INVITATION FOR EXPRESSION
OF INTEREST FROM ELIGIBLE ORGANISATIONS

FOR

SETTING UP TECHNICAL, ACADEMIC AND SUPPORT INFRASTRUCTURE FOR DEVELOPMENT, LAUNCH AND MANAGEMENT OF ONLINE PROGRAMMES

FOR

Jamia Hamdard

Deemed to be University
Hamdard Nagar
New Delhi – 110 062

Website: www.jamiahamdard.edu
Email: registrar@jamiahamdard.ac.in

DISCLAIMER

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the University in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the University and any successful Bidder as identified by the University, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of Jamia Hamdard, New Delhi with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Jamia Hamdard 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 RFP. Jamia Hamdard may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

CRITICAL INFORMATION

S. No	Information	Details
1	Bid inviting Authority	JAMIA HAMDARD, NEW DELHI
2	Last date for submission of written queries for Clarifications	15th July, 2021
3	Cost of RFP document	The cost of RFP is Rs.1000.00
4	Earnest Money Deposit (EMD)	₹ 1,00,000/- (₹ One lakh) in the form of Demand Draft or Fixed Deposit Receipt (valid for a period of one year) from Nationalized/ Scheduled commercial Bank in favor of: JAMIA HAMDARD, payable at New Delhi or Bank Guarantee from Nationalized/Scheduled Commercial Bank in acceptable form valid for a period of one year
5	Date of Pre- Bid Conference	20th July, 2021
6	Bid Validity Period	21 days from the last date (deadline) for submission of proposals, which may be extended in exceptional circumstances
7	Last Date (deadline) for submission of the Bids	**22nd July, 2021**
8	Opening of the Technical Bids	**23rd July, 2021**. It shall be opened first if found as per requirement than financial Bid will be opened for concern party.

9	Contact Person for queries	Director, Centre for Distance and Online Education, Hamdard Convention Centre, Jamia Hamdard, New Delhi – 110 062 Email: sodl@jamiahamdard.ac.in
10	Addressee and Address at which proposal in response to RFP notice is to be submitted	**The Registrar, Jamia Hamdard, Hamdard Nagar, New Delhi – 110 062**
11	Deadline / last date for furnishing Performance Security	Within 15 days from the date of issue of Work Order
13	Performance security value (Performance Bank Guarantee)	10% of the contracted amount in the form of Bank Guarantee (from Nationalized / Scheduled Commercial Banks only No interest will be paid for the performance security.
14	Performance security validity period	Valid for 60 days beyond the period of contract.
15	Deadline / last date for signing	Within 15 days of receipt of the Work Order however may be extended with the permission of appropriate authority.
16	Agreement/ Contract	Tenure of Contract would be effective for a period of **Three (03) Years** from the date of Signing of contract which may be extended with the permission of appropriate authority and mutual consent
17	Tenure of the Contract	Three Years, as already given above

JAMIA HAMDARD
(DEEMED TO BE UNIVERSITY)

INTRODUCTION

Jamia Hamdard is one of the top ranking Universities of the country. The National Assessment and Accreditation Council (NAAC), Government of India has accredited 'A' Grade to Jamia Hamdard. It has been ranked at 21st position among the Universities by the National Institutional Ranking Framework (NIRF) - 2020, Government of India. The School of Pharmaceutical Education and Research (SPER) has been ranked No. 1 by the NIRF in the year 2020.

Jamia Hamdard has thirteen Schools, namely Hamdard Institute of Medical Sciences and Research, School of Unani Medicine, School of Pharmaceutical Education and Research, School of Nursing and Allied Health, School of Chemical and Life Sciences, School of Interdisciplinary Studies, School of Engineering Sciences and Technology, School of Humanities and Social Sciences, School of Management and Business Studies, School of Law, School of Education, Training and Empowerment, School of Media Education and Mass Communication; and the School of Open and Distance Learning, which is renamed recently as the Centre for Distance and Online Education (CDOE), which are running high quality Certificate, Diploma, Undergraduate, Postgraduate and Doctoral Programmes. The University has been maintaining a steady progress in all facets in its existence of 32 years and is both nationally and internationally recognized for the quality of teaching and research.

Online learning is unarguably the greatest revolution in contemporary education. Online education has grown over the last few years and has experienced mainstream acceptance. This trend is not only growing in popularity, but it may also soon be the main way that learners attend school, get trained in their jobs, and participate in ongoing training to keep their knowledge and update the skills that are relevant in today's fast-paced business world. The future of online degree education looks promising, and opens up education to a larger section of the population than ever before. Online courses are in huge demand in industry as well as in academia. Jamia Hamdard aspires to take part in the Digital -India Scheme of the Government of India, and also to start online courses to benefit large number of aspirants while strengthening its student's base.

In the light of the University Grants Commission (Open and Distance Learning and Online Educations) Regulations, 2020, Jamia Hamdard has decided to offer academic courses / degrees to its learners through ODL and Online mode from the academic session 2021 - 22. The programmes will the Bachelor in Business Administration (BBA), Bachelor in Computer Applications (BCA) and Bachelor of Commerce - Honors (BCOM - H), initially, and a few Under Graduate and Post Graduate Programmes subsequently.

In this context the Jamia Hamdard has decided to invite bids from online vendors to seek help in technology, content creation and delivery (*synchronous and asynchronous/both*), learning management systems, student administration, end to end infrastructure for both – the University to deliver the sessions and for the students to receive the content i.e., entire student and faculty experience and end to end sales and marketing support.

OBJECTIVES OF THE RFP

Jamia Hamdard (herein called as "JH", "University" or "the University") invites proposals from experienced and eligible entities (hereinafter referred to as "Respondent" or "Bidder" or "Vendor" or "SP" or "Service Provider") to participate in the competitive bidding for providing ODL & Online Learning services. The University, for this purpose invites proposal from bidders. The "Request for Proposal" (RFP) document is now being issued to enable vendors to submit their responses to the University. **For commercial evaluation, the University will adopt '2 bid' process to finalise the L1 vendor**. The Bidder who is interested in participating in this RFP must fulfil the eligibility criteria mentioned in the document and should also be in a position to comply the technical specification. Apart from the above, the bidder must also agree to all our terms and conditions mentioned under this RFP. The University may not accept any deviations from the terms and conditions specified in the tender. Deviations could result in disqualification of the offer made by the vendor at the discretion of the University.

INVITATION OF TENDER BIDS

The University proposes to invite tenders from the eligible bidders to provide ODL & Online Learning Management Services for the BBA, BCA, BCOM Programmes offered through the Centre for Distance and Online Education (CDOE), Jamia Hamdard. A Bidder submitting the proposal in response to this RFP shall hereinafter be referred to as "Bidder" interchangeably. The RFP document is neither an offer letter nor a legal contract but an invitation for offers / responses. No contractual obligation on behalf of University whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorised officers of the University and the bidder. The University reserves the right to cancel the RFP at any point of time. All responses to this RFP will become the property of the university.

The University further reserves the right to accept or reject the total proposal or part thereof based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of the bidder. When the university makes any such rejection, the university will not be bound to give any reason and /or justification in this regard to the bidder.All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the University shall be binding between the University and such Bidder. However, this is a binding document between the University and respondents till the completion of selection process and notification of award and till a contract is signed between the University and the Bidder in the process in case both parties initiate and expedite certain actions pending the execution of a contract.

The University may modify any / all of the terms of this RFP and shall be entitled to award the contract to a selected bidder with / without modification of any conditions contained herein. This RFP document is structured in such a way that the Bidders fully understand and acquaint themselves with the requirements of the University. While this section is a Preface to the entire document, the following sections are meaningfully segregated for better understanding of the document. The section headings or any other headings do not have any contractual sequence and the submission of responses to RFP should be based on total understanding of the document. The Document may be obtained from the University at the communication address given below or can be downloaded from University's Website www.jamiahamdard.edu

SCOPE OF WORK

Sr. No.	Activities
1	**Infrastructure Set-up** a. Cloud based Data Centre set-up & Maintenance b. Setting up the Admissions Management System, Student Management System integrated with Learning Management System and Managing it on day-to-day basis c. Setting up the University web site for Online programs and maintaining it d. Integration of Mizoram University Websites, Online Programs website and Portals e. Setting up the Mobile learning platform and maintaining/upgrading it f. Setting up the admission and fees payment gateway and managing it on day-to-day basis g. Setting up the messaging platform (SMS/Email) for the University's Online Programs h. Setting up virtual classroom set up for University's Online Programmes and its integration with the LMS
2	**Content Creation & Set-up** a. Setting up the content development & recording studio in the university and maintenance/management of its operations on day-to-day basis b. Providing access to digital content through LMS and Mobile App

	c. Recording, editing, finishing, uploading and managing of video content using university faculty.
	d. Digitization of raw content provided by university faculty
	e. Making the existing video content available to all students
	f. Customizing the video content as per University's syllabi
	g. Creation of self-assessment quizzes, practice tests as per video content/lectures and integrating them along with online/video lectures
	h. Creation of facility for discussion forums among students
	i. Creation of tracking mechanism of learning by the students
	j. Providing facility for virtual classes/live lectures by university professors
3	**Admission Management Set-up** a. Automation of the admission management system for Online Programs b. Setting up of the Online Fees Management System c. Setting up of the Payment Gateway d. Lead management and promotion e. Online scrutiny of admissions, report generation and fee reconciliation. f. Setting up the entrance exam process for the courses
4	**Placement Assistance** a. Offering industry validated placement support for all students b. Facilitating apprenticeship opportunities for interested students c. Arranging On-Job-Training d. Assisting the students in getting placement on successful completion of programs
5	**Online Examination Management** a. Setting up online examination platform for Online programs b. Digitization of question bank provided by university c. Consolidation of the students list (Regular/ Supplementary / Back log) d. Examination notification through website /email/SMS e. Self-enrollment for examinations f. Examination fees payment and reconciliation g. Post Exam Management h. Result consolidation i. Provision to enable the student to download consolidated marks list (CML) j. Proctored Examination
6	**Student Support** a. Setting up dedicated call centre based support infrastructure, phone numbers, email IDs, online ticketing/grievance handling system, support team b. Providing continuous call centre based support to students through call, email, online ticketing/grievance handing system c. Provision for Student and Professor Communities through chat/discussion forums. d. Student should be able to raise the ticket for any issues or concerns.
7	**Counselling Facility to Support Admissions** a. Setting up online/telephonic counselling and program advising services for interested students b. Result Oriented Program Promotions and Professional Counselling Services using trained counsellors.

OVERVIEW OF TECHNOLOGY INFRASTRUCTURE REQUIRED

The project envisages centralized cloud - hosted core application consisting of an Online Admission Management System, Learning Management System and Student Information System. The hosting Infrastructure should include necessary servers as required in the data centre together with other network infrastructure including firewalls, switches and storage. The infrastructure should include UPS and Power Generators to ensure uninterrupted power. The service provider should select the IT infrastructure and hosting environment that is best suitable for the proposed solution. The infrastructure and hosting should ensure highest level of security for the data and reliability of the services offered to students.

The service provider will also be required to set a recording studio along with any infrastructure that is required by the team that will operate in the University Premises. The University will not be providing any IT infrastructure or software.

SOFTWARE REQUIREMENTS

The broad software requirements are listed below. The service provider will however be required to provide all software that is necessary for provisioning the services envisaged in the proposal.

- The automation should be web based solution(having web-based front-end for users and as well as for system administrative functions) having centralized database , web and application server
- Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols.
- The system should work on the latest version of the proposed RDBMS based database systems.
- Integration of the core application with a payment gateway and messaging gateways.
- Implementation of a Learning management system for the students.
- Document management integrated with the admission management system
- Development of web portal for online enquiry , admissions, fees payment
- Mobile application for android to access the LMS
- Offline content viewing facility for the students.

IMPLEMENTATION SCHEDULE

The project must be implemented and launched in **EIGHT** weeks time from the date of signing the contract ensuring that the system will be operational before the next admission cycle commences. Consequently, the University invites proposals only from experienced Tenderers who have implemented such projects earlier and have the necessary software, content and other components ready. The service provider should be able to provide services in respect of all the courses decided by the university and the new mode will be implemented to the new admissions as and when the University decides to notify the same.

The service provider has to provide a detailed implementation schedule including Infrastructure and content development in his response.

SPECIAL TERMS AND CONDITIONS

- Only those organizations that have successfully completed implementation of such services in totality (including creation of IT Infrastructure and Software, Content, Student service

infrastructure, Mobile learning platform etc), for the at least five government universities in Online/ICT Enabled Distance Education Space in India(of which at least two must be Central Universities) should submit proposals.

- Organizations having implemented systems other than Online/ICT Enabled Distance Education are not eligible. Organizations that have the track record of managing a variety of programmes including but not limited to Humanities, Arts, Science, IT and Management shall be preferred.
- Organization shall submit the proposals with all necessary evidences to support the information submitted by them. Failure to furnish all information required in every respect will be at the Service provider's risk and may result in rejection of the EOI. EOI from organizations that do not have the necessary experience as detailed above will be not be technically qualified.
- Service provider will have to submit copies of the agreements that it has currently signed with other Government Universities offering Online / ICT Enabled Distance Education.
- The University will provide the necessary information, schedules, work processes etc, content etc to help them implement the solution.
- The University will provide appropriate space within its campus to the service provider with basic facilities such as electricity, water and telephone at no cost to the service provider. The furnishing and equipment required has to be provided by the service provider.
- At its sole discretion, the University may consider changes in its processes for effective integration of the services envisaged under this project.
- The payment terms have to be clearly mentioned in the proposal by the service provider. The University does not have a policy to issue any advance against its agreements.
- The University at its sole discretion will decide on the rollout of the services covered under this EOI, both in respect of the courses and also the batch of students from which the coverage will commence. However, once the coverage for a particular course commences, it will continue till the expiry of the contract. The University may also at its discretion, offer some of the services covered under this contract to its regular students and other students, if needed.
- The University will continue to hold sole / jointly with service provider the copyright of any content and material provided to the service provider.
- The contract will be valid for the duration of **FIVE** years from the date of agreement and thereafter for a period **03** year each based on mutual consent.

QUOTATION

Quotation, based on criteria given in the format of Financial Bid, shall contain only the price to be quoted, which shall include all taxes (GST) and levies in Indian rupees. It shall not be conditional.

LIQUIDATED DAMAGES

University reserves the right to sue the firm for liquidated damages to the extent of actual loss if any incurred by the University, if the University has suffered losses on account of any illegal / unlawful act of the firm.

DISPUTE SETTLEMENT

Agreement on this assignment shall be governed by, construed and interpreted in accordance with the laws of India. Any dispute, difference or claim arising out of or in connection with or in relation

with this Agreement which is not resolved amicably shall be decided finally by the appropriate courts in Delhi.

SELECTION PROCESS

University shall evaluate all proposals based on eligibility and experience of the organizations and only on successful evaluation of proposals / EOI the agreement will be signed.

ELIGIBILITY

EOI are invited from category of firms who meet the following eligibility criteria:

1. Successfully completed implementation of such services, in totality in more than at least FIVE Government Universities Online / ICT Enabled Distance Education Departments or Open Universities, of which at least two must be affiliating dual mode university with at least FIVE years with experience at Pan India level. A completion certificate or services agreement of projects of similar nature should be produced with the EOI.
2. Bidder must be a company incorporated in India under Companies Act 1956.
3. The Bidders Turnover should be above Rs.100 Crores. (Group turnover will be accepted for subsidiaries) (Attach audited Balance Sheet & P&L Statement)
4. The bidder should have managed and provided support to At Least 2.5 L University enrolled students Pan India during its operational lifecycle.
5. Bidder should provide a minimum of 5 client references where similar services, of this stature have been provided. (Attach Client Project Brief)
6. The Bidder should have the following Certifications (copies of documents needed):
   Information Security Standards ISO / IEC 27001:2005 Certified (Mandatory)
7. Should not have been blacklisted by any Firm / Organization / School / Board / University / Institution or any Government organization and no legal case pending in the court of law against the agency and an undertaking in this regard should be submitted along with the bid.

THE EOI SHOULD COMPRISE THE FOLLOWING

• Compliance sheet duly filled in with documents mentioned therein
• Particulars of the organization

THE PROPOSAL SHALL CONTAIN

Detailed description of how the service provider will provide the required service requested, clearly articulating in detail as to how the service provider's technical solution meets the requirement. Any additional service beyond the scope of this request for proposal may be included separately as distinct attachment to the proposal. It shall also contain,

• Overview of the proposed solution which meets the requirement of the University.
• Details of solution, technology and deployment architecture, Security, Network architecture.
• Escalation mechanism
• Project team structure, size and deployment plan, (including numbers)
• Reporting and Review Methods
• Operation and Maintenance
• Bidders experience in this area.

THE PROPOSAL

EOI of only technically qualified organizations will be entertained. The price quoted shall include all taxes and levies, in Indian rupees. The proposal shall not be conditional.

Successful service provider will be notified in writing or through E-mail. The notification of award will constitute the formation of the contract.

TENDER EVALUATION PROCESS

The Selection of the vendor shall be based on Quality and Cost Based Selection (QCBS). The proposal will be evaluated by taking following factors into consideration.

1. Final selection of the vendor shall be based on Quality and Cost Based Selection with 70% weightage for technical evaluation and 30% weightage for commercial evaluation
2. The bidder would be selected on the basis of the ranking and evaluation of Technical and Financial bids by a Committee formed by Jamia Hamdard, and the Committee's decision would be final and binding
3. Final Score (combined score) Technical bid and the Financial Bid together will be used to arrive the highest techno - commercial score. The bidder with highest techno commercial score will be chosen to provide the services covered by this tender
4. The techno - commercial score with the technical score T and the commercial / financial bid value C is calculated using the formula

Techno Commercial Score = $0.3 * C_1/C + 0.7 * T/T_1$
Where C_1 is the lowest commercial score and T_1 is the highest technical score

TERMS & CONDITIONS

• Service provider is responsible for all costs in connection with participation of the EOI process including, but not limited to, costs incurred in conduct of any diligent activities, participation in meeting/discussions/presentations, preparation of proposals or any additional information required by the University for or during the EOI submission, evaluation and negotiating any agreement.
• University makes no explicit or implicit commitments that this proposal will result in a business transaction with anyone. This is only an invitation for an EOI by any interested party.
• Original and all copies of the EOI shall be typed or printed without overwriting except with signature of the service provider or authorized person signing the proposal and signed by the service provider or a person only authorized to bind the service provider to the contract. Supporting document of authorization to be attached to the EOI.
• Last date of EOI submission will be: **22nd July, 2021**
• Failure to meet any or all of the EOI requirements express or implied or knowledge of the University about collusion among organizations makes a service provider liable to disqualification.
• Proposals must be direct, concise and complete with all required information. It shall confirm to the format if prescribed and shall be written in English.
• All services have to be provided by the service provider only, proposal submitted by multiple providers / consortium is not acceptable.

- It shall be submitted to **The Registrar, Jamia Hamdard, Hamdard Nagar, New Delhi – 110 062** on or before the date and time prescribed super scribing EOI for Online Programmes.
- Withdrawal of proposal between the last day for the submission of the EOI and the date of expiration of the validity period specified by the service provider on the proposal will result in disqualification.
- The successful service provider shall not sublet the contract.

SCHEDULE OF EOI PROCESS

- Date of Issue   -
- Due date of Submission -
- Evaluation   -
- Negotiation   -
- Letter of Award   -
- Signing of Agreement   -

TECHNICAL BID

SUBMISSION OF REQUIRED DOCUMENTS IN SUPPORT OF ELIGIBILITY

The technical bid for this assignment should be along with the following mandatory documents:

S. No.	Documents Need to be Submitted	Relevant Details	
		Y	N
1	Documentary evidence in support of being a Company registered under Companies Act		
2	Documentary evidence in support of having the Bidders Turnover being above Rs.100Crores. (Group turnover for subsidiary companies will be accepted) (attach audited Balance Sheet & P&L Statement)		
3	Documentary evidence in support of experience of working with at least FIVE reputed Government Universities		
4	Documentary evidence in support of having providing the similar services for at least latest FIVE years of operation with experience at Pan India level		
5	Documentary evidence of managing and providing support to at least 2.5 L University enrolled students Pan India during its operational lifecycle		
7	PAN Card - Details should be submitted with proper attestation		
8	GST Registration Number- Details should be submitted with proper attestation		
9	TIN - Details should be submitted with proper attestation		
10	Documentary evidence in support of having quality certification such as ISO 9001 and ISO 27000		
11	Mention setup time required by the vendor once the purchase order is released	……….. days	

Authorized Signatory
Name and title of the Signatory
Name of Firm
Address
Location
Date

LETTER OF PROPOSAL

To
The Registrar
Jamia Hamdard - Deemed to be University
Hamdard Nagar
New Delhi – 110 062

Sub: Submission of proposal for setting up Technical, Academic and Student Support infrastructure for Online Programmes - TECHNICAL BID

Dear Sir,

We the undersigned offer to provide our proposal for setting up technical, academic and commercial infrastructure for Online Programmes requested by Jamia Hamdard (Deemed to be University), Delhi. We are hereby submitting our proposal including the EOI and the Quotation.

We hereby declare that all the information and statement made in this proposal are true and accept that any misrepresentation / fraud etc contained in it may lead to our disqualification and other necessary action as the Jamia Hamdard (Deemed to be University) may deem fit and proper.

We undertake, if our proposal is accepted, to initiate the implementation of the service requested and its completion within the time frame indicated in the request document.

We agree to abide by all the terms and conditions of the request for proposal and we would hold the terms of our EOI valid for 21 days as required.

We understand you are not bound to accept any proposal you receive.

Thanking you,

Yours sincerely,

Authorized Signatory
Name and title of the Signatory
Name of Firm
Address
Location
Date

COMPLIANCE SHEET FOR TECHNICAL PROPOSAL

Sl. No.	Requirement	Documents Required	Compliance	Page No. of the Enclosure
1	Covering letter	As per annex		
2	Sales turnover	Extracts of BS &P&L or ………..		
3	Experience in similar Projects (1)	Completion Certificate/copy of agreement		
4	Experience in similar Projects (2)	Completion Certificate/copy of agreement		
5	Experience in similar Projects (3)	Completion Certificate/copy of agreement		
6	• Solution proposed for content generation • forums web chats • virtual class room • Offline mobile app • student support system • Admission Module • Examination module • Additional services if any	Solution proposed and its components • Scalability • Security • Ease of implementation • Technologies used		
7	Additional Services	Suggest & justify any improvement to the scope of work being proposed of you		

Authorized Signatory
Name and title of the Signatory
Name of Firm
Address
Location
Date

To,

The Registrar
Jamia Hamdard - Deemed to be University
Hamdard Nagar
New Delhi – 110 062

Subject: Submission of proposal for setting up Technical, Academic and Student Support infrastructure for Online Programmes - **FINANCIAL BID**

Dear Sir,

We, the undersigned, offer to provide the services for setting up Technical, Academic and Commercial infrastructure for Online Programmes in accordance with your request and our proposal.

Commercial Criteria	Service Provider's Quote
No capital cost to Jamia Hamdard - Deemed to be University Delhi and only per student usage charges (As percentage of fee) for setting up Technical, Academic and Student Support infrastructure for Online Programmes, including responsibility of managing day-to-day operations of entire solution.	

The offer in this EOI is valid for 21 Days. We understand that the actual payment would be made as per the existing tax, rates during the time of payment.

We declare that the quotation is for the entire scope of the work requested for. We agree to furnish any other further information/documentary proof in this region before evaluation of our EOI in case required by the University.

Thanking you,

Yours sincerely

Authorized Signatory
Name and title of the Signatory
Name of Firm
Address
Location
Date

SELECTION CRITERIA (POINT ALLOCATION) WILL BE AS FOLLOWS (TECHNICAL BID ANALYSIS):

Sl. No.	Eligibility criteria	Maximum Marks	Parameters	
1	Certifications: ISO 9001 and ISO 27000	10	Having one of the two Certifications	5
			Having both the certifications	10
2	Documentary evidence in support of experience of working with at least FIVE Indian State / Central Government Universities	30	For 05 Indian State / Central Government Universities	10
			From 06 to 10 Indian State / Central Government Universities	20
			More than 10 Universities	30
3	Documentary evidence of managed and provided support to at least 2.5 L university enrolled students Pan India during its operational lifecycle	10	Upto1L students	5
			From 1L to 2 L students	7
			More than 2 L students	10
4	Turn over for each of the last three years (FY 2017-18, FY 2018-19 & FY 2019-20) (Group turnover will be accepted for subsidiaries)	20	Up to Rs. 100 Crore	15
			Above 100 Crore	20
5	Technical Presentation	30	Evaluation as per SOW	
Total		100		
Minimum Qualifying Marks – 60				