



INDIAN INSTITUTE OF TECHNOLOGY MADRAS

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Ref: CCE/ANDR/002/2018

Date: 09<sup>th</sup> Apr, 2018

Open Tenders are invited from reputed Agencies based in India to act as an **Application Service Provider (ASP) for the SWAYAM application (swayam.gov.in)**.

Tender No: CCE/ANDR/002/2018

**Due Date: 02/05/2018 time 02:00 p.m**

**Pre-bid meeting: 17.04.2018 3.00 P.m**

**Opening of Technical Bids: 02/05/2018 time 04:00 p.m**

**Demonstration/Presentation: (Technically qualified vendors only) 07.05.2018 – Monday, 2pm,**

Dear Sir/Madam,

On behalf of the Indian Institute of Technology Madras, Tenders are invited from reputed Agencies based in India to act as an **Application Service Provider (ASP) for the SWAYAM application (swayam.gov.in)**. (CCE/ANDR/002/2018) conforming to the specifications given in Annexure.

#### Instructions to the Bidder

**i Preparation of Bids:** - The tenders should be submitted under two-bid system (i.e.) Technical bid and Financial bid.

**ii. Delivery of the tender:** - The tender shall be sent to the below-mentioned address either by post or by courier so as to reach the following address before the due date and time specified in the Schedule: **Senior Manager, Project Purchase, 2nd floor, IC & SR Building, I.I.T. Madras -600036.**

**iii. Opening of the tender:** - The offer/Bids will be opened by a committee duly constituted for this purpose. The technical bids will be opened first and it will be examined by a technical committee which will decide the suitability of the bid as per our specifications and requirements. The bidders will be invited for opening of Technical bids. In respect of opening of financial bid, those bidders who are technically qualified only will be called for.

#### iv. Costing

The bidder should quote cost per month for each of the employees working on the project. This should cover all costs and no other costing is possible on this tender. The total cost per month as per Annexure 7 will be used for commercial evaluation. The payments will be made roughly at the end of every quarter - March 30, June 30, September 30 and December 30.

v **Technical Bid Opening:** The technical bid will be opened on **02.05.2018** – Wednesday, 4pm, OAA conference room, ICSR (2nd floor), IIT Madras and the financial bids of those tenders who are technically qualified will be opened at a later date under intimation to them.

vi. **Pre Bid meeting** will be held on **17.04.2018** – Tuesday, 3pm to 4pm, at OAA conference room, ICSR (2nd floor), IIT Madras.

vii. **Demonstration/Presentation: (Technically qualified vendors only) will be on**

**07.05.2018** – Monday, 2pm, OAA conference room, ICSR (2nd floor), IIT Madras.

viii. **IIT Madras reserves the full right to accept / reject any tender at any stage without assigning any reason.**

Yours sincerely,

Senior Manager (Project Purchase)  
IC&SR, I.I.T. Madras

# Request for Proposals for Application Service Provider for SWAYAM

Indian Institute of Technology Madras

Through National Programme on Technology Enhanced Learning (NPTEL)

## **Disclaimer**

*The information contained in this document or subsequently provided to Bidder(s), whether verbally or in documentary form by the Institute, shall be subject to the terms and conditions set out in the Terms of Reference Document and all other terms and conditions subject to which such information is provided. The purpose of this document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This document does not purport to contain all the information each Bidder may require. This document may not be appropriate for all persons, as it is not possible for the Institute, to consider the investment objectives, financial situation and particular needs of each Bidder who uses this document. Each Bidder should conduct its own homework and analysis and should check the accuracy, reliability and completeness of the information in this document and wherever necessary obtain independent advice from appropriate sources. The Institute makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document. The Institute may in its discretion, but without being under any obligation to do so, update, amend or supplement the information in this document.*

*This Tender is not an offer by the Indian Institute of Technology Madras but an invitation to receive bids from vendors. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized office bearers of the Indian Institute of Technology Madras with the vendor.*

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# Summary and Tender Notice

## **Indian Institute of Technology Madras (NPTEL)**

Tenders are invited from reputed Agencies based in India to act as an Application Service Provider (ASP) for the SWAYAM application (swayam.gov.in).

Interested Bidders eligible as per qualification criteria may submit their response to the RFP latest by 02/05/2018 till 02:00 p.m by Courier or In Person to the following address:

**Senior Manager, Project Purchase, 2nd floor, IC & SR Building, I.I.T. Madras-600036.**

The detailed RFP document can be from <https://tenders.iitm.ac.in/>.

# Important Dates

**Date, Time and Venue of Pre-Bid Workshop:**

17.04.2018 – Tuesday, 3pm to 4pm, OAA conference room, ICSR (2nd floor), IIT Madras

**Date, Time and Venue for submission of bids**

02.05.2018 - Wednesday, 2:00 pm, **Senior Manager, Project Purchase, 2nd floor, IC & SR Building, I.I.T. Madras-600036.**

**Date, Time and Venue of Opening of Technical Bids:**

02.05.2018 – Wednesday, 4pm, OAA conference room, ICSR (2nd floor), IIT Madras

**Date, Time and Venue for Demonstration/Presentation:**

**(Technically qualified vendors only)**

07.05.2018 – Monday, 2pm, OAA conference room, ICSR (2nd floor), IIT Madras

**Date, Time and Venue of Opening of Commercial Bids:**

Will be decided later



# 1. Background

## 1.1 About SWAYAM

SWAYAM is a programme initiated by Government of India and designed to achieve the three cardinal principles of Education Policy viz., access, equity and quality. The objective of this effort is to take the best teaching learning resources to all, including the most disadvantaged.

This is done through an IT platform, also called SWAYAM, that facilitates hosting of all the courses. More than 1,000 specially chosen faculty and teachers from across the Country have participated in preparing these courses.

The courses hosted on SWAYAM are in 4 quadrants – (1) video lecture, (2) specially prepared reading material that can be downloaded/printed (3) self-assessment tests through tests and quizzes and (4) an online discussion forum for clearing the doubts. In order to ensure that best quality content is produced and delivered, nine National Coordinators have been appointed: They are AICTE for self-paced courses, NPTEL for engineering, UGC for post-graduation education, CEC for under-graduate education, NCERT & NIOS for school education, IGNOU for out of the school students and IIMB for management studies.

Courses delivered through SWAYAM are available free of cost to the learners, however students wanting certifications shall be registered, shall be offered a certificate on successful completion of the course, with a little fee. At the end of each course, there will be an assessment of the student through proctored examination and the marks/grades secured in this exam could be transferred to the academic record of the students. UGC has already issued the UGC (Credit Framework for online learning courses through SWAYAM) Regulation 2016 advising the Universities to identify courses where credits can be transferred on to the academic record of the students for courses done on SWAYAM.

SWAYAM platform is developed by Ministry of Human Resource Development (MHRD) and All India Council for Technical Education (AICTE) with the help of Microsoft and would be ultimately capable of hosting 2000 courses and 80000 hours of learning: covering school, under-graduate, post-graduate, engineering, law and other professional courses.

### **Some statistics:**

- Total courses: 1031
- Enrollments across courses: 31, 50, 851

## 1.2 Definitions

MOOC: Massive open online course, typically offered through an online portal

ASP: Application Service Provider, a company or consortium that can manage and maintain large scale applications on cloud

CSP: Cloud Service Provider, a company that provides hardware and software cloud infrastructure for public use

NC: National Coordinator of SWAYAM

Institute or IIT Madras or IITM: Indian Institute of Technology Madras, which is an institution of national importance started by the IIT Act of Parliament.

SWAYAM: Study Webs of Active-learning for Young Aspiring Minds, a portal for MOOCs from GoI

SWAYAM Application Management Team (AMT): The team inside the SWAYAM group that works with the ASP on a regular basis

NPTEL: National Program on Technology Enhanced Learning is a project of 7 older IITs and IISc running under the Centre for Continuing Education (CCE) at IIT Madras, [nptel.ac.in](http://nptel.ac.in).

## 1.3 SWAYAM MOOC portal

- URL: [swayam.gov.in](http://swayam.gov.in)
- The entire application (backend, and web/mobile frontend), implemented primarily on .NET, was designed/developed by Microsoft and is currently deployed on the Microsoft proprietary Azure cloud. Microsoft has been managing the deployment and the application so far.
- For the next 3-year term, a cloud service provider (CSP) has been contracted to provide the following services:
  - Cloud services - Development, testing and UAT environment
  - Cloud services - Production environment
  - Migration of application to new cloud infrastructure
  - Support services in maintenance phase

The name of the CSP is CtrlS, and they are currently porting the SWAYAM application out of Azure and into the CSP's infrastructure.

- Technical documentation on the SWAYAM application and the CSP's contractual obligations are available. An interested bidder may write to [murali@nptel.iitm.ac.in](mailto:murali@nptel.iitm.ac.in) to obtain access to these documents.

## 2. Eligibility criteria

The basic eligibility of an application service provider shall be assessed based on following pre-qualification criteria.

### 2.1 Application Service Provider (ASP)

- 2.1.1. ASP shall be a company registered in India and should be operating in India for at least the last 5 years with experience in the design, development and maintenance of scalable database-backed applications with web and mobile front ends. The company registration certificate should be submitted for this. They should have a minimum turnover of **Rs. 250 crores for each of the last two years**. The details in this regard to be submitted in Annexure 1 and 2.
- 2.1.2. ASP shall be able to implement and manage the solution directly without any organizational or other intermediary (s). They should have a demonstrable track record of management of such services (See Annexure 3 and 4).
- 2.1.3. The agency should be certified for compliance with established Information Security Standards such as ISO 27001. Duly signed copy of ISO 27001/27002 certificate should be submitted along with the technical bid.

The above are only the criteria for eligibility. Only eligible bidders will be considered for technical evaluation.

## 3 Scope of work

The purpose of this tender is to identify an Application Service Provider (ASP) (for both web and mobile), whose task will be to maintain the SWAYAM code, including fixing bugs as they are found, provide feature additions to satisfy user requirements and ensure further development of the MOOC application, and, most importantly, in cooperation with the CSP, keep the application/deployment up and running with service-level guarantees. The contract with the ASP will be for a period of 3 years extendable upon mutual agreement.

In this tender document, Vendor, Bidder, Bidding agency, Company, Bidding Company and Application Service Provider (ASP) mean one and the same. The bidding agency shall be a single point of contact with the NPTEL office and shall be solely responsible for the execution and delivery of the work.

## 3.1 Development, maintenance and hosting

Maintenance of existing code, addition of new features as per requirements, and deployment of the SWAYAM MOOC application (at a hosting site given to the ASP) needs to be carried out by the ASP. The specific tasks of the ASP include, but are not limited to, the following:

- 3.1.1. Fix any identified bugs within the required time period as decided mutually.
- 3.1.2. Add features as required by SWAYAM Application Management Team on a regular basis. A list of features and timelines/priorities needs to be maintained always with a clear roadmap for the application. This will be mutually agreed upon between the ASP and the SWAYAM Application Management Team.
- 3.1.3. Training of SWAYAM and NC staff on usage of any new features.
- 3.1.4. Working and assisting SWAYAM and NC staff with access to data generated by the application.
- 3.1.5. Optimization of cloud usage charges.
- 3.1.6. Working with SWAYAM NC faculty and course staff to ensure that the application meets their requirements in offering courses and evaluating students through assignments.
- 3.1.7. A detailed user manual for all types of users should be maintained at all times and be available online.

## 3.2 Staffing and costing

The ASP is expected to hire/depute software engineers, coders, architects and managers of suitable background and experience for working on this project.

### 3.2.1 Staffing plan

A detailed management plan should be provided as part of the technical bid (See Annexure 5 and 6 for details). This plan should clearly describe the number of ASP personnel involved in this project and their expertise/experience levels. The following is a suggested list of personnel.

- 3.2.1.1. A dedicated program manager, who is available 24/7 in case of emergencies, and is overall in charge of the project from the ASP. The program manager will have to interact with the SWAYAM Application Management Team and staff to decide on feature enhancements and priorities.
- 3.2.1.2. One solution architect with technical capabilities. The solution architect should have experience in architecting scalable applications with multiple application servers, load balancers, database systems with multiple replicas, content distribution networks, firewalls etc.
- 3.2.1.3. Four coders/software engineers with experience and expertise in the following technologies.

#	Technology Stack	Remark
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1	.Net	Application build
2	MS SQL	Database
3	Redis	Cache
4	Cassandra	Chat
5	Apache Solr	Multilingual Search
6	SharePoint	Management Dashboards
7	MS SQL BI / Analytics	ETL Jobs
8	Print2Flash	Thumbnail Image generation
9	SCOM / SCCM	Infra Management
10	Azure B2C	Social Authentication
11	Azure Blob	Object Storage
12	Azure Media Services	Media streaming
13	Akamai CDN	Web Content Delivery
14	VS Team Foundation Server	Version Control
15	MS Active Directory	Local User Authentication
16	PIM (Privileged Identity Management)	monitoring of privileged account usage
17	SIEM / SOC	Easy Solution - Anti-Fishing & SOC solution. BluSapphire APT Enhanced Detection & Response (EDR)

18	System Centre DPM / CommVault	Backup
19	Load Balancer	A10 / Citrix Netscaler
20	Adobe Flash and Flex	SWAYAM portal

Together the solution architect and developers should cover the full list of technologies. The coders and software engineers should be available during mutually agreed working hours and should interact with SWAYAM faculty and staff for all operational aspects of the application.

3.2.1.4. The ASP needs to quote one consolidated total cost per month for the entire duration of the project (36 months). Payments will be quarterly from the date of contract.

3.2.1.5. SWAYAM reserves the right to increase or decrease or change the numbers and expertise of the staff required from the ASP on a quarterly basis with mutual agreement and prior information to the program manager.

### 3.2.2 Costing

The bidder should quote cost per month for each of the employees working on the project. This should cover all costs and no other costing is possible on this tender. The total cost per month as per Annexure 7 will be used for commercial evaluation. The payments will be made roughly at the end of every quarter - March 30, June 30, September 30 and December 30.

### 3.2.3 Agreements and penalties

3.2.3.1. The ASP is expected to maintain 99.9% uptime for the application on an annual basis.

3.2.3.2. Any issue that is classified as critical by SWAYAM application management team needs to be fixed within 2 hours.

3.2.3.3. Any issue that is classified as serious by SWAYAM application management team needs to be fixed within 24 hours.

3.2.3.4. Any other issue needs to be fixed within 3 days.

3.2.3.5. Downtime penalty because of ASP's fault: Payment will be made only for the time that the portal is available and all downtime will be subtracted from the time included for payment. For every hour of total downtime beyond the allowable limit, a penalty of Rs. 1 lakh will be imposed on the ASP subject to a maximum of Rs. 10 lakhs per quarter. If the uptime target is not met for two quarters in a row, the contract may be terminated.

3.2.3.6. Service level violation penalty: For every 24 hours of total delays in issues getting fixed beyond the allowable limit, a penalty of Rs. 1 lakh will be imposed on the ASP. subject to a maximum of Rs. 10 lakhs per quarter. If the service level target is not met for two quarters in a row, the contract may be terminated.

3.2.3.7. On days when high usage is expected (like an exam day or assignment deadline day), online support is expected from coders and/or architect of the ASP.

### 3.3 Schedule of work

#### 3.3.1 Prebid workshop

NPTEL will conduct a detailed prebid workshop on April 17, 2018, describing the SWAYAM application and the requirements. In this workshop, stakeholders from the SWAYAM team (including AICTE, MHRD, Microsoft, CtrlS and NPTEL) will make detailed presentations on all the relevant aspects of SWAYAM. All necessary technical details will be presented to potential bidders with emphasis on both the SWAYAM application and its deployment in Azure as well as CtrlS infrastructure.

The workshop will be useful for potential bidders to understand the nature of the work in detail. Potential bidders desiring to attend the workshop will have to register by sending an email to [murali@npTEL.iitm.ac.in](mailto:murali@npTEL.iitm.ac.in) before April 10, 2018.

#### 3.3.2 After the contract has been awarded

SWAYAM currently has a running live MOOC portal with several lakh users and more than 750 course instances. The ASP should take over the management of the portal without any break in service. The activities of the ASP will be as per the following timeline.

Date from award of contract	Activity	Remarks
2 weeks	- Knowledge transfer from Microsoft and CtrlS - Suitable access to be provided to the application and its deployment	- Details of the application to be shared over multiple in-person interactions and visits
3 weeks	- Interaction with the SWAYAM team	- Develop plans for interaction - Develop plans for prioritising bug fixes and feature additions
4 weeks	- Take over all responsibilities as per contract	- All personnel should be in place and be in-charge of SWAYAM

## 4. Submission of bids

### 4.1 General Terms and Conditions

The Bidder is expected to read and examine all the terms and conditions, specifications and instructions, in the RFP Document with full understanding of its implications. Failure to furnish all information required or submission of a bid not substantially responsive in every respect will be at the Bidder's risk and may result in outright rejection of the bid.

#### 4.1.1 Format for submission of bid

All annexures and forms attached with this document have to be submitted and all the pages of the submission should be signed and stamped.

#### 4.1.2 Enclosures

The bidder must attach suitable supporting documents for the claims made. All the enclosures attached with the bid shall also be signed and stamped.

#### 4.1.3 Two Bid system

The bid must be submitted in two parts comprising Part-I: Technical Bid & Part-II: Financial Bid (i.e. price bid).

##### **Technical Bid**

- 4.1.3.1. The technical specification for this tender is given in this document and the Annexures - 1 to 6. The bidder shall go through the specification and submit the technical bid describing the compliance with each of the requirements.
- 4.1.3.2. The acknowledgement in Annexure 0 should be submitted as part of the technical bid.
- 4.1.3.3. All the annexures (Annexures 1 to 6) must be fully completed and submitted as part of the technical bid.
- 4.1.3.4. A compliance matrix must be prepared for every numbered item in Sections 2 and 3. The compliance with each item must be stated and, where necessary, a supporting document must be attached as an enclosure.
- 4.1.3.5. The technical bid documents should be put into one big cover **superscribed "Technical Bid"**. Every document in the technical bid must be signed and every page must be numbered. A covering letter describing all the included documents and the total number of pages in the technical bid must be included with the technical bid.
- 4.1.3.6. The technical bid should consist of all technical details along with catalogue, and relevant terms and conditions.



### **Commercial/Price Bid**

- 4.1.3.7. The tenderer shall go through the specification and submit the Commercial bid
- 4.1.3.8. Price bid should be submitted in the format given in Annexure 7. The price bid document must be signed with the bidder's seal and date.
- 4.1.3.9. The price bid should be put into one big cover **superscribed "Price Bid"**.

### **EMD and Performance guarantee**

- 4.1.3.10. EMD of Rs. 2,00,000/- has to be paid by means of DD only along with the tender.
- 4.1.3.11. Demand Draft may be drawn in favour of **"The Registrar, IIT Madras"** payable at Chennai.
- 4.1.3.12. **The EMD should be put in a separate cover and should be enclosed in the technical bid cover only, else the bid will be rejected due to non-enclosure of EMD.**
- 4.1.3.13. This Earnest Money will be returned to the unsuccessful tenderers after the final disposal of the tenders. **EMD will not carry any interest.**
- 4.1.3.14. Performance guarantee for Rs. 8,00,000/- has to be submitted in addition to above EMD by way of DD/ bank guarantee **by the successful bidder only.**
- 4.1.3.15. The EMD along with Performance Guarantee will be retained in the case of successful tenderers till the warranty period.
- 4.1.3.16. EMD will not be waived under any circumstances.
- 4.1.3.17. EMD will be forfeited in the case of non-execution of the order within the due date.
- 4.1.3.18. **Non submission of EMD will lead to rejection of tender at the opening stage itself.**

The envelopes super scribed TECHNICAL BID and FINANCIAL BID should again be sealed in a third bigger envelope super-scribing, "Proposals for ASP for SWAYAM - Submitted to NPTEL, IIT Madras".

The Part-I (Technical bid) will be opened on the date of technical bid opening and the Part-II (Financial Bid) after evaluation of Part-I. The Part-I of only those bidders shall be opened who are eligible, as decided by the Technical Evaluation Committee. Part-II of only those bidders shall be opened who qualify technically, as decided by the Technical Evaluation Committee.

#### 4.1.4 Performance Security

Within 15 days of the receipt of work order, the successful Bidder shall furnish a Performance Guarantee of Rs. 8,00,000/-. Failure of the successful Bidder to comply with this requirement can constitute sufficient ground for the annulment of the award and forfeiture of the EMD in which event the Institute may make the award to the next lowest evaluated Bidder or call for new bids. Performance Guarantee submitted shall be from a Scheduled Commercial Bank only. Performances guarantee in the form of Demand Draft, Fixed deposit receipt/Bank Guarantee in the standard format from a scheduled commercial bank shall only be acceptable.

#### 4.2 Amendment in RFP

At any time before the submission of bids, NPTEL may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum will be put up on the <http://tenders.iitm.ac.in> website and will not be communicated through the newspaper and bidders will have to check the website for any updates. The addendum will be binding on them. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by the NPTEL Coordinators and this will be decided by the NPTEL coordinators.

#### 4.3 Bid Disqualification

The proposal is liable to be disqualified in the following cases:

- Proposal not submitted in accordance with this document and in proper formats.
- During validity of the proposal, or its extended period, if any, the bidder changes his quoted prices.
- Proposal is received in incomplete form.
- Proposal is received after due date and time.
- Proposal is not accompanied by all requisite supporting documents
- Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Financial proposal is enclosed with the same envelope as technical proposal
- Bidder fails to deposit the Bid security or fails to enter into a contract within specified date of notice of award of contract or within such extended period, as may be specified by Institute.

## 4.4 Queries and Clarification

The queries and clarification in this RFP must be addressed to “NPTEL - IIT Madras” and the same must be sent through conventional mail as well as e-mail to murali@nptel.iitm.ac.in in the format below:

S. N.	Clause no. (as per the RFP)	Your understanding/interpretation	Clarification from NPTEL

## 4.5 Right to Accept/Reject Bids

NPTEL reserves the right not to accept any bid and to annul the tender process and reject all bids at any stage, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for such action.

## 4.6 Other Conditions

All relevant information as specified in the Technical and Commercial Proposals including the contingency plans, and Annexures should be furnished by the bidders. The bidder is advised to attach any information that is necessary with regard to the capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. The bidders are cautioned that not giving complete information called for or deliberately suppressing the information may result in the bidder being summarily disqualified.

The Tenders should be typewritten. The name and signature of bidder’s authorized person should be recorded on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on agency’s letterhead.

The offer must remain open for a minimum period of **90 days** from the date of opening of the tender, within which the bidders cannot withdraw their offer.

Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. The NPTEL coordinators may also independently seek information regarding the performance from the clients.

Even though the bidder may satisfy the qualifying criteria, the bidder is liable to disqualification due to record of poor performance or not being able to understand the scope of work etc.

The bid documents must be complete in all respects. Use the format given in this document for the preparation of bid response. The response should be brief and up to the point. Failure to comply with any of the instructions or conditions stated in this document or offering unsatisfactory explanations for non-compliance will likely to lead to rejection of offer. Further the Client reserves the right to reject all the bids without assigning any reason.

In the event of the date of opening of tender being declared a closed holiday for the Indian Institute of Technology Madras the due date for opening will be following working day

FAX/Email/Telegram quotations will not be accepted.

Please mention the GST Number failing which your quotation will be rejected. All of your future correspondences including Invoices should bear the GST number.

**Quotations should be submitted in Sealed Cover** only. Unsealed/improperly sealed covers will be summarily rejected. Quotes given by the tenderers in their own format/letter heads will not be considered at all.

**Signing of Tender:**

The Tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the Tender are not fully filled in or not duly signed/authenticated. **Each page of the tender documents required to be signed and bears the official seal of the tenderers.**

**Opening of Tenders:**

You are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date specified in this document.

**Right of Acceptance:**

Indian Institute of Technology Madras, Chennai 600 036 does not pledge itself to accepting the whole or any part of the Tender or portion of the quantity offered.

**Communication of Acceptance:**

Acceptance by the Purchaser (IIT Madras for SWAYAM) will be communicated by Post, and the Company's acceptance should be communicated to us formally in writing.

**Tenderer shall submit along with his Tender:**

- I. Name and full address of the Banker and their swift code and PAN No.
- II. Proof of registration with GST authorities like registration number, range etc. in clear terms.

**Period of Service:**

The period of service is for three years extendable by mutual agreement.

## 4.7 Deviations

Any deviations from the scope of work as outlined above should be mentioned clearly with suitable justification by the vendor in a separate sheet under the heading '**Deviations**'. **This sheet should be included in the technical proposal.** If no deviations are mentioned, then it will be assumed that the vendor has accepted the scope of work in its entirety as mentioned in the tender document and is bound to deliver the same.

## 4.8 Mode of Payment and penalty clauses

The payment to the ASP shall be made in Indian rupees and shall be paid only after the successful completion of the entire work without any delays or errors. Violation of any of the terms of the service level agreements for a particular period of time will result in no payment for that period.

## 4.9 Confidentiality

The Bidder and their personnel shall not, either during the term or after expiration of this work order, disclose any proprietary or confidential information relating to the services, agreement or the Institutes business or operations without the prior written consent.

## 4.10 Force Majeure

During the pendency of the service agreement if the performance in whole or part thereof by either party is prevented/delayed by causes arising due to any war, hostilities, civil commotion, act of public enemy, sabotage, fire, floods, explosion, epidemics, non-availability of raw material, and other consumables, or any other causes including breakdown of equipment beyond their reasonable control neither of the two parties shall be made liable for loss or damage due to delay or failure to perform the contract during the pendency of forced conditions provided that the happenings are notified in writing within 7 days from the date of occurrence. The work shall be resumed under the contract as soon as possible after the restoration of normalcy.

## 4.11 Termination for Default

The Institute may, without prejudice to any other remedy for breach of agreement, may terminate the work order in whole or in part, by written notice of default sent to the Bidder, and the performance guarantee shall stand forfeited if,

- The Bidder fails to deliver any or all of the obligations within the time period(s) specified in the work order/agreement, or any extension thereof granted by the Institute.
- The Bidder fails to perform any other obligation(s) under the work order/agreement and fails to rectify it within the notice period for the rectification of the same.

## 4.12 Termination for Insolvency

The Institute may at any time terminate the work order by giving written notice to the Bidder without compensation, if the Bidder becomes bankrupt/insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued thereafter to the Institute.

## 4.13 Suspension

The Institute may by a written notice of suspension to the Bidder, suspend all payments to the Bidder under the work order, if the Bidder fails to perform any of its obligations under this work order/agreement, (including the carrying out of the services).

## 4.14 Jurisdiction of Courts

All disputes arising out of this process shall be subject to the jurisdiction of Madras High court, **Chennai, Tamil Nadu**. The Chairman, Centre for Continuing Education (CCE), IIT Madras reserves the right to award the work or cancel the award without assigning any reason whatsoever. In case of differences, if any, the decision of the Chairman, CCE, IIT Madras, shall be final.

# 5 Bid Evaluation Process

The evaluation of bids shall be done in two stages, namely, Technical Evaluation and Financial evaluation. The final evaluation shall be based on Combined Quality Cum Cost Based System (CQCCBS), the weightage for Technical and Financial criteria are 70% and 30%, respectively.

## 5.1 Technical Evaluation

The Technical bid shall be opened on a pre-decided and informed date and time. **Only those bidders who have qualified under the eligibility criteria shall be considered for Technical evaluation by the Technical Evaluation Committee.**

Any eligible bidder will be invited to make a presentation on their management plan to an expert committee at IIT Madras. Personnel proposed to be deployed must participate in the evaluation process, and will have to answer questions by the evaluation committee. The CV of personnel proposed to be deployed should be given ahead of time to the evaluation committee. Changes in the team are allowed later on, but only by equivalently qualified personnel to be approved by evaluation committee.

The technical evaluation by the expert committee consists of the following three parts.

- 5.1.1. Technical evaluation of the ASP (25%): This will be based on the prior projects executed by the ASP, their personnel and technical presentation. The information given in Annexures 1 to 6 and the presentation by the bidder will be used for this purpose.
- 5.1.2. Technical evaluation of the personnel of ASP to be deployed on the project (50%): This will be based on the submitted CV and the questioning by the evaluation committee.
- 5.1.3. Technical evaluation of the presentation and compliance (25%): This will be based on the demonstration/presentation by the bidder and compliance with required features. The information given in Annexures 1 to 6, the compliance matrix in Annexure 8 and the presentation will be used for this purpose.

Based on the technical presentation, the Committee will judge the competence of the Bidder to deliver the desired solution to the Institute and accordingly allot them marks.

## 5.2 Financial Evaluation

The Financial bid shall be opened on a pre-decided and informed date and time only for eligible and technically qualified bidders. The total cost (including all applicable taxes) for one month will be used as the main financial criterion. The evaluation of bids at this stage will be based on Combined Quality Cum Cost Based System (CQCCBS) criteria as per the following table:

Criteria	Score	Multiplying Factor	Weighted Score
Technical	Technical Score	0.7	X
Financial	(LPO/RPO) * 100	0.3	Y
	Final score		(X+Y)

LPO – Lowest Price offer. RPO— Price Offer of the bidder.

### 5.3 Final Evaluation: Combined Quality Cum Cost Based System (CQCCBS)

The Bidder with the highest total score will be recommended to the Institute by the Committee. In case of a tie between two or more bidders, the bidder with the highest technical score will be recommended. The Committee will invite the recommended Bidder for further discussion on terms and conditions of the contract.

## 6 Extension of contract

At the end of the 3 years, the contract to the winning bidder may be extended by SWAYAM with mutually agreeable terms on the cost and service level agreements.

## 7. Annexures

Annexure 0	Acknowledgement
Annexure 1	Bidder information for eligibility
Annexure 2	Details regarding works of similar nature executed in the past 2 years
Annexure 3	Projects of similar nature currently under execution
Annexure 4	Performance report for works referred in Annexures 2 and 3
Annexure 5	Structure of the bidder's organization
Annexure 6	Details of technical and administrative personnel to be employed for this work
Annexure 7	Financial bid
Annexure 8	Compliance matrix



**Annexure - 0**

**ACKNOWLEDGEMENT**

It is hereby acknowledged that I/We have gone through all the points listed under “Specification, Guidelines, Terms and Conditions” of tender document. I/We totally understand the terms and conditions and agree to abide by the same.

**SIGNATURE OF TENDERER ALONG  
WITH SEAL OF THE COMPANY WITH  
DATE**

### Annexure - 1: Financial Information

Details furnished below are to be supported duly by figures in Balance Sheet, Profit & Loss Account for the last 5 years as certified by the Chartered Accountant and submitted by the bidder to the Income Tax Department

Details	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
1) Gross annual turnover for works of similar nature					
2) Profit/Loss					
3) Financial position					
a) Cash					
b) Current assets					
c) Current liabilities					
d) Working capital					
e) Current Assets to Liabilities Ratio					

Documents to be attached along with the above statement:

- a) Up-to-date Income Tax Clearance Certificate
- b) Certificate of Financial soundness from the bankers of the Bidders
- c) Financial Arrangements for carrying out the proposed work
- d) Any other relevant documents

(Signature of Bidder)





**Annexure - 4: Performance Report for works referred in Annexures - 2 and 3**

(Please furnish the following details for each individual project from the Client)

1. Name and location of project:

2. Agreement No.:

3. Estimated Cost

4. Tendered Cost:

5. Date of Start:

6. Date of Completion

a) Stipulated date:

b) Actual date:

7. Performance report by client:

a) Quality of Work: (Excellent/Very Good/Good/Fair/Poor)

b) Approach to problem solving: (Excellent/Very Good/Good/Fair/Poor)

c) Resourcefulness: (Excellent/Very Good/Good/Fair/Poor)

Date:

(Signature of the client with seal)

## **Annexure - 5: Structure of the Organization**

1. Name and address of bidder :
2. Telephone No./Fax No./Email address :
3. Legal status (Attach copies of original document defining the legal status).
  - a) An Individual/ Consortium:
  - b) A Proprietary/ Partnership agency:
  - c) A Trust:
  - d) A Limited Company or Corporation:
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities (attach attested photocopy)
  - a. Registration Number:
  - b. Organization/Place of registration:
  - c. Date of validity:
5. Names and titles of Directors & Officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reasons for not completing the work.
7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons for not completing the work.
8. Have you or your constituent partner(s) been debarred/blacklisted for tendering in any organization at any time? If so, give details.
9. Area of specialization and Interest
10. Any other information considered necessary but not included above.

## Annexure - 6: Details of Technical and Administrative Personnel

Total personnel in the bidder's organisation relevant to this project (program managers, architects, coders)

Sl. no	Designation	Total No. of employees in this category	Number available for this project
1	Program manager		
2	Architect		
3	Coder		
	Add more, if needed		

Personnel who will be working in this project

Name	Qualification	Professional experience	Capacity in which employee will be involved in this project
			Program manager
			Architect
			Coder
			Coder
			Coder
			Coder

Documents to be attached along with the above statement:

- a) Representative resumes of staff mentioned in above table
- b) Any other relevant documents

(Signature of the bidder)

## Annexure - 7: Financial bid

### Staffing cost

S. No	Designation	Cost per month per person (in INR)	Number	Cost per month (in INR)
1	Program manager		1	
2	Architect		1	
3	Coder		4	
Total (without taxes)				
Total (inclusive of all taxes)				

The above costs are valid for a period of 36 months from the start date of the contract.

The above costs will be the only payment made to the ASP. The project manager and the architect will be expected to travel to Delhi/Chennai 3 or 4 times a year. All such incidental expenses should be included by the ASP in the staffing cost quoted above.



## Annexure - 8: Compliance matrix

No	Yes/No	Reference (supporting document and page no) that proves compliance
2.1.1		
2.1.2		
2.1.3		
3.1.1		
3.1.2		
3.1.3		
3.1.4		
3.1.5		
3.1.6		
3.1.7		
3.2.1.1		
3.2.1.2		
3.2.1.3		
3.2.1.4		
3.2.1.5		
4.1.3.1		
4.1.3.2		
4.1.3.3		
4.1.3.4		
4.1.3.5		
4.1.3.6		
4.1.3.7		
4.1.3.8		

4.1.3.9		
4.1.3.10		
4.1.3.11		
4.1.3.12		
4.1.3.13		
4.1.3.14		
4.1.3.15		
4.1.3.16		
4.1.3.17		
4.1.3.18		