

**RFP/01/2024**

**21/01/2025**

**Request for Proposal for Providing of  
Program Management Services for  
SPPU's Online MBA Program**



**SPPU EDUTECH FOUNDATION**

(A Section (8) Company Owned by  
Savitribai Phule Pune University, Pune)

**Registered Office:**

Savitribai Phule Pune University Campus,  
IT Cell Building,  
Ganeshkhind Road, Pune -411007

## **1. Introduction:**

SPPU Edutech Foundation (SPPUEF) is a Section (8) IT services Company fully owned by Savitribai Phule Pune University (SPPU). SPPUEF is an ISO 9001:2015 and ISO 27001:2022 certified. SPPUEF provides innovative and customized services in software development, maintenance and support to SPPU. We are also associated with MSFDA, Mahatma Phule Krishi Vidhyapeeth, Kavayatri Bahinabai Choudhary Uttar University, YCMOU, Maharashtra State Skill University and other Government Departments in the EdTech domain. SPPUEF offers IT Services as convenient to users.

SPPUEF is seeking proposals from experienced and professional Service Provider having proper manpower and expertise in providing online program management services. This project is essential to enable SPPU to conduct various online certification courses to promote inclusive education. This initiative aims is to cover students who are unable to attend physical classes and also to students who are desirous for opting for such online classes.

SPPUEF reserves the right not to proceed with the project at any stage or to alter the time-schedule or to change the process or procedure to be applied for the project.

SPPUEF is not bound to accept the lowest or any offer the SPPUEF may receive.

SPPUEF reserves the right to reject any or all bids or cancel the bidding procedure without assigning any reason therefore.

## **2. Scope of the work:**

The Service Provider is required to prepare and offer e-content material, including timely updates required, along with evaluation and examination mechanism as per guidelines approved by the UGC for the Course of Online MBA for the syllabus approved by the SPPU authorities. The service Provider will provide and maintain high quality of standards of service, technical and technological support to SPPU and SPPUEF for the execution and certification of MBA course and programs which will be offered by the Online Mode.

Online Mode means a mode of providing flexible learning opportunities by overcoming separation of teacher and learner using internet, e-Learning Materials and full-fledged programme delivery through the internet using technology assisted mechanism and resources.

**Content Creation Guidelines.** Service Provider will ensure four-quadrant content creation approach as follows: -

(a) Quadrant-I is e-Tutorial, which shall contain: Video and Audio Content in an organised form of animation, simulations, video demonstrations, virtual labs, etc, along with the transcription of the video.

(b) Quadrant-II is e-Content, which shall contain; self-instructional/interactive material, e-Books, illustrations, case studies, presentations etc. It will also contain Web Resources such as further references, related links, pen source content on internet, video, case studies, books including e-books, research papers and articles, journals, and, anecdotal information, historical development of the subject etc.

(c) Quadrant-III is the Discussion forum for raising of doubts and clarifying them on a near real time basis by the Course Coordinator or his/her team.

(d) Quadrant-IV is Assessment, which shall contain, Problems and Solutions, which could be in the form of Multiple-Choice Questions, Fill in the blanks, Matching Questions, Short Answer Questions, Long Answer Questions, Quizzes, Assignments and solutions, Discussion forum topics and setting up the FAQs, Clarifications on general misconceptions.

Service Provider should be able to absorb all the changes in the online MBA curriculum approved by SPPU authorities time to time and should provide relevant content in specified timeline without hampering program delivery execution.

The course shall be rich in innovative presentation techniques to ensure that learner attention is retained.

It shall be the responsibility of the Service Provider to ensure that none of the graphics, animations, images, sound clips, video clips used are plagiarized or cited without formal permissions from owners.

For Quadrant III for every 250 learners registered for a programme one mentor can be appointed per course to facilitate the Course Coordinator. The mentor shall be the subject matter expert adept in handling technology. The Course Coordinators and Mentors shall need to participate and guide actively in the Discussion Forum. Apart from discussion forum other interactive platforms like web conferencing may also be considered.

### **Assistance in Conduction of Examination**

Service Provider will assist SPPU and SPPUEF for conduction of examinations for these Online Program Management Services either using technology enabled online test with all the security arrangements ensuring transparency and credibility of the examinations, or through the Proctored Examination and in conformity with any other norms for such examination.

**Miscellaneous.** The Service Provider will also provide the following facilities and support to SPPU and SPPUEF:

(a) Manpower and operational support for day-to-day functioning, including faculty coordination, content updation, study resources, technology support, and student services.

(b) Marketing services for promoting the programs via digital channels, Above The Line (ATL), and Below The Line (BTL) marketing strategies to increase national and international enrolments.

(c) General academic and administrative coordination as and when needed by either SPPU or SPPUEF.

### 3. Important dates:

S. No.	Title	Description
1	Pre-Proposal Queries	<b>To be sent on email <a href="mailto:procurement@sppuedutech.in">procurement@sppuedutech.in</a> before 25/01/2025</b>
2	Last Date & Time of Submission of Proposal	<b>30/01/2025 at 06:00 PM Hrs</b>
3	Date & Time of opening of Technical Bid & Technical Evaluation	<b>31/01/2025 at 15:00 Hrs onwards</b>
4	Date & Time of opening of financial Bid & Evaluation	<b>After Technical Evaluation of All Bidders</b>

### 4. Selection Procedure:

(a) Procedure for Submission of Quotation

(i) Procedure will follow single stage two-cover bidding System for this process.

(ii) Each Cover of the Bid should be a complete document. The documents should be serially numbered pages and appropriately flagged and contain the list of contents with page numbers. The deficiency in documentation and / or proper indexation may result in the rejection of the Bid.

(b) Contents of Bids

- (i) Technical Bid (Documents Mentioned in Annexure I to IV)
- (ii) Commercial bid (Annexure-V)

<b>Cover Number &amp; Title of Bid</b>	<b>Content of Bid Covers</b>
Cover – I (Technical Bid)	All documents mentioned under the Annexure I to IV
Cover - II (Commercial bid)	b. Commercial bid should be in the Format specified in Annexure-V

**Both covers should be put in sealed single cover, clearly mentioning Legal Name of the Bidder and handed over to the Reception Desk of SPPUEF and a receipt obtained on a skeleton document.**

## **5. Evaluation of Offers**

### **Bid Evaluation Committee**

The bid evaluation committee constituted by the SPPUEF will consist of directors and officers of SPPUEF or experts from the industry as SPPU/SPPUEF may recommend to evaluate the bids. The evaluation committee is empowered to seek additional information and reject a proposal outright if information is found to be withheld or false. The decision of the bid evaluation committee in the evaluation of the Technical and Commercial bids will be final.

### **A) Technical Evaluation**

Pre-qualification bid documentation shall be evaluated as under:

- (a) The documentation furnished by the bidder will be examined prima facie to see if the Service Provider’s capacity, skill base and other attributes as claimed therein are consistent with the needs of this project.
- (b) SPPUEF may ask bidder(s) for additional information, and/or arrange discussions with their professional, technical faculties to verify claims made in bid documentation. If the bidder fails to submit the additional supporting documents in a timely fashion, the bid is likely to be rejected. No requests for re-evaluation of rejected bids will be entertained.
- (c) Commercial bid of only those bidders who are found technically eligible will be opened.

## 6. Eligibility criteria/Pre-Qualification Criteria and Technical Evaluation

Only those companies who qualify the eligibility criteria/pre-Qualification Criteria will be evaluated technically.

S. No.	Eligibility Criteria	Document(s) to be submitted
1	The Service provider should be a company registered under the Companies Act, 1956 and should have registered office in India and should be in existence for at least the last 2 years, as on RFP release date.	Copy of Certificate of Incorporation issued by Registrar of Companies.
2	The Service provider should have a valid Income Tax Return for at least the last 2 years (i.e. 2022-23 & 2023-24)	Two years of Income Tax Returns.
3	The Service provider should have experience in conducting online seminars, physical workshops or any other educational activity in at least 1 public Universities /government Institutes/ PSUs	Experience details with documentary evidence in the form of Work order / Purchase order/ Completion Certificate from Client
4	The Service provider or any of its directors shall not be under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions / Universities in India for any reason as on last date of submission of the Bid or convicted of economic offense in India for any reason or have any such pending proceedings as on the last date of submission of the Bid.	Self-declaration by authorized signatory of the Service provider
5	The Service provider should have at least 10 qualified Subject Matter Experts (SME) personnel (relevant degree holders) working in the areas of providing Information Technology or online program management services in India	Certificate from Service Provider

Technical Evaluation & Weightage

<b>S. No.</b>	<b>Technical Qualification Criteria</b>	<b>Max Marks</b>	<b>Documentary Evidence Required</b>
<b>1</b>	<b>Past Experience of the Service provider</b>		
1.1	<b>Manpower and Hardware:</b> Experienced manpower and suitable hardware providing online program management services.	10	Experience details with documentary evidence in the form of Work order / Purchase order / Completion certificate from client
1.2	<b>Quality Certification:</b> -ISO 9001 (Any Series)- 5 Marks -ISO 20001 (Any Series)- 10 Marks -ISO21001 (Any Series)- 15 Marks	30	Copy of certificates signed and stamped by authorized signatory of the service provider.
<b>2</b>	<b>Financial Declaration</b>		
	Average Annual turnover of ₹ 3.00 Crore for last 2 financial years (i.e., 2022-23 & 2023-24)	5	Two years Income Tax Returns
3	<b>Key Manpower Requirements</b> The Service provider should have at least 10 qualified Subject Matter Experts (SME) personnel (relevant degree holders) working in the areas of providing Information Technology or online program management services in India as on RFP release date.	5	CV certified by Authorized signatory of Service provider
4	<b>Technical Presentation</b> - Service providers conforming to the pre-qualification criteria will be invited to make a presentation of the proposed solution & a proof of concept as defined in this section. - Each Bidder will be given 30 minutes for the PoC demonstration & presentation of proposed solution.		

4.1	<p><b>Presentation of the proposed solution</b></p> <ul style="list-style-type: none"> <li>○ In alignment with scope</li> <li>○ Solution Workflows &amp; Process flows</li> <li>○ Technical Architecture</li> <li>○ Value-Added Services</li> </ul>	50	Copy of the presentation (to be mailed/submitted on the day of the presentation)
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*B) Commercial Evaluation*

The Price Score of the Bidder will be determined by the Evaluation committee, which will be used for overall evaluation.

Rates mentioned in Commercial Bid must have validity of at least 90 days.

$$\text{Score} = (\text{Lowest Bid Price} / \text{Bidder's Price}) \times 100$$

*C) Overall Score Formula:*

Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70% and Commercial Bid Score a weightage of 30%. The Vendor would be technically evaluated out of 100 marks. Final score of all Vendors will be calculated on the basis of the following formula:

$$\text{Final Score} = (0.70 \times \text{Technical Score}) + (0.30 \times \text{Financial Score}).$$

The Bidder with highest overall score will be shortlisted.

**SPPUEF reserves the right to negotiate the price with shortlisted vendor.**

**7. Payment Terms**

(a) Winning Bidder will enter into an MoU with SPPUEF in mutually agreeable terms. The Bidder will also be required to sign a non-disclosure agreement.

(b) NO ADVANCE PAYMENT will be made to Bidder. Other Payment terms will be discussed at the stage of MoU subject to SPPUEF payment guidelines.

(c) Payment will be made to bidder only after receipt of Project Payment Charges from Third-Party to SPPUEF.



(d) The payment shall be made to Service Provider (winning bidder) after deduction of TDS amount as per the prevailing provisions of the Income Tax Act, 1961. In case of any dispute/complaints from the customers regarding any defect or non-delivery and consequent refund request, Service Provider (shortlisted bidder) shall be responsible for providing the conclusive evidence of performance at its end within one month, failing which the disputed charges will be deducted from the payment of Service Provider (shortlisted bidder).

(e) **Statutory Taxes and Duties** – Both parties i.e. SPPUEF and Service provider (winning bidder) shall comply with all statutory taxes, duties and levies if any, levied by the Government of India, State Governments and Local Authorities applicable at present and in future.

## **8. Disclaimer**

SPPUEF and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of SPPUEF and/or any of its officers, employees.

## **9. Lack of Competition**

SPPUEF reserves the right to award the RFP in case it finds less than minimum number of bids required considering the timeline of the project execution.

## **10. No Commitment to Accept Lowest or Any Tender**

The SPPUEF shall be under no obligation to accept the lowest or any other offer received in response to this tender notice. SPPUEF reserves the right to make any changes in the terms and conditions of purchase. SPPUEF reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason. The decision of SPPUEF in this regard is final and no further correspondence in this regard will be entertained.

## **11. Technical Inspection and Performance Evaluation**

SPPUEF reserves the right to carry out a technical inspection and performance evaluation of the solution offered by bidders.

## **12. Submission of Proposal**

Interested and eligible entities may submit their proposals in sealed cover

To,  
Chief Executive Officer  
SPPU Edutech Foundation,  
IT CELL Building,  
Savitribai Phule Pune University Campus,  
Ganeshkhind, Pune -411007.

Email ID: [contact@sppuedutech.in](mailto:contact@sppuedutech.in) in case of any queries regarding this tender document

**Only Physical Submission will be considered**

-----Annexures Follow-----

**ANNEXURE – I**

1	Name and address of the company		
2	Contact Details of the Bidder (Contact person name with designation, Telephone Number, FAX, E-mail and Web site)		
3	Areas of businesses		
4	Annual Turnover for 2 financial years (Rs in Crore)	2022-23	2023-24
5	Date of Incorporation		
6	GST Registration number		
7	PAN Number		
8	CIN Number		
9	Number of technical manpower in company's payroll		
10	Company's experience in this field (in years)		

**ANNEXURE – II**

Work Experience

Bidder's Experience for providing online program management services

Description of similar jobs undertaken by the firm	Client Name and address	Start and End date of the job	Remarks

Attach separate sheet if required

KEY PERSONNEL

Name	Qualification	Description of similar jobs undertaken	Total Experience (in Years)

### **Annexure III**

#### Format of Affidavit

Self-Declaration on Company letter head signed by Competent Authority of Company

#### AFFIDAVIT

I, .....age: .....yrs.,..... residing at .....,do hereby state on solemn affirmation that I am the Director of ..... and submitting the bid for the project of SPPU EDUTECH FOUNDATION, Pune. I further solemnly affirm that all documents submitted by me in Cover I are true and correct and that no false, incorrect, misleading or incomplete information is submitted in the said documents. If any information furnished or statement made in the said documents is found to be incorrect, misleading or incomplete, I will be responsible for the same and shall be liable for legal action.

I/We understand that The SPPU Edutech Foundation is not bound to accept the lowest or any offer it may receive.

I/We have carefully gone through the Terms and Conditions contained in the Tender Document. I/We declare that all the provisions of this Tender Documents are acceptable to our company. I/We further Certify that I/We am/are authorized signatory of my/our company, and therefore competent to make this declaration.

I also declare that Company and its directors have never been blacklisted / barred / disqualified by any regulator /Statutory body under Central Government or State Government Agencies in India.

Signature and Name of the Bidder with Seal

## **ANNEXURE-IV**

### CHECKLIST

S. No	Requirements		Compliance	Page No
1	Company Profile			
2	Certificate of Incorporation			
3	Turnover certificate signed by the company's Auditors/ CA.			
4	Towards experience, the Project completion certificates, along with a copy of Work Order/ Contract/ Agreement from the Client/Owner, to be submitted. In case of NDA restrictions, the name of customer may be suppressed and certified by the auditor or self.	Documents as per sequence mentioned in Annexure II		
5	GST Registration Certificate or valid exemption certificate			
6	Copy of PAN Card			
7	Contact details i.e. Name, email-id, website URL (if maintained), phone no, mobile no, fax no. of responsible person for liaison in this matter.			
8	Self-Declaration of bidder that it and its Directors have not been blacklisted in India / ineligible to participate for bidding by any state /Central Govt. or PSU due to unsatisfactory performance, breach of general or specific instructions, corrupt /fraudulent or any other unethical business practices or barred from participating in government project due to security reasons in the last 3 financial years.	Annexure III		

### **Annexure-V: Commercials**

(To be submitted in separate envelope/cover)

Financial Bid

S. No	Particulars	Unit Rate/ student ₹	GST per Unit Rate ₹	Total with Taxes / Levies ₹
1	Per Student Service fees for providing online MBA program management services as per scope of the work specified for entire course. (2 Years)			

Signature:

Date:

Company Seal