

**Request for Proposal (E-Procurement mode)**  
**प्रस्ताव के लिए अनुरोध (इ-प्रोक्योरमेंट मोड)**  
**INDIAN INSTITUTE OF TECHNOLOGY DELHI**  
**भारतीय प्रौद्योगिकी संस्थान दिल्ली**  
**HAUZ KHAS, NEW DELHI-110016**  
**हौज खास, नई दिल्ली -110016**

Dated/ दिनांक: 23/09/2020

**Open Request for Proposal (RFP) Notice No. IITD/QIP(SP-3164)/2020**

“Indian Institute of Technology Delhi is in the process of empaneling Service provider(s) for Online CEP Programmes as per the details given below.”

भारतीय प्रौद्योगिकी संस्थान दिल्ली नीचे दिए गए विवरण के अनुसार ऑनलाइन सीईपी कार्यक्रमों के लिए सेवा प्रदाता की सूचीकरण/चयन की प्रक्रिया में है।

<b>Details of the item</b> आइटम का विवरण	<b>Empanelment of Service providers for the Online CEP Programmes at IIT Delhi</b>
<b>Earnest Money Deposit to be submitted</b> बयाना जमा करने के लिए जमा राशि	<b>₹5,00,000/-</b>

RFP Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app> . Aspiring Proposer who have not enrolled / registered in e-procurement should enroll / register before participating through the website <http://eprocure.gov.in/eprocure/app> . The portal enrolment is free of cost. Proposer are advised to go through instructions provided at ‘Instructions for online Proposal Submission’.

आरएफपी दस्तावेज केन्द्रीय सार्वजनिक खरीद पोर्टल <http://eprocure.gov.in/eprocure/app> से डाउनलोड हो सकते हैं ई-प्रोक्योरमेंट में पंजीकृत नहीं होने वाले इच्छुक प्रस्तावकर्ता को वेबसाइट <http://eprocure.gov.in/eprocure/app> के माध्यम से भाग लेने से पहले पंजीकरण करना चाहिए। पोर्टल नामांकन मुफ्त है प्रस्तावकर्ता को सलाह दी जाती है कि 'ऑनलाइन प्रस्ताव के लिए निर्देश' पर दिए गए निर्देशों के माध्यम से जाने की सलाह दी जाए।

Proposer can access RFP documents on the website (For searching in the NIC site, kindly go to Tenders/RFP Search option and type ‘IIT’. Thereafter, Click on “GO” button to view all IIT Delhi Tenders/ Proposal). Select the appropriate Tenders/ RFP and fill them with all relevant information and submit the completed Proposal document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in the next page. प्रस्तावकर्ता वेबसाइट पर आरएफपी दस्तावेज का उपयोग कर सकते हैं (एनआईसी साइट में खोज के लिए, कृपया निविदा/ आरएफपी खोज विकल्प और 'आईआईटी' टाइप करें। उसके बाद, सभी आईआईटी दिल्ली निविदाओं/ आरएफपी को देखने के लिए "गो" बटन पर क्लिक करें) उपयुक्त आरएफपी का चयन करें और उन्हें सभी प्रासंगिक सूचनाओं से भरें और वेबसाइट पर <http://eprocure.gov.in/eprocure/app> पर पूरा आरएफपी दस्तावेज ऑनलाइन जमा करें। अगले पृष्ठ में दिए गए कार्यक्रम के अनुसार

No manual Proposal will be accepted. All Technical Proposal should be submitted in the E-procurement portal). कोई मैनुअल प्रस्ताव स्वीकार नहीं की जाएगी। सभी तकनीकी प्रस्ताव ई-प्रोक्योरमेंट पोर्टल में जमा करना चाहिए)

## SCHEDULE

Name of Organization	Indian Institute of Technology Delhi
RFP-Type	Open
RFP Category	Services
Type/Form of Contract	Empanelment
Product Category	E-Learning Services/ Platforms
Currency	<b>Indian Rupee (INR)</b>
Date of Issue/Publishing	23/09/2020 (14:00 Hrs)
Document Download/Sale Start Date	23/09/2020 (14:00 Hrs)
Document Download/Sale End Date	14/10/2020 (03:00 Hrs)
Date for Pre-Proposal Conference	29/09/2020 04:00 Hrs
Venue of Pre-Proposal Conference	Online (Link will be shared)
Last Date and Time for Uploading of Proposal	14/10/2020 (03:00 Hrs)
Date and Time of Opening of Technical Proposal	15/10/2020 (03:00 Hrs)
EMD	Rs. 5,00,000 /- (For EMD) (To be paid through RTGS/NEFT. Bank details are as under: Name of the Bank A/C : IITD CEP Account SBI A/C No. : 36819334799 Name of the Bank : State Bank of India, IIT Delhi, Hauz Khas, New Delhi-110016 IFSC Code : SBIN0001077 MICR Code : 110002156 Swift No. : SBININBB547 (This is mandatory that UTR Number is provided in the on-line quotation/Proposal. (Kindly refer to the UTR Column of the Declaration Sheet at Annexure-III)
No. of Covers (1/2/3/4)	01
Proposal Validity days (180/120/90/60/30)	90 days (From last date of opening of Proposal)
Address for Communication	QIP-CEP Office, 1st floor, Wing-B, Vishwakarma Bhawan, Indian Institute of Technology Delhi, Hauz Khas, New Delhi – 110 016
Contact No.	011-26597996/1915
Email Address	hodqipcep@admin.iitd.ac.in

**Chairman Empanelment Committee  
(Buyer Member)**

## **Instructions for Online Proposal Submission/ ऑनलाइन प्रस्ताव के लिए निर्देश:**

As per the directives of Department of Expenditure, this RFP document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The Proposer are required to submit soft copies of their Proposal electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Proposer in registering on the CPP Portal, prepare their Proposal in accordance with the requirements and submitting their Proposal online on the CPP Portal.

व्यय विभाग के निर्देशों के अनुसार, यह आरएफपी दस्तावेज केंद्रीय सार्वजनिक प्रापण पोर्टल (यूआरएल: <http://eprocure.gov.in/eprocure/app>) पर प्रकाशित किया गया है। प्रस्तावकर्ता को मान्य डिजिटल हस्ताक्षर प्रमाण पत्र का उपयोग करते हुए सीपीपी पोर्टल पर इलेक्ट्रॉनिक रूप से अपनी प्रस्ताव की सॉफ्ट प्रतियां जमा करना आवश्यक है। सीपीपी पोर्टल पर पंजीकरण करने के लिए प्रस्तावकर्ताओं की सहायता करने के लिए नीचे दिए गए निर्देशों का मतलब है, सीपीपी पोर्टल पर आवश्यकताओं के अनुसार अपनी प्रस्ताव तैयार करें और ऑनलाइन जमा करें।

More information useful for submitting online Proposal on the CPP Portal may be obtained at:

अधिक जानकारी सीपीपी पोर्टल पर ऑनलाइन प्रस्ताव जमा करने के लिए उपयोगी हो सकती है:

<http://eprocure.gov.in/eprocure/app>

## **REGISTRATION**

- 1) Proposer are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.

प्रस्तावकर्ता को "नामांकन के लिए यहां क्लिक करें" लिंक पर क्लिक करके सेंट्रल पब्लिक प्रोक्युरमेंट पोर्टल (यूआरएल: <http://eprocure.gov.in/eprocure/app>) के ई-प्रोक्योरमेंट मॉड्यूल पर भर्ती करना आवश्यक है। सीपीपी पोर्टल पर नामांकन नि: शुल्क है

- 2) As part of the enrolment process, the Proposer will be required to choose a unique username and assign a password for their accounts.

नामांकन प्रक्रिया के भाग के रूप में, प्रस्तावकर्ता को अपने खाते के लिए एक अद्वितीय उपयोगकर्ता नाम चुनना होगा और एक पासवर्ड प्रदान करना होगा।

- 3) Proposer are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

प्रस्तावकर्ता को सलाह दी जाती है कि पंजीकरण प्रक्रिया के भाग के रूप में अपना वैध ईमेल पता और मोबाइल नंबर पंजीकृत करें। इन का उपयोग सीपीपी पोर्टल से किसी भी संचार के लिए किया जाएगा।

- 4) Upon enrolment, the Proposer will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

नामांकन पर, प्रस्तावकर्ता को सीसीए इंडिया द्वारा मान्यता प्राप्त किसी प्रमाणन प्राधिकरण द्वारा जारी किए गए अपने मान्य डिजिटल हस्ताक्षर प्रमाण पत्र (कक्षा द्वितीय या कक्षा III प्रमाण पत्र के साथ महत्वपूर्ण उपयोग पर हस्ताक्षर करने) की आवश्यकता होगी (जैसे सिफ़ी / टीसीएस / एनकोड / ई-मुद्रा आदि), उनके प्रोफाइल के साथ

- 5) Only one valid DSC should be registered by a Proposer. Please note that the Proposer are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

केवल एक मान्य डीएससी एक प्रस्तावकर्ता द्वारा पंजीकृत होना चाहिए। कृपया ध्यान दें कि प्रस्तावकर्ता यह सुनिश्चित करने के लिए जिम्मेदार हैं कि वे अपने डीएससी को दूसरों को उधार नहीं देते हैं जिससे दुरुपयोग हो सकता है।

- 6) Proposer then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

प्रस्तावकर्ता फिर अपने यूजर आईडी / पासवर्ड और डीएससी / ईटीकेन के पासवर्ड को दर्ज करके सुरक्षित लॉग-इन के माध्यम से साइट पर लॉग ऑन करता है।

## **SEARCHING FOR RFP DOCUMENTS/ आरएफपी दस्तावेजों के लिए खोजना**

- 1) There are various search options built in the CPP Portal, to facilitate Proposer to search active RFP by several parameters. These parameters could include RFP ID, organization name, location, date, value, etc. There is also an option of advanced search for RFP, wherein the Proposer may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a RFP published on the CPP Portal.

सीपीपी पोर्टल में निर्मित विभिन्न खोज विकल्प हैं, ताकि प्रस्तावकर्ता को कई मापदंडों से सक्रिय आरएफपी खोज सकें। इन मापदंडों में आरएफपी आईडी, संगठन का नाम, स्थान, तिथि, मूल्य आदि शामिल हो सकते हैं। आरएफपी के लिए उन्नत खोज का एक विकल्प भी है, जिसमें प्रस्तावकर्ता कई नामों को जोड़ सकते हैं जैसे संगठन का नाम, अनुबंध का स्थान, स्थान, सीपीपी पोर्टल पर प्रकाशित आरएफपी की खोज के लिए तारीख, अन्य कीवर्ड आदि।

- 2) Once the Proposer have selected the RFP they are interested in, they may download the required documents / RFP schedules. These RFP can be moved to the respective 'My Tenders/ Proposal' folder. This would enable the CPP Portal to intimate the Proposer through SMS / e-mail in case there is any corrigendum issued to the Tenders/ RFP document.

प्रस्तावकर्ता ने एक बार आरएफपी चुनी है जिसमें वे रुचि रखते हैं, उसका वे आवश्यक दस्तावेज / आरएफपी कार्यक्रम डाउनलोड कर सकते हैं। ये आरएफपी 'मेरी निविदाओं/ प्रस्ताव फ़ोल्डर में ले जाई जा सकती हैं। इससे सीपीपी पोर्टल को प्रस्तावकर्ता को एसएमएस / ई-मेल के माध्यम से सूचित किया जा सकता है, यदि निविदा/ आरएफपी दस्तावेज में कोई शुद्धि जारी कि गई है।

- 3) The Proposer should make a note of the unique RFP ID assigned to each RFP, in case they want to obtain any clarification / help from the Helpdesk.

प्रस्तावकर्ता को प्रत्येक आरएफपी को निर्दिष्ट अद्वितीय आरएफपी आईडी का नोट बनाना चाहिए, अगर वे हेल्पडेस्क से कोई स्पष्टीकरण / सहायता प्राप्त करना चाहते हैं।

## **PREPARATION OF PROPOSAL / प्रस्ताव की तैयारी**

- 1) Proposer should take into account any corrigendum published on the RFP document before submitting their Proposal.

प्रस्तावकर्ता को अपनी प्रस्ताव जमा करने से पहले आरएफपी दस्तावेज पर प्रकाशित किसी भी शुद्धि को ध्यान में रखना चाहिए।

- 2) Please go through the RFP advertisement and the Proposal document carefully to understand the documents required to be submitted as part of the Proposal. Please note the number of covers in which the Proposal documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the Proposal.

कृपया प्रस्ताव के भाग के रूप में जमा किए जाने वाले दस्तावेजों को समझने के लिए आरएफपी विज्ञापन और आरएफपी दस्तावेज ध्यान से देखें। कृपया उन अंकों की संख्या पर ध्यान दें जिन में प्रस्ताव दस्तावेज जमा करना है, दस्तावेजों की संख्या - जिसमें प्रत्येक दस्तावेज के नाम और सामग्री शामिल हैं, जिन्हें प्रस्तुत करने की आवश्यकता है। इनमें से कोई भी विचलन प्रस्ताव को अस्वीकार कर सकता है।

- 3) Proposer, in advance, should get ready the Proposal documents to be submitted as indicated in the RFP document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Proposal documents may be scanned with 100 dpi with black and white option.

प्रस्तावकर्ता, अग्रिम में, आरएफपी दस्तावेज / अनुसूची में बताए अनुसार प्रस्तुत करने के लिए प्रस्ताव दस्तावेज तैयार करना चाहिए और आम तौर पर, वे पीडीएफ / एक्सएलएस / आरएआर / डीडब्ल्यूएफ स्वरूपों में हो सकते हैं। प्रस्ताव दस्तावेजों को 100 डीपीआई के साथ काले और सफेद विकल्प स्कैन किया जा सकता है।

- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every Proposal, a provision of uploading such standard documents

(e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the Proposer. Proposer can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a Proposal, and need not be uploaded again and again. This will lead to a reduction in the time required for Proposal submission process.

मानक दस्तावेजों के एक ही सेट को अपलोड करने के लिए आवश्यक समय और प्रयास से बचने के लिए जो प्रत्येक प्रस्ताव के भाग के रूप में जमा करने के लिए आवश्यक हैं, ऐसे मानक दस्तावेज अपलोड करने का प्रावधान (जैसे पैन कार्ड कॉपी, वार्षिक रिपोर्ट, लेखा परीक्षक प्रमाण पत्र आदि) प्रस्तावकर्ता को प्रदान किया गया है। ऐसे दस्तावेजों को अपलोड करने के लिए प्रस्तावकर्ता उनके लिए उपलब्ध "मेरा स्पेस" क्षेत्र का उपयोग कर सकते हैं। प्रस्ताव जमा करते समय ये दस्तावेज सीधे "मेरा स्पेस" क्षेत्र से जमा किए जा सकते हैं, और उन्हें बार-बार अपलोड करने की ज़रूरत नहीं है इससे प्रस्ताव जमा प्रक्रिया के लिए आवश्यक समय में कमी आएगी।

### **SUBMISSION OF PROPOSAL/ प्रस्ताव जमा करना**

- 1) Proposer should log into the site well in advance for Proposal submission so that he/she upload the Proposal in time i.e. on or before the Proposal submission time. Proposer will be responsible for any delay due to other issues.

प्रस्तावकर्ता को प्रस्ताव प्रस्तुति के लिए अच्छी तरह से साइट पर लॉग इन करना चाहिए ताकि वह समय पर प्रस्ताव अपलोड कर सके या फिर प्रस्ताव प्रस्तुत करने के समय से पहले। अन्य मुद्दों के कारण किसी भी देरी के लिए प्रस्तावकर्ता जिम्मेदार होगा।

- 2) The Proposer has to digitally sign and upload the required Proposal documents one by one as indicated in the Proposal document.

प्रस्तावकर्ता को आरएफपी दस्तावेज में दर्शाए अनुसार एक-एक करके आवश्यक प्रस्ताव दस्तावेजों को डिजिटल हस्ताक्षर और अपलोड करना होगा।

- 3) Proposer has to select the payment option as “on-line” to pay the EMD as applicable and enter details of the instrument. Whenever, EMD is sought, Proposer need to pay the EMD on-line through RTGS (Refer to Schedule, Page No.2).

प्रस्तावकर्ता को ईएमडी को भुगतान के लिए "ऑन लाइन" के रूप में भुगतान विकल्प चुनना होगा और उपकरण का विवरण दर्ज करना होगा। जब भी, ईएमडी की मांग की जाती है, प्रस्तावकर्ता को ईएमडी आरटीजीएस के माध्यम से ऑन लाइन पर भुगतान करने की आवश्यकता होती है (अनुसूची, पेज नं .2 देखें)।

- 4) The server time (which is displayed on the Proposer’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the Proposal by the Proposer, opening of Proposal etc. The Proposer should follow this time during Proposal submission.

सर्वर का समय (जो प्रस्तावकर्ता के डैशबोर्ड पर प्रदर्शित होता है) प्रस्तावकर्ता द्वारा प्रस्ताव को खोलने के लिए समय सीमा को संदर्भित करने के लिए मानक समय के रूप में माना जाएगा। प्रस्ताव को खोलना आदि। प्रस्तावकर्ता को प्रस्ताव प्रस्तुत करने के दौरान इस समय का पालन करना चाहिए।

- 5) All the documents being submitted by the Proposer would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of Proposal opening. The confidentiality of the Proposal is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

प्रस्तावकर्ता द्वारा प्रस्तुत सभी दस्तावेज पीकेआई एन्क्रिप्शन तकनीकों का उपयोग करके एन्क्रिप्ट किया जाएगा जिससे डेटा की गोपनीयता सुनिश्चित हो सके। दर्ज किए गए डेटा को अनधिकृत व्यक्तियों द्वारा प्रस्ताव खोलने के समय तक नहीं देखा जा सकता है। प्रस्ताव की गोपनीयता को सुरक्षित सॉकेट लेयर 128 बिट एन्क्रिप्शन तकनीक का उपयोग कर रखा जाता है। संवेदनशील क्षेत्रों का डेटा संग्रहण एन्क्रिप्शन किया जाता है।

- 6) The uploaded RFP documents become readable only after the RFP opening by the authorized Proposal openers.

अपलोड किए गए आरएफपी दस्तावेज केवल अधिकृत प्रस्ताव खोलनेवाला द्वारा ही पठनीय हो सकते हैं।

- 7) Upon the successful and timely submission of Proposal, the portal will give a successful Proposal submission message & a Proposal summary will be displayed with the Proposal no. and the date & time of submission of the Proposal with all other relevant details.

प्रस्ताव के सफल और समय पर जमा होने पर, पोर्टल एक सफल प्रस्ताव प्रस्तुत करने का संदेश देगा और एक प्रस्ताव सारांश प्रस्तावसंख्या के साथ प्रदर्शित किया जाएगा। और अन्य सभी प्रासंगिक विवरणों के साथ प्रस्ताव प्रस्तुत करने की तारीख और समय।

- 8) Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

कृपया अनुपालन पत्रक की एक पीडीएफ फाइल में सभी प्रासंगिक दस्तावेजों के स्कैन किए गए पीडीएफ को जोड़ दें।

### **ASSISTANCE TO PROPOSER / प्रस्तावकर्ता को सहायता**

- 1) Any queries relating to the RFP document and the terms and conditions contained therein should be addressed to the RFP Inviting Authority for a Proposal or the relevant contact person indicated in the Proposal.

आरएफपी दस्तावेज से संबंधित कोई भी प्रश्न और इसमें निहित नियमों और शर्तों को आरएफपी आमंत्रण प्राधिकरण को आरएफपी के लिए या आरएफपी में वर्णित प्रासंगिक संपर्क व्यक्ति से संबोधित किया जाना चाहिए।

- 2) Any queries relating to the process of online Proposal submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

ऑनलाइन प्रस्ताव प्रस्तुत करने या सामान्य में सीपीपी पोर्टल से संबंधित प्रश्नों की प्रक्रिया से संबंधित कोई भी प्रश्न 24x7 सीपीपी पोर्टल हैल्पडेस्क पर निर्देशित किया जा सकता है। हैल्पडेस्क के लिए संपर्क संख्या 1800 233 7315 है

### **General Instructions to the Proposer / प्रस्तावकर्ता के लिए सामान्य निर्देश**

- 1) The RFP will be received online through portal <http://eprocure.gov.in/eprocure/app> . In the Technical Proposal, the Proposers are required to upload all the documents in .pdf format.

आरएफपी पोर्टल <http://eprocure.gov.in/eprocure/app> के माध्यम से ऑनलाइन प्राप्त होंगी तकनीकी प्रस्ताव में, प्रस्तावकर्ता को सभी दस्तावेजों को पीडीएफ प्रारूप में अपलोड करना होगा।

- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the Proposal submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".

कंपनी के नाम में स्मार्ट कार्ड / ई-टोकन के रूप में मान्य क्लास II / III डिजिटल हस्ताक्षर प्रमाण पत्र (डीएससी) के पंजीकरण के लिए एक शर्त है और <https://eprocure.gov.in/eprocure/> के माध्यम से प्रस्ताव प्रस्तुत करने की गतिविधियों में भाग ले सकते हैं। डिजिटल हस्ताक्षर प्रमाण पत्र अधिकृत प्रमाणित एजेंसियों से प्राप्त की जा सकती है, जिनमें से जानकारी "डीएससी के बारे में सूचना" लिंक के तहत वेब साइट <https://eprocure.gov.in/eprocure/app> पर उपलब्ध है।

- 3) Proposer are advised to follow the instructions provided in the 'Instructions to the Proposer for the e-submission of the Proposal online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

प्रस्तावकर्ता को सलाह दी जाती है कि वे सेंट्रल पब्लिक प्रोकॉर्ममेंट पोर्टल <https://eprocure.gov.in/eprocure/app> "प्रस्तावकर्ता को दिए गए निर्देश" के संदर्भ में दिए गए निर्देशों का पालन करें।



# Indian Institute of Technology Delhi

## Continuing Education Programme

1<sup>st</sup> Floor, Wing-B, Vishwakarma Bhawan,  
IIT Delhi, Hauz Khas, New Delhi – 110 016

Website: [www.iitd.ac.in](http://www.iitd.ac.in)  
[www.cepqip.iitd.ac.in](http://www.cepqip.iitd.ac.in)



### **Sub: Request for Proposal (RFP) for Empanelment of Service providers for launching Online Continuing Education Programmes**

#### **1. Introduction**

Indian Institute of Technology Delhi (IITD) is one of the 23 IITs created by the Govt. of India to act as Centres of Excellence for training, research and development in science, engineering and technology in India. Established as a College of Engineering in 1961, it was declared an Institution of National Importance under the “Institutes of Technology (Amendment) Act, 1963” and renamed as “Indian Institute of Technology Delhi”. IIT Delhi has now been declared as an “Institute of Eminence” by the Government of India.

Continuing Education Programme (CEP) is an outreach initiative of IITD. The outreach programmes offered by the IITD 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 Delhi plans to launch online CEP programme(s), for Indian as well as global participants.

IITD currently has more than 600 highly qualified and reputed faculty members in the field of Engineering, Technology, Basic Sciences, Humanities and Management. A complete list of Departments/Centres/ Schools is available at [www.iitd.ac.in](http://www.iitd.ac.in)

The current RFP is to identify and empanel suitable service providers for Continuing Education Programmes of IITD.

#### **2. Scope of work:**

- I. The Scope of Work of the Service Provider is given in the Annexure II

#### **3. Duration of empanelment**

The empanelment shall be valid for a period of (2) two years from the date of empanelment. The performance of Service Provider will be reviewed periodically by the Institute and also at the end of the first year for continuation in the second year.

#### **4. Fees of Service Provider**

The fee of Service Provider has been fixed at 50% of the total revenue generated for the particular program, after deducting 20% IITD overhead charges.

## 5. Terms and conditions

Prospective Service Providers should confirm acceptance to all terms and conditions mentioned in the RFP.

- I. The RFP application should be submitted strictly as per prescribed format (Section 7- Application Form). All supporting and supplementary documents should be duly marked with 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. If a Service Provider fails to qualify, then IITD reserves the right to refuse re application for empanelment within 6 months of the date of notification of failure.
- IV. SUCCESSFUL EMPANELMENT BY IITD IS NO GUARANTEE OF AWARD OF ANY PROGRAMME. The choice of utilizing the services of any empanelled service provider for a particular program shall vest with the concerned Course Coordinator and his team members.
- V. The service provider must ensure that all the activities being carried out by them are carried out in a transparent, legal and ethical manner, adhering to the best industry practices. It is necessary for the service provider to conduct its processes without any adverse impact on the brand IIT Delhi and its programmes.
- VI. Any inaccuracy in any response or representation given by the service provider to IITD, or failure to substantiate any response as required by IITD will result in failure to qualify for inclusion in the Service Provider List. Where such information comes to the notice at a later date, the Service Provider may be removed from the list of Empanelled Service Providers.
- VII. 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 extant procedures of IIT Delhi. If such information comes to light during or after successful qualification and/or empanelment, IITD reserves the right to remove the Service Provider from the list of Service Provider and also to take action for blacklisting / debarment / banning.
- VIII. The penalty for unsatisfactory service delivery by an empanelled service provider will be fixed by IITD in accordance with the terms and conditions set out in the agreement to be executed.
- IX. It will be the responsibility of the Service Provider to submit /update IITD with relevant documents and also to keep IITD 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 IITD and IITD reserves the right to remove the Service Provider from the list of Service Provider. IITD shall not bear any responsibility or risk for any suspension/cancellation or termination of the Service Provider.
- X. Once the initial qualification process is completed and Empanelled Service Provider(s) are registered, a contract containing the pertinent terms and conditions shall be executed; the List of Empanelled Service Provider is subjected to periodical and annual review.



- XI. The Application/ call for RFP is not an offer and is issued with no commitment. IITD reserves the right to withdraw this request/ call for RFP and change or vary any part thereof at any stage if IITD determines that such action is in the best interest of the Institute.
- XII. The Service Provider should be open to the reference/ feedback check from the organization they have served or are serving for the similar service.
- XIII. This RFP for empanelment shall remain open **till 14<sup>th</sup> October 2020 (4 PM)**. Any applications received thereafter shall not be entertained.
- XIV. Intellectual property: All the learning content (slides, documents, problems, lab sessions, solutions and other content) created and offered by the IIT Delhi faculty would remain the intellectual property of IIT Delhi 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 Institute. All academic contents of the programme will abide by the copyright regulations and academic proprietary.
- XV. Service provider's payments will be released after the NOC received from the respective Programme Coordinator. However, if required a partial payment maximum upto 20% of the Service provider fee can be released.
- XVI. The decision of the Director of IIT Delhi 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.

## **6. MINIMUM ELIGIBILITY CONDITIONS**

The prospective applicants shall meet the following conditions for consideration for empanelment.

- a) Should have a registered office in India.
  - b) The Service Provider should have been providing similar services (as detailed below) for last 3 years.
- II. The Service Provider should have been successfully providing similar services to
- a) At least one (1) institution/university in the top 200 rank of the latest published QS World University Ranking
- OR**
- b) At least two (2) institutions in the top 20 (in any of the sub category) of the latest published National Institutional Ranking Framework in India.
- III. Should have provided services successfully for a minimum of 10 online programmes.
- IV. The Service Provider should not have been blacklisted by any institute of repute.

**Process of Empanelment of Service providers for online CEP Programmes**

<b>Stage I</b>	<b>Invite Stage</b>	<b>Global Invitation of Request for Proposal (RFP) in prescribed format.</b>
<b>Stage II</b>	<b>Eligibility check as per the RFP</b>	<b>Applications meeting the minimum eligibility criteria as laid out in the RFP will be eligible for the next stage</b>
<b>Stage III</b>	<b>Shortlisting Stage</b>	<b>As per the information provided in the RFP application form, the shortlisting criteria will be applied as detailed in the RFP Annexure IV and the Marks will be calculated. Top 10 applications as per the Marks obtained will be shortlisted for Demonstration-cum-presentation stage</b>
<b>Stage IV</b>	<b>Demonstration-cum-presentation stage</b>	<b>The Top 10 Shortlisted applications will be invited for Presentation.</b>
<b>Stage V</b>	<b>Empanelment Stage</b>	<b>The Top 5 applications as per the Total Marks obtained will be empaneled for providing the services. Please Note Total Marks =Shortlisting Marks + Demonstration Cum Presentation Marks</b>

## COMPLIANCE SHEET

### TECHNICAL SPECIFICATION

<b>Sl. No.</b>	<b>Technical Specifications</b>	<b>Compliance Y/N</b>
1.	Application Form (Annexure – I)	
2.	Enclosures mentioned in Annexure – I	
3.	Declaration Form (Annexure – III)	
4.	EMD	

I have also enclosed all relevant documents in support of my claims, (as above) in the following pages.

**Signature of Proposer**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Organization Name:** \_\_\_\_\_

**Contact No. :** \_\_\_\_\_

## PROPOSAL SUBMISSION

### Online Proposal Submission:

The Online Proposal (complete in all respect) must be uploaded online in One Envelop as explained below: -

<b>Envelope – 1</b> (Following documents to be provided as single PDF file)			
<b>Sl. No.</b>	<b>Document</b>	<b>Content</b>	<b>File Types</b>
1.	Technical Proposal	Application Form (Annexure-I)	.PDF
2.		List of All Enclosures mentioned in Annexure – I	.PDF
3.		Declaration Form (Annexure – III)	.PDF

## APPLICATION FORM for Empanelment of Service Provider

(Please strike-off which is not applicable)

1.	a. Name of the Organization													
	b. Registered Office Address													
	c. Address for Communication													
	d. Contact Details i. Phone No. ii. Mobile No. iii. e-mail Id iv. Key contact person	i ..... ii ..... iii ..... iv .....												
2.	Year of Establishment													
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.	Organizational Structure of Company/ Firm													
7.	Registration with Government Authorities:													
	a. Income Tax (PAN) No. b. Goods & Service Tax (GST) No.	a) ..... b) .....												
8.	Yearly turnover and Net Profit of the organization during last 3 years (year wise)	<table border="1"> <thead> <tr> <th>FY</th> <th>Total Turnover (₹)</th> <th>Net profit (₹)</th> </tr> </thead> <tbody> <tr> <td>2017-18</td> <td></td> <td></td> </tr> <tr> <td>2018-19</td> <td></td> <td></td> </tr> <tr> <td>2019-20</td> <td></td> <td></td> </tr> </tbody> </table>	FY	Total Turnover (₹)	Net profit (₹)	2017-18			2018-19			2019-20		
		FY	Total Turnover (₹)	Net profit (₹)										
		2017-18												
		2018-19												
2019-20														

9.	Antecedent: Whether the company has been blacklisted by any IIT's/ IIM's/Central Govt. / State Govt. / PSU/Govt. Bodies thereof.	Yes/No
10.	Whether the company is under litigation/ arbitration cases during last 3 years; if yes furnish details	Yes /No
11.	<b>Experience in Providing Similar Services</b>	
	a. Year of experience in providing services as mentioned in RFP (As on 30 <sup>th</sup> September 2020)	
	b. Association with top Institutes as per latest QS World University Ranking	
	c. Association with top Institutes (in any of the sub category) as per latest published National Institutional Ranking Framework in India	
12.	<b>Company Capabilities</b>	
	a. Number of employees	
	b. Number of paid enrolments at national level in last three financial years (2017-2018, 2018-2019, 2019-2020)	
	c. Number of paid enrolments at International level in last three financial years (2017-2018, 2018-2019, 2019-2020)	
	d. Number of programmes successfully concluded in last three financial years (2017-2018, 2018-2019, 2019-2020) with Top 20 institutes (in any of the sub category) as per the latest published National Institutional Ranking Framework in India	
	e. Number of programmes successfully concluded in last three financial years (2017-2018, 2018-2019, 2019-2020) with Top 200 institutes as per QS World University Ranking	

	<b>Programme Management Capabilities</b>	
13.	Average Completion Rate based on registration in a given programme (In percentage) in last 3 financial years (2017-2018, 2018-2019, 2019-2020)	

**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.

**Declaration**

I/We, \_\_\_\_\_ hereby certify that all the information and data furnished by our organization with regard to this RFP are 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:**

Interested organizations may kindly send their proposals/ Application with all the enclosures listed in Annexure-I and III in a sealed envelope marked to the following address mentioning “For IITD online CEP certificate Programmes” on the top cover. The proposal should reach on or **before 14<sup>th</sup> October 2020** (4:00 PM).

**Address:** Head CEP, CEP- QIP Office, 1 st Floor, Wing-B, Vishwakarma Bhawan, IIT Delhi, Hauz Khas, New Delhi – 110 016 Email: [hodqipcep@admin.iitd.ac.in](mailto:hodqipcep@admin.iitd.ac.in).

The Application/ call for RFP so submitted would be evaluated by the committee constituted for the purpose. The decision of the committee would be final and binding.

**List of Enclosures in reference to Annexure- I (Application Form)**

<b>Description</b>		<b>Checkbox</b>
<b>1.</b>	Address Proof ( <i>Reference to Sl. No 1</i> )	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>2.</b>	Copy of Certificate of Incorporation and Partnership Deed, if any. ( <i>Reference to S. No. 2 &amp; 3</i> )	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>3.</b>	Certified documents ( <i>Reference to S. No. 5</i> )	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>4.</b>	Company's Organogram duly signed by the authorized signatory of the company on the organization's letter head ( <i>Reference to S. No. 6</i> )	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>5.</b>	Copy of PAN No. and GST Number. ( <i>Reference to S. No. 7.a &amp; 7.b.</i> )	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>6.</b>	Audited balance sheet for last 3 years. CA certified document with name of CA registration number, signature and stamp. ( <i>Reference to S. No. 8.</i> )	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>7.</b>	Undertaking by the authorized signatory of the company on the organization's letter head ( <i>Reference to S. No. 9 &amp; 10</i> )	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>8.</b>	Documents in support of statements made against S. No. 11 to 13	<input type="checkbox"/> Yes <input type="checkbox"/> No



**ROLE OF THE SERVICE PROVIDER**

The role of Service Providers will be to:

1. Assist Faculty in conceptualization and development of online programmes and provide the market demand for the proposed courses.
2. Provide and support Program Delivery Platform, assisting in Content Creation, Recording, Repository Generation, Teaching and Learning Support tools.
3. Provide programme management software & hardware technology deployment, maintenance and monitoring.
4. Follow the Institute's guidelines and process for programme launch, ensuring protection of the brand of the Institute.
5. 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, power point slides, reading material and assistance in developing tutorial exercises as well as assignments.
6. Promote the Institute and its courses through
  - a. Program 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, 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 similar topic.
7. Provide assistance for guest and industrial lectures if required by IIT Delhi's Programme Coordinator/s.
8. 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.
9. 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 through online platforms.
10. Bear the risk if insufficient registration happens in a programme.

## **Development and Delivery of Online CEP Programme**

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

1. Content development will be done by the programme coordinator based on the subject expertise. The coordinator will take inputs/ recommendation from the service provider on the basis of preliminary market research for feasibility of the programme. The Service Provider will assist in creating presentation portfolio for programmes, if required by the Faculty.
2. The structure and the content of a 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 Delhi Faculty / Programme coordinator(s) will also be uploaded on learning management system. The learning management system must be robust and secure with appropriate access control management.
3. 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 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.

## **Delivery of the Programme under various Modes**

### **Delivery of Synchronous (Live Online) Programmes**

1. IIT Delhi 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 in all the devices.
2. 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.
3. The online platform accessed by the students during live sessions must have features such as current listing of the registered students, muting/unmuting the students, availability of chat facility and signalling by the students to the faculty for doubt clarification.

### **Software Application for Delivery of Synchronous (live online) Programmes**

The software applications will be provided by the service provider for Synchronous (live online) Programmes. The application must support

1. 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.
2. Interactive Chat feature and Doubt sessions – enabling students to have an active dialog with the Faculty to ask questions and clarify doubts. The communication can be textual, and audio-visual.

## **Programme Delivery for 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, 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 emails
- 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 to the students to upload assignments and its feedback

## **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 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.

## &lt;&lt; Organization Letter Head &gt;&gt;

**DECLARATION SHEET**

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

We further certified 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 Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.	Name & Address of the Service Provider
1. Phone	
2. Fax	
3. E-mail	
4. Contact Person Name	
5. Mobile Number	
6. GST Number	
7. PAN Number	
8. UTR No. (For EMD)	
09. Kindly provide bank details of the Proposer in the following format: a) Name of the Bank	
b) Account Number	
c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful Proposer	

**(Signature of the Proposer)**

**Name:** \_\_\_\_\_

**Seal of the Company**

**Shortlisting Criteria**

<b>CRITERIA</b>	<b>MARKS</b>
1. Experience in Providing Similar Services	30
2. Company Capabilities	25
3. Programme Management Capabilities	20
4. Demonstration-cum-presentation	25
Total Marks =1+2+3+4	100

<b>Details of Criteria and their marks</b>	
<b>1. Experience in Providing Similar Services</b>	<b>Total 30 Marks</b>
<b>1(a)</b> Years of experience in online education/ E-learning (As on 30th September 2020)	10 Marks
<b>1(b)</b> Association with top Institutes as per latest QS World University Ranking	10 Marks
<b>1(c)</b> Association with top Institutes (in any of the sub category) as per latest published National Institutional Ranking Framework in India	10 Marks
<b>Total= 1 (a)+1(b)+1(c)</b>	<b>30 Marks</b>
<b>2. Company Capabilities</b>	<b>25 Marks</b>
<b>2(a)</b> Number of employees in online education/ E-learning Services	5 Marks
<b>2(b)</b> Number of paid enrolments at national level in last three financial years (2017-2018, 2018-2019, 2019-2020)	5 Marks
<b>2(c)</b> Number of paid enrolments at International level in last three financial years (2017-2018, 2018-2019, 2019-2020)	5 Marks
<b>2(d)</b> Number of programmes concluded in last three financial years (2017-2018, 2018-2019, 2019-2020) with Top 20 Institutes (in any of the sub category) as per the latest published National Institutional Ranking Framework in India	5 Marks
<b>2(e)</b> Number of programmes concluded in last three financial years (2017-2018, 2018-2019, 2019-2020) with Top 200 Institutes as per QS World University Ranking	5 Marks
<b>Total= 2 (a)+2 (b)+2 (c)+2 (d)+ 2 (e)</b>	<b>25 Marks</b>

<b>3. Programme Management Capabilities</b>	<b>20 Marks</b>
<b>3(a)</b> Average Completion Rate based on registration in a given programme (In percentage) in last 3 financial years (2017-2018, 2018-2019, 2019-2020)	20 Marks
<b>Total= 3(a)</b>	<b>20</b>
<b>4. Demonstration-cum-presentation</b>	<b>25 Marks</b>
<b>4(a)</b> Demonstration-cum-presentation of service provider's capability (this may include live demonstration of various capabilities)	25 Marks
<b>Total = 4(a)</b>	<b>25</b>
<b>Total Marks = 1+2+3+4</b>	<b>100</b>

**Marks of the applicant = 1+2+3+4**