



# INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone: 0431-2505121/5122 | email: [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in)

## **REQUEST FOR PROPOSAL FOR EMPANELMENT OF SERVICE PROVIDERS TO PROVIDE TECHNOLOGY, INFRASTRUCTURE & MARKETING SERVICES FOR EXECUTIVE EDUCATION PROGRAMMES OF IIM TIRUCHIRAPPALLI THROUGH BLENDED E-LEARNING MODE**

**RFP No. 24SP086Tdated:16.10.2024**

Details	Date	Time	Venue
Name of Work/ Service	<i>Empanelment of Service Providers to provide Technology, Infrastructure &amp; Marketing Services for the Executive Education Programme of IIM Tiruchirappalli through a blended e-learning mode.</i>		
Date of issue of RFP Document	<b>16.10.2024</b>	18.00 Hrs. onwards	-
Pre-bid Meeting	<b>24.10.2024</b>	11.00 Hrs.	Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli.
Last date of Submission of RFPs	<b>06.11.2024</b>	17.00 Hrs.	-
Opening of Technical Bid (Tentative)	<b>07.11.2024</b>	11.00 Hrs.	-
Technical Evaluation (Presentation and Demonstration)	<b>13.11.2024</b>	11.00 Hrs.	<i>Tentative. The exact date and Time will be communicated later.</i>
Opening of Price Bid	<i>To be informed later</i>		-
RFP Document	The RFP document can be downloaded from the IIM Tiruchirappalli website: <a href="https://www.iimtrichy.ac.in/tender-published">https://www.iimtrichy.ac.in/tender-published</a> .		
EMD Amount ( <i>Refundable to unsuccessful bidders</i> )	EMD Amount <b>Rs. 2,50,000/-</b> to be remitted in the below IIM Tiruchirappalli Bank Account through online mode. <b>Bank Account Details</b> <b>Name of the Beneficiary:</b> IIM Tiruchirappalli <b>Bank Name:</b> State Bank of India <b>SB A/c. No:</b> 32170808935 <b>IFSC Code:</b> SBIN0071187		
Copies of payment transaction receipts for EMD must be attached to the application form, without which the bid won't be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach the necessary document proof, which should be attached to the RFP document.			
SD Amount	<b>Rs. 12,50,000/-</b> to be remitted by the successful Bidder to IIM Tiruchirappalli as SD. The SD amount will have to be remitted to IIM Tiruchirappalli within five working days, along with the letter of acceptance from the receipt of the Provisional Work Order, failing which the Provisional Work Order will stand cancelled.		
Address for submission of RFP	The Chief Administrative Officer (i/c) Indian Institute of Management Tiruchirappalli Trichy - Pudukkottai Main Road Trichy - 620 024.		
Mode of Submission of RFP	Speed Post/Registered Post/Courier or Hand delivery – during office hours (9.30 to 17.00 hrs.) only (To be submitted at Dispatch Section of IIM Tiruchirappalli @ Administrative Wing – 2 <sup>nd</sup> Floor and obtain acknowledgement).		



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## 1) Overview

1. The Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance and more details are available on our website <http://www.iimtrichy.ac.in>.
2. IIM Tiruchirappalli invites Request for Proposal (RFP) from experienced Agencies/companies for the Empanelment to provide technology, infrastructure & marketing services for the executive education programmes of IIM Tiruchirappalli through a blended e-learning *mode*.

Service Description	Estimated Value/Per year (Excluding GST)	Interest-free Performance Security Deposit
<i>Empanelment of Service providers to provide technology, infrastructure &amp; marketing services for the executive education programmes of IIM Tiruchirappalli through a blended e-learning mode</i>	Rs. 5,00,00,000/- (5 Crores)	Rs. 12,50,000/- upon empanelment & 5% of the Work Order Value for each programmes.

## 2) Period of Contract

The selected Service Provider shall provide services for a period of **Three years**. However, the contract shall be extended for a further period of up to **Three more years** on a yearly basis if the service provided by the company/Agency is found to be satisfactory, on the same rates, terms and conditions, and at the sole discretion of the Institute.

## 3) OBJECTIVES OF THE EXECUTIVE EDUCATION AT IIMT

The Executive Education and Consulting (EEC) Office at IIM Tiruchirappalli is committed to providing high-quality management education for working professionals and consultancy services for business organizations. Such services would give both executives and organizations an opportunity to build valuable competencies and achieve superior performance. This would also enable faculty members to interact with industry practitioners and help connect theory with practice. Through this activity, IIM Tiruchirappalli seeks to serve underserved sections of business and society.

Towards achieving these objectives, EEC Office of IIM Tiruchirappalli offers five types of programmes:

- Management Development Programmes (MDP)
- Open MDPs (OMDPs)
- Faculty Development Programme (FDP)
- Long Duration Programme (LDP)
- Consultancy Projects (CP)

## 4) INTRODUCTION

- IIMT intends to offer long duration programmes through blended e-learning mode. The programmes would typically be as per the below-given table:

S. No	Indicative Duration		Type of Programme
	(in weeks)	(in contact hours)	
1	50 and above	150 and above	Long Duration (LD)

- Long Duration (LD) Programmes would typically be of one-year duration. The participants will be seated at remote centers (classrooms) of the service provider with the instructor seated at the studio located at IIM Tiruchirappalli campus. Delivery mode would be mostly **synchronous** (studio to the classroom) and/or **asynchronous** (studio to device). The likely audience would be diverse, large and geographically dispersed. So, these programmes are aimed at developing the managerial abilities of executives in the early stages of their career, to enable them to identify managerial problems, and make informed decisions. Certification on successful completion would be an outcome of this programme.
  - Online proctoring examination would be conducted for the course assessment.
- IIM Tiruchirappalli intends to empanel a minimum of two service providers for this requirement.** All the Empaneled Service Providers (ESP) are required to set up studios at IIM Tiruchirappalli campus in Tiruchirappalli, for which IIM Tiruchirappalli would provide the necessary space. The details of the space and the facilities available therein are provided in **Annexure XIII**. They are also required to operate and maintain it during the entire tenure of the contract. IIM Tiruchirappalli would offer programmes, based on its own volition or based on the market demand as demonstrated by the ESP, for which the ESPs would submit a Programme Description Sheet (PDS) (the format of the PDS is provided in **Annexure XII**) providing commitments in terms of sharing of financial revenue with IIM Tiruchirappalli (subject to the base rate quoted in the financial bid of this document) as well as the number of participants guaranteed for the programme. Based on the response submitted by the ESP to the PDS offered by IIM Tiruchirappalli, the programme would be offered to that ESP who offers the best revenue share to IIM Tiruchirappalli (calculated based on the share of revenue as well as the number of participants guaranteed for the programme).
  - IIM Tiruchirappalli will provide academic inputs for all the programmes. The technology, marketing and other logistics over the lifecycle of the programme have to be provided by the appointed service provider.
  - The bidder may also be required to demonstrate the technology and the solution at IIMT campus/bidder premise, at the bidder's cost on a date designated in consultation with the bidder.

## 5. Definitions

- a) **Empaneled Service Provider (ESP):** The bidder whose proposal is accepted by IIMT after evaluation.
- b) **Partner:** The ESP who is awarded the contract to run a specific programme for a given period (Maximum of three batches and rebidding will be scheduled after this).
- c) **Programme Description Sheet (PDS):** It is a document that provides a summary of the programme to be offered by IIM Tiruchirappalli using the services of the ESP. It contains all the relevant details required to make a business case for the intended programme. A format of a PDS is provided in Annexure XII of this RFP. Once the PDS is finalized between IIM Tiruchirappalli and the ESP, the signed PDS will become an addendum to the Master Contract.
- d) **Master Contract:** It is a manifested agreement between IIM Tiruchirappalli and the ESP, containing all the terms and conditions under which the relationship between the parties is bound and would broadly be on the lines of the commercial terms and conditions provided in this RFP. This would be prepared through mutual negotiations between IIM Tiruchirappalli and ESP and would be executed on a stamp paper purchased by the ESP for this purpose.
- e) **Undischarged work per week:** This is the amount of work not completed calculated on a pro-rata basis out of the total hours earmarked for the program as described in the Programme Description Sheet.

## SCOPE OF WORK AND SERVICES

IIM Tiruchirappalli invites proposals for providing technology, infrastructure and marketing services for its Executive Education Programmes through blended E-Learning mode from the service providers who have demonstrated the capability and competency to offer such programmes and also successfully market them. The scope of work and services listed below are indicative and may not be exhaustive.

- a) Set up, install, operate, and maintain a studio at the IIM Tiruchirappalli campus for running the programmes listed under this RFP. IIM Tiruchirappalli would provide a shell space with the necessary power supply. The details of the space and the facilities being provided by IIMT are available in Annexure XIII. The ESP is required to set up the studio as per the technical specifications provided in this RFP.
- b) Provide uninterrupted real-time (synchronous) ready-to-use primary communication network between the Studio located at the IIM Tiruchirappalli Campus (where the Instructor will be seated) and registered participants join through either Direct to Devise mode OR Classroom Centers (where the registered participants will be seated). This synchronous network connectivity will be used to share multimedia educational content in the form of audio, video, text, data in synchronous and between multiple studios (faculty side) and multiple classroom locations across India or abroad (student side).
- c) Provide asynchronous ready-to-use primary communication network between the Studio located at the IIM Tiruchirappalli Campus (where the Instructor will be seated) and Devices, seamlessly



and with zero loss of multimedia content. Enable proper delivery of multimedia content to the students through broadband Internet connection, with a low bandwidth. This connectivity should be enabled even for Internet connections using USB dongle/data card/mobile Internet (even 4G or 5G connections) and other fixed-line broadband connections in remote locations. However, such connectivity should not affect the quality of transmission of the content in any manner.

- d) Provide, maintain & operate the classrooms (Student side) that include IT infrastructure for real-time connectivity at various locations with other basic amenities like ease of access to the classroom venue, seating capacity, required personnel, safety of women participants, lounge area, reception, discussion room, water, washrooms, UPS, and Air Conditioning, all of which has to be maintained hygienically. The facility should also provide for ample parking area suitable for executive participants.
- e) Provide the necessary technology/software interface that allows the sharing of content as described. Other add-on services complementing & supplementing education delivery over the technology platform, student & programme management to be provided.
- f) The ESP will undertake all necessary marketing activities to acquire the targeted applicants for each programme unless participants for any specific programme are sourced directly by IIM Tiruchirappalli.
- g) Regular Upgradation to ensure state-of-the-art technology is made available for connectivity, studio (Faculty end), classroom or direct-to-device (Student end) & all other related infrastructure provided.
- h) The ESP should establish a dedicated helpline to support the accessing and usage-related issues raised by the students.
- i) The technology should also provide means to verify that registered participants are attending and taking part in the programme.

## TECHNICAL REQUIREMENTS OF THE STUDIO

### a) Product Description:

The technology and the product/service provided by the bidder should have at least the following features:

- Ability to convey quality management education across a large geographical area without the faculty member being physically present in those locations.
- Provide two-way audio and video transmission from the faculty member to the students (for lectures) and back from students to faculty members (for feedback, queries, and class participation activities with prior permission of the faculty member/presenter).
- The audio transmission should be capable of providing stereo sound quality with zero distortion and zero voice loss.
- The video of high quality with at least 1024 x 720 resolution should be transmitted at the rate of at least 20 - 25 frames per second.

- In addition to the audio and video transmission, the technology should have capabilities to transmit the presentations, and other teaching aids for the participants.
- The ability to manipulate the presentations remotely by the faculty member, including but not restricted to pointers being directed, highlighting certain areas as important and drawing their attention, demonstrate videos within the presentations, play audio clips within the presentations, etc.
- Capability to have whiteboard/blackboard integrated into the technology.
- Ability to take attendance of the participants taking part in the session and also periodically monitor the attentiveness of the participants during the session.
- Ability to conduct polls during the classes/sessions, as well as demonstrate the results of such polls instantly to the entire audience.
- Ability to conduct surprise quizzes during the session in multiple-choice formats, with solutions being displayed after the quiz is complete to the entire class.
- Ability to ask a student to present a thought to the entire class, in which case, the others during the session, including the faculty member, become the audience. This is to be facilitated with two-way audio and video transmission capabilities at the students' end.
- Ability to record the video and/or audio of the lectures during the session, the control of which is to be provided to IIM Tiruchirappalli and the faculty member.
- Ability to transmit the recorded audio and/or video at the request of the student or the bidder, only with the prior approval of IIM Tiruchirappalli. In this case, the ability to control and monitor the same is to be accorded to the faculty members and the management of IIM Tiruchirappalli.
- Ability to access the facilities remotely, using a laptop and an internet USB dongle/data card / mobile data plan, in order to carry out the session without failure, even during travel.
- Ability to upload and download documents, presentations, videos, audio, etc., both by the students as well as the faculty members, as suggested and as required by the programme.
- Ability to monitor and control the usage permissions and capabilities of all the participants through periodical reports being generated as well as being presented in the form of dashboards to respective faculty members as well as the management of IIM Tiruchirappalli.

## b) At Each Studio:

The bidder should be able to provide all the necessary hardware and software components as required and mandated by the technology platform. In addition to this, the bidder should also provide at least the following hardware components:

- A high-quality camera with 4 K resolution and PAN,TILT and ZOOM functionalities to record the video, with one serving as a backup.



- A set of high-quality audio microphones [table top, ceiling or hanging microphone - suitable model as per the site condition] with another set serving as a backup.
- In addition, there should be a good quality wireless head phone which would be used as and when needed.
- Necessary computer equipment to operate while the session is being taken by the faculty member.
- Necessary hardware and software components to facilitate the transmission of the presentation.
- Necessary hardware and software components to facilitate the viewing of various centers/classrooms set up by the bidder (Two Professional Displays with atleast 55 - 65 inch dimensions)
- Interactive monitor with capabilities of touch screen and magnetic pen with min 22” diagonal dimension.
- Good quality stereo Speakers with the required amplification to be provided.
- Necessary hardware and software components required to mix, compress, encode and transmit the audio, video, and presentations during the session, if required.
- Sufficient and ambient lighting conditions (at least 400 lux) within the studio to facilitate good transmission of audio and video during the session. Additional lights to be installed according to the requirement as per site condition.
- Air-conditioning facility within the studio.
- Necessary acoustic treatment of the studio to be done by the bidder.
- Instructor podium/table with a workstation / a tablet to operate the presentations.
- Wall plates/cable cubby and cables to be provided on the table for the faculties to connect their laptops as and when needed.
- The wall plate/ cable cubby on the table should have HDMI, USB 3.0, USB Type C ports.
- Necessary converters and adapters to be provided to connect all types laptops and iPad/ tablets with the AV System of the studio.
- Uninterrupted Power Supply for all the equipment at both the studio as well as the control room with a minimum power backup of 180 minutes.

The bidder in the technical bid document, needs to specify all the hardware and software components, with the brand name (with alternatives if any), model number, name, and the respective number of units that they would be providing at the studio to be set up at IIM Tiruchirappalli. They also need to provide a schematic diagram with proper rendering of the tentative studio, positioning of all the technical components in the studio, and demonstrating the as-would-be scenario.

## c) Control Room:

In order to facilitate the proper setting up and functioning of all the features specified in the product description provided above, the bidder might also provide a necessary control room at IIM Tiruchirappalli, if required. All the necessary hardware and software components required for such a control room need to be provided and set up by the bidder. These components could be, but not restricted to, the following:

- Video Graphics System for managing the presentation of lectures
- Video Switcher
- Audio Console and Automatic Gain Control
- Relevant Network Management System
- AEC (Automatic Echo Cancellation) and Noise suppression functionalities to be enabled for the trouble free audio.

The bidder in the technical bid document, needs to specify all the hardware and software components, with the brand name (with alternatives if any), model number, name, and the respective number of units that they would be providing at the control room to be set up at IIM Tiruchirappalli. They also need to provide a schematic diagram with proper rendering of the tentative control room, positioning all the technical components in the control room, and demonstrating the as-would-be scenario.

## d) Connectivity:

- Ready to use real-time broadband or other modes of connectivity required for delivering the product features, as well as to receive students' voice and data (two-way data, voice, and video), with zero-time lag for video and lossless audio and data transmission.
- Broadband or other modes of network for seamless integration of video, voice and data.
- Analog / digital phone connections for fault logging.

## e) Remote Classrooms:

The bidder should be able to provide all the necessary hardware and software components as required and mandated by the technology platform. All the necessary hardware and software components required at the remote / geographically dispersed classrooms need to be provided by the bidder. These components could be, but not restricted to, the following:

- Video Projection Facility
- Live video broadcast with multicast for text, data, quizzes, etc.
- Interactive features should include:
  - Live return audio
  - Call-Facility (to ask questions)
  - Instructor alert facility (to anonymously indicate difficulty in understanding)
  - Application share facility

- Caller Picture
- Prepared questions
- Pop-up questions
- Quizzes
- Immediate student data response for the instructor
- Live result viewing by the entire class
- Store student responses for later analysis
- Full duplex audio capability
- Relevant communication hardware/software
- Systems for managing all voice and data transmission between a participant and the instructor

The bidder, in the technical bid document, needs to specify all the hardware and software components, with the brand name (with alternatives, if any), model number, name, and the respective number of units that they would be providing at the classroom to be set up at different locations. They also need to provide a schematic diagram with the proper rendering of the tentative classroom, positioning all the technical components in the classroom, and demonstrating the as-would-be scenario.

**f) Others:**

Free upgrades of all the relevant hardware/software tools.

## RESPONSIBILITIES

**a) IIM Tiruchirappalli:**

IIM Tiruchirappalli's responsibilities shall include the following:

- i. Ensure curriculum design, content development, and delivery of the programme using the studio facility provided by the bidder.
- ii. Specify the minimum threshold qualifications for selecting candidates for individual programmes, based on which the bidder would promote the programme and shortlist the candidates. IIM Tiruchirappalli would do the final selection of the candidates for various programmes.
- iii. Provide for student interaction with faculty; this may take the form of pre-scheduled visits during the on-campus component or by prior appointment.
- iv. Decide and communicate, at the beginning of the programme, an appropriate scheme of evaluation as per the requirements of the course and the methods of instruction.
- v. Nominate one or more person(s) to interface between IIM Tiruchirappalli and the Partner.
- vi. Evaluate, grade and prepare the results of the students wherever such evaluation is required.

- vii. Evaluate and provide certification to the participants of programmes as and when required
- viii. Provide test items and answer keys to conduct examinations and assessments.
- ix. Provide space at the permanent campus of IIM Tiruchirappalli to set up the fully functional studio. IIM Tiruchirappalli would be charging rent for this space as per CPWD norms. IIM Tiruchirappalli would not be providing any furniture and fixtures as part of the space and all the furniture required for running this facility has to be procured and installed by the partner. Also, IIM Tiruchirappalli would be charging for the consumption of electricity on an actual usage basis as per the prevalent TNEB norms. Float programmes periodically as mutually decided with the ESP.

## b) RESPONSIBILITIES OF THE PARTNER

The Partner's responsibility shall include the following:

- i. Installation, maintenance and operation of the studio facility at IIM Tiruchirappalli at their own cost for which IIM Tiruchirappalli would provide a shell space with basic power requirements.
- ii. The partner will also have to arrange at his own cost camera, internet/satellite connectivity/uplink, proprietary software, hardware, audio, video and lighting, seating, table, whiteboard, and any other specialized equipment and personnel. The partner is also required to maintain these equipment and upkeep them in proper working conditions. In addition, the studios of the partner at other locations may also be required to be used, should such a need so arise. The partner is required to allow the usage of the studios at such other locations, at no extra cost to IIM Tiruchirappalli.
- iii. The partner shall make arrangements to furnish and set up other facilities like a green room, air conditioning, uninterrupted power supply, furniture, control room, and any other facilities required for the smooth functioning of the programme/facility. During power outages, there might be a power disruption for about 2 to 5 minutes. But as the programmes cannot stop due to power outages, the partner is required to arrange his own UPS/inverter for the equipment, lighting, Internet connectivity, and camera setup at the studio and any other facilities required for the smooth functioning of the programme/facility.
- iv. At least one Technical Assistant per studio, selected by the Partner, will be stationed at the studio. The duties of this person shall include the upkeep of the studio facilities and technical management of the programme delivery and also to provide the required facilities and hospitality of the faculty members at studio. All the expenses for such a person will be borne by the Partner.
- v. However, the partner is free to set up a fully functional studio anywhere in the Tiruchirappalli City Corporation limits should they have any limitations or face any challenges. The location in such cases should be finalized only after obtaining the consent of IIM Tiruchirappalli.

- vi. In addition, a minimum of one Academic Assistant and one non-skilled staff to support 1-3 programmes offered by IIM Tiruchirappalli shall be deputed and the expenses of such deputed person shall be borne by the Partner.
- vii. Provide IIM Tiruchirappalli with up-to-date market research and feedback to enable it to design appropriate e-learning programmes. Partner will provide the services of an Educational Technology expert for effective interface with IIM Tiruchirappalli to assist in the delivery of the programmes, with no additional cost to IIM Tiruchirappalli.
- viii. The Partner should make the classrooms and studio available for the exclusive use of IIM Tiruchirappalli to run its programmes, as per the timings agreed between the Partner and IIM Tiruchirappalli, duly communicated to the bidder in writing at the beginning of a programme.
- ix. The Partner will conduct sales and marketing activities of the programmes developed including design of appropriate marketing schemes and offers at his cost. The Partner will undertake the promotion and pricing strategies of the programmes after seeking prior approval from IIM Tiruchirappalli.
- x. The Partner is bound to provide a minimum number of finally selected students for various programmes when such programme is launched by IIM Tiruchirappalli on the agreed commercial terms as per the PDS. If the partner fails to enroll the minimum guaranteed number of candidates for a course, the bidder is bound to pay 100% of the difference in the revenue share due to IIMT on account of the shortfall in enrollments and no relaxation under any circumstances.
- xi. The Partner will provide adequate classroom infrastructure to the students if required, strictly adhering to the standards agreed with IIM Tiruchirappalli under this RFP, for the smooth conduct of their studies and examinations.
- xii. The Partner will ensure that the intellectual property rights of the content developed and delivered by IIM Tiruchirappalli are protected. This could be through technological measures combined with a proper End User License Agreement between the partner and the participant. Also internally it should be protected through appropriate contracts and organizational processes. Copies of the EULA and the Employment contract to be provided, along with a description of the organizational processes put in place to protect the intellectual property rights of IIM Tiruchirappalli.
- xiii. The recorded lectures and all other academic content developed and delivered by IIM Tiruchirappalli are the intellectual property of IIM Tiruchirappalli. The bidder shall handover the recorded lectures to IIM Tiruchirappalli for its internal purpose. The service provider would retain no copy of the recorded lectures once the programme is over. Similarly, the bidder shall handover all the remaining academic content so provided by IIM Tiruchirappalli in running this programme back to IIM Tiruchirappalli, once the programme is completed.
- xiv. Permit IIM Tiruchirappalli to conduct inspection of studios, classroom and material distributed to participants at reasonable times.

- xv. The partner is expected to conduct the assessment of the participants, on completion of the programme, by upholding the standards agreed upon under this contract. For this, the partner should adopt necessary technological measures, and appoint necessary invigilators at each center if required where the participants are taking their examinations for the programmes offered by IIM Tiruchirappalli. Proofs of these arrangements have to be provided by each center heads, where the examinations were conducted.

### **Eligibility Conditions for Bidders**

The bidding Agency must fulfil the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the Bid.

1. The Bidder (s) should be registered with the Goods and Services Tax Council for the purpose of Goods & Service Tax (GST). The copy of the GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and the RFP document should be the same or linked.
2. The bidder should be registered with the appropriate registration authority, and the Agency should have operational experience in similar service for a period of at least five years as of August 31, 2024. A certificate of Incorporation should be attached along with the Technical Bid.
3. The Bidder should be able to establish clear rights/title to the technology (either full ownership, franchisee, licensee rights) so provided under this bid document and should be capable of providing technology updates at no extra cost. The bidder should also ensure that he would not transfer the ownership of the technology during the tenure of this contract.
4. The Bidder should have proven capability of providing online education either on broadband technology or other modes of communication facilities in terrestrial and /or non-terrestrial mode

*at least one order with a value of 1 crore and above*

*or*

*two orders each costing 75 lakhs of the estimated value of this project).*

*Or*

*Three orders each costing 50 lakhs of the estimated value of this project*

Orders executed during the last three years along with completion certificates (Installation and commissioning) from Institutions of National Importance, NIRF Ranked Private Business Schools, etc., of repute in India should be attached along with copies of work orders/work completion certificates from such clients preferably.

5. Average Annual Turnover of the Bidder, pertaining to the last three years (2020-21 to 2022-23), should be at least **Rs. 5 Crores**. Copies of duly audited Balance Sheets with Profit & Loss



accounts with valid UDIN are to be submitted for the last three years as above as per [Annexure-I](#) (Technical Bid). The year in which no turnover is shown would also be considered for working out the average.

6. Bidders should be regular in filing Income-Tax returns. A copy of the Income-tax returns filed and audited accounts statement for the last three financial years, 2020-21 to 2022-23 (i.e. AY 2021-22 to 2023-24), should be submitted along with the Technical Bid.
7. The Bidder should demonstrate steps taken for adequate maintenance of the facilities provided to deliver the services (documents pertaining to service level agreements, vendor contracts or annual maintenance contracts should be attached).
8. It is expected that the technology should record 99.5% uptime of the communication network. The bidder is expected to execute a Service Level Agreement to this effect at the time of signing the contract.
9. The bidders should not have been blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India, and the Bidder should give a self-declaration certificate for acceptance of all terms & conditions of RFP documents. An undertaking to this effect in the Company letterhead duly signed by the owner/partner or both are to be enclosed, as per [Annexure-II](#).

### Instructions to Bidders

#### 1. Downloading of RFP Document

RFP Documents are to be downloaded from the Institute's website <https://www.iimtrichy.ac.in/tender-published>. No fee is payable.

#### 2. Earnest Money Deposit

- a. The Bidder(s) should remit an Earnest Money Deposit (EMD) of **Rs. 2,50,000/- (Rupees Two Lakh Fifty Thousand Only)** to the institute bank account. A copy of the payment transaction receipt has to be attached to the RFP application form, without which the RFP will not be considered for the bidding process.
- b. Receipt of EMD from an individual account will not be accepted. The EMD must be paid from the company's bank account only.
- c. The EMD of the successful Bidder will be adjusted against the Interest-Free Security Deposit.
- d. The EMD of the unsuccessful bidders will be released after the finalization of the RFP. No interest is payable on the Earnest Money Deposit (EMD).
- e. Any request for a refund of EMD to an individual account will not be entertained.
- f. Micro and Small Enterprises (MSEs) firms as defined in the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Startups

as recognized by the Department of Industrial Policy and Promotion (DIPP) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the RFP to this effect, failing which the RFP will not be considered for evaluation.

- g. The bidders who seek exemption from EMD as per clause above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the bid document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

### 3. Relationship Certificate

- a) The Bidder should give a certificate that none of his/her near relatives is working in the institute. In the case of a proprietorship firm, a certificate will be given by the proprietor. For a partnership firm, the certificate will be given by all the partners and in the case of a limited Company by all the Directors of the Company. Any breach of these conditions by the Company or firm or any other person will lead to cancellation of the RFP, and the Bid Security will be forfeited at any stage whenever it is noticed, and IIM Tiruchirappalli will not pay any damage to the Company or firm or the concerned person.
- b) The company or firm or the person will also be debarred from further participation in the future RFPs/tenders of the institute.
- c) The near relatives for this purpose are defined as follows:
- Members of a Hindu undivided family,
  - Spouse,
  - The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law).
- d) The Relationship Certificate ([Annexure-II](#)) needs to be placed in the Technical bid cover.

### 4. Conditional Bids

Conditional bids or Bids based on the process / basic schemes other than those mentioned and/or not conforming to the technical specifications/requirements of the Bidding documents will not be considered.

### 5. Technical Bids Criteria

- i. The technical Bid shall contain all the relevant information which forms part of the technical Bid. The information provided in the technical Bid will be used for understanding and assessing/evaluating the quality of the solution being proposed by the Bidder.
- ii. All the information should be organized in a logically structured form as a technical Bid with an index. Bidders should comply with the scope of Work, eligibility criteria and technical requirements. The detailed formats are attached in [Annexure-I](#). The Bidder is to

complete the same in all respects and submit accordingly. No deviations are acceptable in [Annexure-I](#).

## 6. Validity of Bids and Rates

- i. All the quoted rates would be valid until the completion of the Contract, including an extended period, if any.
- ii. The bid shall remain valid and open for acceptance for a period of 90 days from the date of opening of the bids.

### Procedure for Submission of Bids

- a) The RFP document should be downloaded from the IIM Tiruchirappalli website: <https://www.iimtrichy.ac.in/tender-published>.
- b) The Bidder needs to fill, sign, and seal the required bid documents as indicated in the RFP document.
- c) The Bidder should submit the Sealed Bid which is inclusive of all the required technical documents along with its' Annexure.
- d) All the pages of the RFP document being submitted must be duly signed as per the procedures and requirements stipulated herein.
- e) The Bidder(s) shall not make any changes or amendments to the RFP document published in the IIM Tiruchirappalli website.
- f) All correspondence and documents relating to the RFP shall be written in English.
- g) No addition or alteration should be made to the RFP document.
- h) The RFP document should be filled in legible handwriting/printing/typing without ambiguity.
- i) If any correction is necessary in the information provided by the Bidder, the same should be made after scoring out the old entry. In any case, there should not be any overwriting. All the corrections should be attested with the full signature of the Bidder with date.
- j) It is construed that the Bidder has read all the terms and conditions before submitting their offer. An undertaking as given in [Annexure-II](#) to the effect of stating that all the terms and conditions of the RFP have been read and abided by the bidder shall be furnished.
- k) Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
- l) The bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts and any alteration of the prescribed RFP format will entail outright rejection of the bid application.

#### 1. Bid Submission:

The bids (complete in all respects) must be submitted in *Sealed Envelopes* as explained below:

- 1) The following documents are to be furnished by the Bidders along with the Technical Bid ([Annexure-I](#)), as per the RFP document;



# INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone: 0431-2505121/5122 | email: [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in)

- i. Application form, Near Relative, and Declaration format as per [Annexure-II](#).
  - ii. Copy of PAN and GST Registration.
  - iii. Dully filled all the Annexures.
  - iv. EMD Payment Receipt/MSME Certificate for EMD Exemption.
  - v. Copy of the constitution or legal status of the service provider. Certificate of Incorporation duly certified in case of Company.
  - vi. Copy of work orders, and performance certificates from the present and past clients of equivalent order size (*received in the last three years as on August 31, 2024*) with verifiable contacts need to be attached to the RFP document.
  - vii. A copy of Income tax returns filed and audited accounts statement for the last three financial years (2021-22 to 2023-24).
  - viii. Signed RFP document and all annexures of the same.
  - ix. All other documents mentioned in the RFP document, except the Price Bid document.
- 2) The Bid Cover with the aforementioned required enclosures should be in sealed condition and super scribed with the following text:

***“RFP for the Empanelment of Service Providers to provide Technology, Infrastructure & Marketing Services for the Executive Education Programme of IIM Tiruchirappalli through a blended e-learning mode”***

The Bid Document should be delivered at the below-mentioned address on or before the deadline:

**The Chief Administrative Officer i/c  
Indian Institute of Management Tiruchirappalli  
Trichy – Pudukkottai Main Road  
Tiruchirappalli– 620 024.**

- i. The RFP should be submitted either through Registered Post/Speed Post/Courier or delivered to IIM Tiruchirappalli in hand on working days during office hours (9.30 hrs. to 17.00 hrs.). IIM Tiruchirappalli will not accept any responsibility or grant any relaxation of time for any Postal delay in the submission of the RFP.

### **Pre-Bid Meeting**

A Pre-Bid Meeting with the intending bidders will be conducted in person/Online in the Deans' Office Meeting Room, Administrative Block, IIM Tiruchirappalli on **24.10.2024 at 11.00 Hrs.** (tentative) to clarify doubts that shall arise before submitting the bids.

The bidders need to send the scanned copy of the letter of authorization from their firm (or firms they are representing) to [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in) before 11.00 Hrs., on **23.10.2024** for attending the Pre-bid meeting as per the format enclosed vide [Annexure-IV](#).

The Bidders are requested to mail their doubts/queries to [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in) before the pre-



bid meeting i.e. by **11.00 Hrs. of 23.10.2024**, to enable us to clarify the doubts in the pre-bid meeting itself.

### Opening of Bid

The Technical bid will be opened by the RFP Opening Committee on **07.11.2024 at 11.00 Hrs. (tentatively)** in the presence of the bidders or their authorized representatives through physical/video conferencing mode. A maximum of two representatives per bidder shall be authorized and permitted to attend the bid opening. Bidders / Representatives have to send the scanned copy of the letter of authorization from their firm (or firms they are representing) to [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in) before attending the Opening of the Master envelope & Technical bid meeting as per the format enclosed vide [Annexure -III](#).

### RFP Evaluation Process

**The process of selection of the successful bidder is given below:**

**Stage 1: Document verification** –The Committee shall verify the document submitted by the bidder, and the bidder(s) who meets all the basic eligibility conditions mentioned in the RFP document will only be considered for the next stage of evaluation.

**Stage 2: Technical Evaluation** – Those qualified in Stage 1 shall be evaluated by the Evaluation Committee. The committee will assess the firm as per the criteria mentioned in the technical bid.

The shortlisted Bidders should be able to demonstrate the integrated system as required by IIM Tiruchirappalli at their cost, within one week from the date of receipt of communication in this regard. The demonstration should be made at IIM Tiruchirappalli premises or on-site.

The bidders are requested to prepare their own technical proposal based on the scope of the work. The technical bid shall contain all the relevant information which forms part of the technical bid. Bidder is free to add any information that can help in assessing the technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment.

The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of the solution being proposed by the bidder. Technical evaluation of the bidder will depend on the information provided herein. **Technical bid score, out of 100 Marks**, will be arrived based on the following Parameters:

S. No	Description	Max Marks
1	<b>Product Features:</b> • Fulfilment of the basic product features as specified in Annexure I	20

	<ul style="list-style-type: none"> <li>• The product interface</li> <li>• The ease of use of the product features</li> <li>• Seamless integration of various features within the product interface</li> <li>• Lossless streaming of video and audio</li> <li>• The storage space, security and the terms and conditions of usage for the participants.</li> <li>• Innovative concepts being part of product features</li> </ul>	
2	<p><b>Technological features:</b></p> <p>The technological features would be assessed based on the following guidelines:</p> <ul style="list-style-type: none"> <li>• The ownership of the technology or clear rights to the technology</li> <li>• Necessary licenses and approvals from statutory authorities</li> <li>• The nature of technology in light of the technological advancement in the country</li> <li>• Customized LMS platform</li> <li>• The rate of data as well as audio and video transmission on the technology, given the constraint of bandwidth</li> <li>• Lossless streaming of video and audio capabilities on the technical front</li> <li>• Energy efficiency and less resource consumption by the technology would be given high priority</li> <li>• Effectiveness and ease of installing, operating, and maintaining the technology</li> <li>• Regular upgradation/updation of technology</li> <li>• Integration of hardware and software to provide a seamless experience, both for the instructor as well as for the participants</li> <li>• Innovative features on the technological front</li> </ul>	25



3	<p><b>Logistical features:</b></p> <p>The logistical features would be assessed based on the following guidelines:</p> <ul style="list-style-type: none"> <li>• The features available at each studio</li> <li>• The hardware components required to run the technology</li> <li>• The ease of availability, repair, maintenance, and replacement of the components required to run the technology</li> <li>• The area requirement for setting up the studio, classroom and control room (if required)</li> <li>• The ease of installing and commissioning the studio, the classroom, and the control room (if required)</li> <li>• The seamless interactivity between the hardware components and the software program, without causing any inconvenience to the instructor or the participants</li> <li>• The technical competency, qualification and availability of technical caretaker of the facilities at the studio and/or control room</li> <li>• Innovation in product and service delivery</li> </ul>	20
4	<p><b>Business Aspects:</b></p> <ul style="list-style-type: none"> <li>• Prior experience in setting up and running similar programmes for institutes of similar repute</li> <li>• Number of branches for facilitating the operational requirements as required by this tender document</li> <li>• Organizational strength including qualification, experience, and expertise of technical personnel including technical support personnel, marketing personnel, and managerial personnel</li> <li>• Capabilities and prior experience in assisting IIM Tiruchirappalli in marketing its programmes</li> <li>• Minimum number of students committed to programmes specified in <b>Part 9 of Annexure IVA</b></li> <li>• Capabilities to deliver up-to-date information to IIM Tiruchirappalli about the market conditions for different programmes</li> <li>• Prior business relations successfully executed and abandoned/terminated in this business</li> <li>• Financial Strength</li> <li>• Performance feedback from previous clients</li> </ul>	35
<b>Total Marks</b>		<b>100</b>

The bidder should attach all the above-listed parameters and related documents.



The decision taken by the Evaluation Committee on the Technical Evaluation will be final.

At the end of this stage, each firm will have a Technical score (out of 100 Marks) associated with it. Bidders getting less than 60 scores in the Technical bid will not be considered for the empanelment.

Any inquiry after submission of the quotation will not be entertained. The decision of IIM Tiruchirappalli will be final and binding to all for interpretation of any ambiguity.

### **Selection of Empaneled Service Provider:**

The bidders meeting this threshold point would be ranked based on points scored in the technical evaluation, the highest rank shall be given to the bidder who scored the highest score. IIM Tiruchirappalli would invite the top-ranked bidders to establish the studio at IIMT. In case any of the bidder(s) so invited refuse to set up the facility within the allotted period, then IIMT reserves the right to cancel the work order issued to such empaneled bidder along with forfeiting the EMD so paid by the bidder. In continuation, IIMT would then invite the next ranked empaneled bidder to set up the facility at IIMT and execute the work. This process would continue till IIMT can empanel the required number of bidders. In case IIMT exhausts inviting all the bidders who have cleared the technical threshold, then IIMT has the right to have only one bidder who would set up the facility as an empaneled bidder and all the programs would have to be fulfilled by the vendor only.

The Institute reserves the right to increase or decrease the number of ESP Partners selected on the following basis:

#### **Award of Partnerships to ESPs**

	Requirement
Number of Empaneled Service Providers	Minimum of 2

IIM Tiruchirappalli will publish a Programme Description Sheet (PDS), which will be circulated among the ESPs. ESPs are however free to share inputs with IIMT for drafting PDS or making suggestions for a fresh PDS. The decision of the institute shall be final and binding.

Every time a programme is about to be launched by IIM Tiruchirappalli, it shall publish a PDS in the format provided in Annexure-XII. Each ESP will then bid for the programme based on the published PDS. The partner who guarantees the highest Revenue Guaranteed for the Programme (RGP) to IIM Tiruchirappalli will be awarded the programme.

$$RGP = (NGP \times GPF) / 2$$

RGP: Revenue Guaranteed for the Programme

NGP: Number of Guaranteed Participants

GPF: Guaranteed Participant Tuition Fee (excluding GST)

\*subject to minimum requirements agreed before empanelment.

### **Bidding through PDS circulated by the institute**

The ESP who wins the bid based on the PDS will be allowed to launch a minimum of three batches of the same programme. Institute reserves the right to increase or decrease the number of programmes awarded to each ESP

### **Customized curriculum (PDS) submitted by ESP**

If any ESP curates a new curriculum based on the market demand approved by the institute, such programme will be awarded to the respective ESP for a minimum of three batches of the same programme. Institute reserves the right to increase or decrease the number of programmes awarded to each ESP.

The Institute reserves the right to accept or reject all the offers including the lowest without assigning any reason.

## **General Terms & Conditions**

### **1. Commercial Component**

The RFPs for empanelment would be evaluated on the merits of the Technical Bid subject to the following commercial requirements:

- a) Revenue for a program would be calculated separately for each program as: Revenue for Program = (Number of Participants) x (Tuition Fee excluding GST)
- b) The Programme Fee for each program would be decided depending on the market situation in consultation with IIM Tiruchirappalli. It would include application fees, the programme fees (viz., tuition fees), course pack/course material fees, campus visit fees, Alumni fees, student welfare fees, etc.
- c) Share of revenue to IIMT is for the program design, faculty fees, management of the programme, evaluation, other academic support, etc.
- d) Share of revenue to IIMT is subject to the floor of a maximum of 50% in the application fees and Tuition fees only, and the rest of the fees collected are non-sharable.
- e) The successful Partner should remit the fees to the institute after deducting his share. IIM Tiruchirappalli will raise an invoice for its share of revenue plus the applicable GST, which should be settled by the Partner within 15 days of such invoice.
- f) It is to be noted that IIM Tiruchirappalli is exempted from Income Tax u/s 12A(1)(ac)(i) of the Income Tax Act, 1961.

### **2. Payment Terms:**

- a. All fees, including application fees, tuition fees, course pack/course material fees, Campus visit fees, Alumni fees, Student welfare fees etc., shall be collected by Partner.
- b. The partner would remit 100% of certain kinds of fees like the course pack/course material fees, Campus visit fees, Alumni fees, Student welfare fees, etc., to IIM Tiruchirappalli as

they are based on the actual expenses incurred by IIM Tiruchirappalli towards the candidates.

- c. The remaining portion of the revenue collected by the partner would be shared between IIM Tiruchirappalli and the partner, subjected to the maximum floor of 50%. The revenue so shareable between IIM Tiruchirappalli and the partner has to be remitted to IIM Tiruchirappalli within fifteen days of IIM Tiruchirappalli raising an invoice for such amount, and it should be inclusive of the GST tax component applicable to the share of revenue of IIM Tiruchirappalli.
- d. The Vendor shall submit the Invoice in the form of a Tax Invoice containing the details of the GST Registration number of the Vendor and IIM Tiruchirappalli (33AAAAI5004R1ZO) along with the HSN/SAC code.
- e. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from vendor's bills.

### 3. Installation and Commissioning

The studios and communication facility need to be installed at IIM Tiruchirappalli premises & commissioned within 60 days of the award of the contract. Any delay will invite a penalty as decided by the competent authority and the decision of the competent authority is final.

### 4. Penalty Clause:

- a) Deficiency/delay in Service/work will be construed as lapses on the part of the Vendor. Such lapses due to the Vendor will be viewed seriously and penalties will be imposed on the Vendor as given below
  - i. In case of any delay in providing the required services as covered by this RFP within the stipulated date and timings, IIM Tiruchirappalli reserves the right to impose a penalty up to 10% of the Work Order value and the quantum of the penalty will be decided in individual cases and the decision of the competent authority at IIM Tiruchirappalli shall be final and binding.
  - ii. A minimum connectivity (uptime of 99.5%) during the classes is expected for all sessions (Studio to classroom/end-user). Performance would be evaluated based on the criteria agreed in the signed contract. A periodic review of the performance of all the services (quarterly) would be evaluated and shared by IIM Tiruchirappalli in quarterly review meetings.
- b) **Liquidated Damages for Installation Delay:**

Time is the essence of the contract. If the ESP fails to complete the installation and commissioning within 60 days, IIM Tiruchirappalli shall impose Liquidated Damages of 0.5% of the value of the un-discharged work per week subject to a maximum of 5% of the total value of the contract. The un-discharged work per week would be calculated based on the value of the programme as envisioned in the PDS based on the number of student hours

involved with the programme issued to the ESP.

c) **Liquidated Damages for Installation/ Commissioning Non-performance:**

If the specifications of this RFP document are not met by the ESP during various tests, the ESP shall rectify the same to comply with the specifications, failing which IIM Tiruchirappalli has the sole right either to reject or to accept it finally by recovering the amount as deemed reasonable by IIM Tiruchirappalli from the security deposit provided by the ESP/Partner. Under such circumstances, the ESP/Partner should bear all costs incurred by IIM Tiruchirappalli in this regard.

d) In the event of either delay in the execution of the contract or non-performance/infringement of IPR of IIM Tiruchirappalli during the period of the contract, the penalty will be levied against the same at the sole discretion of IIM Tiruchirappalli.

e) All the above deductions are independent of each other and applicable separately and concurrently.

**5. Quality of the Services:**

a) In case, the firm fails to do the services satisfactorily, the same services will be obtained from the open market and the difference of cost, if any, will be recovered from Performance Security or the pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

b) If it is observed at any stage that the quality of the Work is not satisfactory, the Institute reserves the right to cancel the contract/ Work Order as a whole may be terminated and the Security deposit forfeited. Applicable penalties would be levied from all the monies payable to the Service Provider on such termination and the balance amount, if any, would be paid. The decision of the competent authority in the matter of penalties would be final and binding.

**6. Forfeiture of Earnest Money:**

The earnest money will be forfeited in the following cases:

a) Earnest Money is liable to be forfeited and the bid is liable to be rejected if a bidder withdraws or amends or impairs or derogates from the RFP in any respect within the period of validity and/or after opening the RFP. Such bidders will also be blacklisted.

b) When information/certificate/document furnished is found to be false at any stage.

c) When the bid documents have been manipulated or altered after they are downloaded from the website.

**7. Performance Security Details:**

a) The Empanelled Service Provider will be required to remit an interest-free Performance Security Deposit of **Rs. 12,50,000/-** through online transfer to IIM Tiruchirappalli Bank Account, within five working days from receipt of the Provisional Work Order. On receipt of the Performance Security, a confirmatory Work Order will be issued to the successful bidder. The security deposit will be refunded to the vendor after completion of the contract along with payment of the final bill.

- b) In addition to the above, the ESP/Partner is required to remit **5% of the program cost awarded** for each program to the institute within 15 days from the receipt of the order and the same will be refunded after deducting any penalty or liabilities after completion of the valedictory event.
- c) If the vendor fails to remit the security deposit as mentioned in clause (b) of the above para would be considered as an intention to breach the contract and appropriate actions would be initiated by IIM Tiruchirappalli including, but not limited to forfeiting the balance amount in the security deposit, seizure of the facilities set-up by the ESP, termination of the contract, blacklisting of the ESP for a period of two years and initiating litigation in the court of law for breach of contract.

#### **8. Damages for Loss of Intellectual Property Rights of IIM Tiruchirappalli:**

If the intellectual property rights belonging to IIM Tiruchirappalli are compromised, including if they are lost, stolen, misused, misappropriated, copied, distributed, posted, shared, and circulated due to the responsibility of the partner or ESP, then the partner agrees to compensate IIM Tiruchirappalli to the extent of INR 5,000/- per slide of presentation content that is so compromised, INR 10,000/- per page of document that is so compromised and INR 5,000/- per minute of audio and/or video content that is so compromised. In addition, the partner and the ESP also agree to pay a fixed sum of damages to the extent of INR 1,00,000/- per instance of such compromise. In addition, IIM Tiruchirappalli also reserves the right to initiate a criminal suit for breach of confidence and misappropriation of confidential information/data. This clause would survive for a period of three years after the termination of this contract. This amount would be adjusted from the security deposit maintained by the ESP/Partner with IIM Tiruchirappalli after providing due notice in this regard.

#### **9. Termination of Contract:**

- a. The agreement will be entered with selected ESP/Partners and will be valid for 36 (thirty-six) months, depending upon the evaluation of the bid.
- b. **Termination for Convenience:** Either party may terminate the contract for convenience at any time during its valid term by issuing a notice for the termination of the contract. However, this option cannot be exercised while a programme is in process.
- c. If the contract is terminated for reason of the convenience of the ESP / the Partner, then in such event as promptly as practicable, but not more than 30 days, the ESP / Partner shall
  - i. pay all sums due to IIM Tiruchirappalli.
  - ii. cease using Programmes including, but not limited to, the title of the programme, the reading materials provided as part of the programme, the presentation material provided as part of the programme, the video and other supplementary material required for the programme which was provided by IIM Tiruchirappalli, as well as any marketing literature created for the programme.
  - iii. return all copies of Programmes and all written materials and all physical embodiments of Programmes or any portion thereof to IIM Tiruchirappalli.



Moreover, the studios and other facilities provided by the ESP / Partner within the geographic premises of IIM Tiruchirappalli will be removed by Bidder at its own cost, only after a mutually agreed time of within six months or end of the current academic year, whichever is earlier.

- d. IIM Tiruchirappalli shall, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in parts in the event of the following:
  - i. If the Service Provider fails to provide the services within the period (s) specified in the contract or any extension thereof granted by the Institute.
  - ii. Notwithstanding anything contained herein, the contract can be terminated by either party by giving an advance notice of three months.
  - iii. Termination shall not affect the ongoing programs (i.e., programs in progress), and they shall progress and conclude as per the terms agreed upon by the parties under the Contract.
  - iv. If the Service Provider fails to perform any other obligation(s) under the contract.
  - v. If the Service Provider is declared insolvent by the competent Court of Law without any notice.
- vi. If the contract is terminated for reason of IIM Tiruchirappalli's convenience, then in such event as promptly as practicable, IIM Tiruchirappalli shall deliver all the ordered and accepted Programmes and such termination shall be effective only upon successful completion of all the Programmes being conducted hereunder.
  - e. If the successful Bidder fails to fulfill his obligations under the Contract i.e., non-adherence to terms and conditions in full or in part, IIMT may terminate the Contract forthwith, without incurring any liability whatsoever.

## 10. Documentation:

- a. All documentation with regards to the technical specifications shall be supplied in USB and also in printed media.
- b. Two copies of original comprehensive manuals shall be supplied for each system/subsystem along with the equipment, even if the equipment is operated by the personnel of the ESP. Wherever, as a standard practice, only one original manual is being supplied, a true copy of the same shall also be supplied.
- c. Two copies of the overview summary of the whole project, including the list of documents supplied, network diagram, cabling and equipment/rack layout plan, configuration/settings details, technical write-up on network functioning, etc., as applicable shall be supplied at the time of installation.
- d. Individual comprehensive training manual shall be given to the faculty participants of the training at the time of training.
- e. The ESP shall supply a disaster recovery plan/contingency plan for the whole system before acceptance of the system as required.

### **11. Taxes and Duties:**

IIM Tiruchirappalli is exempt from income tax. All taxes and duties, as applicable, shall be borne by the partner. The partner shall be solely responsible for arranging the foreign exchange release and import license for any materials, components, or bought-out items that may be required to be imported for the purpose of performing the work under this proposal.

### **12. Training:**

- a. A detailed technical training, including both theory and practical, shall be conducted for a period of two weeks for the faculty members at IIM Tiruchirappalli after installation, on the concept, configuration, operation, testing and maintenance of all hardware, software, network, and other systems/sub-systems as applicable without any extra cost to IIM Tiruchirappalli. The ESP shall bear the travelling, boarding, and lodging cost related to its own personnel including the trainers.
- b. The ESP shall indicate the course content of such training for the IIM Tiruchirappalli's review along with the offer.
- c. The ESP shall provide extensive lecture notes, handouts and other training documentation related to the technology to faculty members participating in the training.
- d. If IIM Tiruchirappalli requires similar additional training at any time, the ESP shall provide the same at no extra cost.

### **13. Redundancies and Disaster Recovery:**

The ESP shall specify the extent of redundancy provided at each component of the proposed system for ensuring trouble-free, high-quality service delivery. In the event of a site failure, the ESP should specify an alternate site from where services can be continued till such a time the original facility is restored. The ESP should also provide proper security gadgets for the protection of the studio site against all natural and human disasters, including but not limited to, fire, pilferage, sabotage, vandalism, etc. The ESP should also ensure that security failure on his facilities, should not affect the physical and other facilities in the IIM Tiruchirappalli premises. In addition to this, the bidder has to insure the entire physical and technical infrastructure installed as part of the studio, control room, classroom, etc., at IIM Tiruchirappalli.

### **14. Indemnity:**

The ESP shall indemnify and hold the Institute harmless at all times and by all means and be liable for any loss due to malfunctioning of the equipment under the project as supplied and installed by the ESP.

### **15. Integrity Pact**

The Pact essentially envisages an agreement between the prospective vendors/ bidders and the buyer, committing the persons/officials of both sides not to resort to any corrupt practices in any aspect/stage of the contract. Only those vendors/bidders who commit themselves to such a Pact with the buyer would be considered competent to participate in the bidding process. In

other words, entering into this Pact would be a preliminary qualification. The essential ingredients of the Pact include:

- i. Promise on the part of the principal not to seek or accept any benefit which is not legally available.
- ii. Principal to treat all bidders with equity and reason.
- iii. Promise on the part of bidders not to offer any benefit to the employees of the principal not available legally.
- iv. Bidders are not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc.
- v. Bidders not to pass any information provided by the Principal as part of the business relationship to others and not to commit any offense under PC/ IPC Act;
- vi. Foreign bidders are to disclose the name and address of agents and representatives in India and Indian Bidders are to disclose their foreign principals or associates.
- vii. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary.
- viii. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Any violation of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial Rules/Guidelines etc. as may be applicable to the organization concerned.

The Bidder has to submit the Integrity Pact as per **Annexure IV**.

16. The Bidder shall certify that a change in ownership is not anticipated in the proposed period of the contract. If such a change is anticipated, the scope and effect thereof shall be defined. the event of such a change and if the future owner/assignee unilaterally repudiates the contract, the facilities provided by the Bidder will become the exclusive property of IIM Tiruchirappalli, and no rights, whatsoever, will accrue to such assignee of the Bidder. In addition, IIM Tiruchirappalli might also file a suit against the bidder for breach of this clause requesting damages and/or specific performance remedies therefrom.
17. Details of the bidder's technology fulfilling the requirements of IIM Tiruchirappalli should be clearly explained in simple English (without technical jargon), supported by relevant snapshots/screenshots as applicable. A detailed technical description (with jargon) of the technology should be provided in a separate document.
18. The Bidder should give an explicit undertaking that the name of IIM Tiruchirappalli will not be used by any other, or by the Bidder, in any of the promotional material, nor display IIM Tiruchirappalli name in its premises, in ways detrimental to the brand image of IIM Tiruchirappalli. Any promotional material/displays in connection with this contract must be explicitly approved by IIM Tiruchirappalli in writing before use.
19. IIM Tiruchirappalli reserves the right to appoint any consultant or consultants for evaluation of

the bid document.

20. The Bidder shall carefully examine and understand the specifications/conditions in this document and seek clarifications, if required, to ensure that they have understood all specifications/conditions of the bid document. Such clarifications should be sought before submission of bids.
21. In case the bidder makes a misstatement or misrepresentation of fact for any item under this bid document, then IIM Tiruchirappalli would reject the application of such bidder. In such a case, IIM Tiruchirappalli also reserves the right to blacklist the bidder for a period of two years from the date of closure of this RFP, and would not allow the bidder to participate in any other bid, either related or unrelated to this bid document, during such period, conducted by IIM Tiruchirappalli. If IIM Tiruchirappalli comes to know about such misstatement or misrepresentation after the contract has been signed, then it reserves the right to cancel the contract and sue the bidder for damages in addition to blacklisting the bidder for a period of ten years as specified above.
22. IIM Tiruchirappalli reserves the right to reject any or all bid documents and/or cancel the tender / RFP without assigning any reason therefore before its finalization, and the bidders do not get any claim against IIM Tiruchirappalli in such circumstances.
23. The Successful Bidder shall at all times use duly licensed software, tools, etc., for the execution of the indicative Scope of work as mentioned above. The Successful Bidder shall duly acknowledge and comply with the provisions of law relating to intellectual property rights. The Successful Bidder shall indemnify and hold the Institute harmless at all times, for any lapses in this regard on its part, for any reason whatsoever.
24. The Successful Bidder shall apprise and seek the inputs of the Institute in the activities planned to complete the Scope of Work.
25. The Successful Bidder shall share the information with the Institute, from time to time, concerning the latest activities in support of the Scope of Work.
26. Grievances, complaints, and suggestions of students or the Institute shall be promptly attended to, remediated, or resolved by the Successful Bidder. Where challenges exist, the same shall be promptly brought to the notice of the Institute.
27. The Successful Bidders shall not outsource and/or subcontract any part of its responsibilities, in full or in part, to any third party, without the prior written approval of the Institute. Even in such cases, such third parties shall also be duty-bound to comply, without demur, with all the terms and conditions of the RFP, as devolving on the Successful Bidder.
28. The Successful Bidder shall be solely responsible for ensuring compliance with all applicable laws of the land in the performance of services.
29. The Successful Bidder shall always work in the best interests of the Institute and shall not (cause to) do any act advertently or inadvertently that is prejudicial to the good functioning, smooth/streamlined working; causing (or having the potential to cause) risk, damage loss of any kind to the (interests of the) Institute. Any breach shall attract penal action, including but not limited to forfeiture of security deposit and termination of Contract.

30. **The signing of Contract:** The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rs. 300/- (Rupees Three Hundred only) within ten working days from the issue of the Work Order along with interest-free performance security deposit. In the event of failure on the part of the successful bidder to sign the contract within the period stipulated above, the EMD shall be forfeited, and the acceptance of BID shall be considered as cancelled.
31. Canvassing in connection with the RFPs is strictly prohibited and RFPs submitted by the bidder who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the bidder to any officer or staff of IIM Tiruchirappalli shall block his/ her RFP from being considered. Canvassing on the part or on behalf of the bidder will also make his RFP liable to rejection.
32. **Authority of the person signing the document:** The person signing the RFP application or any documents forming part of the Contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIM Tiruchirappalli may without prejudice to other Civil and criminal remedies cancel Contract and held the signatory/agency liable for all cost and damages.
33. In respect of services rendered to IIM Tiruchirappalli, the Service Provider shall be liable for depositing all taxes, levies, cess, etc. to the concerned tax collection authorities from time to time as per existing rules and regulations on the matter.
34. While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.
35. The Income Tax (TDS) shall be deducted at the prevailing rate from the bills, as amended from time to time under the provisions of the Income Tax Department, and the relevant certificate to this effect shall be issued by IIM Tiruchirappalli to the Agency.
36. The Work covered by this RFP is a whole and complete job and will not be split for award of Work.
37. **Subletting of Work:** The firm/agency should not assign or sublet the work/job or any part of it to any other person or party. The RFP is not transferable. Only one RFP shall be submitted by the bidder.
38. **Jurisdiction:** Any dispute arising, if any, under the Contract shall be subject to the Courts at Tiruchirappalli.
39. **Force Majeure:**
- Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or the delayed fulfillment of any of its contractual obligations if the affected party within 15 days of its occurrence informs in a written form the other party.
  - Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, pandemics, epidemics, quarantine restriction, strikes, lockouts, etc., which are beyond the control of either party.

**ANNEXURE – I: PROFILE OF THE BIDDER**

S. No.	Required information	Description
1	Name of the firm/company	
2	Address of the agency/firm/company	
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)	
4	Authorized Signatory Details	Name
		Designation
		Email
		Phone
	Details of Contact other than Authorized Signatory	Name
		Designation
		Email
		Phone
5	Month and Year of commencement business.	
6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and establishment.).
		PAN No. of the Agency
		GST No. of the Agency
7	Has your firm/company ever changed its name at any time? If yes, provide the previous name and the reasons there for?	





# INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone: 0431-2505121/5122 | email: [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in)

8	Have you or your constituent ever left the Contract awarded to you incomplete? If so, give the name of the Contract and reasons for not completing the Contract.	
9	Brief details of litigation, if any, connected with related Work, current or during the last three years, the opposite party, and the disputed amount.	
10	Give details of Termination of the previous Contract, if any	
11	<b>Details of bank mandate;</b>	
	Name of the Beneficiary	
	Name of the Bank	
	Name of the Branch	
	Account No.	
	Type of Account IFSC	
	IFSC Code No.	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

Turnover in the relevant field on Contract basis during the last three years (from 2020-21 to 2022-23). Please submit documentary evidence i.e. extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2021-22	2022-23	2023-24
Details of Gross Annual Turnover - (Rs. in Lac)			
Average Turnover in the last three years	Rs. _____ in Lakhs		



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List of present and past clients in the following format. The information provided will facilitate the evaluation of the Technical Bid (***Please use a separate sheet if required without changing the format***). Please attach client certificate and work orders etc., clearly giving a period of contact.

S. No.	Name of the organization with complete postal address	Nature or type of Work undertaken	Period for which the Contract is/was awarded	Work order Value INR	Name and designation of the contact person with Tel. / Mobile No (s), Email ID
1					
2					
3					
4					
5					
6					
7					
8					
9					



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Phone: 0431-2505121/5122 | email: [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in)

## ANNEXURE – II: SUBMISSION OF RFP DOCUMENT

Date:

The Chief Administrative Officer (i/c)  
Indian Institute of Management Tiruchirappalli  
Trichy-Pudukkottai Main Road  
Tiruchirappalli 620 024.

**Subject: Empanelment of Service Providers to provide Technology, Infrastructure & Marketing Services for the Executive Education Programme of IIM Tiruchirappalli through a blended e-learning mode.**

**Reference:** RFP Notice published in IIM Tiruchirappalli website. - **RFP No: 24SP086T dated: 16.10.2024**

Dear Sir,

With reference to the RFP notice published in above mentioned website, I / We hereby submit my/ our RFP in a required format. I / We have carefully gone through the terms and conditions and prescribed given and I/We accept the same without any alterations /modifications.

It is certified that I, \_\_\_\_\_ (name of the person)  
S/o Shri \_\_\_\_\_ r/o \_\_\_\_\_

- a) am authorized to sign this document on behalf of M/s. \_\_\_\_\_ (the name of the firm / company which is bidding in this RFP) and that our firm / company have never been blacklisted by any of the Government Organization / Agencies in the past and there is no criminal case registered against our firm / company or its owner / partners anywhere in India.
- b) hereby certify that none of my relative (s) as defined in the RFP document is / are employed in IIM Tiruchirappalli as per details given in RFP document. In case at any stage, it is found that the information given by me is false / incorrect, IIM Tiruchirappalli shall have the absolute right to take any action as deemed fit / without any prior intimation to me.
- c) further declare that:
- All the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that our Agency does not satisfy the eligibility



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criteria, our candidature/empanelment is liable to be cancelled/ terminated.

- ii. I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.
- iii. I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.
- iv. I understand that the IIM Tiruchirappalli reserves the right to accept or reject and to cancel the RFP and reject all bids at any time prior to the award of the contract, without detailing any specified reasons whatsoever

Place: \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Date: \_\_\_\_\_

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

**Seal of agency / Firm / Company**



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## ANNEXURE – III: LETTER OF AUTHORISATION

### LETTER OF AUTHORISATION FOR ATTENDING PRE-BID MEETING

**To**

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road

Tiruchirappalli - 620 024

**Subject:** Authorization for attending Pre Bid Meeting/ Technical Bid/Evaluation/ Price Bid opening on \_\_\_\_\_ in the *RFP for Empanelment of Service Providers to provide Technology, Infrastructure & Marketing Services for the Executive Education Programme of IIM Tiruchirappalli through blended e-learning mode.*

Following persons are hereby authorized to attend the Site Visit/ Pre Bid / Technical Bid / Price Bid meeting for the RFP mentioned above on behalf of. ....(Bidder) in order of preference given below.

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

Signatures of Bidder

or

Officer authorized to sign the bid Documents on behalf of the Bidder.

**Note:**

1. Maximum of **two representatives** will be permitted to attend Pre Bid Meeting / bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not recovered.



**ANNEXURE IV: INTEGRITY PACT**

This Integrity Agreement is made at ..... on this ..... day of ..... 2024 BETWEEN

The Director, IIM Tiruchirappalli represented through Chief Administrative Officer, IIM Tiruchirappalli, (Hereinafter referred as the IIM Tiruchirappalli, Trichy - Pudukkottai High Road, Trichy – 620 024, “Principal/Owner”, which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....  
..... (Name and Address of the Individual/ firm/ Company)

Through .....  
(Hereinafter referred to as the (Details of duly authorized signatory) “Bidder/Contractor” and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

**Preamble**

WHEREAS the Principal / Owner has floated the ***RFP No 24SP086T dated 16.10.2024*** (hereinafter referred to as “RFP/Bid”) and intends to award, under laid down organizational procedure, contract for ***“Request for Proposal for Empanelment of Service Providers to provide Technology, Infrastructure & Marketing Services for the Executive Education Programme of IIM Tiruchirappalli through a blended e-learning mode”*** hereinafter referred to as the “Contract”.

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources, and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as “Integrity Pact” or “Pact”), the terms and conditions of which shall also be read as integral part and parcel of the RFP/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

**Article 1: Commitment of the Principal/Owner**

- 1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
  - a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the RFP, or the execution of the Contract, demand, take a promise



for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

- b) The Principal/Owner will, during the RFP process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the RFP process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the RFP process or the Contract execution.
  - c) The Principal/Owner shall endeavour to exclude from the RFP process any person, whose conduct in the past has been of biased nature.
- 2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offense under the Indian Penal Code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

**Article 2: Commitment of the Bidder(s)/Contractor(s)**

- 1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the IIM Tiruchirappalli / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the RFP process and throughout the negotiation or award of a contract.
- 2) The Bidder(s)/Contractor(s) commits himself to taking all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the RFP process and during the Contract execution:
  - a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the RFP process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the RFP process or the execution of the Contract.
  - b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
  - c) The Bidder(s)/Contractor(s) will not commit any offense under the relevant IPC/PC Act. Further, the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically. (d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality

shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in an RFP but not both. Further, in cases where an agent participates in an RFP on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel RFP for the same item.

- d) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any payments he has made, is committed to or intends to make to agents, brokers, or any other intermediaries in connection with the award of the Contract.
- 3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offenses outlined above or be an accessory to such offenses.
- 4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the IIM Tiruchirappalli interests.
- 5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the RFP process).

### Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/ Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

- 1) If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Institute reserves the right to cancel the RFP. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.
- 2) **Forfeiture of EMD/Performance Guarantee/Security Deposit:** If the Principal/Owner has disqualified the Bidder(s) from the RFP process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.

- 3) **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

#### **Article 4: Previous Transgression**

- 1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the RFP process.
- 2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the RFP process or action can be taken for banning of business dealings/ holiday listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.
- 3) If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

#### **Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors**

- 1) The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Subcontractors/sub-vendors.
- 2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.
- 3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/ Owner and the bidder, along with the RFP or violate its provisions at any stage of the RFP process, from the RFP process.

#### **Article 6- Duration of the Pact**

This Pact begins when both parties have legally signed it. It expires for the Contractor/Vendor 12 months after the completion of work under the contract or till the continuation of the defect liability period, whichever is more, and for all other bidders, till the Contract has been awarded. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, IIM Tiruchirappalli.

#### **Article 7- Other Provisions**

- 1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Principal/Owner, who has floated the RFP.



# INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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Phone: 0431-2505121/5122 | email: [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in)

- 2) Changes and supplements need to be made in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partners holding power of attorney signed by all partners and consortium members. In the case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- 4) Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 5) It is agreed that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

## Article 8- LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the RFP/Contact documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

.....  
(For and on behalf of Principal/Owner)

.....  
(For and on behalf of Bidder/Contractor)

### WITNESSES:

1.....  
(Signature, name and address)

2.....  
(Signature, name and address)

Place:

Date:

**ANNEXURE-V**

S. No	Questions	Responses			
1	Organizational Capabilities				
	Total Number of Staff				
	Total Number of Engineers / Technicians				
	Total Number of Marketing Personnel				
	Total Number of Managerial Personnel				
	Total Number of Other Support Staff				
2	Number of Branches (Provide a list of branches already operational / to be operationalized by October 2024)				
3	Number of Students & alumni trained by the Organization	Existing			
		Past			
4	Tie-ups with other institutions (Please provide information about the clients in the format provided in Annexure VII)				
5	Nature of Technology	Synchronous		Asynchronous	
		Both			
6	Type of Delivery of Programmes	One-2-Many		Studio Classroom	
		One-2-One		(Studio to Desktop)	
7	List out the top 6 features of your technology	1			
		2			
		3			



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		4			
		5			
		6			
8	Please provide the minimum and maximum area required (In SQFT) to set up your studio at IIM Tiruchirappalli	Minimum Area		Maximum Area	
9	Please provide snapshot images of all the important features of the technology in a separate documents	Provided		Not Provided	
10	Classroom Center Infrastructure Capabilities				
	Total Number of Classrooms				
	Total Classroom Capacity across all the centers				
	Waiting area for students (average SQFT)				
	Discussion/Reading Area (Average SQFT)				



**ANNEXURE – VI: COURSE MANAGEMENT WITHIN THE PLATFORM**

1	Does the platform provide an option to upload course outlines onto it?	YES		NO	
2	Does the platform provide an option to edit the course outline?	YES		NO	
3	Does the platform allow the instructor to edit the content and coverage?	YES		NO	
4	Does it allow us to edit the schedule of the programmes in terms of dates?	YES		NO	
5	Does it allow the instructor to edit the duration of the programme?	YES		NO	
6	Does it allow for rescheduling of classes for any reason?	YES		NO	
7	Does it allow for cancellation of classes for any reason?	YES		NO	
8	If the classes are either cancelled or rescheduled, does it automatically generate an email message to all the participants of the class?	YES		NO	
9	Does it provide a calendar facility highlighting all the important dates of the courses/Programmes?	YES		NO	
10	Does it allow you to upload the files into courses for each session?	YES		NO	
11	Does it allow you to upload all the relevant reading materials, presentation material, cases, exercises, problems, assignment materials, etc., at the beginning of the course and release it according to the schedule?	YES		NO	
12	Does it allow you to create folders to save the material for each session therein?	YES		NO	
13	Does it allow you to upload presentation material for class purpose?	YES		NO	
14	Does it allow the students to access the presentation material for self-study Purposes?	YES		NO	
15	Does it allow you to post exercises after the class as assignment	YES		NO	



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	material?				
16	Does it allow you to receive the completed assignment from all the students before the deadline?	YES		NO	
17	Does it compile all the solutions to the assignment mentioned in the previous question into a folder?	YES		NO	
18	Does it mail the folder compiled in the above question to the faculty member automatically?	YES		NO	
19	Does it allow you to post solutions for the assignment problems after the deadline is complete?	YES		NO	

**ANNEXURE – VII: DELIVERY MANAGEMENT**

1	Describe the Prominent features/ areas of the delivery system of your technology (Please provide a snapshot of each of these components in a separate document).	Provided		Not provided	
2	What is the minimum and maximum resolution of the video section?	Minimum Resolution		Maximum Resolution	
3	Can the video section be resized?	Yes		No	
4	Can the video section be placed at a different location?	Yes		No	
5	What is the resolution of the presentation section?	Yes		No	
6	Can the presentation section be resized?	Yes		No	
7	Can the presentation section be placed at a different location?	Yes		No	
8	Does the platform have an in-built whiteboard that can be used for clarifying concepts?	Yes		No	
9	If you answer yes to the previous question, please list all the hardware and software components required to have effective and seamless whiteboard usage.	Provided		Not Provided	
10	Can the students use the whiteboard to seek clarifications?	Yes		No	
11	Can the students be asked to use the whiteboard to present something as part of class participation?	Yes		No	
12	Can the students appear through video while asking questions?	Yes		No	
13	Can students ask questions by typing it out in a chat message?	Yes		No	
14	Please provide a snapshot image of the feature described in the previous	Provided		Not Provided	

15	Does the platform allow for involving the students in group assignments?	Allows		Does Not Allow	
16	Does the platform allow for the students to make presentations as a follow-up of their group assignment?	Allows		Does Not Allow	
17	Does the presentation mentioned in the previous question become visible only to the faculty member or to the entire audience?	Faculty Member only		Entire Audience	
18	Can the faculty member create groups among students to hand over the group assignments within the platform?	Yes		No	
19	Can the faculty member restrict access for discussion only to the groups so created through the platform?	Yes		No	
20	Does the platform allow for discussion among the group members while carrying out group assignments?	Yes		No	
21	Can the faculty member upload website links for further readings to be done by the students?	Yes		No	
22	Can the faculty member play videos on the platform as part of the class discussions?	Yes		No	
23	Can the faculty member play videos from online sites as part of the class discussion?	Yes		No	
24	Can the faculty conduct polls as part of the discussion?	Yes		No	
25	Can the students present answers using the platform for polls conducted by the faculty member?	Yes		No	
26	Can the faculty member see the result of the polls conducted in the above question?	Yes		No	
27	Can the faculty display the results of the poll mentioned in the above question to the audience?	Yes		No	
28	Can the faculty member record the attendance of the students present in a particular session?	Yes		No	

**ANNEXURE – VII – EXAM MANAGEMENT SYSTEM**

1	Please elaborate on how the platform facilitates the examination process for courses delivered through the platform in a separate document.	Provided		Not Provided	
2	Does the platform have a separate module for conducting examinations?	Yes		No	
3	Does the platform accept the submission of question papers in any of the format (Word, Excel, PDF file)?	Yes		No	
4	Can the question paper be prepared on the platform?	Yes		No	
5	Can the question paper be administered on the platform?	Yes		No	
6	If it can be administered on the platform, how does the platform ensure that the students are not copying? Elaborate your response in a separate document with relevant snapshot images.	Provided		Not Provided	
7	Does the platform allow the faculty member to administer Multiple-Choice Questions?	Yes		No	
8	Can essay-type questions be administered on the platform?	Yes		No	
9	Does the platform facilitate numerical-based questions be answered through the use of spreadsheets?	Yes		No	
10	Does the platform facilitate the students making presentations as part of the examination?	Yes		No	
11	Does the platform allow adaptive questions like matching the following or multiple correct answers, etc.?	Yes		No	
12	Will the platform automatically correct the Multiple-Choice Questions?	Yes		No	
13	Will the platform display the results of the Multiple-Choice questions after the examination is completed	Yes		No	

	(For the students to know what the right answers are)?				
14	What are the alternative modes of declaring results using the platform? Please elaborate on your response in a separate document with relevant snapshot images.	Provided		Not Provided	
15	Does the platform facilitate taking feedback from the participants about the quality of the course?	Yes		No	
16	Does the platform facilitate taking feedback from the participants about the quality of the platform?	Yes		No	
17	Does the platform facilitate taking feedback from the participants about the quality of the entire user experience and learning experience?	Yes		No	
18	Does the platform check for plagiarism in the answers provided by the students?	Yes		No	
19	Does your business proposition to IIM Tiruchirappalli allow you to conduct examinations at a centralized location with students being physically present and then being administered the examination?	Yes		No	
20	If you answered yes to the previous question, how do you ensure that malpractices are not committed by students? Please elaborate on your answer in a separate document.	Provided		Not Provided	



**ANNEXURE – VIII: OTHER FACILITIES WITHIN THE PLATFORM**

1	Does the platform provide support for discussion forums?	Yes		No	
2	Does the platform provide support for the message board?	Yes		No	
3	Does the platform provide support for emails between participants and the faculty member?	Yes		No	
4	Does the platform provide support for emails among students?	Yes		No	
5	Does the platform provide support for blogs and other wiki services?	Yes		No	
6	Does the platform provide support for AI-enabled features?	Yes		No	
7	Does the platform allow the students to protect their privacy?	Yes		No	
8	Does the platform allow the students to change their profile?	Yes		No	
9	Does the platform allow the students to upload their photographs as part of their online proctoring examination?	Yes		No	
10	Does the platform allow students to change their passwords profile?	Yes		No	
11	Does the platform provide a calendar service?	Yes		No	
12	Does the calendar provide the facility of scheduling the classes and marking them in different font/colour?	Yes		No	

**ANNEXURE – IX: ADMINISTRATION OF THE PLATFORM AND LEARNING EXPERIENCE**

<b>Administration of the Platform and Learning Experience</b>					
1	Who maintains the administrative privileges of the platform?	IIM Tiruchirappalli		Service Provider	
2	Who creates the User IDs?	IIM Tiruchirappalli		Service Provider	
3	Who can edit the User IDs?	IIM Tiruchirappalli		Service Provider	
4	Who can edit the student privileges?	IIM Tiruchirappalli		Service Provider	
5	Can IIM Tiruchirappalli control the activities of the class?	Yes		No	
6	Can IIM Tiruchirappalli block students from being part of the lecture, as a disciplinary measure?	Yes		No	
7	Can IIM Tiruchirappalli block interactions between students?	Yes		No	
8	Can IIM Tiruchirappalli control the synchronicity/asynchronicity of the data being transmitted through the platform?	Yes		No	
<b>Technical requirements</b>					
9	Provide a complete list of hardware components required to operationalize the platform as required under Annexure IV, Annexure V, and Annexure VI. Also, explain the reason for going for it. Please provide this in a separate document.	Provided		Not Provided	
10	Provide a complete list of software programs required to operationalize the platform as required under Annexure IV, Annexure V, and Annexure VI. Also, explain the reason for going for it. Please provide this in a separate document.	Provided		Not Provided	
11	Does the platform provide for encryption of the data being transmitted on it?	Yes		No	

12	If you answered 'Yes' to the previous question, please elaborate on the level, nature, and extent of encryption carried out by the platform. Please provide this in a separate document.	Provided		Not Provided	
13	If you answered 'No' to the previous question, please elaborate on the measures taken to ensure data integrity as well as data security. Please provide this in a separate document.	Provided		Not Provided	
14	Do you provide storage space for the course content?	Yes		No	
15	If you answered 'Yes' to the previous question, please elaborate on the storage capacity, security and other details. Please provide this in a separate document.	Provided		Not Provided	
16	If you answered 'No' to the previous question, please elaborate on the backup systems in place to ensure the safety of the data uploaded. Please provide this in a separate document.	Provided		Not Provided	
17	In case of data loss, how would you intervene in getting the data restored for IIM Tiruchirappalli? Please provide this in a separate document.	Provided		Not Provided	
18	What is the minimum bandwidth of the internet (in kbps / Mbps) required to provide the following features/services at the optimum level for the faculty and the student without causing any time lag and distortions:				
A	Video + Audio + Presentation + Chat + Whiteboard	Faculty		Student	
B	Audio + Presentation + Chat + Whiteboard	Faculty		Student	
C	Audio + Presentation + Chat	Faculty		Student	
D	Audio + Presentation	Faculty		Student	
E	Video + Audio + Presentation + Chat	Faculty		Student	
F	Video + Audio + Presentation	Faculty		Student	

<b>Marketing of Programmes and Other details</b>					
19	Would you assist in terms of marketing the programme	Yes		No	
20	If you agree to assist in terms of marketing the programme, what are the roles that you intend to carry out without any intervention of IIM Tiruchirappalli? Please elaborate on this in a separate document	Provided		Not Provided	
21	Would you agree to guarantee a minimum number of students per course for IIM Tiruchirappalli?	Yes		No	
22	If you answer 'Yes' to the previous question, what would be the number of students that you would guarantee for programmes?				
23	After the agreement period is complete, would you allow us to retain the establishment with us?	Yes		No	

**ANNEXURE – X**

1	Provide a complete list of hardware components required to operationalize the platform as required under Annexure IV, Annexure V, and Annexure VI. Also, explain the reason for going for it. Please provide this in a separate document.	Provided		Not Provided	
2	Provide a complete list of software programs required to operationalize the platform as required under Annexure IV, Annexure V, and Annexure VI. Also, explain the reason for going for it. Please provide this in a separate document.	Provided		Not Provided	
3	Does the platform provide for encryption of the data being transmitted on it?	Yes		No	
4	If you answered 'Yes' to the previous question, please elaborate on the level, nature, and extent of encryption carried out by the platform. Please provide this in a separate document.	Provided		Not Provided	
5	If you answered 'No' to the previous question, please elaborate on the measures taken to ensure data integrity as well as data security. Please provide this in a separate document.	Provided		Not Provided	
6	Do you provide storage space for the course content?	Yes		No	
7	If you answered 'Yes' to the previous question, please elaborate on the storage capacity, security, and other details. Please provide this in a separate document.	Provided		Not Provided	
8	If you answered 'No' to the previous question, please elaborate on the backup systems in place to ensure the safety of the data uploaded. Please provide this in a separate document.	Provided		Not Provided	
9	In case of data loss, how would you intervene in getting the data restored	Provided		Not Provided	



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	for IIM Tiruchirappalli? Please provide this in a separate document.				
10	What is the minimum bandwidth of the internet (in kbps / Mbps) required to provide the following features/services at the optimum level for the faculty and the student without causing any time lag and distortions:				
A	Video + Audio + Presentation + Chat + Whiteboard	Faculty		Student	
B	Audio + Presentation + Chat + Whiteboard	Faculty		Student	
C	Audio + Presentation + Chat	Faculty		Student	
D	Audio + Presentation	Faculty		Student	
E	Video + Audio + Presentation + Chat	Faculty		Student	
F	Video + Audio + Presentation	Faculty		Student	



**ANNEXURE – XI**

1	Please provide details about the ownership of the Technology you intend to implement at IIM Tiruchirappalli.	Self-Created		Bought	
		License		Franchisee	
2	If you have answered Licensed /Franchised, then please indicate its Nature.	Exclusive		Non-Exclusive	
3	If you have answered Licensed/Franchised to question No. 1, then please provide a copy of the license/franchise agreement.	Provided		Not Provided	
4	Have you procured all the necessary licenses/permissions from the relevant government/statutory body for providing these services to IIM Tiruchirappalli?	Yes		No	
		License No.			
5	If you have answered 'Yes' to the previous question, then please provide a copy of the document.	Provided		Not Provided	
6	Please elaborate on the measures put in place by you to ensure the privacy of the participants attending this exercise, in a separate document.	Provided		Not Provided	
7	Please elaborate on the measures put in place by you to ensure that the intellectual property of IIM Tiruchirappalli is safeguarded, in a separate document	Provided		Not Provided	
8	Please elaborate on the details of the Service Level Agreement in a separate sheet.	Provided		Not Provided	
9	Please provide a draft agreement that you want to sign with IIM Tiruchirappalli for this partnership.	Provided		Not Provided	



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## ANNEXURE – XII PROGRAM DESCRIPTION SHEET

<b>Programme Name (as on Certificate)</b>			<b>Batch No.</b>
<b>Certificate Issued By</b>	Indian Institute of Management Tiruchirappalli	Studio	<b>IIM Tiruchirappalli</b>
<b>Programme Directors</b>			
<b>Programme Faculty</b>	Select Faculty from IIM Trichy		
<b>Program Description and Objectives</b>			
<b>Alignment with EEC Mission and Goals</b>			
<b>Who should attend</b>			
<b>Programme Contents</b> (Broad title of courses to be mentioned here. Detailed content for each course may be separately attached.)			
<b>Pedagogy</b>			
<b>Duration of The Program</b>		<b>Total Number of Hours</b>	
<b>Program Schedule</b>	<b>Frequency:</b>		<b>Day:</b>
<b>Campus</b>	Duration:	Fees:	Dates:
<b>Evaluation Methodology</b>	<input type="checkbox"/> <b>Written Tests</b>	<input type="checkbox"/> <b>Assignments</b>	<input type="checkbox"/> <b>Online Exam</b>
			<input type="checkbox"/> <b>Others....</b>



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<b>Certification</b>			
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<b>Eligibility</b>	<b>Educational Qualification</b>	<b>Batch Size (Refer Clause 7.6 of this RFP for details)</b>	Min: Max:
<b>Program Delivery</b>			
<b>Target Segment</b>			
<b>Applicable Channel</b>	<input checked="" type="checkbox"/> Retail <input type="checkbox"/> Direct to Corporate <input type="checkbox"/> Direct to Institute		
<b>Admission Criteria</b>	<input type="checkbox"/> Corporate Nominations on Multiple Corporates	<input type="checkbox"/> Application + Credentials	<input checked="" type="checkbox"/> Application + Credentials + Entrance Exam
	Any other:		
<b>Fees</b>	Payable to		
		<b>Domestic</b>	<b>International</b>
	Application Fee		
	Programme Fee		
	Books/Study Material Fee		
	Campus Visit		
	Any other fee		
	Total Fee		



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	<b>Collection of Fee:</b>				
	Fees are collected in the name of				
<b>Instalment Schedule</b>		<b>I</b>	<b>II</b>	<b>III</b>	<b>IV</b>
	Date				
	Amount INR				
	Amount USD				
<b>Program Launch Schedule</b>	Sales Launch Date				
	Application Closure Date				
	List of Selected Candidates Date				
	Date of 1st Instalment				
	Induction Date				
	Date for 1st Class /Campus Visit				
	Program End Date (tentative)				
<b>Revenue Share</b>	Revenue share shall be applicable as follows:				
	Application fee				
	Programme fee (and applicable taxes)				
	Incidental expenses like study material, campus stay, etc. if any charged by the institute				

Any other terms and conditions

**ANNEXURE XIII**

**AREA EARMARKED FOR SETTING UP FOR E-LEARNING STUDIO FOR DIRECT-TO-DEVICE MODE AND THE INFRASTRUCTURE AVAILABLE**

**Location: Administrative Block 1<sup>st</sup> Floor West Wing Space 1:**

**Area 288 Sq. Ft.**

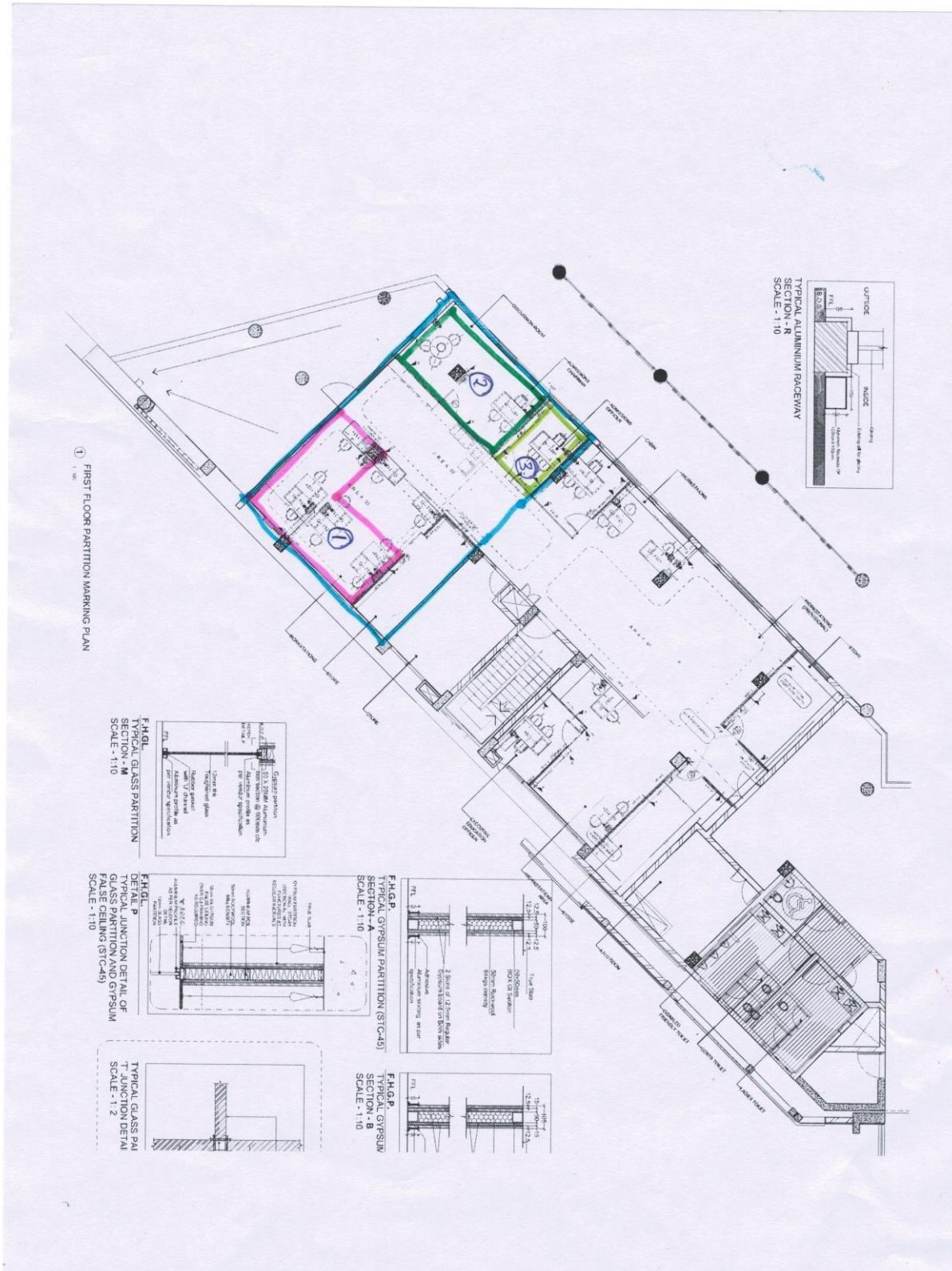
S. No.	Description	Quantity
01	15A Popup Box	6 Numbers
02	5A Switch & Socket	6 Numbers
03	Fan 60W	2 Numbers
04	Light 12W LED	6 Numbers
05	Data & Telephone Point	6 Numbers
06	Thermo Diffuser	2 Numbers

**Space 2: Area – 219 Sq. Ft.**

S. No.	Description	Quantity
01	15A Popup Box	1 Numbers
02	5A Switch & Socket	2 Numbers
03	Fan 60W	2 Numbers
04	Light 12W LED	6 Numbers
05	Data Point	2 Numbers
06	Telephone Point	1 Number
07	Thermo Diffuser	2 Numbers

**Space 3: Area 117 Sq. Ft.**

S. No.	Description	Quantity
01	15A Popup Box	1 Number
02	5A Switch & Socket	1 Number
03	Fan 60W	1 Number
04	Light 12W LED	4 Numbers
05	Data Point	1 Number
06	Telephone Point	1 Number
07	Thermo Diffuser	1 Number





**CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE RFP**

Sl. No	Covers	Details	Remarks	Tick (√)
1	(Cover I)	All the documents and Annexures		
2		Whether GST Registration Certificate is enclosed.		
3		Whether PAN is enclosed.		
4		Whether documents in support of meeting the basic eligibility conditions stipulated in the RFP document (i.e., proof for experience in a similar nature of work, annual turnover, performance certification with verifiable contacts, etc., have been enclosed with Technical Bid).		
		Whether duly filled in Technical Bid documents (i.e., <a href="#">Annexure-I</a> to the RFP document) along with all the related enclosures have been enclosed with the RFP:		
		i. Registration/ Incorporation details of the bidding firm/Agency/Company		
		ii. Documents in support of the Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of partnership firm or Private Limited Company.		
5		iii. Authorization / Power of attorney for signing the RFP document		
6		iv. Audited Annual Accounts, Income Tax Return and Assessment Orders for the last three consecutive financial years i.e., from 2020-21 to 2022-23.		
		v. Details of completed contracts in the prescribed format during the last three years along with proof with verifiable contacts.		
		vi. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts.		
		vii. All other information/ details/ supporting documents/proof desired in the RFP document		
		Whether Technical Bid documents as per <a href="#">Annexure-I</a> of the RFP document is submitted.		
7		Whether Undertaking, Declaration and Near Relative Certificate attached as per <a href="#">Annexure-II</a> .		
8		Whether Letter of Authorization to attend pre-bid and RFP opening meetings as per <a href="#">Annexure-III</a> is submitted.		
9		Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and overwriting/ erasures, if any, in the technical Bid duly been signed and endorsed with the seal?		
10		Whether an <b>Index or Table of Content</b> of all enclosures to the Technical Bid has been prepared and attached with the Technical Bid to facilitate quick reference?		
11		Whether RFP documents and its Corrigendum have been signed with seal in all the pages by the Bidder.		