

Expression of Interest
INDIAN INSTITUTE OF TECHNOLOGY MANDI
MANDI, HIMACHAL PRADESH - 175005

Dated: 06/02/2025

“Indian Institute of Technology Mandi is in the process of hiring a Service provider(s) for Executive Programmes as per the details given below.”

Details of the item	Service providers for the Executive Programmes at IIT Mandi
Earnest Money Deposit to be submitted	₹2,00,000/-

SCHEDULE

Name of Organization	Indian Institute of Technology Mandi
Type	Open
Category	Services
Type/Form of Contract	Contract
Product Category	E-Learning Services/ Platforms
Currency	Indian Rupee (INR)
Date of Issue/Publishing	06/02/2025
Date for Proposal Conference	28/02/2025
Venue of Proposal Conference	CCE office, north campus, IIT Mandi
Date and Time of Opening/Conference of Proposal	10 AM 28/02/2025
EMD	Rs. 2,00,000 /- (For EMD) (This is mandatory that UTR Number is provided in the on-line quotation/Proposal. (Kindly refer to the UTR Column of the Declaration Sheet at Annexure-III)
Proposal Validity days	90 days (From last date of opening of Proposal)
Address for Communication	Centre of Continuing Education, Indian Institute of Technology Mandi Himachal Pradesh -175075
Contact No.	01905-267742,267788
Email Address	cceoffice@iitmandi.ac.in

Instructions

1. The Proposers are required to submit hard copies during the conference.
2. Proposer should take into account any corrigendum published on the website before submitting their Proposal.
3. Please go through the advertisement and the Proposal document carefully to understand the documents required to be submitted as part of the Proposal. Please note the number of covers in which the Proposal documents have to be submitted, the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the Proposal.
4. The Proposer has to sign and submit the required Proposal documents one by one as indicated in the Proposal document.
5. The Proposer has to bring a cheque of Rs 2,00,000/-. Whenever, EMD is sought, the Proposer needs to submit the same during the meeting.

Sub: Expression of Interest for the Service providers for launching Executive Programmes

About CCE, IIT Mandi

The Centre for Continuing Education (CCE) was established in early 2022 at IIT Mandi to dedicatedly cater for the national requirement for skilling, up-skilling, and re-skilling of individuals from various Govt./Semi Govt. organizations, public and private undertakings, research institutions and industries. A variety of continuing education programmes have been organized fulfilling the needs for nation-building at all levels starting from elementary schools to dropouts to working professionals from diverse backgrounds so that learners around the globe can get opportunities to gain knowledge and/or develop professional growth skill sets. CCE also provides necessary logistics, and administrative support to run such programs. All institute academic outreach activities like Conferences, Workshops, Symposia, Short-term courses, Training programs, and other similar activities are executed under the umbrella of the CCE.

2. Scope of work:

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

3. Duration of contract

The contract shall be valid for a period of (6) six years from the date of issuing. The performance of a Service Provider will be reviewed periodically by the Institute and also at the end of the first year for continuation in the second year and so on.

4. Fees of Service Provider

The fee of Service Provider shall be fixed at maximum 40% of the total revenue generated for the particular program.

5. Terms and conditions

Prospective Service Providers should confirm acceptance to all terms and conditions mentioned here.

- I. The application should be submitted strictly as per prescribed format (Section 7- Application Form). All supporting and supplementary documents should be duly marked with company name and signed by the authorized signatory.
- II. The process may consist of a multi-phase evaluation with the Service Provider's presentation, verification of documents/ information, review of any ongoing programme/ process by the committee constituted for the purpose.
- III. The service provider must ensure that all the activities being carried out by them are carried out in a transparent, legal and ethical manner, adhering to the best industry practices. It is necessary for the service provider to conduct its processes without any adverse impact on the brand IIT Mandi and its programmes.
- IV. Any inaccuracy in any response or representation given by the service provider to IIT Mandi, or failure to substantiate any response as required by IIT Mandi will result in failure to qualify for inclusion in the Service Provider List. Where such information comes to the notice at a later date, the Service Provider may be removed.
- V. Any Service Provider providing false information or inaccurate or forged documents will not be considered for this or any other work at the Institute and will be banned / debarred / blacklisted as per extant

procedures of IIT Mandi. If such information comes to light during or after successful qualification and/or hired, IIT Mandi reserves the right to remove the Service Provider and also to take action for blacklisting / debarment / banning.

- VI. The penalty for unsatisfactory service delivery by an empanelled service provider will be fixed by IIT Mandi in accordance with the terms and conditions set out in the agreement to be executed.
- VII. It will be the responsibility of the Service Provider to submit /update IIT Mandi with relevant documents and also to keep IIT Mandi informed of any matter that may affect the Service Provider's continued qualification and ability to perform the work. If the Service Provider's future circumstances change so that they no longer comply with the qualification criteria for that particular category/group/area or are unable to perform the work, then the Service Provider should promptly inform IIT Mandi and IIT Mandi reserves the right to remove the Service Provider from the list of Service Provider. IIT Mandi shall not bear any responsibility or risk for any suspension/cancellation or termination of the Service Provider.
- VIII. Once the initial qualification process is completed, Service Provider(s) are registered, a contract containing the pertinent terms and conditions shall be executed; the Service Provider is subjected to periodical and annual review.
- IX. IIT Mandi reserves the right to withdraw this request/ call and change or vary any part thereof at any stage if IIT Mandi determines that such action is in the best interest of the Institute.
- X. The Service Provider should be open to the reference/ feedback check from the organization they have served or are serving for the similar service.
- XI. This document shall remain open **till 27/02/2025**. Any applications received thereafter shall not be entertained.
- XII. Intellectual property: All the learning content (slides, documents, problems, lab sessions, solutions and other content) created and offered by the IIT Mandi faculty would remain the intellectual property of IIT Mandi and the programme coordinator/s as per the approved IPR policy of the Institute. Any platform/tool created specifically for the particular programme will be the intellectual property of the Institute. All academic contents of the programme will abide by the copyright regulations and academic proprietary.
- XIII. Service provider's payments will be released after the NOC received from the respective Programme Coordinator. However, if required a partial payment maximum upto 20% of the Service provider fee can be released.
- XIV. On successful issue of contract the vendor is required to submit 5% of the estimated contract value as performance guarantee.
- XV. The decision of the Director of IIT Mandi shall be final in respect of any dispute arising or on the question of interpretation, application etc., of any clause or provision.

6. MINIMUM ELIGIBILITY CONDITIONS

The prospective applicants shall meet the following conditions for consideration

- a) Should have a registered office in India.
- b) The Service Provider should have been providing similar services (as detailed below) for last 3 years, for a minimum duration of one-month online training program.

II. The Service Provider should have been successfully providing any online programmes to

a) At least one (1) institution/university in the top 200 rank of the latest published QS World University Ranking

OR

b) At least two (2) institutions in the top 20 (in any of the sub category) of the latest published National Institutional Ranking Framework in India.

III. Should have provided services successfully for a minimum of 10 online programmes.

IV. The Service Provider should not have been blacklisted by any institute of repute.

COMPLIANCE SHEET

TECHNICAL SPECIFICATION

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

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

Signature of Proposer

Name: _____

Designation: _____

Organization Name: _____

Contact No.: _____

PROPOSAL SUBMISSION

Proposal Submission:

The Proposal (complete in all respect) in One Envelop as explained below: -

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

APPLICATION FORM for Service Provider

(Please strike-off which is not applicable)

1.	a. Name of the Organization	
	b. Registered Office Address	
	c. Address for Communication	
	d. Contact Details i. Phone No. ii. Mobile No. iii. e-mail Id iv. Key contact person	i ii iii iv
2.	Year of Establishment	
3.	Constitution of Firm/ Organization	Sole proprietorship/ Partnership /Private Ltd. / Public Ltd. / Any other
4.	Name of the Proprietor/ Partners / Directors of the Organization / Firm.	
5.	Details of Registration with Registrar of Companies/ Registrar of Firms in India	
6.	Organizational Structure of Company/ Firm	
7.	Registration with Government Authorities: a. Income Tax (PAN) No. b. Goods & Service Tax (GST) No.	a) b)

8.	Yearly turnover and Net Profit of the organization during last 3 years (year wise)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">FY Total</td> <td style="width: 50%; text-align: center;">Net profit (₹)</td> </tr> <tr> <td style="text-align: center;">2021-22</td> <td style="text-align: center;">Turnover (₹)</td> </tr> <tr> <td style="text-align: center;">2022-23</td> <td></td> </tr> <tr> <td style="text-align: center;">2023-24</td> <td></td> </tr> </table>	FY Total	Net profit (₹)	2021-22	Turnover (₹)	2022-23		2023-24	
FY Total	Net profit (₹)									
2021-22	Turnover (₹)									
2022-23										
2023-24										
9.	Antecedent: Whether the company has been blacklisted by any IIT's/ IIM's/Central Govt. / State Govt. / PSU/Govt. Bodies thereof.	Yes/No								
10.	Whether the company is under litigation/ arbitration cases during last 3 years; if yes furnish details	Yes /No								
11.	Experience in Providing Similar Services									
	a. Year of experience in providing services as mentioned									
	b. Association with top Institutes as per latest QS World University Ranking									
	c. Association with top Institutes (in any of the sub category) as per latest published National Institutional Ranking Framework in India									
12.	Company Capabilities									
	a. Number of employees									
	b. Number of paid enrolments at national level in last three financial years									

	c. Number of paid enrolments at International level in last three financial years	
	d. Number of programmes successfully concluded in last three financial years with Top 20 institutes (in any of the sub category) as per the latest published National Institutional Ranking Framework in India	
	e. Number of programmes successfully concluded in last three financial years with Top 200 institutes as per QS World University Ranking	
13.	Programme Management Capabilities	
	Average Completion Rate based on registration in a given programme (In percentage) in last 3 financial years	

Note:

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

Declaration

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

Place: ----- Signature:

Date: ----- Name & Designation: Company Seal:

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

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

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

ROLE OF THE SERVICE PROVIDER

The role of Service Providers will be to:

1. Assist Faculty in conceptualization and development of online programmes and provide the market demand for the proposed courses.
2. Provide and support Program Delivery Platform, assisting in Content Creation, Recording, Repository Generation, Teaching and Learning Support tools.
3. Provide programme management software & hardware technology deployment, maintenance and monitoring.
4. Follow the Institute's guidelines and process for programme launch, ensuring protection of the brand of the Institute.
5. Develop digital learning material in consultation with the Programme coordinator(s) for live (synchronous) and recorded (asynchronous) online courses. This involves content creation in form of recorded videos, power point slides, reading material and assistance in developing tutorial exercises as well as assignments.
6. Promote the Institute and its courses through
 - a. Program Marketing and Promotion through approved methods and media, Counselling and participant support
 - b. Website and Collateral Platform Development
 - c. Student Enrolment and Relationship Management: Coaching, Mentoring, Student Retention
 - d. Assisting Programme Coordinator(s) in programme titling, duration, fee to be charged from participants and to be deposited in Institute account directly from participants, target audience, prediction of enrolment and lead management, date of commencement of the programme, assessment of the market and competitors offering courses on similar topic.
7. Provide assistance for guest and industrial lectures if required by IIT Mandi Programme Coordinator/s.
8. Management of pre-enrolment, enrolment and post-enrolment. This includes providing application management of the students, maintenance of student and programme records, online and offline consultation to the students as well as email-based tracking and resolution of their queries.
9. People and process management, deployment and monitoring for conducting the programme. This includes providing and supporting technologies for learning management system, setting up of high-quality audio-visual recording equipment and technically advanced teaching studios, enabling live streaming of lectures, production and post-production of lecture videos, secure database management of the digital content, provision of virtual labs, simulation of practical exercises and proctored student assessment through online platforms.
10. The joining kit cost to be borne by the vendor
11. Bear the risk if insufficient registration happens in a programme.

Development and Delivery of Online Programme

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

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

Delivery of the Programme under various Modes

Delivery of Synchronous (Live Online) Programmes

1. IIT Mandi Faculty will deliver lectures for live online (synchronous) programmes. An online platform will be provided by the service provider where the students irrespective of their location will login from their own devices to attend the session. The platform must be accessible with all the features in all the devices.
2. All arrangements including physical setup of live streaming, its maintenance, faculty assistance and support during programmes, technical troubleshooting, screen configuration and pre and post recording checks will be managed by the Service Provider.
3. The online platform accessed by the students during live sessions must have features such as current listing of the registered students, muting/unmuting the students, availability of chat facility and signaling by the students to the faculty for doubt clarification.

Software Application for Delivery of Synchronous (live online) Programmes

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

1. Online teaching tools – live sharing and distribution of all teaching material including multi-format documents and software, real time audio-visual broadcast of the lectures, availability of the archive lectures of the programme as per the requirement of the Faculty/Programme Coordinator.
2. Interactive Chat feature and Doubt sessions – enabling students to have an active dialog with the Faculty to ask questions and clarify doubts. The communication can be textual, and audio-visual.

Programme Delivery for Asynchronous Online Programmes

Globally accepted Standard for learning management system will be provided by the service provider for asynchronous online programmes. The system will support all browsers and operating systems. It will enable

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

Conducting Tutorials

- I. During a tutorial session, faculty will log-in to the live online application platform, impart instructions to the students about the exercise and inform them about the teaching assistant who will help them in case of any doubts or queries. The students must be provided an interactive chat platform to discuss the issues with the teaching assistant. The assignments may be done in groups or individually as per the requirements. They can live chat with their teaching assistants in case they have any doubts regarding the tutorials. Like any class, the tutorial session must also permit the faculty and teaching assistant to take the attendance of the attending students.
- II. Students must be able to submit their tutorial assignments using the online application. The faculty must be able to view the assignments live, then at the last part of the session interact with them to share how they performed.
- III. The students must be provided with a learning management system by the service provider to view their tutorial feedback asynchronously.
- IV. The asynchronous online programmes may work the same way for tutorial delivery as for the synchronous (live online) programmes.

<< Organization Letter Head >>

DECLARATION SHEET

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

We further certified that our organization meets all the conditions of eligibility criteria laid down in this EOI document.

We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.	Name & Address of the Service Provider
1. Phone	
2. Fax	
3. E-mail	
4. Contact Person Name	
5. Mobile Number	
6. GST Number	
7. PAN Number	
8. UTR No. (For EMD)	
09. Kindly provide bank details of the Proposer in the following format: a) Name of the Bank	
b) Account Number	
c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful Proposer	

(Signature of the Proposer)

Name: _____

Seal of the Company

Shortlisting Criteria

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

Details of Criteria and their marks	
1. Experience in Providing Similar Services	Total 30 Marks
1(a) Years of experience in online education/ E-learning (As on_____)	10 Marks
1(b) Association with top Institutes as per latest QS World University Ranking	10 Marks
1(c) Association with top Institutes (in any of the sub category) as per latest published National Institutional Ranking Framework in India	10 Marks
Total= 1 (a)+1(b)+1(c)	30 Marks
2. Company Capabilities	25 Marks
2(a) Number of employees in online education/ E-learning Services	5 Marks
2(b) Number of paid enrolments at national level in last three financial years	5 Marks

2(c) Number of paid enrolments at international level in last three financial years	5 Marks
2(d) Number of programmes concluded in last three financial years with Top 20 Institutes (in any of the sub category) as per the latest published National Institutional Ranking Framework in India	5 Marks
2(e) Number of programmes concluded in last three financial years with Top 200 Institutes as per QS World University Ranking	5 Marks
Total= 2 (a)+2 (b)+2 (c)+2 (d)+ 2 (e)	25 Marks

3. Programme Management Capabilities	20 Marks
3(a) Average Completion Rate based on registration in a given programme (In percentage) in last 3 financial years	20 Marks
Total= 3(a)	20
4. Demonstration-cum-presentation	25 Marks
4(a) Demonstration-cum-presentation of service provider's capability (this may include live demonstration of various capabilities)	10 Marks
4(b) Revenue share for the vendor 40% Revenue share for the vendor 30% Revenue share for the vendor 20% Revenue share for the vendor 10%	5 Marks 10 Marks 12 Marks 15 Marks
Total = 4(a)	25
Total Marks = 1+2+3+4	100

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