learning process here helps the students connect to the industry and other stakeholders in a multidimensional way.

IIM Nagpur offers a wide range of Executive Education programmes. Some of these programmes are open-enrolment, as in they are open to participants from various organizations, while others are customized to meet the needs of individual organizations.

### 1.2 Notice Inviting Bids

Indian Institute of Management Nagpur invites electronic tenders from reputed and quality Service Providers to provide technology, infrastructure and promotional services for Executive Education programmes to be delivered under e-Learning / Blended mode for IIM Nagpur as per detailed Scope of Work (Chapter 3)

### 1.3 Timeline for Bidding Process:

Bid Publishing Date	12.01.2024
Pre-bid meeting (Online) Bidders should mail to <a href="mailto:purchase@iimnagpur.ac.in">purchase@iimnagpur.ac.in</a> for the link	23.01.2024 at 11:00 AM
Bid Submission End Date	05.02.2024 up to 11:00 AM
Technical Bid Opening Date	05.02.2024 at 11:30 AM
Financial Bid Opening Date	Price Bid of only technically qualified bidders as per Bid evaluation scheme shall be opened at a later date.

### 1.4 Bid Submission:

Bids shall be submitted online only at [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders)

Bidder who has downloaded the tender from the IIMN website [www.iimnagpur.ac.in](http://www.iimnagpur.ac.in) and/ OR [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders) shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with IIMN. Intending bidders are advised to visit [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders) regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

#### 1.4.1 Tender Fee (Non-refundable)– Nil

- 1.4.2 **EMD Payment:** Rs. 500,000/- (Rupees: Five Lakhs Only) to be paid online on or before the tender closing date and time.  
(exemption on tender fee for MSME/NSIC registered units on submission of copies of valid relevant registration documents of current period)  
The EMD of unsuccessful bidders will be returned after award of contract without any interest.  
The EMD of successful bidder/s will be released after completion of contract.
- 1.4.3 **Security Deposit:** Rs.10,00,000/- (Rupees Ten Lakhs only) – to be paid by successful bidder/s after the award of contract. The Security Deposit will be retained by IIM Nagpur for the duration of contract period without any interest.
- 1.4.4 **Submission of Tender** - The tender shall be submitted online in two parts, viz., Preliminary Qualification (PQ) cum Technical bid and Price Bid. The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter.
- 1.4.5 **Validity period of the Bid:** The bids will be valid for a period of Three months from the date of submission.

## 1.5 Requirements

- 1.5.1 IIM Nagpur offers Executive Education programmes through blended e-learning mode. The programmes are typically as given below
- **Long Duration Programmes (LDPs)** would typically be above 25 weeks duration. The participants will attend sessions from their convenient locations with the instructor seated at the studio located at IIM Nagpur campus. Delivery mode would be synchronous (real-time and interactive) i.e. direct to device. The likely audience would be diverse, large and geographically dispersed. These Executive Education programmes are aimed to develop managerial abilities of executives in the early and middle stages of their career, to enable them to develop capabilities to identify managerial problems, and make informed decisions. IIM Nagpur Certification on successful completion would be an outcome of this programme.
  - **Short Duration Programmes (SDPs)** would typically be less than 25 weeks. The participants will attend sessions from their convenient locations (direct to device) with the instructor seated at the studio located at IIM Nagpur campus. Delivery mode would be synchronous and/or asynchronous. The likely audience would be executives in early-career, middle & senior positions, who are seeking specialized skills / knowledge for advancing their careers. IIM Nagpur Certification on successful participation / completion (based on evaluation pattern) would be an outcome of the programme.
- 1.5.2 IIM Nagpur intends to empanel suitable service provider(s) for this requirement. All the empanelled service providers (ESPs) are required to set up studio(s) at IIM Nagpur campus in Nagpur, for which IIM Nagpur would provide the necessary space. They are also required to operate it and maintain it during the entire tenure of the contract. IIM Nagpur would offer programmes, based on its own faculty offerings or based on the market demand as demonstrated by the ESP, for which the Programme Description Sheet (PDS) will be prepared by IIMN or ESP (Annexure XII) with commitments in terms of revenue and sharing as well as the number of participants (minimum and maximum) guaranteed for the programme. Based on the

PDS responses, IIM Nagpur will decide and award the programme to one of the ESPs. IIM Nagpur will provide academic inputs for all the programmes. The technology, marketing and other logistics over the lifecycle of the programme has to be provided by the appointed ESP.

- 1.5.3 The tender has to be submitted only in ONLINE mode. The bidder will also be required to demonstrate the technology and the solution at IIM Nagpur campus / bidder's premise, at the bidder's cost on a date designated in consultation with the bidder.

1.5.4 **Definitions**

- 1.5.4.1 **Request for Proposal (RFP):** This document floated by IIM Nagpur seeking proposals from interested parties for providing technology, infrastructure, and marketing services for Executive Education programmes of IIM Nagpur through blended e-learning mode.

- 1.5.4.2 **Bidder:** The technology provider who is submitting his response to this RFP/tender

- 1.5.4.3 **Empanelled Service Provider (ESP):** The bidder whose proposal is accepted by IIM Nagpur after evaluation. ESP may also be called as "Partner".

- 1.5.4.4 **Programme Description Sheet (PDS):** It is a document, which provides a summary of the programme to be offered by IIM Nagpur using the services of the ESP. It contains all the relevant details required to make a business case for the intended programme. A format of a PDS is provided in Annexure XII of this RFP. Once the PDS is finalized between IIM Nagpur and the ESP, the signed PDS would become an addendum of the Master Contract.

- 1.5.4.5 **Master Contract:** It is a manifested agreement between IIM Nagpur and the ESP, containing all the terms and conditions under which the relationship between the parties are bound and would broadly be on the lines of the commercial terms and conditions provided in section XI of this RFP. This would be prepared through mutual negotiations between IIM Nagpur and ESP and would be executed on a stamp paper purchased by the ESP for this purpose.

- 1.5.4.6 **Undischarged work per week:** This is the amount of work not completed calculated on a pro-rata basis out of the total hours earmarked for the program as described in the Programme Description Sheet.

## 1.6 General Information for Bidders

- 1.6.1 Bidders should acquaint themselves with the scope of work and reach out to IIM Nagpur for any queries / clarifications they might need regarding the bid or the work requirements till pre-bid meeting
- 1.6.2 **Period of contract:** Three years / 36 months from the date of signing master contract on stamp paper with a possibility of extending the same by one more year based on mutual agreement.
- 1.6.3 **Legal dispute:** Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the civil courts at Nagpur (Maharashtra) only.
- 1.6.4 **Payment terms:** As per the clause 4.2.6.
- 1.6.5 **Authorization and Manpower deployment:** The Service provider shall inform the institute in writing the names with contact details of the persons authorized at various level who will be involved in this contract.
- 1.6.6 **Selection of Service Provider:** As detailed in Chapter 4.0.

## Chapter 2.0

### 2.1 Pre-Qualification:

Only those Bidders who meet the following minimum criteria will be considered for evaluation:

- 2.1.1 The applicant firm should be registered to provide services of the nature as required by IIM Nagpur through this tender document.
- 2.1.2 The Bidder should have operational experience of such services in India for at least three years as on date 31<sup>st</sup> march 2023, (company incorporation certificate, copies of work orders, copies of completion certificate pertaining to similar works executed should be submitted as proof of operational experience and existence).
- 2.1.3 GST registration is mandatory for the applicant firm. (Copy of registration to be attached with the bid).
- 2.1.4 Experience of handling similar assignments of Educational Institution(s) such as IIMs, IITs, NITs or any other centrally funded institutes is desirable. Furnish copies of the documentary evidence in support of the handling of similar assignments to those institutes. Similar assignments mean Certificate programmes and other short duration programmes, but not degree granting programmes and matching our requirements detailed in Chapter 3.0.
- 2.1.5 The firm needs to submit a written recommendation/feedback from at least 3 previous clients/institutions wherein they have undertaken similar service along with their contact details for verification.
- 2.1.6 The Bidder should have proven capability of providing online education as required for the programmes detailed in this document. At least one order costing Rs.4 Cr. or two orders each costing Rs.2 Cr. each executed during the last three years along with completion certificate from the client should be attached as per the format provided in Annexure VIII along with copies of work orders / work completion certificates from such clients. The assignments to be considered for evaluation as defined in 2.1.4 above. The value of each order means the revenue earned by the bidder through that order in that year.

Note – Estimated value of the work as per Chapter 3 –Detailed scope of work

- 2.1.7 The Annual turnover of the Bidder in the preceding three financial years should be at least INR 2 Crores from the vertical/segment for the services required by IIM Nagpur as per detailed scope of work. CA certificate mentioning clearly the segment and its turnover should be attached. (audited financial statements should be submitted).
- 2.1.8 In case group financial statements are provided, then board resolution of both companies has to be provided as evidence that you are authorized to participate under this bid document.
- 2.1.9 The Bidder should have conducted at least one programme for leading educational institutions like top IIMs or IITs or other reputed B-schools with an average delivery of 20,000 student hours in the past 3 years (Purchase order along with the completion certificate pertaining to the same should be attached).



2.1.10 The Bidder should not have been blacklisted by any organization. An undertaking / self-declaration to that effect should be submitted with the bid document.

In addition to above, desirable criteria as per Chapter 3, Point 3.2.

Submission of documents to assess pre-qualification criteria:

Bidders must submit the documentary proof in support of meeting the pre-qualification criteria. Simply an undertaking signed by the bidder for any item of the criteria shall not suffice. All the documentary proofs must be uploaded with the bid document.

Bidders fulfilling the above criteria will be considered for Technical evaluation as detailed in Chapter-4.0.

In deciding upon the selection of service provider, emphasis will be paid on the ability and competency of the firm to provide high quality services according to the time schedule and in close co- ordination with IIM Nagpur.

## Chapter 3.0

### 3.1 Detailed scope of work

IIM Nagpur invites proposal for providing technology, infrastructure and marketing services for its Executive Education Programmes through blended E-Learning mode from the service providers who have demonstrated capability and competency to offer such programmes and also successfully market them. The scope of work and services listed below are indicative and may not be exhaustive.

The estimated turnover from these programmes is expected to be around INR 25.00 - 30.00 Crores per year.

- 3.1.1 Set up, install, operate, and maintain one or more studios at the IIM Nagpur campus for running the programmes listed under this RFP. IIM Nagpur would provide a shell space with necessary power supply. The ESP is required to set up the studio as per the technical specification provided in this RFP.
- 3.1.2 Provide uninterrupted real time (synchronous) session through Direct-to-Device mode of delivery for the registered participants. This synchronous network connectivity will be used to share multimedia educational content in the form of audio, video, text, data in synchronous and between multiple studios (faculty side located at IIM Nagpur) and participant devices (student side). Though it is the responsibility of the participant to ensure good speed internet, the partner should be available for any other trouble shooting raised by the participants during or after sessions.
- 3.1.3 Provide the necessary technology/software interface that allows sharing of content as described in the clause 3.1.2 above in this section. Other add-on services complementing & supplementing education delivery over the technology platform, student & programme management to be provided.
- 3.1.4 The bidder will undertake all necessary marketing activities to acquire the targeted applicants for each programme unless participants for any specific programmes are sourced directly by IIM Nagpur.
- 3.1.5 Regular Up-gradation to ensure state of the art technology is made available for connectivity, studio (Faculty end), Direct to Device (Student end) & all other related infrastructure provided.
- 3.1.6 The Bidder should establish a dedicated helpline to support the accessing and usage-related issues raised by the students.
- 3.1.7 The technology should also provide means to verify that registered participants are actually attending and taking part in the programme.
- 3.1.8 Should have the facility of Computer Based Testing (CBT) for admission test and / or grading and assessments wherever necessary.

### 3.2 Desirable criteria for the bidder in addition to Pre-Qualification criteria detailed in Chapter 2.0

- 3.2.1 The Bidder should be able to establish clear rights / title to the technology (either full ownership, franchisee, licensee rights) so provided under this bid document and should be capable of providing technology updates at no extra cost. The bidder should also assure that he

would not transfer the ownership of the technology during the tenure of this contract. In case he does transfer then clause 3.5.6 would apply.

- 3.2.2 It is expected that the technology should record 99.5% uptime of the communication network. The bidder is expected to execute a Service Level Agreement to this effect at the time of signing the contract.
- 3.2.3 The Bidder should have requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached)
- 3.2.4 The Bidder should demonstrate steps taken for adequate maintenance of the facilities provided to deliver the services (documents pertaining to service level agreements, vendor contracts or annual maintenance contracts should be attached).
- 3.2.5 The shortlisted Bidders should be able to demonstrate the integrated system as required by IIM Nagpur at their cost, within one week from the date of receipt of communication in this regard. The dates for presentation would be decided in consultation with the Bidder. The demonstration should be made at IIM Nagpur premises.

### **3.3 Responsibilities of IIM Nagpur**

IIM Nagpur's responsibilities shall include the following:

- 3.3.1 Ensure curriculum design, content development and delivery of the programme using the studio facility provided by the bidder.
- 3.3.2 Specify the minimum threshold qualifications for selecting candidates for individual programmes, based on which the bidder would promote the programme and shortlist the candidates. IIM Nagpur would do the final selection of the candidates for various programmes.
- 3.3.3 Provide for student interaction with faculty; this may be through pre-scheduled visits during the on-campus component or by prior appointment.
- 3.3.4 Decide and communicate, at the beginning of the programme, an appropriate scheme of evaluation as per the requirements of the course and the methods of instruction.
- 3.3.5 Nominate one or more person(s) to interface between IIM Nagpur and the Partner.
- 3.3.6 Evaluate, grade and prepare the results of the students wherever such evaluation is required.
- 3.3.7 Evaluate and provide certification/diplomas to the participants of programmes as and when required
- 3.3.8 Provide test items and answer key to conduct examinations and assessments.
- 3.3.9 Provide space at the permanent campus of IIM Nagpur to set up the fully-functional studio. Adequate space will be provided by IIM Nagpur for the purpose. Please refer to 3.4.1 and 3.4.2 for partner's responsibilities related to this clause. IIM Nagpur would not be charging any rent for this space. IIM Nagpur would not be providing any furniture and fixtures as part of the space and all the furniture required for running this facility has to be procured and installed by the partner. Also, IIM Nagpur would be charging for the consumption of electricity and water on actual usage basis.
- 3.3.10 Float programmes on periodic basis as mutually decided with the ESP.

### 3.4 Responsibilities of the ESPs

The ESPs' responsibility is to promote and deliver the programme and shall include the following

- 3.4.1 Installation, maintenance and operation of the studio facility at IIM Nagpur at their own cost for which IIM Nagpur would provide a shell space with basic power requirements.
- 3.4.2 The partner will also have to arrange at his own cost camera, internet / satellite connectivity / uplink, proprietary software, hardware, audio, video and lighting, seating, table, white board, and any other specialized equipment and personnel. The partner is also required to maintain these equipment and upkeep them in proper working conditions. In addition, the studios of the partner at other locations may also be required to be used, should such a need so arise. The partner is required to allow the usage of the studios at such other locations, at no extra cost to IIM Nagpur.
- 3.4.3 The partner shall make arrangements to furnish and set up other facilities like green room, air conditioning, uninterrupted power supply, furniture, control room and any other facilities required for the smooth functioning of the programme / facility. During power outages, there might be a power disruption. But as the programmes cannot stop due to power outages, the partner is required to arrange his own UPS / inverter for the equipment, lighting, Internet connectivity, and camera setup at the studio and any other facilities required for the smooth functioning of the programme / facility.
- 3.4.4 At least one Technical Assistant per studio, selected by the Partner, will be stationed at the studio. The duties of this person shall include the upkeep of the studio facilities and technical management of the programme delivery and also to provide the required facilities and hospitality of the faculty members at studio. All the expenses for such person will be borne by the Partner.
- 3.4.5 Provide IIM Nagpur with the up-to-date market research and feedback to enable it to design appropriate e-learning programmes. Partner will provide the services of an Educational Technology expert for effective interface with IIM Nagpur to assist in delivery of the programmes, with no additional cost to IIM Nagpur.
- 3.4.6 The Partner will conduct sales and marketing activities for the programmes developed including design of appropriate marketing schemes and offers at his cost. The Partner will undertake the promotion and pricing strategies of the programmes after seeking the prior approval from IIM Nagpur.
- 3.4.7 In PDS, Partner is expected to provide commitment for getting maximum number of participants, where in minimum number would be fixed by IIM Nagpur. All the efforts to be made to achieve the maximum committed number of final paid nominations. In case the partner fails to achieve even the minimum number as per the PDS, the programme stands cancelled.
- 3.4.8 For each of the Programmes floated, (Short duration as well as Long duration), the ESP will be required to arrange for a Guest Faculty from the industry for specific number of sessions as indicated in the PDS. These Guest Faculty will typically be from the Senior Leadership of reputed Corporates and Industry or similar organizations and experts in the focus area of the Programme. The Guest Faculty will have to be pre-approved by the Programme Director from IIM Nagpur before the beginning of the programme and the complete coordination with the

Guest Faculty and their sessions and the remuneration will be taken care by the ESP. The list of Guest Faculty will be decided in consultation with IIM Nagpur. This responsibility is a part of delivery of the programme by the ESP.

- 3.4.9 The Partner will ensure that the intellectual property rights of the content developed and delivered by IIM Nagpur are protected. This could be through technological measures combined with proper End User License Agreement between the partner and the participant. Also, internally it should be protected through appropriate contracts and organizational processes. Copies of the EULA and the Employment contract to be provided, along with a description of the organizational processes put in place to protect the intellectual property rights of IIM Nagpur.
- 3.4.10 If the sessions are recorded, then these recordings and all other academic content developed and delivered by IIM Nagpur are the intellectual property of IIM Nagpur. The bidder shall handover the recorded lectures to IIM Nagpur for its internal purpose. The service provider would retain no copy of the recorded lectures once the programme is over. Similarly, the service provider shall handover all the remaining academic content so provided by IIM Nagpur in running this programme back to IIM Nagpur, once the programme is completed.
- 3.4.11 Permit IIM Nagpur to conduct inspection of studios and material distributed to participants at reasonable times.
- 3.4.12 The partner is expected to conduct the assessment of the participants, on completion of the course / programme, by upholding the standards agreed upon under this contract. For this, the partner should adopt necessary technological measures, and appoint necessary invigilators at each center where the participants are taking their examinations for the programmes offered by IIM Nagpur. Proofs of these arrangements have to be provided by each center heads, where the examinations were conducted.

### **3.5 General conditions for bidders**

- 3.5.1 The Bidder shall explicitly indicate the compliance or deviation of all clauses, conditions and specifications stipulated in this document. If compliance or deviation for any clause is not explicitly indicated, it will be construed as deviation and scoring would accordingly be provided. IIM Nagpur reserves its rights to amend / modify any of the terms and conditions.
- 3.5.2 Details of the bidder's technology fulfilling the requirements of IIM Nagpur should be clearly explained in simple English, supported by relevant snapshots / screenshots as applicable. A detailed technical description of the technology should be provided in a separate document.
- 3.5.3 All pages of the bid document including brochures are to be serially numbered. Also, they should comply with the requirements specified in clause 3.5.7 of this document.
- 3.5.4 The Bidder shall submit the Annual Report for the three-year period (2020-21 to 2022-23), audited Balance Sheet and the Income Tax Returns Certificate for the above-mentioned periods as an evidence of financial stability and status to meet the financial obligations pursuant to the scope of work. If the Bidder is working on a joint venture/collaboration, the details of the same along with the responsibilities of the bidders shall be mentioned. However, the Bidder shall furnish an undertaking on behalf of collaborator/associate/franchisee for the satisfactory performance of the project along with the bid document. However, the bidder will be solely responsible for complying with all the requirements under this RFP.

- 3.5.5 The Bidder should give explicit undertaking that the name of IIM Nagpur will not be used by any other, or by the Bidder, in any of the promotional material (printed, online or any other mode), nor display the IIM Nagpur name in its premises, in ways detrimental to the brand image of IIM Nagpur. Any promotional material/displays in connection with this contract must be explicitly approved by IIM Nagpur in writing before use.
- 3.5.6 The Bidder shall certify that change in ownership is not anticipated in the proposed period of contract. If such a change is anticipated, the scope and effect thereof shall be defined. In the event of such a change and if the future owner/assignee unilaterally repudiates the contract, the facilities provided by the Bidder will become the exclusive property of IIM Nagpur, and no rights, whatsoever, will accrue to such assignee of the Bidder. In addition, IIM Nagpur might also file a suit against the bidder for breach of this clause requesting damages and / or specific performance remedies therefrom.
- 3.5.7 Bid document with overwriting/cuttings are likely to be rejected unless authenticated with authorized signatures duly numbered and totaled. Also, it should contain a detailed table of contents and index of all the documents and materials provided therein. The Bidder shall authenticate by putting the signature and seal on each page of the bid document including brochures/pamphlet/write-up, etc.
- 3.5.8 The valid proposals received will be evaluated by IIM Nagpur to ascertain the best and highest performance bid in the interest of IIM Nagpur. However, this does not bind IIM Nagpur to accept any proposal and reserves the right to reject any or all bids at any point of time prior to the issue of acceptance order without assigning any reasons.
- 3.5.9 IIM Nagpur reserves the right to appoint any consultant(s) for evaluation of the bid document.
- 3.5.10 The bid document, which is prima facie found technically acceptable, will be further analyzed for system operational evaluation at IIM Nagpur. The Bidder should arrange for its site demonstration free of cost. IIM Nagpur reserves the right to evaluate operational part of any or all the bids found technically acceptable.
- 3.5.11 The Bidder shall arrange, at their own expense at IIM Nagpur, to give a presentation/demonstration on their solution after submitting their bid document. The date and time of presentation/demonstration shall be communicated to the Bidders separately by IIM Nagpur. Each Bidder shall be given about 30 minutes for presentation/demonstration. However, IIM Nagpur reserves the right to call or not for presentation / demonstration of any or all the bid documents.
- 3.5.12 The Bidder shall carefully examine and understand the specifications/conditions in this document and seek clarifications, if required, to ensure that they have understood all specifications/conditions of bid document. Such clarifications should be sought before submission of bids.
- 3.5.13 The incomplete bid document, conditional bid documents, bid documents not conforming to the terms and conditions and bids not submitted in the prescribed format are liable for rejection.
- 3.5.14 Within four weeks from the date of acceptance of the order by the Bidder, the Bidder shall execute a "Master Contract" on stamp paper, purchased at its own cost, with IIM Nagpur at Nagpur in a format to be mutually agreed between IIM Nagpur and the selected Bidder.

- 3.5.15 In case the bidder makes a misstatement or misrepresentation of fact for any item under this bid document, then IIM Nagpur would reject the application of such bidder. In such a case, IIM Nagpur also reserves the right to blacklist the bidder for a period of five years from the date of closure of this RFP, and would not allow the bidder to participate in any other bid, either related or unrelated to this bid document, during such period, conducted by IIM Nagpur. If IIM Nagpur comes to know about such misstatement or misrepresentation after the contract has been signed, then it reserves the right to cancel the contract and sue the bidder for damages in addition to blacklisting the bidder for a period of ten years as specified above.
- 3.5.16 IIM Nagpur reserves the right to reject any or all bid documents and / or cancel the tender / RFP without assigning any reason therefore before its finalization, and the bidders do not get any claim against IIM Nagpur in such circumstances. In such a case the EMD (which is non-interest bearing) would be refunded to the bidder within 90 days period.
- 3.5.17 At any time prior to the last date of receipt of RFP, Institute may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder, modify the RFP document by an amendment.
- 3.5.18 On launch of a new programme, a Programme Description Sheet (PDS) will be floated among the Empaneled Service Provider (ESPs) and based on the PDS submitted, IIM Nagpur will decide and award the programme to one of the ESPs. The programme will be offered periodically and the awarded Partner will be responsible for the delivery of the programme for the entire duration of the contract.
- 3.5.19 The bidder should also agree to be bound by the minimum sharing percentage, as specified in Clause 4.2.4 of this document and must agree to fulfil it in totality. Any bids not complying with this requirement would be rejected. If after agreeing to this clause, the bidder tries to revoke this undertaking or agrees to pay a revenue share less than the minimum floor, then the contract would be cancelled besides forfeiture of security deposit and IIM Nagpur would initiate legal action against the bidder seeking both damages as well as specific performance from the bidder. In addition, the bidder would be blacklisted from participating in any procurement process offered by IIM Nagpur for a period of five years from the date of termination of the contract.



## Chapter 4.0

### Bid Submission, Evaluation and Terms of Payment

- 4.1. **Procedure for submission of proposals:** The competitive bidding shall be in two parts: the first part is the preliminary screening (PQ) cum technical evaluation and the second part is commercial evaluation of the bid.
- 4.1.1 Preliminary Screening would be done using the format provided in Annexure IV and the required documentary proofs attached with the bid, to ensure that the bidder fulfils all the minimum criteria provided in Chapter 2.0 of this bid document.
- 4.1.2 The technical bids of only those bidders who qualify under the preliminary screening would be evaluated. The technical bid shall contain information required as per the checklist in Annexure VII. The bidder has to provide an undertaking to be bound by the minimum commercial requirements as detailed in clause 4.2.4 of this RFP. The evaluation of the technical bids would be carried out using the parameters provided in Annexure VI of this RFP. For more information on the scoring for technical evaluation, see Clause 4.3 below.
- 4.1.3 In the Price Bid, the bidders have to quote the proposed sharing percentage of the revenue for each programme delivered through Direct to Device (D2D) model. The price bid is to be submitted in the format provided in ONLINE mode only.
- 4.1.4 All the bid documents shall be submitted ONLINE on [www.tenderwizard.com/etenders](http://www.tenderwizard.com/etenders).
- 4.1.5 Deadline for submission of the RFP shall be 05.02.2024 at 11:00 AM. The Bids shall be opened at 11:30 AM on the same date, in the presence of those Bidders who choose to be present.



## 4.2 Evaluation Of RFP

### 4.2.1 Technical Component

4.2.1.1 The Bidder shall submit the Technical Bid as per the details as listed in Annexures – I, II, III, IVA, VII, and VIII. The checklist for the documents to be included as part of the bid document is provided in Annexure-V. The additional declarations and undertakings are provided in Annexures – IX and XI.

4.2.1.2 Evaluation of the technical bid would be based on the evaluation criteria provided in Annexure - VI.

4.2.1.3 To score the bidders on these parameters, members of Technical Evaluation Committee of IIM Nagpur would examine the supporting documents submitted as part of the technical bid, presentation and demonstration of the solution/ services offered and physical examination of infrastructure by visits.

4.2.1.4 The consolidated scores of the technical evaluation would be calculated as per the process explained in 4.3 of this RFP and the marking scheme in Annexure VI.

### 4.2.2 Commercial Component

The RFPs for empanelment would be evaluated on the merits of the Technical Bid and the evaluation criteria as detailed in clause 4.3. The following commercial model must be understood by the bidder before quoting in the price bid:

4.2.2.1 Revenue for a programme would be calculated separately for each individual program as:

**Revenue for Programme = (Number of Participants enrolled) x (Participant Fee for program)**

4.2.2.2 Based on the calendar duration of the program, the minimum guaranteed requirements of participants for each program is as per table below:

	3 Months	6 Months	1 Year
Number of Registered Participants	60	60	60

4.2.3 Participant Fee for each program would be decided depending on the market situation in consultation with IIM Nagpur. It would include application fee, the programme fee (tuition fee), course pack / course material fee, fee for specified campus immersions, Alumni fee & Student welfare fee.

4.2.4 Lowest percentage [%] share of revenue to bidder quoted among the technically qualified bidders will be declared as recommended percentage of share between ESP(s) and IIM Nagpur.

4.2.5 All fees, including programme fee, study material fee, campus immersion fee etc... as mentioned above (4.2.3) shall be paid by the participants directly to the institute, IIM Nagpur.

### 4.2.6 Terms of payment:

4.2.6.1 The application fee & tuition fee (without GST component charged to the participants) are only shareable with the ESP(s) which shall be released based on the invoice raised in instalments by service provider as detailed part of Programme Description Sheet (PDS) agreed by ESP(s) and IIM Nagpur. (Non-shareable components of the fee like course pack / course material fee, fee for specified campus immersions, Alumni fee & Student welfare fee shall not be included in the Shareable revenue with ESPs.) Payment will be released within 30 days of submission of invoice from ESP(s) to IIM Nagpur, provided the same is complete and duly authenticated by the specified Officer(s) of IIM Nagpur.

4.2.6.2 The GST component for the shared revenue will be shown separately in the invoice which will be over and above as per the clause above and will be paid by IIM Nagpur.

4.2.6.3 The partner shall be solely responsible for arranging the foreign exchange release and import license for any materials, components, bought out items that may be required to be imported for the purpose of performing the work under this proposal. Duties and taxes on such expenses shall be borne by the partner and bidders should consider the same while quoting in the price bid.

4.2.6.4 No other charges will be paid by IIM Nagpur except those mentioned in clause 4.2.6.1 and 4.2.6.2

### 4.3 Evaluation for Empanelment of Service Providers.

Service Providers would be empaneled on the following basis:

- 4.3.1 The bidder agrees with the requirements specified in the Commercial Component. Such agreement has to be demonstrated by providing an undertaking to that effect in the format provided in Annexure-XI.
- 4.3.2 The technical evaluation would be scored on a maximum of 100 points (refer Annexure - VI for more details). Only those bidders who score a minimum of 60 points would be considered for financial bid opening.
- 4.3.3 Out of the technically qualified bidders whose financial bids were opened, the lowest quoted bid will be considered as L1.
- 4.3.4 IIM Nagpur would invite L1 and L2 to be empanelled as ESPs with percentage sharing as quoted by L1. In case, L2 does not agree to accept the lowest sharing percentage, subsequent bidders as per ranking based on percentage sharing will be offered until a minimum of two bidders are empanelled. In case IIM Nagpur exhausts inviting all the bidders who have cleared the technical threshold, then IIM Nagpur has the right to have only one bidder (L1) who would set up the facility as an empaneled bidder and all the programs would have to be fulfilled by them only. In case all the vendors refuse to set up the facility at IIM Nagpur, then IIM Nagpur reserves the right to cancel this RFP.

### 4.4 Award of Partnerships to ESPs

Partners would be selected on the following basis:

- 4.4.1 IIM Nagpur will publish a Programme Description Sheet (PDS), which will be circulated among the ESPs. ESPs are however free to share inputs with IIM Nagpur for drafting PDS or making suggestions for a fresh PDS.
- 4.4.2 When IIM Nagpur considers launching a program, it would publish a PDS in the format similar to the one provided in Annexure-XII. Each ESP is expected to submit the same with required mandatory inputs in the PDS. Based on the PDS submitted, IIM Nagpur will decide and award the programme to one of the ESPs.
- 4.4.3 IIM Nagpur is likely to offer **about four to six programmes per year.**

#### 4.5 Commercial Terms and General Conditions:

##### 4.5.1 Terms of Payment Refer section 4.2.6

##### 4.5.2 Installation and Commissioning of studios

IIM Nagpur will communicate the go-ahead for installation of studios and communication facility at IIM Nagpur premises. The work must be completed and the facility commissioned within 60 days of the communication. Any delay will invite penal charges of Rs.1 lakh (Rs. One lakh) for each calendar week of delay or part thereof. This will be charged against the Security Deposit submitted by the ESP, as per Clause 4.6 at the time of signing of the contract.

4.5.2.1 Liquidated Damages for programme delay: Time is the essence of the contract. If the ESP fails to initiate the programme as per the timelines, IIM Nagpur shall impose Liquidated Damages of 0.5% of value of the un-discharged work per week subject to a maximum of 5% of the total value of the contract. The un-discharged work per week would be calculated based on the value of the programme as envisioned in the PDS based on the number of the student hours involved with the programme issued to the ESP.

4.5.2.2 Liquidated Damages for Installation/ Commissioning Non-performance: If the specifications of this RFP document are not met by the ESP during various tests, the ESP shall rectify the same to comply with the specifications, failing which IIM Nagpur has the sole right either to reject or to accept it finally by recovering the amount as deemed reasonable by IIM Nagpur from the security deposit provided by the ESP as per clause 4.6. Under such circumstances, the ESP should bear all cost incurred by IIM Nagpur in this regard.

All the above deductions are independent of each other and applicable separately and concurrently.

#### 4.6 Performance Guarantee (Security Deposit):

The ESP is required to maintain a security deposit of Rs. 10 Lakhs (Rupees Ten Lakhs) during the entire tenure of the contract. This amount is to be remitted by the ESP to IIM Nagpur at the time of signing of contract either in the form of a Demand Draft in favour of 'Indian Institute of Management Nagpur' payable at Nagpur, or through NEFT payment. Security Deposit can also be submitted in the form of Bank Guarantee. No interest is payable on this amount to the ESP. This security deposit would be used for the purposes specified below.

- a) In the event of either delay in the execution of the contract or non-performance / infringement of IPR of IIM Nagpur during the period of contract, the penalty will be levied against the same at the sole discretion of IIM Nagpur.
- b) A minimum connectivity (uptime of 99.5%) during the classes is expected for all sessions (Studio to classroom/ end user). Performance would be evaluated based on the criteria agreed in the signed contract. A periodic review of the performance of all the services (quarterly) would be evaluated and shared by IIM Nagpur in quarterly review meetings.

#### **4.7 Damages for Loss of Intellectual Property Rights of IIM Nagpur:**

If the intellectual property rights belonging to IIM Nagpur are compromised, including if they are lost, stolen, misused, misappropriated, copied, distributed, posted, shared, and circulated due to the responsibility of the partner or ESP, then the partner agrees to compensate IIM Nagpur to the extent of INR 5,000/- per slide of presentation content that is so compromised, INR 10,000/- per page of document that is so compromised and INR 5,000/- per minute of audio and / or video content that is so compromised. In addition, the partner and the ESP also agree to pay a fixed sum of damages to the extent of INR 1,00,000/- per instance of such compromise. In addition, IIM Nagpur also reserves the right to initiate criminal suit for breach of confidence and misappropriation of confidential information / data. This clause would survive for a period of three years after the termination of this contact. This amount would be adjusted from the security deposit maintained by the ESP with IIM Nagpur as per clause 4.6, after providing due notice in this regard.

#### **4.8 Documentation:**

- 4.8.1 All documentation with regards to the technical specifications for the bid shall be uploaded on tenderwizard portal.
- 4.8.2 The technical and commercial documentation related to contract (post completion of bidding process and award) are to be submitted at IIM Nagpur in physical form.
- 4.8.3 Two copies of original comprehensive manuals shall be supplied for each system/subsystem along with the equipment, even if the equipment is operated by the personnel of the ESP. Wherever, as a standard practice, only one original manual is being supplied, a true copy of the same shall also be supplied.
- 4.8.4 Two copies of overview summary of the whole project, including list of documents supplied, network diagram, cabling and equipment/rack layout plan, configuration/settings details, technical write-up on network functioning, etc., as applicable shall be supplied at the time of installation.
- 4.8.5 Individual comprehensive training manual shall be given to the faculty participants of the training at the time of training, as detailed in clause 4.11.
- 4.8.6 The ESP shall supply disaster recovery plan/contingency plan for the whole system before acceptance of the system as required under clause 4.12.

#### **4.9 Validity:**

The Bidder shall keep the offer valid for three calendar months from the last date of submission of proposal.

#### **4.10 Training:**

- 4.10.1 A detailed technical training including both theory and practical, shall be conducted for a period of two weeks for the faculty members at IIM Nagpur after installation, on the concept, configuration, operation, testing and maintenance of all hardware, software, network and other systems / sub-systems as applicable without any extra cost to IIM Nagpur. The ESP(s) shall bear the travelling, boarding and lodging cost related to its own personnel including the trainers.
- 4.10.2 The ESP(s) shall indicate the course content of such training for the IIM Nagpur's review along with the offer.
- 4.10.3 The ESP(s) shall provide extensive lecture notes, handouts and other training documentation related to the technology to faculty members participating in the training.
- 4.10.4 If IIM Nagpur requires similar additional training at any time, the ESP shall provide the same at no extra cost.

#### **4.11 Redundancies and Disaster Recovery:**

The ESP shall specify the extent of redundancy provided at each component of the proposed system, for ensuring trouble-free high-quality service delivery. In the event of a site failure, the ESP should specify an alternate site from where services can be continued till such a time the original facility is restored. The ESP should also provide proper security gadgets for the protection of the studio site against all natural and human disasters, including but not limited to, fire, pilferage, sabotage, vandalism etc. The ESP should also ensure that security failure on his facilities, should not affect the physical and other facilities in the IIM Nagpur premises. In addition to this, the bidder has to insure the entire physical and technical infrastructure installed as part of the studio, control room, etc., at IIM Nagpur.

#### **4.12 Force Majeure:**

Force majeure is herein defined as any cause which is beyond the control of the contracted ESP or IIM Nagpur as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as: Natural phenomena, including but not limited to floods, droughts, earthquakes, epidemics; Acts of any Government, including but not limited to war, declared or undeclared; priorities; quarantines; embargoes; provided either party shall within fifteen (15) days from the occurrence of such a cause notify the other in writing of such causes. Bidder to note that rain and monsoon is not part of force majeure and bidder is required to provide all its facility as per minimum requirement. The ESP or IIM Nagpur shall not be liable for delays in performing their respective obligations resulting from any force majeure cause as referred to and/or defined in this clause.

#### **4.13 Indemnity:**

The ESP shall indemnify the IIM Nagpur and be liable for any loss due to malfunctioning of the equipment under the project as supplied and installed by the ESP.

#### 4.14 Arbitration:

In the event of any dispute or difference arising out of or in connection with the Agreement as to the interpretation or any other matter, then the Parties shall resolve such dispute or difference first by mutual discussions. In case after this, the dispute persists, then such disputes shall be referred to Arbitration proceedings to be conducted in accordance with the Indian Arbitration and Conciliation Act, 1996. The arbitration would be conducted by a three-member panel of arbitrators, one each would be chosen by IIM Nagpur and the bidder and they in turn would choose the third arbitrator. The arbitration will be held at Nagpur and would be conducted in English language. The cost of arbitration will be divided equally between IIM Nagpur and the bidder. The Parties to the dispute will instruct the Arbitrators to render a decision within 30 days from the date of their appointment.

Any further disputes will be settled under the jurisdiction of Court of Nagpur.

#### 4.15 Termination:

4.15.1 The agreement will be entered with selected ESP /s and will be valid for a maximum of 36 (thirty-six) months / three years depending upon the evaluation of the bid.

4.15.2 The contract may be extended further for a period of ONE YEAR after the expiry of the term of the contract on same or modified terms on mutual consent.

4.15.3 Termination for Convenience: Either party may terminate the contract for convenience at any time during its valid term by issuing a notice for the termination of contract. However, this option cannot be exercised while a programme is in process.

If the contract is terminated for reason of the convenience of the ESP / the Partner, then in such event as promptly as practicable, but not more than 30 days, the ESP / Partner shall (i) pay all sums due to IIM Nagpur, (ii) cease using Programmes including, but not limited to, the title of the programme, the reading materials provided as part of the programme, the presentation material provided as part of the programme, the video and other supplementary material required for the programme which were provided by IIM Nagpur, as well as any marketing literature created for the programme, and (iii) return all copies of Programmes and all written materials and all physical embodiments of Programmes or any portion thereof to IIM Nagpur. Moreover, the studios and other facilities provided by the ESP / Partner within the geographic premises of IIM Nagpur, will be removed by Bidder at its own cost, only after mutually agreed time period of within six months or end of the current academic year, whichever is earlier. However, if ESP is terminating the contract as per clause 3.5.6, the facilities will be transferred to IIM Nagpur at no cost.

4.15.4 If the contract is terminated for reason of IIM Nagpur's convenience, then in such event as promptly as practicable, IIM Nagpur shall deliver all the ordered and accepted Programmes and such termination shall be effective only upon successful completion of all the Programmes being conducted hereunder.

## ANNEXURE-I

### TECHNICAL SPECIFICATIONS OF THE STUDIO

#### A1.1- Product Description:

The technology and the product / service provided by the bidder should have at least the following features:

- Ability to convey quality management education across a large geographical area without the faculty member being physically present in those locations
- Provide two-way audio and video transmission from the faculty member to the students (for lectures) and back from students to faculty members (for feedback, queries and class participation activities with prior permission of the faculty member / presenter)
- The audio transmission should be capable of providing stereo sound quality with zero distortion and zero voice loss
- The video of high quality with at least 1024 x 720 resolution should be transmitted at the rate of at least 20 - 25 frames per second
- In addition to the audio and video transmission, the technology should have capabilities to transmit the presentations, and other teaching aids for the participants
- The ability to manipulate the presentations remotely by the faculty member, including but not restricted to pointers being directed, highlight certain areas as important and drawing their attention, demonstrate videos within the presentations, play audio clips within the presentations, etc.
- Capability to have whiteboard / blackboard integrated into the technology
- Ability to take attendance of the participants taking part in the session and also periodically monitoring the attentiveness of the participants during the session
- Ability to conduct polls during the classes / sessions, as well as demonstrate the results of such polls instantly to the entire audience
- Ability to conduct surprise quizzes during the session in the multiple-choice formats, with solutions being displayed, after the quiz is complete, to the entire class
- Ability to ask a student to present a thought to the entire class, in which case, the others during the session including the faculty member becomes the audience. This is to be facilitated with two-way audio and video transmission capabilities at the student's end.
- Ability to record the video and / or audio of the lectures during the session, the control of which is to be provided to IIM Nagpur and the faculty member
- Ability to transmit the recorded audio and / or video at the request of the student or the bidder, only with the prior approval of IIM Nagpur. In this case, the ability to control and monitor the same is to be accorded to the faculty members and the management of IIM Nagpur
- Ability to access the facilities remotely, using a laptop and an internet USB dongle / data card / mobile data plan, in order to carry out the session without failure even during travel
- Ability to upload and download documents, presentations, videos, audios, etc., both by the students as well as the faculty members, as suggested and as required by the programme



- Ability to monitor and control the usage permissions and capabilities of all the participants through periodical reports being generated as well as being presented in the form of dashboards to respective faculty members as well as the management of IIM Nagpur

### **A1.2 - At Each Studio:**

In order to provide the above features at A1.1 above, the bidder should be able to provide all the necessary hardware and software components as required and mandated by the technology platform. In addition to this, the bidder should also provide at least the following hardware components:

- A high-quality camera to record the video, with one serving as a backup
- A set of high-quality audio microphone with another set serving as a backup
- Necessary computer equipment to operate on, while the session is going on, by the faculty member
- Necessary hardware and software components to facilitate transmission of the presentation
- Necessary hardware and software components to facilitate the viewing of various centers / classrooms set up by the bidder with capabilities of touch screen or similar monitors
- Necessary hardware and software components required to mix, compress, encode and transmit the audio, video, and presentations during the session, if required
- Sufficient and ambient lighting conditions within the studio to facilitate good transmission of audio and video during the session
- Air-conditioning facility within the studio
- Necessary acoustic treatment of the studio to be done by the bidder
- Instructor podium with a work station / a tablet to operate the presentations
- Uninterrupted Power Supply for all the equipment at both the studio as well as the control room with a minimum power back up of 180 minutes

The bidder in the technical bid document, needs to specify all the hardware and software components, with the brand name (with alternatives if any) with the model number / name and the respective number of units that they would be providing at the studio to be set up at IIM Nagpur. They also need to provide a schematic diagram with proper rendering of the tentative studio, positioning of all the technical components in the studio, demonstrating the as-would-be scenario.

### **A1.3-Control Room:**

In order to facilitate proper setting up and functioning of all the features specified in the product description provided above, the bidder might also provide a necessary control room at IIM Nagpur, if required. All the necessary hardware and software components required for such control room need to be provided and set up by the bidder. These components could be, but not restricted to, the following:

- Video Graphics System for managing presentation of lectures
- Video Switcher
- Audio Console and Automatic Gain Control
- Relevant Network Management System



The bidder in the technical bid document, needs to specify all the hardware and software components, with the brand name (with alternatives if any) with the model number / name and the respective number of units that they would be providing at the control room to be set up at IIM Nagpur. They also need to provide a schematic diagram with proper rendering of the tentative control room, positioning all the technical components in the control room, demonstrating the as-would-be scenario.

**A1.4-Others:**

Free upgrades of all the relevant hardware / software tools.

## **ANNEXURE-II**

### **COMMUNICATION FACILITY**

#### **A2.1 Connectivity:**

- Ready to use real time broadband or other modes of connectivity required for delivering the product features as specified under Annexure I, as well as to receive students' voice and data (two-way data, voice and video), with zero time lag for video and lossless audio and data transmission.
- Broadband or other modes of network for seamless integration of video, voice and data
- Analog / digital phone connections for fault logging

**CLASSROOMS**

**ANNEXURE-III**

*Not Applicable*

## ANNEXURE-IV

**PRELIMINARY SCREENING APPLICATION FOR PARTICIPATING IN TENDER FOR EMPANELMENT OF SERVICE PROVIDERS TO PROVIDE TECHNOLOGY, INFRASTRUCTURE AND MARKETING PROMOTIONAL SERVICES FOR EXECUTIVE EDUCATION PROGRAMMES OF IIM NAGPUR THROUGH BLENDED / E-LEARNING MODE**

<b>Preliminary Screening Application</b>		
<b>Sl. No.</b>	<b>Questions</b>	<b>Responses</b>
1	Name of the Organization	
2	Address and Contact number of the Organization	
3	Name, Designation and Contact Details of the person providing the information	
4	Existence Since (Provide registration details along with a copy of the certificate)	
5	Number of years in this business (Please provide information about the growth of your organization in this business in a separate sheet)	
6	Number of Students & alumni trained by the Organization	Existing _____ Past _____
7	Tie-ups with other institutions (Please provide information about the clients in the format provided in Annexure VIII)	
8	What kind of technology are you using for your business (Please elaborate in a separate sheet, the nature of technology and its impact on the audio, video and data transmission over the communication technology and network)	

9	Nature of Technology <div style="float: right;">           Synchronous <input type="text"/> Asynchronous <input type="text"/>            Both <input type="text"/> </div>																
10	Type of Delivery of Programmes <div style="float: right;">           One-2-One <input type="text"/> (Studio to Desktop)         </div>																
11	Financial Position for the last 3 years (Please indicate clearly, the units you are mentioning) (Please refer Clause 2.1.7 of the bid document)	<table border="1"> <thead> <tr> <th>Annual Turnover</th> <th>Net worth</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td>2020-21</td> <td></td> </tr> <tr> <td>2021-22</td> <td></td> </tr> <tr> <td>2022-23</td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </tbody> </table>	Annual Turnover	Net worth					2020-21		2021-22		2022-23				
Annual Turnover	Net worth																
2020-21																	
2021-22																	
2022-23																	
12	Does the financial position listed under the above question include the details of group companies	Yes <input type="text"/>	No <input type="text"/>														
13	If you have answered Yes to the above question, then please attach the Board resolutions of both the group company as well as the participating company authorizing the bidder to participate under this bid document (Please refer Clause 2.1.7 for more details)	Provided <input type="text"/>	Not Provided <input type="text"/>														
14	Organizational Capabilities (Please provide the resumes of key personnel in each area below) <div style="margin-top: 10px;">           Total Number of Staff _____         </div> <div style="margin-top: 10px;">           Total Number of Engineers / Technicians _____         </div> <div style="margin-top: 10px;">           Total Number of Marketing Personnel _____         </div> <div style="margin-top: 10px;">           Total Number of Managerial Personnel _____         </div> <div style="margin-top: 10px;">           Total Number of Other Support Staff _____         </div>																

15	Do you have the necessary approvals from the government or from appropriate statutory authorities for carrying on this business (Please provide a copy of the approval letters for the same)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
16	What is the nature of your right over the technology that you intend providing to IIM Nagpur	Self-Developed <input type="checkbox"/>	Franchisee <input type="checkbox"/>
		Bought <input type="checkbox"/>	Licensee <input type="checkbox"/>
17	Are you willing to demonstrate the technology and the solution thereof at IIM Nagpur premises	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**ANNEXURE-IVA**

**APPLICATION FOR PARTICIPATING IN TENDER FOR EMPANELMENT OF SERVICE PROVIDERS TO PROVIDE TECHNOLOGY, INFRASTRUCTURE AND MARKETING SERVICES FOR EXECUTIVE EDUCATION PROGRAMMES OF IIM NAGPUR THROUGH BLENDED E-LEARNING MODE**

**Part 1 – Preliminaries**

Sl. No.	Questions	Responses
1	Name of the Organization	_____
2	Address and Contact number of the Organization	_____ _____ _____
2A	Name, Designation and Contact Details of the person providing the information	_____ _____ _____
3	Existence Since (Provide registration details along with a copy of the certificate)	_____
3A	Organizational Capabilities Total Number of Staff  Total Number of Engineers / Technicians  Total Number of Marketing Personnel  Total Number of Managerial Personnel  Total Number of Other Support Staff	_____ _____ _____ _____ _____
4	Number of Branches (Provide a list of branches already operational / to be operationalized by Feb 2024)	_____
5	Number of Students & alumni trained by the Organization	Existing _____ Past _____



6	Tie-ups with other institutions (Please provide information about the clients in the format provided in Annexure VII)		
7	Nature of Technology	Synchronous <input type="text"/>	Asynchronous <input type="text"/>
		Both <input type="text"/>	
8	Type of Delivery of Programmes	<input type="text"/> (Studio to Classroom)	<input type="text"/> (Studio to Desktop)
9	List out the top 6 features of your technology	1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____	
9A	Please provide the minimum and maximum area required (In SQFT) to set up your studio at IIM Nagpur	Minimum Area <input type="text"/>	Maximum Area <input type="text"/>
10	Please provide snapshot images of all the important features of the technology in a separate documents	Provided <input type="text"/>	Not Provided <input type="text"/>



**Part 2 - Course Management within the Platform**

12	Does the platform provide an option to upload course outline on to it	Yes	<input type="text"/>	No	<input type="text"/>
13	Does the platform provide an option to edit the course outline	Yes	<input type="text"/>	No	<input type="text"/>
14	Does the platform allow the instructor to edit the contents and coverage	Yes	<input type="text"/>	No	<input type="text"/>
15	Does it allow us to edit the schedule of the programmes in terms of dates	Yes	<input type="text"/>	No	<input type="text"/>
16	Does it allow the instructor to edit the duration of the programme	Yes	<input type="text"/>	No	<input type="text"/>
17	Does it allow for rescheduling of classes for any reason	Yes	<input type="text"/>	No	<input type="text"/>
18	Does it allow for cancellation of classes for any reason	Yes	<input type="text"/>	No	<input type="text"/>
19	If the classes are either cancelled or rescheduled, does it automatically generate an email message to all the participants of the class	Yes	<input type="text"/>	No	<input type="text"/>
20	Does it provide a calendar facility highlighting all the important dates of the courses/Programs	Yes	<input type="text"/>	No	<input type="text"/>
21	Does it allow you to upload the files into courses for each session	Yes	<input type="text"/>	No	<input type="text"/>
22	Does it allow you to upload all the relevant reading materials, presentation material, cases, exercises, problems, assignment materials, etc., at the beginning of the course and release it according to the schedule	Yes	<input type="text"/>	No	<input type="text"/>
23	Does it allow you to create folders to save the material for each session therein	Yes	<input type="text"/>	No	<input type="text"/>



24	Does it allow you to upload presentation material for class purpose	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
25	Does it allow the students to access the presentation material for self-study purposes	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
26	Does it allow you to post exercises after the class as assignment material	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
27	Does it allow you to receive the completed assignment from all the students before the deadline	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
28	Does it compile all the solutions to the assignment mentioned in the previous question into a folder	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
29	Does it mail the folder compiled in the above question to the faculty member automatically	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
30	Does it allow you to post solutions for the assignment problems after the deadline is complete	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

### Part 3 - Delivery Management

31	Describe the Prominent features / areas of the delivery system of your technology (Please provide a snapshot of each of these components in a separate document)	Provided	<input type="checkbox"/>	Not Provided	<input type="checkbox"/>
32	What is the minimum and maximum resolution of the video section?	Minimum Resolution	<input type="text"/>		
		Maximum Resolution	<input type="text"/>		
33	Can the video section be resized?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

34	Can the video section be placed at a different location?	Yes	<input type="text"/>	No	<input type="text"/>
35	What is the resolution of the presentation section?	Yes	<input type="text"/>	No	<input type="text"/>
36	Can the presentation section be resized?	Yes	<input type="text"/>	No	<input type="text"/>
37	Can the presentation section be placed at a different location?	Yes	<input type="text"/>	No	<input type="text"/>
38	Does the platform have an in-built white board which can be used for clarifying concepts?	Yes	<input type="text"/>	No	<input type="text"/>
39	If you answer yes to the previous question, please list all the hardware and software components required to have an effective and seamless white board usage	Provided	<input type="text"/>	Not Provided	<input type="text"/>
40	Can the students use the white board to seek clarifications	Yes	<input type="text"/>	No	<input type="text"/>
41	Can the students be asked to use the white board to present something as part of class participation	Yes	<input type="text"/>	No	<input type="text"/>
42	Can the students appear through video while asking question	Yes	<input type="text"/>	No	<input type="text"/>
43	Can students ask questions by typing it out in a chat message	Yes	<input type="text"/>	No	<input type="text"/>
44	Please provide a snapshot image of the feature described in the previous question	Provided	<input type="text"/>	Not Provided	<input type="text"/>
45	Does the platform allow for involving the students in group assignments	Allows	<input type="text"/>	Does not allow	<input type="text"/>



46	Does the platform allow for the students to make presentations as a follow up of their group assignment	Allows	<input type="checkbox"/>	Does not allow	<input type="checkbox"/>
47	Does the presentation mentioned in the previous question become visible only to the faculty member or to the entire audience	Faculty member only	<input type="checkbox"/>	Entire audience	<input type="checkbox"/>
48	Can the faculty member create groups among students for handing out the group assignments within the platform	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
49	Can the faculty member restrict the access for discussion only to the groups so created through the platform	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
50	Does the platform allow for discussion among the group members while carrying out group assignments	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
51	Can the faculty member upload website links for further readings to be done by the students	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
52	Can the faculty member play videos on the platform as part of the class discussions	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
53	Can the faculty member play videos from online sites as part of the class discussion	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
54	Can the faculty conduct polls as part of the discussion	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
55	Can the students present answers using the platform for polls conducted by the faculty member	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
56	Can the faculty member see the result of the polls so conducted in the above question	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>



57	Can the faculty display the results of the poll mentioned in the above question to all the audience	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
58	Can the faculty member record the attendance of the students present in a particular session	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
59	How can the faculty member ensure that the students who have logged on to the platform is actually attending the lecture? Please elaborate your answer in a separate document	Provided	<input type="checkbox"/>	Not Provided	<input type="checkbox"/>

#### Part 4 - Examination Management

60	Please elaborate on how the platform facilitates the examination process for courses delivered through the platform in a separate document	Provided	<input type="checkbox"/>	Not provided	<input type="checkbox"/>
61	Does the platform has a separate module for conducting examinations	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
62	Can the question paper be prepared on the platform	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
63	Can the question paper be administered on the platform	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
64	If it can be administered on the platform, how does the platform ensure that the students are not copying? Elaborate your response in a separate document with relevant snapshot images.	Provided	<input type="checkbox"/>	Not Provided	<input type="checkbox"/>
65	Does the platform allow the faculty member to administer Multiple-Choice Questions	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
66	Can essay type questions be administered on the platform	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
67	Does the platfrom facilitate numerical based questions be answered through the use of spreadsheets	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

IIMN/141/2023-24/22 dated 15.01.2024				
68	Does the platform facilitate for the students making presentation as part of the examination	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
69	Does the platform allow adaptive questions like match the following or multiple correct answers, etc.?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
70	Will the platform automatically correct the Multiple-Choice Questions	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
71	Will the platform display the results of the Multiple-Choice questions after the examination is completed (For the students to know what the right answers are)	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
72	What are the alternative modes of declaring results using the platform? Please elaborate your response in a separate document with relevant snapshot images	Provided	<input type="checkbox"/>	Not Provided <input type="checkbox"/>
73	Does the platform facilitate taking feedback from the participants about the quality of the course	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
74	Does the platform facilitate taking feedback from the participants about the quality of the platform	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
75	Does the platform facilitate taking feedback from the participants about the quality of the entire user experience and learning experience	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
76	Does the platform check for plagiarism for the answers provided by the students	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
77	Does your business proposition to IIM Nagpur allow you to conduct the examination at a centralized location with students being physically present and then being administered the examination	Yes	<input type="checkbox"/>	No <input type="checkbox"/>



78	If you answered yes for the previous question, how do you ensure that malpractices are not committed by students? Please elaborate your answer in a separate document	Provided	<input type="text"/>	Not provided	<input type="text"/>
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### Part 5 - Other Facilities within the platform

79	Does the platform provide support for discussion forums	Yes	<input type="text"/>	No	<input type="text"/>
80	Does the platform provide support for message board	Yes	<input type="text"/>	No	<input type="text"/>
81	Does the platform provide support for emails between participants and the faculty member	Yes	<input type="text"/>	No	<input type="text"/>
82	Does the platform provide support for emails among students	Yes	<input type="text"/>	No	<input type="text"/>
83	Does the platform provide support for blogs and other wiki services	Yes	<input type="text"/>	No	<input type="text"/>
84	Does the platform allow the students to protect their privacy	Yes	<input type="text"/>	No	<input type="text"/>
85	Does the platform allow the students to change their profile	Yes	<input type="text"/>	No	<input type="text"/>
86	Does the platform allow the students to upload their photograph as part of their profile	Yes	<input type="text"/>	No	<input type="text"/>
87	Does the platform allow students to change their passwords	Yes	<input type="text"/>	No	<input type="text"/>
88	Does the platform provide a calendar service	Yes	<input type="text"/>	No	<input type="text"/>
89	Does the calendar provided facility of scheduling the classes and marking it in different font / color	Yes	<input type="text"/>	No	<input type="text"/>

### Part 6 - Administration of the Platform and Learning Experience

90	Who maintains the administrative privileges of the platform	IIM Nagpur	<input type="text"/>	Service Provider	<input type="text"/>
91	Who creates the User IDs	IIM Nagpur	<input type="text"/>	Service Provider	<input type="text"/>
92	Who can edit the User IDs	IIM Nagpur	<input type="text"/>	Service Provider	<input type="text"/>
93	Who can edit the Student privileges	IIM Nagpur	<input type="text"/>	Service Provider	<input type="text"/>
94	Can IIM Nagpur control the activities of class	Yes	<input type="text"/>	No	<input type="text"/>
95	Can IIM Nagpur block students from being part of the lecture, as a disciplinary measure	Yes	<input type="text"/>	No	<input type="text"/>
96	Can IIM Nagpur block interactions between students	Yes	<input type="text"/>	No	<input type="text"/>
97	Can IIM Nagpur control the synchronicity / asynchronicity of the data being transmitted through the platform	Yes	<input type="text"/>	No	<input type="text"/>

### Part 7 - Technical requirements

98	Provide a complete list of hardware components required to operationalize the platform as required under Annexure I, Annexure II, and Annexure III. Also explain the reason for going for it. Please provide this in a separate document	Provided	<input type="text"/>	Not Provided	<input type="text"/>
99	Provide a complete list of software programs required to operationalize the platform as required under Annexure I, Annexure II and Annexure III. Also explain the reason for going for it. Please provide this in a separate document	Provided	<input type="text"/>	Not Provided	<input type="text"/>



100	Does the platform provide for encryption of the data being transmitted on it	Yes	<input type="text"/>	No	<input type="text"/>
101	If you answered yes for the previous question, please elaborate on the level, nature and extent of encryption carried out by the platform. Please provide this in a separate document	Provided	<input type="text"/>	Not provided	<input type="text"/>
102	If you answered no for the previous question, please elaborate on the measures taken to ensure data integrity as well data security. Please provide this in a separate document	Provided	<input type="text"/>	Not provided	<input type="text"/>
103	Do you provide storage space for the course content	Yes	<input type="text"/>	No	<input type="text"/>
104	If you answered yes for the previous question, please elaborate on the storage capacity, security and other details. Please provide this in a separate document	Provided	<input type="text"/>	Not provided	<input type="text"/>
105	If you answered yes in the previous question, please elaborate on the back up systems in place to ensure safety of the data uploaded. Please provide this in a separate document	Provided	<input type="text"/>	Not Provided	<input type="text"/>
106	In case of data loss, how would you intervene in getting the data restored for IIM Nagpur. Please provide this in a separate document	Provided	<input type="text"/>	Not Provided	<input type="text"/>

107	What is the minimum bandwidth of the internet (in kbps / mbps) required to provide the following features / services at the optimum level for the faculty and the student without causing any timelag and distortions:				
107A	Video + Audio + Presentation + Chat + Whiteboard	Faculty	<input type="text"/>	Student	<input type="text"/>
107B	Audio + Presentation + Chat + Whiteboard	Faculty	<input type="text"/>	Student	<input type="text"/>
107C	Audio + Presentation + Chat	Faculty	<input type="text"/>	Student	<input type="text"/>
107D	Audio + Presentation	Faculty	<input type="text"/>	Student	<input type="text"/>
107E	Video + Audio + Presentation + Chat	Faculty	<input type="text"/>	Student	<input type="text"/>
107F	Video + Audio + Presentation	Faculty	<input type="text"/>	Student	<input type="text"/>

### Part 8 - Legal Matters

108	Please provide details about the ownership of the Technology you intend to implement at IIM Nagpur	Self-Created	<input type="text"/>	Bought	<input type="text"/>
		Licensee	<input type="text"/>	Franchisee	<input type="text"/>
109	If you have answered Licensed / Franchised, then please indicate its nature	Exclusive	<input type="text"/>	Non-Exclusive	<input type="text"/>
109A	If you have answered Licensed / Franchised to question no 107, then please provide a copy of the license / franchise agreement as the case may be	Provided	<input type="text"/>	Not Provided	<input type="text"/>
110	Have to procured all the necessary licenses / permissions from the relevant government / statutory body for providing this service to IIM Nagpur	Yes	<input type="text"/>	No	<input type="text"/>
		License Not Required	<input type="text"/>		
111	If you have answered Yes in the previous question, then please provide a copy of license document	Provided	<input type="text"/>	Not Provided	<input type="text"/>

112	Please elaborate on the measures put in place by you to ensure the privacy of the participants attending this exercise, in a separate document	Provided	<input type="checkbox"/>	Not Provided	<input type="checkbox"/>
113	Please elaborate on the measures put in place by you to ensure that the intellectual property of IIM Nagpur is safeguarded, in a separate document	Provided	<input type="checkbox"/>	Not Provided	<input type="checkbox"/>
114	Please elaborate on the measures put in place to measure Service Level Agreement in a separate sheet	Provided	<input type="checkbox"/>	Not Provided	<input type="checkbox"/>
115	Please provide a draft agreement you want to sign with IIM Nagpur for this partnership	Provided	<input type="checkbox"/>	Not Provided	<input type="checkbox"/>

### Part 9 - Marketing of Programmes and Other details

116	Would you provide assistance in terms of marketing the programme	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
117	If you agree to provide assistance in terms of marketing the programme, what are the roles that you intend to carry out without any intervention of IIM Nagpur. Please elaborate on this in a separate document	Provided	<input type="checkbox"/>	Not Provided	<input type="checkbox"/>
118	Would you agree to guarantee a minimum number of students per course for IIM Nagpur	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
119	If you answer yes to the previous question, what would be the number of students that you would guarantee for programmes of the following durations: 2 - year programmes 1 - year programmes 6 - month programmes 3 - month programmes				

120	During the tenure of the contract, would you allow us to use the physical infrastructure for any other purposes other than e-PGP as decided by IIM Nagpur	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
121	After the agreement period is complete, would you allow us to retain the establishment with us	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

**ANNEXURE V**
**CHECKLIST OF DOCUMENTS TO BE INCLUDED AS PART OF THE TECHNICAL BID**  
**(To be used for conducting technical screening of the bids)**

SI No	Particulars	Provided with the Bid Document (Tick if yes or leave blank if No)	Page number within the document
1	Covering Letter		
2	Original Bid Document and Addendum issues, if any, stamped and signed by the Authorized Signatory		
3	Detailed technical proposal covering all components as mentioned in Annexure - IV		
4	Copies of necessary approvals and licenses from the government (See clause 3.2.5 for more details)		
5	Incorporation Certificate, copies of PAN, GST and statutory documents (refer clause 2.1.3)		
6	Annual turnover statement as per proforma in Annexure VII		
7	Audited Financial Statements for the last three financial years (see Clause 2.1.7)		
8	Statement of compliance with features specified in Annexure I to III		
9	Proforma of Commitment of prior experience of the bidder as per Annexure - VIII		
10	Prior experience in providing similar services / technical assistance / product delivery to be supported by copies of Work Contracts, Work orders, Experience Letters, Letters of Intent, Completion Certificates, etc... (see Clause 2.1.1) to support them		
11	Certificate of ownership / rights under a license / franchise arrangement with specific right to license it to IIM Nagpur under this RFP. Also, this certificate should contain the provisions to update / upgrade the technology periodically at no extra cost to IIM Nagpur (See clause 3.2.1)		
12	Certificate indicating that there would be no change of ownership of the technology and / or the company during the life of this contract (see Clause 3.5.6)		
13	Copies of Service Level agreements, vendor contract and annual maintenance contracts guaranteeing 99.5 % uptime of other covenants under this document ( See clause 3.2.4 & 3.2.6)		

Sl No	Particulars	Provided with the Bid Document (Tick if yes or leave blank if No)	Page number within the document
14	Details of the programmes conducted for IIMs / IITs / other reputed Business Schools along with a copy of the work order (see Clause 2.1.4)		
15	Details of the technology as required in Annexure I, II and III		
16	Undertaking that the name of IIMN would not be used in ways detrimental to its brand image (see clause 3.5.5)		
17	Undertaking to comply with the minimum commercial requirements as per the format provided in Annexure XI		
18	Content of the training programme and duration of the training programme (See clause 4.11)		
19	Technical measures to be adopted to protect the Intellectual Property Rights (IPR) of IIM Nagpur (See clause 3.4.11)		
20	Copies of the End User License Agreement, Employment Contract and the Organizational processes put in place to protect the IPR of IIMN (see Clause 3.4.11)		
21	Details of the redundancies and disaster recovery plan for the technology and the facilities installed at IIM Nagpur (See Clause 4.12)		
22	Statement of compliance or deviation of the Clauses of this RFP as per the format provided in Annexure - IV of this RFP		
23	EMD submitted online		

## ANNEXURE – VI

### EVALUATION CRITERIA FOR ASSESSMENT OF ENTRIES / APPLICATIONS

The evaluation of bids would be carried out in two parts.

#### **PART 1 – Preliminary Screening**

Preliminary screening would be carried out using the format provided in Annexure IV. This stage would look at the fulfillment of basic qualification criteria set out in Chapter 2.0 of this bid document. The bids of only those bidders who fulfill these qualification criteria would be processed further; else it would be rejected at this stage itself. No marks would be assigned for this part of evaluation.

#### **PART 2 – Technical Evaluation**

**(100 Marks)**

Technical Evaluation would be carried out using the documents provided by the bidder as per clause 4.2.1.1 of this RFP. The scoring would be awarded based on the criterion listed in this Annexure as per the procedure / process provided in clause 4.2.1.3 of this RFP.

##### **1. Product Features:**

**(35 marks)**

The product features would be assessed based on the following guidelines:

- Fulfillment of the basic product features as specified in Annexure I
- The product interface
- The ease of use of the product features
- Seamless integration of various features within the product interface
- Lossless streaming of video and audio
- The storage space, security and the terms and conditions of usage for the participants
- Innovative concepts being part of product features

##### **2. Technological features:**

**(20 marks)**

The technological features would be assessed based on the following guidelines:

- The ownership of the technology or clear rights of the technology
- Necessary licenses and approvals from statutory authorities
- The nature of technology in light of the technological advancement in the country
- The rate of data as well as audio and video transmission on the technology, given the constraint of bandwidth
- Lossless streaming of video and audio capabilities on technical front
- Energy efficiency and less resource consumption by the technology would be given high priority
- Effectiveness and ease of installing, operating and maintaining the technology
- Regular upgradation / updation of technology
- Integration of hardware and software to provide a seamless experience, both for the instructor as well as to the participants
- Innovative features on technological front

### 3. Logistical features:

(20 marks)

The logistical features would be assessed based on the following guidelines:

- The features available at each studio
- The hardware components required to run the technology
- The ease of availability, repair, maintenance, and replacement of the components required to run the technology
- The area requirement for setting up of the studio, classroom and the control room (if required)
- The ease of installing and commissioning of the studio, the classroom, and the control room (if required)
- The seamless interactivity between the hardware components and the software program, without causing any inconvenience to the instructor or the participants
- The technical competency, qualification and the availability of technical caretaker of the facilities at the studio and / or control room
- Innovation in product and service delivery

### 4. Business Aspects:

(25 marks)

- Prior experience of setting up and running similar programmes for institutes of similar repute preference will be given to experience of work with top IIMs, IITs.
- Organizational strength including qualification, experience, and expertise of technical personnel including technical support personnel, marketing personnel and managerial personnel
- Capabilities and prior experience for assisting IIM Nagpur in marketing its programmes
- Minimum number of students committed for programmes specified in Part 9 of Annexure IVA
- Capabilities to deliver up-to-date information to IIM Nagpur about the market conditions for different programmes
- Prior business relations successfully executed and abandoned / terminated in this business
- Financial Strength
- Performance feedback from previous clients



**ANNEXURE – VII****PROFORMA OF ANNUAL TURNOVER STATEMENT**

RFP No: IIMN/141/2023-24/01 dated 12.01.2024

Name of the Bidder: .....

Bidder shall indicate herein his annual turnover during the preceding 3 years based on the audited balance sheet / profit and loss account statement, including the position of his net worth using the following table. The amounts need to be in Rupees.

Particulars	2020-21	2021-22	2022-23
Annual Turnover			
Gross Profit			
Net Profit / (Loss)			
Reserves			
Share Capital			
Accumulated Losses			
Net Worth			
Capital Employed			

Average Annual Turnover during the last three financial years: Rs.....

**NOTE:**

The following documents needs to be submitted by the bidder along with his RFP. In addition to these, the documents mentioned in Clauses 2.1.7 and 3.5.4 of this RFP are also to be submitted.

1. Copies of audited balance sheet with Profit & Loss account statement for last 3 years (2020-21 to 2022-23). (In case of group companies, the copies of audited Balance Sheet and Profit & Loss account of the entire group should be submitted, in which case, the above table needs to be separately filled in for the bidder company and all the group companies who are bidding jointly for this bid, after which, a consolidated table for the entire group should be provided and the average annual turnover for the consolidated table alone should be calculated. Clear indications of the same should be provided in format)
2. Copies of annual returns for the last 3 years (2020-21 to 2022-23)
3. Copies of Income Tax returns for the last 3 years (2020-21 to 2022-23)

(Stamp & Signature of Bidder)

**ANNEXURE –VIII****PROFORMA OF COMMITMENT OF PRIOR EXPERIENCE AS PER TENDER**

RFP NO: IIMN/141/2023-24/22 dated 15.01.2024

NAME OF THE BIDDER: .....

<b>Description</b>	<b>Client 1</b>	<b>Client 2</b>
Name of the Client		
Full Address of the Client		
Name, phone, mobile, fax, and email of the Contact person		
Name		
Phone		
Mobile		
Fax		
Email		
Description of the work carried out for the Client		
Value of the Contract (In Rupees)		
Type of Contract		
Year of Commencement of Contract		
Tenure of the Contract		
Stage of the Contract		
Type of Execution (Direct / Outsourced)		
Any other Information		
Remarks / Comments		

Note: The Bidder can use multiple copies of this document to provide details about their clientele. Also note that the clients may be contacted as part of the Technical evaluation for this tender.

Refer clauses 2.1.2, 2.1.4 and 2.1.6 of this RFP for details.

**ANNEXURE –IX**

**PROFORMA OF COMPLIANCE TO RFP REQUIREMENT**

RFP NO: IIMN/141/2023-24/22 dated 15.01.2024

NAME OF THE BIDDER: .....

We confirm that our Bid complies with the broad scope of work defined in Annexures – I, II & III without any exceptions. We have serially numbered and signed the entire bid document and we have created a detailed table of contents and index for the same as required under clause 3.5.7 of this RFP.

(Stamp & Signature of Bidder)

**ANNEXURE – X**

**Removed**

**ANNEXURE – XI**  
**UNDERTAKING TO COMPLY WITH THE MINIMUM COMMERCIAL REQUIREMENT**

I, \_\_\_\_\_ (Authorized Signatory) hereby undertake to abide by the provisions of Clause 4.2.2 of the Bid documents for Providing Technology, Infrastructure and Promotion of Executive Education Programmes of IIM Nagpur through Blended E-Learning mode | Requirement I (Studio to Classroom / Direct to Device) against RFP NO. IIMN/141/2023-24/22 dated 12.01.2024". Specifically, I agree to the, including but not limited to, the following:

- a. I agree to receive the empaneled % of the Revenue for the programme, as per the provisions of Clause 4.2.2. and 4.2.6 of this RFP.
- b. I agree and accept that IIM Nagpur would be collecting the entire fees directly from the participants including campus immersion, if any, and that as a bidder (and later, as an ESP or the partner), I would not be entitled to receive any share in this campus immersion fees collected by IIM Nagpur, as IIM Nagpur would be charging this to the participant on a cost basis only, as per Clause 4.2.6 of this RFP.
- c. I accept and agree that the participant fee for each programme would be decided based on the market situation in consultation with IIM Nagpur, as provided in Clause 4.2.2 of this RFP.
- d. I accept and agree that the total revenue for the programme (pre-tax) is calculated as the product of the number of participants and per participant fees pre-tax, as specified in Clause 4.2.2.1 of this RFP.
- e. I also agree that the share of Revenue paid by IIM Nagpur would be transferred to our account within a 30 days from the date of us raising the invoice against IIM Nagpur, as per the provisions of Clause 4.2.4 of this RFP.
- f. I understand and accept that IIM Nagpur would be floating a Programme Description Sheet (PDS), similar to the one provided in Annexure-XII at the time of offering a new programme as per clause 4.4.1, to all the Empaneled Service Providers (ESP) and IIM Nagpur will decide the allocation of programme to one of the ESPs based on the information provided in PDS.
- g. I agree to pay the electricity charges on a monthly basis, on actuals determined by IIM Nagpur, based on the invoice raised by IIM Nagpur.

(Stamp & Signature of Bidder)

## ANNEXURE – XII

## PROGRAM DESCRIPTION SHEET

<b>Programme Name (as on Certificate)</b>				<b>Batch No.</b>
<b>Certificate Issued By</b>	Indian Institute of Management Nagpur	Studio	<b>IIM Nagpur</b>	
<b>Programme Directors</b>				
<b>Programme Faculty</b>	Select Faculty from IIM Nagpur			
<b>Program Description and Objectives</b>				
<b>Alignment with EEC Mission and Goals</b>				
<b>Who should attend</b>				
<b>Programme Contents</b> (Broad title of courses to be mentioned here. Detailed content for each course may be separately attached.)				
<b>Pedagogy</b>				
<b>Duration Of The Program</b>		<b>Total Numbers of Hours</b>		
<b>Program Schedule</b>	<b>Frequency:</b>		<b>Day :</b>	
<b>Campus</b>	Duration:	Fees:	Dates:	
<b>Evaluation Methodology</b>	<input checked="" type="checkbox"/> <b>Written Tests</b>	<input checked="" type="checkbox"/> <b>Assignments</b>	<input checked="" type="checkbox"/> <b>Online Exam.</b>	<input type="checkbox"/> <b>Others....</b>

<b>Certification</b>					
<b>Eligibility</b>	<b>Educational Qualification</b>		<b>Batch Size</b> (Refer Clause 3.4.9 of this RFP for details)	Min:	
				Max:	
<b>Program Delivery</b>					
<b>Target Segment</b>					
<b>Applicable Channel</b>	<input checked="" type="checkbox"/> Retail <input type="checkbox"/> Direct to Corporate <input type="checkbox"/> Direct to Institute				
<b>Admission Criteria</b>	<input type="checkbox"/> Corporate Nominations from Multiple Corporates		<input type="checkbox"/> Application credentials	+	<input checked="" type="checkbox"/> Application + Credentials + Entrance Exam
	Any other:				
<b>Fees</b>	Payable to				
		<b>Domestic</b>		<b>International</b>	
	Application Fee				
	Programme Fee				
	Books/Study Material Fee				
	Campus Visit				
	Any other fee				
	Total Fee				
	<b>Collection of Fee:</b>  IIM Nagpur website				
<b>Instalment Schedule</b>		<b>I</b>	<b>II</b>	<b>III</b>	<b>IV</b>
	Date				

	Amount INR				
	Amount USD				
<b>Program Schedule</b>	<b>Launch</b>				
	Sales Launch Date				
	Application Closure Date				
	List of Selected Candidates Date				
	Date of 1st Instalment				
	Induction Date				
	Date for 1st Class /Campus Visit				
	Program End Date (tentative)				
<b>Revenue Share</b>	Revenue share shall be applicable as follows:				
	Application fee				
	Programme fee (and applicable taxes)				
	Incidental expenses like study material, campus stay, etc. if any charged by the institute				

Any other terms and conditions