



JAMIA HAMDARD

(A Govt. aided Deemed to be University)

Accredited by NAAC in A+ Category

Hamdard Nagar, NEW DELHI

Expression of Interest (EOI)

(AI-Driven University Teaching & Personalized Learning Platform)

EOI No: JH/PS/EOI-01/April - 26

Introduction

Jamia Hamdard, Deemed to be University (the "University") is embarking on a transformative initiative to revolutionize its teaching and learning ecosystem. We are committed to integrating cutting-edge technology to enhance educational outcomes, improve accessibility, and provide a personalized learning journey for every student.

This Expression of Interest (EOI) seeks to identify and shortlist qualified, experienced, and technologically proficient information technology organizations (capable of designing, developing, deploying, and maintaining a comprehensive, secure, and scalable **AI-Driven University Teaching & Personalized Learning Platform**).

The envisioned platform will be a **next-generation digital learning ecosystem** that leverages advanced technologies. It must support large-scale distance education, blended learning models, and faculty-assisted AI-enhanced teaching, while ensuring strict compliance with all relevant national regulatory frameworks including UGC, AICTE, NAAC, and the Digital Personal Data Protection (DPDP) Act, 2023. The university will own the source code of this tech platform for its future enhancement.

1. PURPOSE AND OBJECTIVES

The primary purpose of this EOI is to pre-qualify agencies with demonstrable expertise in building large-scale, AI-integrated platforms to enhance the learning experience of the learners enrolled in online & ODL mode. The interested organisations need to participate in the Eoi Process, with their module wise offerings, compliance for AICTE and UGC distance education and online Regulations. Qualified agencies will be invited for demonstration of their solution. After technical demonstration and final evaluation by committee, authorities will inform the selected participant.

The platform aims to achieve the following key objectives:

1. Enhance student engagement, comprehension, and learning outcomes through personalized pathways.
2. Empower faculty with AI-powered co-teaching tools, automated content assistance, and advanced analytics.
3. Automate and streamline assessment processes, including proctoring and descriptive answer evaluation.
4. Provide a scalable, secure, and cloud-agnostic infrastructure that integrates seamlessly with existing university systems (SOL LMS).
5. Ensure full ownership of the solution by the University, including the provision of the complete source code for future development and enhancement.

2. PROJECT SCOPE – KEY MODULES & FUNCTIONALITIES

The prospective agency must demonstrate capability in delivering the following core modules:

2.1 AI-Based Personalized Teaching & Learning Modules

- AI-generated, syllabus-aligned lesson plans and content.
- Automated lecture summarization and intelligent topic sequencing.
- Real-time detection of individual student learning difficulties.
- Dynamic, personalized study recommendations and resource curation.

2.2 AI-Powered Assessment & Evaluation Engine

- Automated generation of questions (MCQs, descriptive, case-based).
- AI rubric-based evaluation and feedback for descriptive answers.
- Secure online proctoring solutions for examinations.
- Competency mapping and visualization of skill graphs for students.

2.3 Core Platform Infrastructure

- Micro services based, modular architecture.
- Cloud-agnostic deployment capability (public/private/on premise).
- Robust APIs for integration with existing University LMS, Student Information System (SIS), and other databases.
- High availability, scalability, and disaster recovery provisions.

2.4 Compliance & Security Framework

- Built-in design and processes to comply with UGC, AICTE, NAAC, and DPDP Act 2023 requirements.
- Implementation of role-based access control, data encryption, and audit trails.
- Adherence to best practices in educational data privacy and security.
- Security Audit by CERTIN empanelled agency before go live

3. ELIGIBILITY CRITERIA (MANDATORY)

The bidder **must** satisfy **ALL** the following conditions. Failure to meet any criterion will lead to disqualification.

3.1 Company Profile & Legal Status

- Must be an Indian registered company/organisation under the Companies Act.
- Minimum **5 years** of continuous operation as on the EOI submission date.
- Must not be blacklisted by any Central/State Government, PSU, or autonomous body. A signed declaration to this effect is required.

3.2 Financial Capability

- Average annual turnover of at least **₹ 2 Crore** for the last three financial years (FY 2022-23, 2023-24, 2024-25) As well as Positive Net-worth certificate.
- Submission of CA-certified financial statements or audited balance sheets for the last three years is mandatory.
- All three years organisation should have positive net-worth and profit of at-least 5% of their average turnover to show consistent liquidity for execution of the project.

3.3 Technical & Project Experience

- Minimum **5 years** of experience in bespoke/custom software development.
- Proven track record in developing and deploying **IT applications**.
- Must have successfully implemented at least **one** microservices-driven IT project valued at **more than ₹1.5 Crore** with a minimum active user base of **5000 users** for a Central/State Government, Public Sector Undertaking (PSU), or an International Organization (e.g., UN agencies, World Bank).

3.4 Experience with Large-Scale Digital Platforms

- Must have delivered at least **one** operational large-scale digital platform (National-level, State Government-level, or for a United Nations/International Organization).
- The platform must be based on **micro-services architecture** and be deployable on **cloud or on premise** environments.
- Have done bespoke custom development without any vendor locking except some API calls.
- Have given source code to the client organisation

3.5 Quality adherence & Compliance Capability

- Only tech organisations with relevant ISO or CMMI certifications shall apply

4. DOCUMENTS TO BE SUBMITTED

Interested bidders must submit their EOI comprising the following documents (in PDF format), duly signed and stamped on company letterhead:

1. Covering Letter expressing interest.
2. Company Profile and Certificate of Incorporation/Registration.
3. Detailed documents proving fulfilment of **all** eligibility criteria mentioned in Section 3.
4. Screenshots/certificates as proof of user base (min. 5000) for the referenced project.
5. Overview of proposed technical architecture (micro-services + AI stack) for this project.
6. CA-certified Audited Financial Statements for the last three years.
7. CVs of key proposed personnel (Project Manager, AI/ML Lead, Architect).
8. Non-blacklisting Declaration on company letterhead.

5. EVALUATION & SHORTLISTING METHODOLOGY

EOI responses will be evaluated based on the Quality and Cost Based Selection (QCBS) framework. The initial shortlisting at the EOI stage will be based **solely on quality parameters** as per the scoring pattern below. Only technically and financially qualified bidders will be invited for the next stage (Technical Presentation & Commercial Bid).

S.No.	Particulars	Document/ Information to be provide by bidder	Marking
1	1.1 Bidders Experience & Financial Strength Company is in business for - a) more than 5 yrs and less than 10 yrs = 5 marks b) more than 10 Yrs = 7 marks 1.2 Average Turnover of last three years- . Between 2 Cr to 5 Cr = 5 marks . More than 5 Cr = 8 marks	Any relevant document to prove that the bidder is a legal entity like Certificate of Incorporation, Certificate of Registration, Partnership deed, etc. Turnover Certificate issued by a Chartered Accountant along with relevant applicable	20

	<p>1.3 Financial Consistency:</p> <ul style="list-style-type: none"> ▪ Consistent avg annual turnover \geq ₹2 Cr and profitability (min. 5 % of turnover in last three FY). = 3 ▪ Consistent avg annual turnover \geq ₹5 Cr and profitability (min. 6 % of avg turnover in last three FY). = 5 	mandatory financial documents	
2.	<p>Bidder Technical Experience "The bidder should have experience in At least one modern open-source technology based project delivery and maintenance for government of India or State or PSU or any International social organisation like UN, UNIDO, WHO, UNICEF etc.</p> <p>Software Development /Customization of IT based System deployed in any Government agency/ PSU for managing the complete project lifecycle at national/state level with experience in development.</p> <p>Rs.1.5 crore to Rs. 2 Crore (5 Marks each) > More than Rs.2 Crore (10 Marks)"</p>	Agreement copy/ Work order and completion certificates issued from competent authority clearly indicating the required criteria.	10
3	<p>Proposed Solution Approach & Methodology</p> <p>A write up on the proposed application, system architecture, innovative approach to make Jamia Hamdard as one of the innovative organizations across India and making it front runner after implementation of this in the use of AI space as academic institution</p>	Approach and Methodology.	10
4	<p>Quality Adherence Bidders should have any of the four certification from below mentioned five certification for maximum marks:</p> <ol style="list-style-type: none"> 1) Innovation compliant ISO 56000 2) ISO 27001 3) ISO 9001 4) ISO 20000 5) CMMI Level 3 & Above <p>Marks Any above three valid ISO = 5 ISO 56001 & Any two other ISO = 7 ISO 56001 & Any other three ISO = 10</p> <p>CMMI Level 3 & Above = 5 ISO 56001 & CMMI level 3 = 7 ISO 56001 & CMMI level 3 and above and Any other ISO from above list = 10</p>	Copy of the valid ISO Certificate in IT services issued from the accreditation organization	10
5	<p>Scalable Project Experience The Bidder should have successfully</p>	Completion certificates issued from competent	10

	implemented microservices architectures-based web and app software projects for the Central / State Governments / PSUs/ Govt. registered bodies/ UN/World bank having the following number of registered users in last five Years 5,000 – 1,00,00: 5 marks More Than 10,000: 10 Marks	authority clearly indicating the required criteria.	
5	Tech capability (Proposed solution Presentation & Demo)		40
Total Marks			100

Minimum Qualifying Score: The University reserves the right to set a minimum qualifying score at least 60% or above depending on number of participated organisations out of 60 marks (1-5) for the Tech Capability presentation & demo.

SUBMISSION DETAILS

- **Mode of Submission:** Soft copy.
- **Email ID:** (director.cdoe@jamiahamdard.ac.in);
- **Subject Line for Email:** "EOI Submission": AI Teaching & Learning Platform & Personalised Learning. [Your Company Name]"
- **Last Date & Time for Submission:** 28/04/2026
- **Pre-Bid Meeting:** 21/04/2026

6. GENERAL TERMS & CONDITIONS

1. The University reserves the right to accept or reject any or all EOIs, in part or full, without assigning any reason.
2. The University may, at its sole discretion, shortlist any number of bidders or cancel the EOI process at any stage.
3. Mere submission of EOI does not guarantee an invitation to the RFP stage.
4. The information provided in the EOI shall form part of the subsequent RFP process.
5. All costs incurred by the bidder in preparation and submission of the EOI shall be borne by the bidder.
6. The decision of the University's evaluation committee shall be final and binding.

COVERING LETTER EXPRESSING INTEREST
[Your Company Letterhead]

[Date]

To,

The Registrar
Jamia Hamdard (Deemed to be University)
Hamdard Nagar, New Delhi-110062

Subject: Expression of Interest (EOI) for Design, Development, Deployment, and Maintenance of an AI-Driven University Teaching & Personalized Learning Platform - EOI Ref No. EOI No: JH/PS/EOI-01/April - 26

Dear Sir/Madam,

We, **M/s. [Your Company Name]**, hereby submit our Expression of Interest (EOI) in response to your notification dated **[Date of Issue]** for the captioned project. We have thoroughly reviewed the EOI document (Reference No.: _____) and are highly interested in partnering with Jamia Hamdard University to design, develop, deploy, and maintain the proposed state-of-the-art AI-Driven Teaching & Personalized Learning Platform.

We are confident that our extensive experience in building scalable, AI-powered digital platforms for large user bases, combined with our deep understanding of the educational technology landscape and regulatory compliance requirements (including UGC, AICTE, and DPDP Act 2023), makes us a strong contender for this pioneering initiative.

Our organization fully meets and exceeds the mandatory eligibility criteria outlined in the EOI:

- 1. Company Experience:** We possess over **[Number]** years of experience in custom software development, with a proven portfolio of successful IT application deployments.
- 2. Large-Scale Platform Expertise:** We have successfully delivered a **[Name of National/State/UN Platform]**, a microservices-based platform for **[Client Name]**, serving over **[Number]** active users, which aligns perfectly with your specified requirements.
- 3. Financial Strength:** Our average annual turnover for the last three financial years exceeds the stipulated ₹2 Crore, and we maintain robust financial health, as evidenced by our audited statements.
- 4. Legal Standing:** We are an Indian-registered company, operational for over **[Number]** years, and are not blacklisted by any government authority. We also hold the ISO 27001 certification for information security management.

We firmly believe in the vision of this project and are committed to delivering a platform that will transform the teaching and learning experience at Jamia Hamdard University. We confirm our commitment to providing the complete source code of the solution to the University, ensuring full ownership and facilitating future enhancements.

Enclosed with this letter, as per Section 5 of your EOI, are the required documents substantiating our eligibility and capabilities.

We are eager for the opportunity to demonstrate our technical solution in detail and look forward to the possibility of collaborating with your esteemed university.

Thank you for considering our Expression of Interest.

Sincerely,

[Signature & Stamp]

[Name of Authorized Signatory]

[Designation]

M/s. [Your Company Name]

Annexure A: List of Enclosed Documents

1. Company Profile & Registration Certificates.
2. Documents evidencing fulfilment of Eligibility Criteria (Section 4.0).
3. Proof of User Base for the referenced project.
4. Overview of Proposed Technical Architecture.
5. CA-Certified Audited Financial Statements (Last 3 Years).
6. Non-Blacklisting Declaration.
7. Any other relevant credentials/awards.
8. Annexure B
9. Annexure C
10. Annexure D

(Declaration on Non-Black Listing)

Ref:

(To be on company letter head)

Reference No:

Address:

Sub: Declaration on Non-Black Listing

Dear Sir,

I/We, _____ have not been blacklisted by any of the Government Entities, Central Govt. and State Govt. PSUs for the past 5 years as on date of submission of application.

[Signature & Stamp]

[Name of Authorized Signatory]

[Designation]

M/s. [Your Company Name]

Power of Attorney

(Power of Attorney according as per following format on Rs. 100 stamp paper Non Judiciary by Govt of India)

I,Name of the Person, (designation), of Firm Name, a company incorporated under the Companies Act, 1956 and having its registered office at Firm Address..... do hereby irrevocably constitute, nominate, appoint, and authorize Authorized Signatory Name , who is presently employed with us and holding the position of (Designation of Authorized Signatory) , as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds, and things that are necessary or required in connection with or incidental to submission of our bid (in response to EOI No. including but not limited to signing and submission of all applications, bids, and other documents and writings, participate in bidders' and other conferences and providing information/responses to any State /Central Government/PSUs/Autonomous Body, representing us in all matters before, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with any State /Central Government/PSUs/Autonomous Body in all matters in connection with or relating to or arising out of our bid for the said Project and/or upon award thereof to us and/or till the entering Into of the Agreement.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds, and things lawfully done or caused to be done by our said Attorney pursuant to and in the exercise of the powers conferred by this Power of Attorney and that all acts, deeds, and things done by our said Attorney in the exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

Sign and designation of authorizing signatory along with stamp of company I Accept

Sign and designation of POA signatory along with stamp of company.

Note: (The applicants should ensure that the Power of Attorney date should be prior to the date of the other annexures/declarations/cover letter etc. related to subject EOI document)

Financial Indicators

Sr. No	Financial Year	Annual Turnover	Net worth	Average Annual Turnover
1	2022-23			
2	2023-24			
3	2024-25			

Note: Certificate from statutory auditor or chartered accountant (whichever applicable) should state the annual turnover of the organization.