

INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD

Tender No. CEP-PRJ-008-26-27

Date: 19.05.2026

E-TENDER NOTICE

(Open Tender)

The Indian Institute of Technology (Indian School of Mines) Dhanbad invites Bids from eligible, qualified and capable manufacturers/dealers/suppliers for the “**Empanelment of an Edu-Tech service providers**” according to the requirements as defined in the Tender document.

Sl. No	Tender No.	Particulars	Required Quantity	Amount of EMD
1.	CEP-PRJ-008-26-27	Empanelment of an Edu-Tech service providers	As per RFP	₹ 25,00,000

Earnest Money Deposit (EMD) in form of Demand Draft/PBG/FDR should be drawn in favour of Registrar, IIT (ISM) Dhanbad payable at Dhanbad. EMD can also be deposited in the form of a Term Deposit Receipt/Fixed Deposit Receipt/Bank Guarantee drawn in favour of Registrar, IIT (ISM) Dhanbad. A scanned copy of EMD should be uploaded on www.eprocure.gov.in along with the technical bid.

The hard copy of the same in the original is to be sent to the address mentioned below duly super scribing the Tender Number and Name on the envelope and the same must reach in the IIT (ISM) Dhanbad on or before the due date and time for the opening of technical bid. If not received **within 05 working days** after the last date of submission of bid, the bid will be rejected summarily.

Sl. No.	Description	Date	Time
1	Tender Publication Date	19.05.2026	06:50 PM
2	Pre-Bid Meeting date and time	26.05.2026	11:00 AM
3	Bid submission start date and time	27.05.2026	06:00 PM
4	Bid submission end date and time	17.06.2026	06:00 PM
5	Technical Bid opening date and time	20.06.2026	11:00 AM
6	Financial Bid opening	Technically qualified bidders will be informed about date and time of opening of financial bids through CPPP.	

IIT (ISM) Dhanbad reserves the right to accept or reject the tenders without assigning any reason. The original EMD should be sent to:

Deputy Registrar (Project Purchase Section)
IIT (ISM) Dhanbad,
Distt. Dhanbad – 826004
Jharkhand.

Instructions to the bidders for online bid submission

The bidders are required to submit their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal to prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in>.

1. Registration:

- (a) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- (b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (c) Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- (d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India, with their profile.
- (e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSC's to others which may lead to misuse.
- (f) Bidder then logs in to the site through the secured log-in by entering their user ID/ Password and the password of the DSC / e-Token.

2. Searching for tender documents:

- (a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- (b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/E-mail in case there is any corrigendum issued to the tender document.
- (c) The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification/help from the Helpdesk.

3. Assistance to bidders:

- (a) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
- (b) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

4. Submission of the bid:

All interested eligible bidders are requested to submit their bids online through CPP Portal: <http://eprocure.gov.in> as per the criteria given in this document:

- (i) Technical Bid should be uploaded online in cover 1.
- (ii) One single pdf containing all technical documents, duly filled and signed Annexures, copy of EMD etc. must be uploaded.
- (iii) Financial Bid should be uploaded online in cover 2.

Both Technical and Financial Bid covers should be placed online on the CPP Portal <http://eprocure.gov.in>.

(A) Technical bid:

Signed and Scanned copies of the Technical bid documents must be submitted online on CPP Portal: <http://eprocure.gov.in>.

List of Documents to be scanned and uploaded with Technical Bid (Under Cover-1).

The enclosures have to be attached in the serial order as mentioned hereunder:

- (a) Scanned copy of EMD deposited in the form of Demand Draft, Term deposit receipt/Fixed deposit receipt drawn in favour of Registrar, IIT (ISM) Dhanbad.
- (b) A scanned copy of the certificate mentioning the status of the Firm/Agency/Company/proprietary/ partnership (as applicable) from the competent authority.
- (c) Scanned copy of certificate from OEM indicating that the Firm/Agency/Company/proprietary/partnership is authorized/registered to sale/ supply/repair the tendered items.
- (d) Scanned copy of PAN Card (as applicable to the type of Bidder) and Goods and Services Tax Registration Certificate.
- (e) Scanned copy of duly filled **Annexure-A, Annexure-B, Annexure-C, Annexure-D, Annexure-E, Annexure-F and Annexure-G.**
- (f) Scanned copy of purchase/work/supply order as proof of past performance (if any).

Note:

- (a) **All the above-mentioned documents must be scanned and merged as a single PDF along with the Technical Bid. This single PDF of Technical Bid should be uploaded under Technical Cover in CPP Portal.**
- (b) The technical bid may be summarily rejected, if above mentioned documents are not attached.
- (c) For the tender value up to Rs. 10 Crores, Self-Certificate for local content, and for the tender value above Rs. 10 Crores, Certificate for local content from Statutory Auditor/Cost Auditor/Cost Accountant/CA, must be attached.

(B) Financial bid:

In preparing the financial bids, bidders are expected to take into account the requirements and conditions laid down in this Tender document. The financial bids should be uploaded online as per the specified “.xls” format i.e. Price Bid Excel sheet attached as ‘.xls’ with the tender and based on the scope of work, service conditions and other terms of the Tender document.

5. Other instructions:

- (a) The detailed tender documents may be downloaded from <http://eprocure.gov.in> till the last date of submission of the tender. The tender can only be submitted online through CPP Portal <http://eprocure.gov.in>
- (b) Bids will be received only online mode through www.eprocure.gov.in up to the date & time mentioned in the **E- TENDER NOTICE**. No tender/bid will be accepted in physical form and any tender/bid received in such manner will be treated as non- Bonafide tender/bid.
- (c) Bid will be opened on the scheduled date and time in the presence of bidders or their authorized representatives (if any), who have uploaded their quotation/ bid and who wish to be present at the time of opening the bids.
- (d) All the bids must be valid for a **period of 180 days** from the last date of submission.
- (e) Bidders are requested to go through the instructions regarding filling and submission of the tender attached herewith. Bidders may forward their points on tender documents and/or depute their technical representative for discussion on tender/drawing and to clarify doubts, if any, on the stipulated pre-bid date.
- (f) Bidders shall upload a scanned copy of the Earnest Money Deposit (EMD) mentioned in the Notice of Tender and shall ensure the receipt of a hard copy of the same in the Purchase and Stores Section, IIT (ISM) Dhanbad, Distt. Dhanbad - 826004, Jharkhand **within 05 working days** after the last date of submission of bid. In case of failure of the same, the technical bid will not be evaluated.
- (g) In view of delays due to system failure or other communication related failures, it is suggested that the tender/bid be uploaded sufficiently in advance of the last due date and time fixed.
- (h) If any alterations to any of the conditions, specifications laid down in the tender documents are found or any new condition is mentioned by the bidder, in the tender document, such tender/bid will be rejected.
- (i) IIT (ISM) Dhanbad reserves the right to cancel the tender at any point of time without assigning any reason.
- (j) The details of the independent External Monitors (IEMs) are as under:

SL. No	Name of the Independent External Monitors	E-mail ID
1.	Shri Anant Kumar	iem1@iitism.ac.in anant_in@yahoo.com
2.	Shri Hari Shanker Gupta	iem2@iitism.ac.in hsguptaifs@gmail.com

Note: **Annexure –G** (Integrity pact) is mandatory. In case of non-submission of the duly filled **Annexure-G** (Integrity Pact) by the bidder, the submitted tender shall be summarily rejected.

TENDER FOR EMPANELMENT OF EDU-TECH SERVICE PROVIDERS

TERMS AND CONDITIONS

- (a) The scope of work is mentioned in **RFP. Bidders are required to go through the Request for Proposal (RFP) for Empanelment of Service providers for Online Continuing Education Programmes (CEP) carefully before submission of bids.**
- (b) Tender Specific Authorization letter from Original Equipment Manufacturer (OEM) in favor of the bidder must be uploaded with technical bid for each item quoted.
- (c) The bidder should not have been debarred or blacklisted by any Central / State Government. A self-attested certification to that effect must be uploaded with the technical bid in the prescribed format. The proforma of the certificate is enclosed with the tender as **Annexure-A.**
- (d) Different types of taxes levied should be quoted separately in a format as provided in the price bid. In case of consolidated prices, it will be pre-assumed that the quoted prices are inclusive of all taxes and other charges. Any taxes/charges which are not mentioned separately will be treated as included in the price quoted. No future correspondence in regard to taxes will be entertained.
- (e) All the bids must be valid for a **period of 180 days** from the last date of submission. In, exceptional circumstances, prior to expiry of the original time limit, the Institute may request the bidders to extend the period of validity for a specified additional period beyond the original validity of 180 days. The request and the bidders' responses shall be made in writing. The bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their Bid Security.
- (f) **Instruction to the bidder of countries which share land border with India (Rule 144(xi) GFRs).**
Any bidder from a country that shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Department for Promotion of Industry and Internal Trade (DPIIT). As per Office Memorandum No. F.7/10/2021- PPD (1) dated: 23.02.2023 issued by the Department of Expenditure (Ministry of Finance), Govt. of India, the bidder is required to submit an undertaking as per **Annexure-D.**
- (g) **MII & Purchase Preference:** The MII compliances shall be as per Govt. of India guidelines. Only Class-I local suppliers and Class-II local suppliers are eligible to participate in the tender. As per the Ministry of Commerce and Industry Order No. P-45021/2/2017-PP(BE-II) dated 04.06.2020 preference shall be given to Make in India products for which bidders must declare Country of Origin of goods and percentage of Local contents in the product. The purchase preference shall be as per Govt. of India guidelines. All the bidders must upload undertaking as per **Annexure-C** with the Technical Bid.
- (h) **Evaluation Procedure:**

Phase-I: Technical Evaluation

Technical evaluation will be done based on documents submitted by the bidder in the

technical bid. Hence bidders are required to enclose all relevant documents along with the technical bid. Discrepancy in relevant supporting documents shall lead to the rejection of technical bids.

Phase-II: Financial Evaluation

- (i) Financial bids of technically qualified bidders shall only be opened.
- (ii) The bid will be awarded to the L-1 bidder.

(i) Duration of Empanelment:

The empanelment shall be valid for a period of **Two (02) years and may be extendable by another one (01) year**. The performance of the Service Provider will be reviewed periodically by the Institute and at the end of each year for continuation in the subsequent year/s.

(j) Liquidated damages (LD):

If a bidder fails to deliver/install/repair/replacement of the product/services within the period prescribed for delivery, the Institute shall be entitled to recover as liquidated damages a sum equivalent to 1% (one percent) per week of the purchase order. The total damages shall not exceed 5% (five percent) of the value of the purchase order.

(k) Inspection:

The Institute authority will inspect the supplied/repaired item after delivery/installation, whichever is applicable. In case item is not supplied/repaired (as the case may be) as per purchase order or item is not working satisfactorily, then the same will be rejected.

(m) Payment to Service Providers:

- (i) The distribution of the fees between the Service Provider and IIT (ISM) Dhanbad will be in the ratio of 35:65 (including GST, if any), of the total revenue generated from participants' fees for the particular programme, respectively. The share of 35% to the service provider includes GST, as applicable.
- (ii) All kinds of fees, etc., from students shall be deposited in the designated bank account of IIT(ISM). The payment to the Service Provider shall be released as per the following four equal installments.
 - (a) The first instalment shall be released after the reconciliation of the accounts statement, receipt of all the fees and accounting for refunds.
 - (b) The other two equal instalments shall be released till the completion of the programme on the recommendation of Programme Coordinator.
 - (c) The final installment shall be released after the successful completion of the programme and obtaining NOC from the respective Programme Coordinator/s.

(l) **Extension of Delivery & Installation Period:**

If the supplier is unable to deliver/install/satisfactorily commission/completion the order within the stipulated time, for which the supplier is responsible, he is required to request in writing for the extension of the delivery period before the stipulated date of delivery. It may be extended at the discretion of competent authority with/without imposing liquidated damages. In case the supplier has failed to complete the order within the stipulated time, the Institute reserves the right to cancel the purchase order and to forfeit performance security and/or EMD.

(m) **Guarantee / Warranty:** As per RFP

(n) **Performance security:**

The service provider shall be required to deposit ₹ **25 Lakhs/-** (Rupees Twenty-Five Lakhs Only) in favor of the IIT (ISM) Dhanbad Bank Account, as an interest-free Security Deposit towards the successful execution of the empanelment. Therefore, the Earnest Money Deposit (EMD) made for the empanelment will be converted to an interest-free security deposit for the successfully empaneled Service Providers. The Institute shall have an unqualified option to forfeit the same if the service provider fails to honor any of its commitments under the empanelment and/or in respect of any amount due from the service provider to the Institute.

(o) **Refund of EMD:**

- (i) EMD will be refunded without any interest to the successful bidder.
- (ii) The bidders, who are not qualified for the tender either in technical bid or on any other grounds, their EMD will be refunded within 30 days from the award of the contract.

(p) **Cancellation of tender:**

IIT (ISM) Dhanbad reserves the right to cancel the tender at any point of time without assigning any reason.

(q) **Legal:**

Any dispute with regard to the meaning, effect or interpretation of any clause of this contract/agreement shall be referred to the sole Arbitrator i.e. Director, IIT (ISM) Dhanbad who would act as the sole Arbitrator and proceedings of such arbitration shall be conducted in accordance with the provisions of the Indian Arbitration Act, 1940 or any statutory modification thereof. The venue of Arbitration shall be IIT (ISM) Dhanbad only and the language shall be English only. In case of litigation, if any, the District Court of Dhanbad (Jharkhand) shall have jurisdiction for any such litigation.

SELF-CERTIFIED DECLARATIONS FOR TAKING PART IN TENDER**(i) Regarding blacklisting / debarring****(ii) Insolvency**

1. I / We _____(Bidder) hereby declare that the firm / agency / Company, namely M/s _____has not been declared as **insolvent** by the Central/State Government or any other Organization.

AND

2. I / We _____(Bidder) hereby declare that the firm / agency / Company, namely M/s _____has not been **blacklisted or debarred** in the past by the Central/State Government or any other Organization from taking part in Government tenders in India.

OR

I / We _____(Bidder) hereby declare that the Firm/Agency/Company, namely M/s _____was **blacklisted or debarred** by _____(Name of organization) from taking part in Government tenders for a period of _____ years w.e.f. _____to_____. The period is expired and now the Firm/Agency/Company is entitled to take part in Government tenders.

In case the above information is found to be false at any point of time, I / We am/are fully aware that the IIT (ISM) Dhanbad can cancel the purchase order and forfeit the EMD. Further, I will not claim any payment for any supplied item against cancelled purchase order.

Date:**Place:****Signature:**_____**Name:** _____**Address:** _____**Stamp:**

Declaration for Local Content

For the item value below Rs.10 Crores) (To be given by the Statutory Auditor/Cost Auditor/Cost Accountant/CA for the item value above Rs.10 Crores)

Date: _____

To,
The Director,
IIT (ISM) Dhanbad.

Sub: Declaration of Local content. Tender No: **CEP-PRJ-008-26-27**

Name of offered the item:

In accordance with the order No. P-45021/2/2017-PP (BE-II) dated 04th June, 2020, I hereby declare that

- i) I am aware of the Order No. P-45021/2/2017-PP (BE-II) dated 04th June, 2020 and abides by the same.
- ii) I declare that for this tender, I am a **Class-I local supplier / Class-II local supplier / Non-local supplier** (Strike out whichever is not applicable) and classification is based on local content of goods/services/work offered by bidder in this tender.
- iii) **Local content (in percentage) for offered item is: _____ % Whereas 'Local Content'** means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- iv) The local content for all inputs which constitute the said goods/services/works has been verified and bidder is responsible for the correctness of the claims made therein. I am fully aware that false declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
- v) Details of items, amount and location(s) at which the local value addition is made:

Sl. No.	Item (s)	Amount	Location(s)
1.			
2.			
3.			
4.			
5.			

Yours Faithfully,

**(Signature)
Seal**

Details of quoted item/Service

Tender No. **CEP-PRJ-008-26-27**

Identification of items.

Name of the tender: **Empanelment of Edu-Tech service providers**

Name of original manufacturer

Make/Brand:

Model Number: (provide complete literature/catalogue)

Warranty Period: (months)

Delivery Period:(days)

Specifications: Details of technical specifications of quoted item are as under Note: Technical Specifications for quoted item should strictly as per Annexure-III)

Technical Specifications	Quantity

Date:

Place:

Signature: _____

Name: _____

Address: _____

Stamp:

Certificate by the bidder

Date: _____

To,
The Director,
IIT (ISM) Dhanbad.

Subject: Undertaking regarding type of bidder.

Reference: Office Memorandum No. F.7/10/2021-PPD (1) dated: 23.02.2023 issued by
Department of Expenditure, Ministry of Finance, Govt. of India.

Tender No. **CEP-PRJ-008-26-27**

Name of Tender: **Empanelment of Edu-Tech service providers**

Sir,

1. I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority is attached.]
2. I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all the requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority is attached.]"

Yours Faithfully,

**(Signature of the Bidder)
With Seal**

Tender Acceptance Letter

To,
The Director,
IIT (ISM) Dhanbad.

Subject: Acceptance of Terms & Conditions of Tender.

Tender No. **CEP-PRJ-008-26-27**

Name of Tender: **Empanelment of Edu-Tech service providers**

Sir,

1. I / We hereby certify that I/we have read the entire tender document including all annexures. I/we have read all the terms and conditions of the tender documents. I/we hereby undertake that I/we shall abide by the terms/conditions/clauses mentioned in the tender document.
2. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
3. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality/entirety.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.
5. I / We certify that all information furnished by me/our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the Earnest Money Deposit.

Yours Faithfully,

**(Signature of the Bidder)
Seal**

BID/TENDER SPECIFIC AUTHORIZATION LETTER
(To be given on OEM Letter Head)

To,
The Director IIT(ISM), Dhanbad.

Tender No.: **CEP-PRJ-008-26-27**

Name of Tender: **Empanelment of Edu-Tech service providers**

Product/services Name: _____

Sir,

We, __who are established and reputable manufacturers of having factories at and hereby authorize (Name of Authorized Dealer/Distributor/Supplier) to bid, negotiate and conclude the contract with IIT (ISM) Dhanbad against this tender for the above goods manufactured by us.

1. No company or firm or individual other than _____are authorized to bid, negotiate and conclude the contract in regard to this business against this specific tender.

2. We also hereby undertake to provide full guarantee/warrantee /Comprehensive Annual Maintenance Contract as agreed by the bidder in the event the bidder is changed as the dealers, or the bidder fails to provide satisfactory after-sales and service during such period of Comprehensive Warranty / Comprehensive Annual Maintenance Contract and to supply all the spares/accessories/consumables etc. during the said period.

3. We hereby extend our full guarantee and warranty as per the conditions of the tender for the goods bided for supply against this tender by the above firm.
The authorization is valid up to _____

Yours faithfully, (Signature of the Bidder)

For and on behalf of M/s. _____

(Name of manufacturers)/Principal Seal:

INTEGRITY PACT

(To be executed on a non-judicial Stamp Paper of Rs.100 and applicable for all tenders of threshold value above Rs. 1 Crore)

This **INTEGRITY PACT** is made and executed at..... on day of 2025,

BY AND BETWEEN

The Indian Institute of Technology (Indian School of Mines) Dhanbad represented through having its office located at Dhanbad, Jharkhand – 826004 (hereinafter referred to as "The Principal" which terms or expression shall, unless excluded by or repugnant to the subject or context, mean and include its successor-in-office, administrators or permitted assignees) of the **First Part;**

AND

M/s.....a company incorporated under the Companies act,..... through its representative /authorized signatory (Insert name and designation of the officer) vide resolution dated..... passed by the board of directors, having its office at (hereinafter referred to as "The Bidder/Contractor" which terms or expression shall, unless excluded by or repugnant to the subject or context, mean and include its successor-in-office, administrators or permitted assignees) of the **Second Part;**

Preamble

The Principal intends to award, under laid down organisational procedures, contract/s for (Name of the work/ goods/services). The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal:

- (1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal will during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c) The Principal will exclude from the process all known prejudiced persons.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/Contractor(s):

- (1) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/Contractor(s) commits themselves to observe the following principles during participation in the tender process and during the contract execution.
 - a) The Bidder(s)/Contractor(s) will not, directly or through any other persons or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage or any kind whatsoever during the tender process or during the execution of the contract.
 - b) The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to other, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines of Indian Agents of Foreign suppliers" shall be disclosed by the Bidders(s)/Contractor(s). Further, as mentioned in the Guidelines all payments made to the Indian Agent/representative have to be in Indian Rupees only. "Guidelines on Indian Agents of Foreign Suppliers"
 - e) The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f) Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts:

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealing".

Section 4 : Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 : Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any public sector enterprise in India that could justify his exclusion from the tender process.
2. If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealing".

Section 6: Equal treatment of all Bidders / Contractors / Sub-Contractors.

1. In case of sub-contracting, the Principal Contractor shall take the responsibility of adoption of Integrity Pact by the Sub-contractor.
2. The Principal will enter into agreements with the identical conditions as this one with all bidders and Contractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7: Criminal charges against violating Bidder(s) / Contractor(s) / Sub-contractors(s)

If the Principal obtains knowledge of the conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 : Independent External Monitor

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of bidders /contractors as confidential. He/she reports to the Director, IIT(ISM) Dhanbad.
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Subcontractors.

4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality. The Monitor has also signed declarations on "Non – Disclosure of Confidential Information" and of "Absence of Conflict of Interest" In case of any conflict of interest arising at a later date, the IEM shall inform the Director, IIT(ISM) Dhanbad.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Director, IIT(ISM) Dhanbad within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the Page 5 of 7 occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Director, IIT(ISM) Dhanbad, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Director, IIT(ISM) Dhanbad has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word "Monitor" would include both singular and plural.

Section 9: Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Director, IIT(ISM) Dhanbad.

Section 10 - Other provisions:

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Office of the Director, IIT(ISM) Dhanbad.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

5. Issues like Warranty/Guarantee etc. shall be outside the purview of the IEMs.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the clause in the Integrity Pact will prevail.
7. The actions stipulated in this Integrity Pact are without prejudice to any other legal action(s) that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

IN WITNESS WHEREOF, the parties hereunto set their hands and seals and executed this INTEGRITY PACT as of the day/month/year first above written:

For & on behalf of

Indian Institute of Technology (Indian School of Mines) Dhanbad (First Party)

SIGNED, SEALED AND DELIVERED BY

Name:.....

Designation:.....

Address:.....

Authorized Signatory

For and on behalf of

M/s.(Second Party)

SIGNED, SEALED AND DELIVERED BY

Name:.....

Designation:.....

Address:.....

Representative/authorized signatory

vide resolution datedpassed by the Board of Directors

In the presence of Witness:

1.

2.

SCHEDULE

Name of Organization	IIT (ISM), Dhanbad
RFP Type	Open
RFP Category	Services
Type/Form of Contract	Empanelment of Service providers for the Online CEP Programmes
Product Category	E-Learning Services/ Platforms
Currency	Indian Rupee (INR)
Venue of Pre- Bid Meeting	Online Meeting Link: _____ Meeting ID: _____, Passcode: _____ Participants are expected to start joining the meeting from 00:00 hrs onwards. The Empanelment committee will start taking the questions from 00:00 Hrs onwards.
EMD	₹ 25,00,000/- (For EMD) Earnest Money Deposit (EMD) in form of Demand Draft/PBG/FDR should be drawn in favour of Registrar, IIT (ISM) Dhanbad payable at Dhanbad.
Proposal Validity days (180/120/90/60/30)	180 days (From the last date of opening of Proposal)
Address for Communication	Office of the Dean (CEP), 2 nd floor, IRH Building, IIT (ISM) Dhanbad
Contact No.	7707018476
Email Address	officeofdcep@iitism.ac.in



Indian Institute of Technology (Indian School of Mines) Dhanbad-826004

Request for Proposal (RFP) for Empanelment of Service providers for Online Continuing Education Programmes (CEP)

1. Introduction

The Indian Institute of Technology (Indian School of Mines), Dhanbad—commonly known as IIT (ISM) Dhanbad—was established in 1926 as the Indian School of Mines. It is a premier engineering and research institution of national importance located in Jharkhand, India. In 1967, it was granted the status of a Deemed-to-be University under Section 3 of the UGC Act, 1956. Subsequently, in 2016, it was converted into an Indian Institute of Technology (IIT). Globally recognized for its excellence in mining and mineral engineering, the institute currently comprises 18 academic departments.

Continuing Education Programme (CEP) is an outreach initiative of IIT (ISM) Dhanbad. The outreach programmes offered by the IIT (ISM) Dhanbad are designed to cater to the training and development needs of industry, organizations, engineers, planners, technology forecasters, technology developers, management thinkers and corporate leaders.

Committed to the cause of making quality education accessible to all, IIT (ISM) Dhanbad intends to greatly increase the reach of CEP activities for participants from both India and around the world.

IIT (ISM) Dhanbad currently has more than 400 highly qualified and reputed faculty members in the fields of Engineering, Technology, Basic Sciences, Humanities and Management. A complete list of Departments/Centres/ Schools is available at <https://www.iitism.ac.in/all-faculty>

The current RFP is to identify and empanel suitable service providers for Continuing Education Programmes of IIT (ISM) Dhanbad.

2. Eligibility Criteria- Who Can Apply?

- (i) The prospective applicants shall meet the following conditions for consideration for empanelment:
 - Should have a registered office in India.
 - Should have been providing similar services (as detailed below) for the last 2 years.
- (ii) The Service Provider should have been successfully providing similar services to at least One (1) institution in the **top 30** in any of the subcategories of the latest 2025 published National Institutional Ranking Framework (NIRF) in India.
- (iii) Should have minimum of **2000 enrolments** in last three FY i.e. 2022-23, 2023-24, 2024-25.
- (iv) Should have concluded **05 programmes** in last three FY i.e. 2022-23, 2023-24, 2024-25 in top 50 institutes as per NIRF ranking in India.

- (v) Should have provided services successfully for a minimum of **02 online programmes** with science and engineering departments.
- (vi) The Service Provider should not have been blacklisted by any institute of repute.

3. General Terms and Conditions of the Empanelment Process

The prospective applicants shall abide by the following terms and conditions:

- (i) The RFP application should be submitted as per the prescribed format (Annexure-II Application Form). All supporting and supplementary documents should be duly marked with the company name and signed by the authorized signatory.
- (ii) The empanelment process may consist of a multi-phase evaluation with the possibility of Service Provider's presentation, verification of documents/information, review of any ongoing programme/ process by the committee constituted for the purpose i.e. empanelment of Service Providers for online CEP Programmes.
- (iii) **SUCCESSFUL EMPANELMENT BY IIT (ISM) DHANBAD IS NO GUARANTEE OF AWARD OF ANY PROGRAMME.** The choice of utilizing the services of any empaneled service provider for a particular programme shall vest with the concerned Department/Centre/ School and Faculty members.
- (iv) Any inaccuracy in any response or representation given by the service provider to IIT (ISM) Dhanbad, or failure to substantiate any response as required by IIT (ISM) Dhanbad will result in failure to qualify for inclusion in the Service Provider List. If such information comes to the notice at a later date, the Service Provider/s can be removed from the list of Empaneled Service Providers.
- (v) The Service Provider should be open to the reference/ feedback check from the organization they have served or are serving for similar services.
- (vi) Any Service Provider providing false information or inaccurate or forged documents will not be considered for this or any other work at the Institute and will be banned/debarred/blacklisted as per the extant procedures of IIT (ISM) Dhanbad. If such information comes to light during or after successful qualification and/or empanelment, IIT (ISM) Dhanbad reserves the right to remove the Service Provider from the list of Service Provider and also to take action for blacklisting/debarment/banning.
- (vii) The Application/ call for RFP is not an offer and is issued with no commitment. IIT (ISM) Dhanbad reserves the right to withdraw this request/ call for RFP and change or vary any part thereof at any stage, without assigning any reason, if IIT (ISM) Dhanbad determines that such action is in the best interest of the Institute.
- (viii) IIT (ISM) Dhanbad reserves the right to dissolve the panel and call for a fresh request for proposal at any time.
- (ix) Successful applicants will be informed. The applicants have to execute an acceptance letter/agreement to get empaneled as a Service provider.
- (x) Services of the Empanelled Service Provides may also be entrusted for online diploma/degree etc. programmes, through QIP/CEP unit as and when the Institute approves such programmes.
- (xi) This RFP for empanelment shall remain open till date **(00:00 Hrs)**. Any

applications received thereafter shall not be entertained.

- (xii) The decision of the Chairperson, empanelment committee for Ed. Tech service provider of IIT (ISM) Dhanbad shall be final in respect of any dispute arising out of this RFP or on the question of interpretation, application etc., of any clause or provision of this RFP.

4. Stages of Empanelment Process

Stage I	Invite Stage	Request for Proposal (RFP) in the prescribed format.
Stage II	Eligibility Check as per the RFP	Applications meeting the minimum eligibility criteria will move to the next stage
Stage III	Shortlisting & Presentation	As per the information provided in the RFP application form, the shortlisting criteria will be applied as detailed in the RFP Annexure-IV. Applicants will be invited (in person) for Presentation
Stage IV	Empanelment Stage	Total marks obtained in the shortlisting criteria and Presentation stage will be used for empaneling the applicants. The applicant must have a minimum mark of 60%. However, scoring a minimum of 60% marks is no guarantee for the empanelment. The Empanelment Committee reserves the right to decide the total number of prospective service providers for the empanelment based on the merit list.

5. Duration of Empanelment

The empanelment shall be valid for a period of **Two (02) years and may be extendable by another one (01) year**. The performance of the Service Provider will be reviewed periodically by the Institute and at the end of each year for continuation in the subsequent year/s.

6. Terms and Conditions for Empaneled Service Providers

Shortlisted Service Providers should abide by all terms and conditions in the RFP including the following:

- (i) The service provider must ensure that all the activities being carried out by them in a transparent, legal and ethical manner, adhering to the best industry practices. It is necessary for the service provider to conduct the processes without any adverse impact on the brand IIT (ISM) Dhanbad and its programmes.
- (ii) All programme publicity material (print, digital, electronic) developed by Service Providers must be approved by the competent authority, before being used.
- (iii) Any effort by a Service Provider to portray itself as an academic Partner/ Co-branding with IIT (ISM) Dhanbad will lead to disqualification/termination of the empanelment as well as blacklisting of the Service Provider.

- (iv) In case of any merger/acquisition/takeover etc. between/among the empaneled Service Providers, the empaneled Service Provider must clearly inform the same and submit the documentary evidence/s in order to take due diligence and appropriate action by IIT (ISM) Dhanbad.
- (v) Sub-Letting of Works: No part of the work/activities under the empanelment nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the service provider directly or indirectly to any person, firm, or whosoever.
- (vi) Empaneled Service providers must be open to accepting all programme types i.e. a combination of core/niche programmes and in-demand programmes. If the Service Provider fails to start or finish at least one certificate programme within the prescribed time, assigned to it, IIT (ISM) Dhanbad reserves the right to terminate the empanelment, and the security deposit will be released only after the completion of the empanelment period.
- (vii) The penalty (termination) for unsatisfactory service delivery by an empaneled service provider will be fixed by the empanelment committee of IIT (ISM) Dhanbad.
- (viii) It will be the responsibility of the Service Provider to submit /update IIT (ISM) Dhanbad with relevant documents and also to keep IIT (ISM) Dhanbad informed of any matter that may affect the Service Provider's continued qualification and ability to perform the work. If the Service Provider's future circumstances change, so that they no longer comply with the qualification criteria for that particular category/group/area or are unable to perform the work, then the Service Provider should promptly inform IIT (ISM) Dhanbad and IIT (ISM) Dhanbad reserves the right to remove the Service Provider from the List of Service Provider. IIT (ISM) Dhanbad, shall not bear any responsibility or risk for any suspension/cancellation or termination of the Service Provider.
- (ix) The service provider shall pay special attention to maintain the reputation of brand IIT (ISM) Dhanbad/ IIT brand at all times (during and after the empanelment tenure). Any violation or any adverse effect on the reputation of the Institute, brand IIT (ISM) Dhanbad or any negative perception caused in any way due to the acts of the Service Provider will be treated as a serious offence and may lead to be banned/debarred/blacklisted as per the extant procedures of IIT (ISM) Dhanbad.
- (x) The Service provider must ensure compliance with privacy and data protection. All the applicant details must be used only for the programme he/ she applied for.
- (xi) The Institute shall at any time be entitled to determine and terminate the empanelment. A notice in writing from the Institute to the service provider shall be issued giving 30 (Thirty) days for such termination, without assigning any reasons thereof. Under exceptional circumstances, these 30 days may be appropriately reduced. However, the termination of the empanelment shall not relieve the service provider of any of their obligations imposed by the term and conditions concerning the work/ services performed by them before such termination. The decision of IIT (ISM) Dhanbad in this regard would be final. The Service provider is not eligible for any compensation or claim in the event of such cancellation.

6.1. Scope of Work

The empanelment is essentially for providing the following services to IIT (ISM) Dhanbad for Online CEP Programmes. The Scope of Work/ Role of Service Provider, covered by the RFP, is broadly but not linked to as given below:

- (i) Assist Faculty in the conceptualization and development of online programmes and provide the market demand for the proposed courses.
- (ii) Provide and support Programme Delivery Platform, Assisting in Content Creation, Recording, Repository Generation, Teaching and Learning/e-Learning Support Tools.
- (iii) Provide programme management software & hardware technology deployment, maintenance and monitoring.
- (iv) Follow the Institute's guidelines and process for programme launch, ensuring the protection of the brand of the Institute.
- (v) Develop digital learning material in consultation with the Programme Coordinator(s) for live (synchronous) and recorded (asynchronous) online courses. This involves content creation in form of recorded videos, PowerPoint slides, reading material and assistance in developing tutorial exercises as well as assignments.
- (vi) Promote the Institute and its courses through
 - (a) Programme Marketing and Promotion through approved methods and media, Counselling and participant support
 - (b) Website and Collateral Platform Development
 - (c) Student Enrolment and Relationship Management: Coaching, Mentoring, Student Retention
 - (d) Assisting Programme Coordinator(s) in programme titling, duration, the fee to be charged from participants, target audience, prediction of enrolment and lead management, date of commencement of the programme, assessment of the market and competitors offering courses on a similar topic.
 - (e) Provide assistance for guest and industrial lectures if required by IIT (ISM) Dhanbad's Programme Coordinator/s.
 - (f) Management of pre-enrolment, enrolment and post-enrolment. This includes providing application management of the students, maintenance of student and programme records, online and offline consultation to the students as well as email-based tracking and resolution of their queries.
 - (g) People and process management, deployment and monitoring for

conducting the programme. This includes providing and supporting technologies for Learning Management System, setting up of high-quality audio-visual recording equipment and technically advanced teaching studios, enabling live streaming of lectures,

production and post-production of lecture videos, secure database management of the digital content, provision of virtual labs, simulation of practical exercises and proctored student assessment as detailed in this RFP.

(h) Bear the risk, if insufficient registration happens in a programme.

6.2. Development and Delivery of Online CEP programme

The Online CEP Programme development for synchronous and asynchronous online is detailed below:

- (i) Content development will be done by the programme coordinator based on the subject expertise. The coordinator will take inputs/recommendations from the service provider on the basis of preliminary market research for the feasibility of the programme. The Service Provider will assist in creating a presentation portfolio for programmes, if required by the faculty.
- (ii) The structure and the content of the programme will be uploaded on a Learning Management System provided by the service provider in a way that makes it easy for the participants to learn and complete. Any supplementary study material, assignments and quizzes given by IIT (ISM) Dhanbad Faculty / Programme Coordinator(s) will also be uploaded on the Learning Management System. The Learning Management System must be robust and secure with appropriate access control management.
- (iii) It will be the responsibility of the service provider to ensure that videos filmed and directed by them conform to the global standards of quality for consumption on a large scale. This includes but is not limited to an audio recording with background noise cancellation, high-quality camera recording and appropriate lighting. Moreover, the Service Provider will also carry out post-production of the recordings such as professional editing, smooth video transitions, animation and subtitling.

6.3. Delivery of the programme under various modes

6.3.1 Synchronous (live online) Programmes

- (i) IIT (ISM) Dhanbad Faculty will deliver lectures for live online (synchronous) programmes. An online platform will be provided by the service provider where the students irrespective of their location will login from their own devices to attend the session. The platform must be accessible with all the features on all devices.
- (ii) All arrangements including physical setup of live streaming, its maintenance, faculty assistance and support during programmes, technical troubleshooting, screen configuration and pre and post-recording checks will be managed by the Service Provider.

- (iii) The online platform accessed by the students during live sessions must have features such as a current listing of the registered students, muting/unmuting the students, availability of a chat facility and signaling by the students to the faculty for doubt clarification.
- (iv) The software applications will be provided by the Service Provider for Synchronous (live online) Programmes. The application must support:
 - (a) Online teaching tools – live sharing and distribution of all teaching material including multi-format documents and software, real-time audio-visual broadcast of the lectures, availability of the archive lectures of the programme as per the requirement of the Faculty/Programme Coordinator.
 - (b) Interactive Chat feature and Doubt sessions – enabling students to have an active dialogue with the faculty to ask questions and clarify doubts. The communication can be textual, or audio-visual.

6.3.2 Asynchronous Online Programmes

Globally accepted standard for Learning Management System will be provided by the service provider for asynchronous online programmes. The system will support all browsers and operating systems. It will enable,

- (i) Delivery of standard content formats, assignments, exercises and quizzes,
- (ii) Setup and maintenance of video servers to enable students to view, pause, and rewind the lecture videos
- (iii) Class schedule setup and syllabus creation
- (iv) Discussion boards and forums
- (v) Email based system for students to post their queries via email
- (vi) Query and resolution tracking system
- (vii) Setup and broadcasting of announcement and notification facility for the students
- (viii) Posting circulars
- (ix) Synchronization of device calendars of the students with course calendars
- (x) Virtual labs and simulation
- (xi) Coding environments
- (xii) Facility for the students to upload assignments and their feedback

6.4. Conducting Tutorials

- (i) During a tutorial session, faculty will log-in to the live online application platform, impart instructions to the students about the exercise and inform them about the teaching assistant who will help them in case of any doubts or queries. The students must be provided with an interactive chat platform to discuss the issues with the teaching assistant. The assignments may be done in groups or individually as per the requirements. They can live chat with their teaching assistants in case they have any doubts regarding the tutorials. Like any class, the tutorial session must also permit the faculty and teaching assistant to take the attendance of the attending students.
- (ii) Students must be able to submit their tutorial assignments using the online application. The faculty must be able to view the assignments live, then at the last part of the session interact with them to share how they performed.
- (iii) The students must be provided with a Learning Management System by the

- service provider to view their tutorial feedback asynchronously.
- (iv) The asynchronous online programmes may work the same way for tutorial delivery as for the synchronous (live online) programmes.

6.5. Evaluation of the Participants Performance and Programme Completion

Evaluation of the participants will be done as per the approved course design. It may include Attendance, Quizzes, Case Studies, Problems, Projects, Term Papers and Exams. The examinations will be either proctored examinations at identified exam centres across India or remotely proctored examinations where the participant appears for the exam from home. However, the examination software will conduct proctoring checks in an automated manner. The service provider will provide the following services.

- (i) The platform must support time-bound examination, creation/deletion/modification of subjective and objective type questions and categorization of questions into sections.
- (ii) The platform must capture the screen of the participant, monitor and record the camera and microphone sounds during the examination. IIT (ISM) Dhanbad must be provided with a complete searchable log of every second recording of every student appearing for the examination using remote proctoring.
- (iii) Any deviations must be auto-reported.
- (iv) Recovery of the last saved answers in case of network failure must be supported.
- (v) The module must support the functions like marking questions for review, jump to questions, highlight answered questions and unanswered questions, answered and marked for review.
- (vi) The platform must support marking, grading, reporting and feedback.

6.6. Intellectual Property: All the learning content (slides, documents, problems, lab sessions, solutions and other content) created for the programme will be the intellectual property exclusively of IIT (ISM) Dhanbad and the programme coordinator/s as per the approved IPR policy of the Institute. Any platform/tool created specifically for the particular programme will be the intellectual property of the IIT (ISM) Dhanbad.

PROPOSAL SUBMISSION

Online Proposal Submission:

The Online Proposal (completed in all respects) must be uploaded online as given below: -

Envelope – 1 (Following documents as a single PDF file)		
Sl. No.	Content	File Types
1.	Compliance Sheet (Annexure I)	.PDF
2.	Application Form (Annexure II-A)	.PDF
3.	List of Enclosures in reference to Annexure II-A	.PDF
4.	Declaration Form on Organization Letter Head (Annexure III)	.PDF
5.	Shortlisting criteria (Annexure IV)	.PDF
6.	Check-off list for technical bid (Annexure V)	.PDF

COMPLIANCE SHEET**TECHNICAL SPECIFICATION**

Sl. No.	Particulars	Compliance Y/N
1.	Application Form (Annexure II-A)	
2.	List of Enclosures in reference to Annexure II-B	
3.	Declaration Form (Annexure II-C)	

Authorized Signatory

Name: _____

Designation: _____

Organization Name: _____

Contact No.: _____

E-mail: _____

APPLICATION FORM
EMPANELMENT OF SERVICE PROVIDERS

(Please strike off which is not applicable)

1.	a. Name of the Organization			
	b. Registered Office Address			
	c. Address for Communication			
	d. Contact Details of Nodal persons with name (i) Phone No. (ii) Mobile No. (iii) E-mail Id (iv) Key Contact Person			
2.	Year of Establishment with supporting document			
3.	Constitution of Firm/ Organization	Sole Proprietorship/ Partnership /Private Ltd./ Public Ltd./ Any other		
4.	Name of the Proprietor/ Partners/ Directors of the Organization / Firm.			
5.	Details of Registration with Registrar of Companies/ Registrar of Firms in India			
6.	Registration with Government Authorities with supporting documents:			
	a. Income Tax (PAN) No. b. Goods & Service Tax (GST) No.			
7.	Yearly Turnover and Net Profit of the organization during the last 3 years (year- wise)	FY	Total Turnover (₹)	Net Profit (₹)
		2022-23		
		2023-24		
		2024-25		
8.	Antecedent: Whether the company has been blacklisted by any IITs/ IIM's/Central Govt./ State Govt./ PSU/Govt. Bodies thereof.	Yes/No		
9.	Whether the company is under litigation/ arbitration cases during the last 3 years, if yes furnish details	Yes /No		

10.	<u>Experience in Providing Similar Services</u>	
	a. Year of experience in providing services as mentioned in RFP (As of 31 st March 2025)	
	b. Association with Top Institutes (in any of the subcategories) as per the latest published National Institutional Ranking Framework in India {Top 30 as per the latest 2025 ranking in any of the subcategories}	
	c. Programmes completed with Science & Engineering Departments	
11.	<u>Company Capabilities</u>	
	a. Number of paid enrolments at the International Level in the last three financial years (2022-2023, 2023-2024, 2024-2025)	
	b. Number of programmes successfully concluded in last three financial years (2022-2023, 2023-2024, 2024-2025) with Top 30 Institutes (in any of the subcategories) as per the latest published 2025 NIRF in India	

Note: All columns must be filled and submitted along with all necessary documents/ credentials/ copies of the certificates, etc. Any other relevant information in support of empanelment may be volunteered by the applicant. Incomplete application(s) may be summarily rejected without reference to the applicant.

ANNEXURE II-B

List of Enclosures in reference to Annexure II-A (Application Form)

Sl. No.	Description	Please tick		Relevant page no in your bid
		Yes	No	
1.	Address Proof (<u>Reference to Sl. No 1)</u>			
2.	Copy of Certificate of Incorporation and Partnership Deed, if any. (<u>Reference to S. No. 2 & 3)</u>			
3.	Certified Documents (<u>Reference to S. No. 5)</u>			
4.	Copy of PAN No. and GST No. (<u>Reference to S. No. 6(a) & 6(b)</u>)			
5.	Audited Balance Sheet including Profit & Loss Account for the last 3 years			
6.	CA certified turnover certificate with name of CA Registration Number, Signature and Stamp. (<u>Reference to S. No. 7.</u>)			
7.	Undertaking by the authorized signatory of the company on the organization's letterhead (<u>Reference to S. No. 8 & 9 of Annex II)</u>			

DECLARATION

I/We, _____ hereby certify that all the information and data furnished by our organization regarding this RFP is true and complete to the best of our knowledge. I/We have gone through details of the RFP and agree to comply with the requirements and intent of specification.

Place: _____

Signature:

Date: _____

Name & Designation:
Company Seal:

<< Organization Letter Head >>

DECLARATION FORM

I/We, _____ hereby certify that all the information and data furnished by our organization regarding this RFP specification are true and complete to the best of our knowledge. I/ We have gone through the specifications, conditions and stipulations in detail and agree to comply with the requirements and intent of specification.

We certify that our organization meets all the conditions of eligibility criteria laid down in this RFP Document.

We, further specifically, certify that our organization has not been Blacklisted/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.

Sl. No.	Particulars	
1.	Name of the Service Provider	
2.	Address	
3.	Phone	
4.	Fax	
5.	E-mail	
6.	Contact Person Name	
7.	Mobile Number	
8.	GST Number	
9.	PAN	
10.	UTR No. (For EMD) & Date of Transaction	
11.	Kindly provide bank details of the Proposer in the following format: a) Name of the Bank b) Account Number c) IFS Code	
12.	Kindly attach a scanned copy of one Cheque Book page to enable us to return the EMD to unsuccessful applicant	

(Signature)

Name: _____

Seal of the Company

SHORTLISTING CRITERIA

CRITERIA	MARKS	Total Marks =1+2+3
1. Experience in Providing Similar Services	35	100
2. Company Capabilities	35	
3. Demonstration-cum-presentation	30	

Details of Criteria and Marks			
1. Experience in Providing Similar Services	Total 35 Marks (Maximum Marks)	Minimum Qualification/ Criteria	Basis for Score
1(a) Years of experience in Online Education/ E-learning (as of 31 st March 2025)	10 Marks	2 Years	2 marks for each successful completed year, subject to maximum 10 marks
1(b) Association with Top Institutes (in any of the subcategories) as per the latest 2025 published NIRF ranking in India {Top 30}	10 Marks	1 Institute	2 marks each for institute, subject to maximum 10 marks
1(c) Programmes completed with Science & Engineering Departments with Work Completion Certificate	15 Marks	2 Programmes	3 marks for each programme, subject to maximum 15 marks
Total= 1 (a)+1(b)+1(c)	35 Marks		
2. Company Capabilities	35 Marks	Minimum Qualification/ Criteria	Basis for Score
2(a) Number of paid enrolments at the National/International Level in the last three financial years (2022-2023, 2023-2024, 2024-2025)	20 Marks	2000 enrolments	2 marks for each 1000 enrolments completed, subject to maximum 20 marks
2(b) Number of programmes concluded in the last three financial years (2022-2023, 2023-2024, 2024-2025) with the Top 50 Institutes (in any of the subcategories) as per the latest published 2025 NIRF Ranking in India	15 Marks	05 programmes	1.5 marks for each completed programmes, subject to maximum of 15 marks
Total= 2 (a)+2 (b)	35 Marks		
3. Presentation	30 Marks	Basis for Score	
Presentation of prospective service provider's capability	30 Marks	Based on presentation (in person)	
Total = 3	30 Marks		
Total Marks = 1+2+3	100 Marks		

Marks of the applicant = 1+2+3

Note: 1) Overall Qualifying marks: 60%

2) For fractions (0.5 or above marks shall be counted as next whole number).

Check off list for technical bid (Empanelment of Service providers for the Online CEP Programmes at IIT (ISM) Dhanbad)

PLEASE FILL IT APPROPRIATELY AND SUBMIT THE SUPPORTING DOCUMENTS. ALSO PROVIDE PAGE NUMBERS OF THE SAME IN THE BID IN THE LAST COLUMN

Description of requirement	Minimum Qualification/ Criteria	Page No placed in the bid
Name of the Tenderer with address		
Years of experience in Online Education/ E-learning (as of 31st March 2025) –	2 Years	
Association with Top Institutes (in any of the subcategories) as per the latest 2025 published NIRF ranking in India {Top 30}	1 Institute	
Programmes completed with Science & Engineering Departments with Work Completion Certificate	2 Programmes	
Number of paid enrolments at the National/International Level in the last three financial years (2022-2023, 2023-2024, 2024-2025) -Please provide year-wise documents	2000 enrolments	
Number of programmes concluded in the last three financial years (2022-2023, 2023-2024, 2024-2025) with the Top 50 Institutes (in any of the subcategories) as per the latest published 2025 NIRF Ranking in India	05 programmes	