

भारतीय प्रौद्योगिकी संस्थान मुंबई

INDIAN INSTITUTE OF TECHNOLOGY BOMBAY



**Request for Proposal (RFP) for
“Empanelment of EdTech Service Providers for
IIT Bombay’s Educational Outreach Office”**

**प्रस्ताव हेतु अनुरोध (RFP)
“आईआईटी बॉम्बे के शैक्षिक प्रसार कार्यालय (Educational
Outreach Office) के लिए एडटेक सेवा प्रदाताओं के पैनल में
सूचीबद्धता हेतु”**

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SECTION 1 – INVITATION FOR BIDS

Indian Institute of Technology Bombay (IITB) is one of the 23 IITs created by the Govt. of India to act as Centres of Excellence for training, research and development in science, engineering, technology and management in India. Established in 1958, second among the IITs, it was declared an Institution of National Importance under the “Institutes of Technology (Amendment) Act, 1963”. IIT Bombay has now been declared as an “Institute of Eminence” by the Government of India. IIT Bombay has secured the topmost position among all academic institutions in India in the Quacquarelli Symonds (QS) World University Rankings (2027).

Continuing Education Programme (CEP) is an education outreach initiative of IITB. With the rapid pace of growth in science & technology and frequent paradigm shifts in policy, governance and management, continuing education of working professionals in the industry is a vital need. The Continuing Education Programme office at IIT Bombay has been set up to meet the manpower training and knowledge upgradation needs of the industry.

Committed to the cause of making quality education accessible to all, IIT Bombay plans to *significantly* extend its outreach of CEP for Indian as well as global participants through collaboration with commercial EdTech Service Providers (ETSP). IITB currently has more than 800 highly qualified and reputed faculty members in the field of Engineering, Technology, Basic Sciences, Humanities & Social Sciences and Management. A complete list of Departments, Centres and Schools in IIT Bombay is available at “www.iitb.ac.in”.

The current RFP is to identify and empanel five General ETSP and one MOOC ETSP for Continuing Education Programmes of IITB.

RFP No.	MMD/EDTECH-SP/2026-27
RFP Date	10th September 2026
Item Description	Request for Proposal (RFP) for “Empanelment of EdTech Service Providers for IIT Bombay’s Educational Outreach Office”
Pre Bid meeting Date & Time	23rd September 2026 at 3.00 p.m.
Pre Bid meeting Place	Conference Room, Materials Management Division, Ground floor, Main Building, IIT Bombay, Powai, Mumbai 400 076.
Pre Bid Meeting – Google Meet Link	Interested bidders may join the Pre-Bid Meeting scheduled on 23rd September 2026 at 3.00 p.m. through the Google Meet link provided below. https://meet.google.com/cxy-cqva-atf
Earnest Money	In lieu of EMD, bidders have to submit an Undertaking for Bid Security (Annexure V)
Performance Guarantee	The selected ETSP(s) shall furnish a Performance Security of Rs. 1 crore (Rupees One Crore only) in the form of a Bank Guarantee issued by any Nationalized/Scheduled Bank, in favour of “The Registrar, IIT Bombay”, payable at Mumbai. The Performance Security shall remain valid for a

	period of two (2) months beyond the date of expiry of the empanelment tenure.
Last date & Time of submission of Online Bid :	30 th September 2026 (till 1.00 pm.)
Place of Submission of Bids	Materials Management Division, Ground floor, Main Building, IIT Bombay, Powai, Mumbai 400 076.
Submission of Bids	Two Bid System : The two bid system will be followed for this tender. In this system, bidders must submit their offer in separate sealed envelopes as – Technical Bid and Commercial Bid. Both the Technical Bid and Commercial Bid envelopes should be clearly marked as "Envelope No. 1 - Technical Bid " and "Envelope No. 2 – Commercial Bid " and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed with our Tender/RFP No. & Due Date and to be submitted to the concern department/section mentioned in the tender document.
Place of Opening of Bids	Materials Management Division, Ground floor, Main Building, IIT Bombay, Powai, Mumbai 400 076.
Date and Time of Opening of Bids	30 th September 2026 at 3.00 pm
Any Technical Clarification	Name : Hemant Gedam (Assistant Registrar EO) Dept : Office of Education Outreach (EO), Indian Institute of Technology Bombay Email : hemantgedam@iitb.ac.in Contact : 02225765047

SECTION 2 – ELIGIBILITY CRITERIA & TECHNICAL BID

Sr. No.	Particulars	Documents to be submitted	Page No
1.	Registration/Existence: The bidding EdTech Service Provider (ETSP) should have a registered office in India for at least 5 years.	Certificate of Incorporation/Registration Certificate or equivalent document indicating the date of incorporation/registration and registered office in India.	
2.	Average Annual Turnover: The ETSP should have a minimum average annual turnover of ₹35 Crore during the last 3 financial years. Audited Annual Sales Revenue for FY 2023-24, 2024-25 and 2025-26 only shall be considered.	ITR, Balance Sheet and Audited Annual Sales Revenue/Income Statement for FY 2023-24, 2024-25 and 2025-26, duly certified by a Chartered Accountant (CA) and/or Cost & Management Accountant (CMA/CPA), as applicable.	
3.	Experience with Universities: The ETSP should have offered courses for 3+ years with global universities, including Indian universities.	Copies of Work Orders/Agreements along with Satisfactory Performance/Work Completion Certificates or equivalent documents.	
4.	Experience with Ranked Institutes: The ETSP should have offered courses with at least 2 institutes ranked within the Top 25 in NIRF (Overall) 2025 and Top 250 in QS World University Rankings (Overall) 2025.	Copies of Work Orders/Agreements along with Satisfactory Performance/Work Completion Certificates or equivalent documents.	
5.	Online Course Delivery Experience: The ETSP should have experience in delivering both forms of online courses, i.e. asynchronous (recorded) and synchronous (live), with IITs/IIMs/IISc/IISERs/IITs/NITs in India and at least one international university outside India.	Copies of Work Orders/Agreements along with Work Completion Certificates or equivalent documents clearly establishing the nature of online course delivery.	
6.	Course Design, Digital Content Production, Digital Marketing, Programme Management and Student Support Experience: The ETSP should have specialist teams in the following areas: Digital Marketing, Market Research, Course Designing, Instructional Design & Content Development, Programme Management, Student Advisory and Student Support. It is recommended that the service provider have a minimum of 100 employees working in these specialised areas in India.	Details of minimum 5 Team members in each category and their profiles including their designation, qualification and with 5+ years of experience Undertaking confirming a minimum of 100 employees in India working in the above-mentioned specialized areas	
7.	Undertaking : The ETSP should be able to make an upfront investment of upto Rs. 3 crore, including Rs. 1 crore refundable interest free security deposit with IITB on contract signing.	Submit an undertaking on company's letterhead certifying the same	

Technical Evaluation

It is mandatory that the bidders quote for both of the category I & II - General ETSP and MOOC ETSP respectively. The evaluation of technical bids will be based on the following scoring scheme.

Table 1.

A	Technical (Category I and II)	Maximum Marks (60)										
1.1	Minimum average Annual Turnover of Rs. 35 Cr. in last 3 financial years (Submit copy of ITR, balance sheet audited by CA and/or CPA; Audited Annual Sales Revenue will be considered for financial year 2023-24, 24-25, 25-26 only. (Details to be provided in format Annexure IV)) Scoring: <table><tr><td>● 35-100 Cr</td><td>1 mark</td></tr><tr><td>● 101-150 Cr</td><td>2 marks</td></tr><tr><td>● 151-200 Cr</td><td>3 marks</td></tr><tr><td>● 201-250 Cr</td><td>4 marks</td></tr><tr><td>● More than 250 Cr</td><td>5 marks</td></tr></table>	● 35-100 Cr	1 mark	● 101-150 Cr	2 marks	● 151-200 Cr	3 marks	● 201-250 Cr	4 marks	● More than 250 Cr	5 marks	5
● 35-100 Cr	1 mark											
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● 151-200 Cr	3 marks											
● 201-250 Cr	4 marks											
● More than 250 Cr	5 marks											
1.2	Number of courses offered with Indian institutions within top 25 NIRF rank FY 2025-26 (Provide details in format of 2.1 from Table no.2) Scoring: <table><tr><td>● 2-4 programme</td><td>1 mark</td></tr><tr><td>● 5-9 programmes</td><td>2 marks</td></tr><tr><td>● 10-14 programmes</td><td>3 marks</td></tr><tr><td>● 15-20 programmes</td><td>4 marks</td></tr><tr><td>● More than 20 programmes</td><td>5 marks</td></tr></table>	● 2-4 programme	1 mark	● 5-9 programmes	2 marks	● 10-14 programmes	3 marks	● 15-20 programmes	4 marks	● More than 20 programmes	5 marks	5
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● 5-9 programmes	2 marks											
● 10-14 programmes	3 marks											
● 15-20 programmes	4 marks											
● More than 20 programmes	5 marks											
1.3	Number of courses offered with Indian institutions within top 250 QS rank in FY 2025-26 (Provide details in format of 2.2 from Table no.2) Scoring: <table><tr><td>● 2-4 programme</td><td>1 mark</td></tr><tr><td>● 5-9 programmes</td><td>2 marks</td></tr><tr><td>● 10-14 programmes</td><td>3 marks</td></tr><tr><td>● 15-20 programmes</td><td>4 marks</td></tr><tr><td>● More than 20 programmes</td><td>5 marks</td></tr></table>	● 2-4 programme	1 mark	● 5-9 programmes	2 marks	● 10-14 programmes	3 marks	● 15-20 programmes	4 marks	● More than 20 programmes	5 marks	5
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1.4	Experience in delivering online courses/programmes in atleast 2 specified engineering disciplines, with at least three distinct courses in each discipline (Aerospace/Chemical/Civil/Electrical/Mechanical Engineering disciplines) in last 2 years (Provide details in format of 2.3 from Table no.2) Scoring: <table><tr><td>● 2 disciplines with 1 course each</td><td>2 marks</td></tr><tr><td>● 3 disciplines with 1 course each</td><td>3 marks</td></tr><tr><td>● 4 disciplines with 1 course each</td><td>4 marks</td></tr><tr><td>● 5 disciplines with 1 course each</td><td>5 marks</td></tr></table>	● 2 disciplines with 1 course each	2 marks	● 3 disciplines with 1 course each	3 marks	● 4 disciplines with 1 course each	4 marks	● 5 disciplines with 1 course each	5 marks	5		
● 2 disciplines with 1 course each	2 marks											
● 3 disciplines with 1 course each	3 marks											
● 4 disciplines with 1 course each	4 marks											
● 5 disciplines with 1 course each	5 marks											

1.5	Experience in delivering graduate/ post graduate level online courses/programmes in atleast 2 specified disciplines, with at least three distinct courses in each discipline (Biology, Chemistry, Mathematics and Physics) in last 2 years. (Provide details in format of 2.4 from Table no.2) Scoring: <table><tr><td>• 2 disciplines with 1 course each</td><td>3 marks</td></tr><tr><td>• 3 disciplines with 1 course each</td><td>4 marks</td></tr><tr><td>• 4 disciplines with 1 course each</td><td>5 marks</td></tr></table>	• 2 disciplines with 1 course each	3 marks	• 3 disciplines with 1 course each	4 marks	• 4 disciplines with 1 course each	5 marks	5						
• 2 disciplines with 1 course each	3 marks													
• 3 disciplines with 1 course each	4 marks													
• 4 disciplines with 1 course each	5 marks													
1.6	Number of academic collaborative programmes successfully launched and/or delivered in collaboration with two or more foreign universities during the last 2 financial years. Provide details in format of 2.5 from Table no.2) Scoring: <table><tr><td>• 2-4 programmes</td><td>1 mark</td></tr><tr><td>• 5-7 programmes</td><td>2 marks</td></tr><tr><td>• 8-11 programmes</td><td>4 marks</td></tr><tr><td>• 12-15 programmes</td><td>6 marks</td></tr><tr><td>• 16-20 programmes</td><td>8 marks</td></tr><tr><td>• More than 20 programmes</td><td>10 marks</td></tr></table>	• 2-4 programmes	1 mark	• 5-7 programmes	2 marks	• 8-11 programmes	4 marks	• 12-15 programmes	6 marks	• 16-20 programmes	8 marks	• More than 20 programmes	10 marks	10
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1.7	Details of minimum 5 distinct Team members in each category and their profiles including their designation, qualification and experience having at least 5 years of experience. Provide details in format of 2.6 from Table no.2) Scoring: <table><tr><td>• Course Design</td><td>1 mark</td></tr><tr><td>• Digital Content Production</td><td>1 mark</td></tr><tr><td>• Digital Marketing</td><td>1 mark</td></tr><tr><td>• Programme Management</td><td>1 mark</td></tr><tr><td>• Student Support Experience</td><td>1 mark</td></tr></table>	• Course Design	1 mark	• Digital Content Production	1 mark	• Digital Marketing	1 mark	• Programme Management	1 mark	• Student Support Experience	1 mark	5		
• Course Design	1 mark													
• Digital Content Production	1 mark													
• Digital Marketing	1 mark													
• Programme Management	1 mark													
• Student Support Experience	1 mark													
1.8	Experience in providing blended online courses/programmes for IITs/IIMs/IISc/IISERs/IITs/NITs/ISIs in India during the last two financial years. Provide details in format of 2.7 from Table no.2) Scoring: <table><tr><td>• 2-4 courses/programmes</td><td>1 mark</td></tr><tr><td>• 5-7 courses/programmes</td><td>2 marks</td></tr><tr><td>• 8-11 courses/programmes</td><td>4 marks</td></tr><tr><td>• 12-15 courses/programmes</td><td>6 marks</td></tr><tr><td>• 16-20 courses/programmes</td><td>8 marks</td></tr><tr><td>• More than 20 courses/programmes</td><td>10 marks</td></tr></table>	• 2-4 courses/programmes	1 mark	• 5-7 courses/programmes	2 marks	• 8-11 courses/programmes	4 marks	• 12-15 courses/programmes	6 marks	• 16-20 courses/programmes	8 marks	• More than 20 courses/programmes	10 marks	10
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• 16-20 courses/programmes	8 marks													
• More than 20 courses/programmes	10 marks													

1.9	Experience in providing MOOCs offered/launched for IITs/IIMs/IISc/IISERs/IITs/NITs/ISIs in India last 2 financial years, with evidence of enrolment and Completion (Provide details in format of 2.8 Ta Table no.2) Scoring: <table><tr><td>• 2-4 MOOCs</td><td>1 mark</td></tr><tr><td>• 5-7 MOOCs</td><td>2 marks</td></tr><tr><td>• 8-11 MOOCs</td><td>4 marks</td></tr><tr><td>• 12-15 MOOCs</td><td>6 marks</td></tr><tr><td>• 16-20 MOOCs</td><td>8 marks</td></tr><tr><td>• More than 20 MOOCs</td><td>10 marks</td></tr></table>	• 2-4 MOOCs	1 mark	• 5-7 MOOCs	2 marks	• 8-11 MOOCs	4 marks	• 12-15 MOOCs	6 marks	• 16-20 MOOCs	8 marks	• More than 20 MOOCs	10 marks	10
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• 16-20 MOOCs	8 marks													
• More than 20 MOOCs	10 marks													
B	PRESENTATION	40												
	1. Understanding of IIT Bombay CEP Requirements and Proposed Approach – Understanding of CEP objectives, target learners, faculty/RP requirements and proposed delivery approach. 2. LMS/Platform Demonstration – Demonstration of LMS features, including content delivery, attendance, assignments, quizzes, grading, live interaction, discussion, feedback, analytics and role-based access. 3. Scalability, Security and Technology Architecture – Demonstration of scalability, secure content access, data security, content protection, reliability and device/browser compatibility. 4. Implementation, Operations and Service-Level Model – Proposed implementation plan, project team, content/course turnaround, quality assurance, SLA, escalation and reporting mechanisms. 5. Innovation and Value Addition – Proposed innovative and technology-enabled solutions for improving learner experience, programme quality, reach and operational efficiency.													

Table No. 2**2.1** Number of Courses offered with Indian Institutions within to 25 NIRF Rank (2025)

Sr. No.	Name of the Institute/University	Ranking of Institute NIRF/QS	Year	Course name	No. of Enrolments

2.2 Number of Courses offered with Indian Institutions within to 250 QS Rank (2025)

Sr. No.	Name of the Institute/University	Ranking of Institute NIRF/QS	Year	Course name	No. of Enrolments

2.3 Number of Courses for Engineering Programmes (in last 2 years)

Sr. No.	Name of the Institute/University	Year	Discipline	Course name	No. of Enrolments

2.4 Number of Courses for Graduate/Post graduate (in last 2 years)

Sr. No.	Name of the Institute/University	Year	Discipline	Course name	No. of Enrolments

2.5 Number of Academic Collaborative Programmes with foreign universities (in last 2 years)

Sr. No.	Name of the Institute/University	Year	Course name	No. of Enrolments

2.6 Details of Team members of Course Design, Digital Content Production, Digital Marketing, Programme Management, Student support experience

Sr. No.	Name of the Employee	Designation	Qualification	Experience in years

2.7 Number of Blended Online Courses

Sr. No.	Name of the Institute/University	Year	Course name	No. of Enrolments

2.8 Number of MOOCs courses offered

Sr. No.	Name of the Institute/University	Year	Course name	No. of Enrolments

SECTION 3 – INSTRUCTIONS TO BIDDERS

1. Instructions for Submission of Bids

- a) Tender MUST BE ENCLOSED IN A SEALED COVER super-scribing Tender number / due date & should reach the undersigned on or before due date mentioned in the tender notice. If the quotation cover is not sealed, it will be rejected.
- b) Tenders should be dropped in the tender box kept in the Materials Management Division. No tender is to be handed over to our staff personally unless otherwise specified. All communications are to be addressed to the undersigned only. In case the due date happens to be a holiday the tender will be accepted and opened on the next working day.
- c) Tenders can also be submitted in person or through post/courier (IIT Bombay shall not be responsible for any postal delays or any other reason for not submitting the bid in the specified time and resulting in disqualification/rejection of any bid) so as to reach on or before the due date and time.
- d) Any information furnished by the bidder found to be incorrect either immediately or at a later date, would render him liable to be debarred from tendering/taking up work in IIT Bombay.
- e) Any bidder currently engaged in litigation with other organizations, must inform their status in writing to IIT Bombay in writing.
- f) **Two Bid System:** The two bid system will be followed for this tender. In this system bidders must submit their offer in separate sealed envelopes as –Technical Bid and Commercial Bid. Both the **Technical Bid and Commercial Bid** envelopes should be clearly marked as “Envelope No. 1 - Technical Bid” and “Envelope No. 2 – Commercial Bid” and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed with our Tender No. & Due Date and to be submitted to the concerned department/section mentioned in the tender document.
- g) Bids received after the closing date and time will not be accepted.
- h) Any conditional offer made in the bid or has deviations from the terms and conditions of RFP will be rejected.
- i) Bids not submitted in the prescribed format or incomplete will be rejected.
- j) If the bidder varies its quoted prices during validity of the proposal, or its extended period, if any, such bids will be rejected.
- k) IITB is not bound to reply to the queries raised by the bidders or accept any suggestions made by them.
- l) Canvassing or bribing/kickbacks of any kind, direct or indirect by unlawful/corrupt/fraudulent means at any point of time during the bid process to influence the process of evaluation, will lead to disqualification of the bidder.

2. Terms of Empanelment

- a) The selected ETSPs will be empanelled initially for a period of 3 (three) years from the date of issue of contract by IITB. Extension of the period of empanelment will be based on the performance review by IITB. The ETSPs selected for empanelment through the above process will enter into a service level agreement with IITB, detailing the terms and conditions of their association for providing EdTech related services to IITB.
- b) The bidder shall accept all terms and conditions mentioned in the RFP.

3. Relaxation of Qualification Criteria for MSE's and Start Ups

- a) IITB may relax qualification criteria for MSEs/Startups in respect of turnover and prior experience requirement as per Office Memorandum No.F.202/2014-PPDLH dated 27th July 2017 issued by Department of Expenditure and Policy Circular No. 1(2)X11120 dt. 10th March 2016 (GOI, Ministry of MSME) subject to the bidder meeting quality and technical specifications. The relaxation will be applicable for MSE's registered with NSIC or Central Purchase Organization or a Startup recognized by Department for Promotion of Industry & Internal Trade (DPIIT). Appropriate documentary evidence should be provided.

4. Cancellation of RFP

- a) At any time prior to the deadline for submission of bids, IITB may, for any reason, modify the bid document. The same will be communicated to the bidders via corrigendum(s). Bids may be modified based on a corrigendum issued by IITB.
- b) IITB reserves the right to reject any or all bids, and to cancel the process at any time prior to empanelment without assigning any reason. IITB has no liability to the affected bidder(s). This decision will be final, and no correspondence in this regard will be entertained.
- c) IITB reserves the right to dissolve the panel and call for a fresh request for proposal at any time

SECTION 4 – SCOPE OF WORK & EVALUATION OF BIDS

The EdTech Service Providers should provide the following services: -

1. **General Requirements**

- 1.1 Suggest and discuss the mode of offering for a course: such as Blended, Synchronous, or Massive Open Online Course (MOOC), considering possible stackability of courses/modules.
- 1.2 Provide initial course outline to IITB as a guideline for the Course Coordinator (CC) to further develop the course content.
- 1.3 Discuss and finalize a participant's eligibility criteria (including prerequisites) for a specific course in consultation with the CC; also discuss and decide if any pre-selection quiz/examination is to be conducted.
- 1.4 Provide/recommend external guest speakers, as and when requested by IITB, to enhance the learning experience.
- 1.5 Discuss and finalize for every specific course its start date, duration, frequency of live intervention, source of TA/mentor (IITB or ETSP), assessment methods, assessment tools.
- 1.6 Review a prospective participant's credentials and ensure screening compliance in line with the eligibility criteria. Any exception to the criteria requires to be approved by IITB.
- 1.7 Issue registration letters on behalf of IITB, mentioning explicitly the Terms & Conditions and get an acceptance from the participants. Content of the registration letter will be prepared by ETSP and approved by IITB.
- 1.8 Follow up and ensure that program fees are received before the due date.
- 1.9 Provide an email-based support, ticketing and resolution system for tracking and responding to participant issues/questions. All pre- and post-course participant queries need to be routed through ETSP. To escalate the queries, feedback or complaint to IITB as needed.
- 1.10 Provide participant mentoring through the entire course duration to ensure higher engagement and rate of completion.
- 1.11 Faculty Support, Teaching Assistants & Mentoring
 - a) Provide/recommend external guest speakers, as and when requested by IITB, to enhance the learning experience.
 - b) Provide domain-specific teaching assistants (TAs) as and when needed by IITB for a course, at IITB's cost.
 - c) In addition, the ETSP should have a sufficiently large pool of mentors (in ETSP's terminology, "Program Managers"), who will handhold the participants and guide them through the entire course duration in order to ensure higher engagement and rate of completion.
 - d) ETSPs must ensure faculty support and convenience, including LMS readiness and administrative coordination.
 - e) The expiry or termination shall not affect the completion of any programme, course, batch, assignment, or activity that has commenced prior to the effective date of such expiry or

termination. The Parties shall continue to perform their respective obligations in relation to such ongoing activities until their orderly completion, including obligations relating to delivery of the programme, participant support, payments and settlement of dues, confidentiality, intellectual property rights, issuance of certificates, and any other obligations necessary for such completion.

1.12 Marketing Support:

- a) Market Survey Obligation:
 - i. The ETSP shall undertake a comprehensive market assessment upon request by IIT Bombay, irrespective of its independent assessment of the program's commercial viability for the ETSP. Completion of such a market assessment shall not confer any preferential right, exclusivity, or entitlement upon the ETSP for the subsequent execution, delivery, or management of the program.
 - ii. Conduct market, competitor and pricing landscape analysis, target audience assessment, demand estimation, positioning and enrolment projections before launch.
 - iii. The market assessment shall be based on verifiable and credible data sources and shall include primary market research, stakeholder consultations, and field-level validation, wherever applicable. Reliance solely on AI-generated insights or secondary data shall not be considered sufficient.
 - iv. Suggest course titles based on the market research for each of the courses allotted to an empanelled ETSP; IITB will review them and decide on one of them.
- b) Provide its service in all forms of Digital Marketing (own website, Google, Facebook, Twitter, direct mailers, and affiliates).
- c) Marketing Data and Lead Ownership: All learner leads generated through marketing activities undertaken under this Agreement shall be shared with IIT Bombay in a timely manner. The ETSP shall provide IIT Bombay with unrestricted access to lead databases, campaign analytics, and real-time sales and marketing dashboards throughout the duration of the Agreement.
- d) Brand, Name & Logo Usage: IIT Bombay and Educational Outreach must remain the primary brands. Partner logos should appear only with an approved descriptor such as "Outreach Partner" and must not be overpowering.
- e) Perform Demand Estimation, Pricing and Positioning of allocated courses; prepare all marketing collateral in line with IITB branding guidelines; submit all new collateral to IITB for approval.
- f) Marketing Collateral Ownership: All brochures, landing pages, creatives, videos, emailers, advertisements and other marketing assets created under the engagement shall be the property of IIT Bombay.
- g) Lead Ownership & Data Governance: All leads, applicant data, CRM records, campaign data and analytics shall belong to IIT Bombay and must not be reused, shared or retained without approval.
- h) Marketing KPIs & Reporting: Define measurable targets for leads, conversions, enrolments, cost per lead, acquisition cost, campaign ROI and periodic reporting.
- i) Digital Marketing Governance: Specify approved platforms, campaign standards, SEO/SEM practices, social media rules and prohibited marketing practices.
- j) CRM & Dashboard Access: Provide IIT Bombay with real-time access to lead funnels, campaign performance, applications, admissions and conversion status. Provide sales dashboard access to IITB so that various stakeholders of the institute can track the progress in real time.
- k) Corporate & Industry Outreach: Undertake structured outreach to corporates, industry

- associations, government bodies and professional networks for institutional enrolments.
- l) Reputation & Crisis Management: Monitor online feedback and social media mentions, promptly escalate risks and follow an approved crisis communication process.
- m) AI & Content Governance: Any AI-generated content, images, videos, voiceovers or chatbots using IIT Bombay, Educational Outreach or faculty identity must require prior approval.
- n) Conflict of Interest Disclosure: Disclose competing institutional partnerships and ensure that IIT Bombay programmes are not disadvantaged or deprioritized.
- o) Maintain a well-trained course advisory team who would speak (“telephone support”) to prospective participants, address their questions and assist in enrolment and registration.
- p) Marketing Compliance & Ethics: Prohibit misleading claims, false placement or salary promises, unauthorized testimonials, artificial urgency and any non-compliant advertising.

1.13 Non-Exclusivity:

- a) The Parties acknowledge and agree that this Agreement is non-exclusive in nature.
- b) Nothing contained in this Agreement shall restrict either Party from entering into similar arrangements, collaborations, partnerships, or agreements with any third party for programs, courses, services, or activities of a similar nature during the Term of this Agreement or thereafter.
- c) Each Party shall, however, continue to fulfil its respective obligations under this Agreement in good faith and in accordance with the agreed academic, operational, and quality standards.

1.14 Scope of Program Support:

- a) The ETSP shall provide end-to-end operational, marketing, and scaling support across all categories of educational offerings, including but not limited to credit/noncredit, Open Programs, In-house/Corporate Programs, School Outreach Programs, Joint Certificate programs, MOOCs, and any other program formats introduced by IIT Bombay during the term of the Agreement.
- b) **Program Acceptance Obligation:** The ETSP shall not decline participation in more than three (3) program opportunities during the tenure of the Agreement on grounds including, but not limited to, bandwidth constraints, financial viability, resource availability, or anticipated market demand. Refusal beyond this threshold may constitute a material breach of the Agreement and may entitle IIT Bombay to review, renegotiate, or terminate the contractual arrangement.
- c) A Stringent continuation clause with LD/penalty (% of revenue) to be incorporated.
- d) If ETSP is outsourcing a program to any third party for any reason they have to take prior approval from IITB and IITB will take the decision after due diligence.

1.15 Payment:

- a) Mode of Fee Collection: Program fees may be collected either directly by IIT Bombay or by the ETSP, as determined by IIT Bombay for the respective program.
- b) Payments may be collected either directly by IIT Bombay or by the Partner.
 - i. If the Partner collects the fees, it shall remit the full amount to IIT Bombay following which IIT Bombay shall release the Partner's agreed revenue share subject to raising Tax Invoice
 - ii. If IIT Bombay collects the fees directly, it shall remit the Partner's agreed revenue share as per the terms of the Agreement.
- c) Refund Policy: The refund, cancellation, withdrawal, and fee adjustment policy for all program shall be determined exclusively by the Educational Outreach (EO), IIT Bombay.

1.16 Admission-Related Commitments: During the admissions and enrolment cycle, the ETSP shall not announce, advertise, commit to, or implement any discounts, fee concessions, scholarships, promotional

offers, admission benefits, or any other learner-facing commitments without the prior written approval of IIT Bombay.

1.17 Minimum Enrolment Commitment: The ETSP shall commit to achieving a minimum enrolment threshold for each program, as mutually agreed with IIT Bombay prior to program launch. In the event that the actual enrolment falls below the committed threshold due to reasons attributable to the ETSP's marketing, outreach, or learner acquisition efforts, the ETSP shall compensate IIT Bombay for the shortfall in accordance with the penalty mechanism specified in the Agreement.

1.18 Communication with Learners:

- a) **Learner Communication Protocol:** Unless otherwise directed by IIT Bombay, the ETSP shall serve as the primary point of communication for all learner-facing operational communications. IIT Bombay shall ordinarily not engage in direct communication with learners except in matters specifically identified by IIT Bombay.
- b) **Record Keeping and Accountability:** The ETSP shall maintain complete, accurate, and auditable records of all learner interactions and communications throughout the learner lifecycle, including but not limited to marketing, counselling, admissions, enrolment, fee collection, learner support, and certification. Such records shall be retained for the duration specified by IIT Bombay and made available for inspection upon request. The ETSP shall bear sole responsibility and liability for any instances of mis-selling, misleading representations, unauthorized commitments, or false promises made to prospective or enrolled learners by the ETSP or its representatives.

1.19 Instructional Design and Content Production Support: In the event that the Educational Outreach (EO) Office requires additional support due to resource or bandwidth constraints within the internal EO ID team, the ETSP shall provide end-to-end pre-production, production, and post-production support in accordance with the storyboard, instructional design specifications, and quality standards prescribed by IIT Bombay. Such support shall include, but not be limited to, instructional design assistance, video recording, editing, graphics, animation, captioning, and other post-production under the supervision of the internal EO ID team.

1.20 Studio Infrastructure and Production Capability: The ETSP shall possess the capability to establish and operate a professional video production studio within the IIT Bombay campus, as and when required by IIT Bombay. The ETSP shall provide all necessary production infrastructure and resources, including cameras, lighting, audio equipment, teleprompter facilities, qualified technical and production personnel, and studio operations. The ETSP shall also maintain adequate production capacity to scale resources in accordance with program timelines and recording volumes while ensuring compliance with the quality standards prescribed by EO ID team.

1.21 For programs involving third-party academic, industry, or institutional partners, the ETSP shall fully cooperate with and be subject to any due diligence, compliance, or evaluation process undertaken by such partner(s), in addition to any due diligence requirements prescribed by IIT Bombay.

1.22 LMS, Technology & Platform Support

- a) The ETSP shall provide a secure, reliable and scalable LMS with adequate backup and disaster recovery facilities.
- b) LMS should be able to handle virtual labs, simulation tools, cloud licenses, and proctored examination, if necessary.

- c) The ETSP shall provide role-based access to EO, faculty and other authorized users for monitoring learner data, attendance, assessments, recordings and program-related reports.
- d) The ETSP shall maintain strict confidentiality of all course content, videos, images, assessments and other digital assets. Such material shall not be shared, reused or disclosed without prior written approval from IIT Bombay.
- e) Where examinations are conducted through the LMS, the ETSP shall provide necessary technical support to learners for examination access and uploading of answer papers.
- f) The ETSP shall submit a monthly, course-wise LMS usage report to the CEO, Educational Outreach, covering learner logins, attendance, content usage, assessment activity and other relevant information.
- g) On completion or termination of the engagement, the ETSP shall transfer all program-related data, recordings, course files and digital assets to EO in a usable format.
- h) Provision of a Learning Management System (LMS) shall also be included by default unless IIT Bombay elects to use its own LMS infrastructure.
- i) LMS Transition and Integration: In the event IIT Bombay deploys its own LMS during the tenure of the Agreement, the ETSP shall facilitate seamless integration of the IIT Bombay LMS with its learner-facing platform and shall not levy any additional integration or LMS-related charges. The ETSP shall continue to provide all other agreed services without disruption.
- j) Differential Revenue Share for LMS: Where IIT Bombay elects not to avail the ETSP's LMS services, the applicable revenue-sharing arrangement shall be revised to reflect the reduced scope of services. In such cases, the ETSP's revenue share shall be reduced by five (5) percentage of ETSPs.

1.23 Uniform Revenue Sharing for Open Programs and MOOCs: No distinction shall be made between Open Programs and MOOCs for the purpose of revenue sharing. IIT Bombay will receive a minimum of 60% of the revenue. Participants are free to propose a higher revenue share for IIT Bombay

1.24 Differential Revenue Sharing: Differential revenue-sharing arrangements shall considered as follows

- a) **If the ETSP is providing part service then the revenue share of IITB and the ETSPs is at the discretion of IITB.**

2 Additional Registration Requirements

- a) For all open courses, 10% (of the maximum number of participants) should be reserved for women and third gender applicants.
- b) For all open courses, 9%, 5%, 2.5% and 1.5% (of the maximum number of participants) should be reserved for OBC-NC, SC, ST and EWS applicants, respectively; at 75% course fees for the OBC- NC and 50% course fees for others.
- c) For all open courses, course fees should be reduced by 10% for all participants from a specific organization, if that organization registers 5 or more participants.

3 Course Category Specific Requirements

A. Blended online open course

- a) Provide/set-up video recording facility: workable with resource person's (RP) choice of device (board, laptop, tablet – iPad, Surface, Wacom)
- b) Record videos
- c) Create images and animations, if necessary
- d) Post-process videos, animations, and slides to async video modules
- e) Provide video streaming through secured access (for a wide range of laptop and tablet choices); content should not be downloadable
- f) Provide standardized templates for document preparation (workable with RP's choice: MS Word, Google Doc, LibreOffice Writer, LaTeX, Pages, etc.)
- g) Provide assistance in developing tutorial exercises as well as assignments
- h) Host videos and documents online; secured access only to registered participants (no downloadable content)
- i) Provide live mentor support during interactive sync sessions
- j) Provide a robust and scalable LMS (including features of attendance, assignments, quiz, grading/auto-grading, live interaction, message board, event scheduling, and course feedback from participants; with separate access for participants, RPs, TAs, mentors from EdTech)

B. Synchronous (live online) open courses

- a) Provide standardized templates for slides preparation (workable with RP's choice: MS PowerPoint, Google Slides, LaTeX, LibreOffice Impress, Canva, Prezi, Keynote, etc.)
- b) Provide standardized templates for document preparation (workable with RP's choice: MS Word, Google Doc, LibreOffice Writer, LaTeX, Pages, etc.)
- c) Create images and animations, if necessary
- d) Provide assistance in developing tutorial exercises as well as assignments
- e) Provide video streaming through secured access (for a wide range of laptop and tablet choices); content should not be downloadable
- f) Provide live mentor support during lectures and tutorials
- g) Host slides and documents online; secured access only to registered participants (no downloadable content)
- h) Provide a robust LMS (including features of attendance, assignments, quiz, grading/autograding, live interaction, message board, event scheduling, and course feedback from participants; with separate access for participants, RPs, TAs, mentors from EdTech)

C. Massive Open Online Courses (MOOCs)

- a) Provide/set-up video recording facility: workable with resource person's (RP) choice of device (board, laptop, tablet – iPad, Surface, Wacom)
- b) Record videos
- c) Create images and animations, if necessary
- d) Postprocess videos, animations, and slides to async video modules
- e) Provide standardized templates for document preparation (workable with RP's choice: MS Word, Google Doc, LibreOffice Writer, LaTeX, Pages, etc.)
- f) Provide assistance in developing tutorial exercises as well as assignments
- g) Host videos and documents online; secured access only to registered participants (no downloadable content)
- h) Provide a robust LMS (including assignments, quiz, auto-grading, and course feedback from participants; with separate access for participants, RPs, TAs, mentors from EdTech)

D. Set of online courses leading to a short master's degree

This will have a mix of courses under Categories a-c. The requirements of Category A will suffice in this case. Additional requirements:

- a) Provide enrollment options for multiple courses at once
- b) Keep track of individuals registered to the programme through all courses
- c) Provide administrative view access to IITB

E. Online courses in partnership with foreign universities

This will be a 50-50 partnership, typically, between a foreign university and IITB. A joint certificate will be issued by the two collaborating institutes. Additional requirements:

- a) Liaison with the foreign university and IITB faculty (along with the corresponding executive education administrations) in designing the course/program.
- b) Help both institutes in managing financials, including taxes, in both countries

2. Evaluation of Bids and Empanelment Methodology

IIT Bombay ("IITB") shall evaluate the bids based on adherence to the prescribed eligibility criteria and commercial compliance requirements. Interested bidders shall submit proposals in a two-bid system (Technical and Commercial), for Category I, and Category II mandatory. The shortlisted/eligible bidders shall be invited to make a presentation before the designated Evaluation Committee. The Committee shall evaluate and score the eligible bidders on the basis of their Technical Bid and Presentation as per the rating scheme (Table 1).

- a) Bidders securing a minimum score of 60 marks shall be declared technically qualified.
- b) Commercial bids of the top five technically qualified bidders shall be opened.
- c) Commercial Evaluation for Category I – General ETSP and Category II – MOOC ETSP shall be conducted separately.
- d) For Category I, the top 5 technically qualified bidders shall be required to match the highest IITB revenue share quoted among them. In the event that any of the top 5 ETSPs bidders fails to match the highest revenue share, IITB reserve the right to extend the offer to the next technically highest scoring bidder (i.e sixth rank bidder) and onwards to ensure empanelment of at least 5 ETSPs in category I.
- e) For Category II, the bidder offering the highest IITB revenue share shall be empaneled as the MOOC ETSP.
- f) All ETSPs must quote a minimum IITB revenue share of 60% or higher. In case any bidder quotes IITB revenue share below 60% for either of the categories, such bids will not be considered for evaluation for any category and shall be summarily rejected.
- g) Bidders quoting unreasonably high revenue shares may also be rejected at the discretion of IITB.
- h) In the event that more than one bidder quotes a higher revenue share, the award of contract/empanelment shall be determined based on the respective technical scores of the bidders.
- i) IIT Bombay reserve right to empanel additional EdTech Service Providers anytime during the tenure of the empanelment period based on requirement.

SECTION 5 –TERMS & CONDITIONS OF CONTRACT

1. General Terms & Conditions

- a) The empanelled ETSPs shall maintain full confidentiality of all the courses referred to it and shall not disclose any data/information to any unauthorized person or agency.
- b) The RFP document should be submitted strictly as per the prescribed format in the tender document. All supporting and supplementary documents should be duly marked with company name and signed by the authorized signatory.
- c) Once the initial qualification process is completed, empanelled ETSPs will execute a contract/agreement with IITB containing the pertinent terms and conditions; the list of empanelled EdTech Service Providers will be subjected to periodical and annual reviews.
- d) Empanelled ETSPs will have approximately 8-10 programmes as the initial basket to offer in the market, on behalf of IITB. This list can be modified by IITB depending on the demand, faculty availability, ETSP's performance and any other institute guidelines. The initial list of courses will be a mix of high-in-demand courses and niche/core engineering courses. This course list will be decided by IITB and the decision will be binding on the ETSP.
- e) The empanelled ETSPs must ensure that all the activities being carried out by them are carried out in a transparent, legal and ethical manner, adhering to the best industry practices. It is necessary for the ETSP to conduct its processes without any adverse impact on the brand IIT Bombay and its programmes and activities. Further, all external communication (brochure, admission letter, logo usage, website content, and programme related promotional materials) will be reviewed by an IITB team and approved before making these public.
- f) Any inaccuracy in any response or representation given by the bidding ETSP to IITB, or failure to substantiate any response as required by IITB will result in failure to qualify for inclusion in the empanelled ETSP list. Where such information comes to the notice at a later date, the ETSP may be removed from the list of empanelled EdTech Service Providers.
- g) Any ETSP, before or after empanelment, providing false information or inaccurate or forged documents will not be considered for this or any other work at the Institute and will be banned/debarred/blacklisted as per extant procedures of IIT Bombay. If such information comes to light during or after successful qualification and/or empanelment, IITB reserves the right to remove the ETSP from the empanelled list of ETSPs and also to take action for blacklisting/debarment/banning and security deposit forfeited.
- h) The penalty for unsatisfactory service delivery by an empanelled ETSP will be fixed by IITB in accordance with the terms and conditions set out in the agreement to be executed.
- i) It will be the responsibility of the EdTech Service Provider to submit/update IITB with relevant documents and also to keep IITB informed of any matter that may affect the ETSP's continued qualification and ability to perform the work. If the ETSP's future circumstances change such that they no longer comply with the qualification criteria for that particular category/group/area or are unable to perform the work, then the EdTech Service Provider should promptly inform IITB and IITB reserves the right to remove the ETSP from the list of empanelled ETSPs. IITB shall not bear any responsibility or risk for any suspension, cancellation or termination of the empanelled ETSP.
- j) The bidding ETSP should be open to the reference/feedback check from the organisations they have served or are serving for the similar service.
- k) Intellectual property: All the learning content (lecture slides, lecture videos – including post production, documents, example problems, lab sessions, solutions and any other programme related content) created/initiated and offered by the IIT Bombay faculty would solely remain the intellectual property of IIT Bombay and the programme coordinator(s) as per the approved IPR policy of the Institute. Any software platform/tool created specifically for the particular programme will be the intellectual property of the Institute. All academic contents of the programme will abide by the copyright regulations and academic proprietary.
- l) Personal data privacy: IITB and the empanelled ETSP shall ensure that the personal information collected or received by them pertaining to these courses shall be collected, stored and processed in strict compliance with all applicable laws pertaining to privacy and data protection and in compliance with the privacy policies

communicated between the two parties.

- m) This RFP is not an offer and is issued with no commitment. IITB reserves the right to withdraw this request (RFP) and change or vary any part thereof at any stage if IITB determines that such action is in the best interest of the Institute.
- n) The decision of the Director of IIT Bombay shall be final in respect of any dispute arising out of this RFP or on the question of interpretation, application etc., of any clause or provision of this RFP.
- o) Non-compliance of any terms and conditions enumerated in the Agreement will be treated as breach of the Agreement

2. Payment Terms

- a) ETSP's payments will be released after the reconciliation of the accounts statement, receipt of all the fees and accounting for refunds. Once the course account statement is agreed and frozen, IITB will provide a go-ahead to submit the invoice. Invoices will be paid within 45 business days.
- b) Tax Deduction at Source (TDS) will be effected from each bill/invoice (as applicable) of the agency under the statutory rules of Union Govt. in respect of Income Tax & other Taxes etc.
- c) Payment shall be made by NEFT/ RTGS or electronic fund transfer offered by the Bank.

3. Dispute resolution & arbitration

- a) All disputes, controversies, claims or differences arising out of or relating to the execution of this Agreement shall be resolved amicably by mutual consultation and discussion by the authorized representatives of both the parties shall be referred to arbitration (to be conducted in English language). However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication.
- b) Sole arbitrator shall be appointed by IITB within thirty (30) days of notice regarding appointment of Arbitrator. The firm agrees that the arbitrator could be an employee of the Institute & shall not have any objections in this regard. The award of the sole arbitrator shall be final and binding on all the parties.
- c) The arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act 1996, as amended from time to time and rules formed there under.
- d) Notwithstanding any dispute between the parties, the agency shall not be entitled to withhold, delay or defer his obligation under the Agreement and the same shall be carried out strictly in accordance with the terms & conditions of the Agreement
- e) The cost of Arbitration shall be borne by the respective parties. During the pendency of the arbitration proceeding and currency of Agreement, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the firm shall continue to be made in terms of the Agreement. Arbitration or any other legal proceedings shall be subject to the exclusive jurisdiction of the Courts in Mumbai only.

4. Termination

- a) IITB reserves the right to terminate the empanelment without assigning any reason by giving a notice of 3 (three) months.
- b) IITB reserves the right to terminate the empanelment at any time, by written notice of default sent to the bidder, in case the work performance is not to be satisfactory, or in case there is any violation of the terms and conditions of the AGREEMENT. The decision of IITB in this regard would be final and binding on the firm. The firm is not eligible for any compensation or claim in the event of such cancellation.
- c) IITB may also terminate the empanelment in the event of any proven fraud or wilful negligence on part of the bidder during the tenure of the empanelment or in the event of any disrepute is brought to the project on the part of any act/omission by the bidder or its officials during any stage of the delivery/performance of the services.

5. Earnest Money Deposit (EMD) & Security Deposit

- a) Undertaking for Bid Security V as per Annexure issued by the bidder on company's letterhead in lieu of EMD is to be submitted along with technical bid.

- b) Security Deposit is mandatory.
- c) Selected bidders should submit a Security Deposit (in prescribed format). The Security Deposit to be furnished in the form of Demand Draft/Cheque for an amount of Rs. 1,00,00,000 (one crore).
- d) The Security Deposit should be established in favour of "The Registrar, IIT Bombay" payable at Mumbai.
- e) Security Deposit shall be for the due and faithful performance of the AGREEMENT and shall remain binding, notwithstanding such variations, alterations for extensions of time as may be made, given, conceded or agreed to between the successful bidder and the IITB under the terms & conditions of acceptance to the RFP.
- f) The successful bidder is entirely responsible for due performance of the AGREEMENT in letter and spirit and all other documents referred to in the acceptance of RFP.
- g) If the selected bidder fails to submit the Security Deposit, then empanelment will be cancelled and EMD terms will be enforced.
- h) No interest shall be payable by IITB to the bidder on Security Deposit.
- i) If a successful bidder fails to perform AGREEMENT terms and conditions then the Security Deposit will be forfeited and the bidder will be debarred from participation in any RFP notified by IITB for a period of two (2) years.

6. Transfer and Subletting

- a) The bidder shall not sublet, transfer, assign or otherwise part with the acceptance of the RFP or any part thereof, either directly or indirectly, without the prior written permission of IITB.

7. Validity of Offer

- a) This RFP is valid for a period of One Hundred and Eighty (180) days from the date of opening of the bid.
- b) The bidders shall not revise the proposals unless such directions are given in a corrigendum (if any).

8. Indemnity

- a) The selected bidder must/will indemnify IITB and its stakeholders against all third-party claims of intellectual property rights infringement including infringement of patent, trademark, copyright or industrial design rights arising from the use of the services, designs, codes, chips etc. and related services or any part thereof. IITB and its stakeholders stand indemnified from any claims that the hired manpower / bidder vendor's manpower may opt to have towards the discharge of their duties in the fulfillment of the contract or the provision of services therein.

9. Force Majeure

- a) If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, pandemics, quarantine restrictions, strikes, lockouts, acts of God (hereinafter referred to as "events") neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist.
- b) The decision of IITB as to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding thirty (30) days, IITB may at its option, terminate the contract without any obligation to compensate or performance on its part.

10. Jurisdiction

- a) The laws of India shall govern this RFP.
- b) In the event of any dispute over this empanelment, the decision of IITB shall be final and binding.
- c) This RFP is subject to the exclusive jurisdiction of the Courts at Mumbai.

SECTION 6 –COMMERCIAL BID

Ref. No.: MMD/EDTECH-SP/2026-27

Prospective ETSPs will have to participate in the competitive bidding. The minimum IITB revenue shares for different CEP course types are mentioned in the table below. ETSPs can quote a higher revenue share for IITB is mandatory to quote for both the Categories.

Category I

Sr. No.	Mode of Delivery	Minimum "IITB Revenue Share"	Quoted "Revenue share of IITB"	In Words
1.	Blended online open course	60%		
2.	Synchronous (live online) open courses			
3.	Set of online courses leading to a short master's degree			
4.	Online courses in partnership with foreign universities			

Category II

Sr. No.	Mode of Delivery	Minimum "IITB Revenue Share"	Quoted "Revenue share of IITB"	In Words
1.	MOOC	60%		

SECTION 7 - ANNEXURES

ANNEXURE I - BIDDER'S INFORMATION

(On Company / firm's Letterhead)

Details of the Bidder:		
1	Name of the bidder	
2	Registered Office/Shop Address of the bidder	
3	Details of the Incorporation/Shop Establishment License of the Company	Date:
		Registration No.:
5	Valid GST Registration No.	
6	Permanent Account No. (PAN)	
7	Name & Designation of the Contact person to whom all references shall be made regarding this tender	
8	Address for Communication	
9	Telephone No. (with STD Code)	
10	Email Address of the contact person	
11	Fax No. (with STD Code)	

Yours faithfully,

(Signature of the bidder) Printed Name Designation

Seal

Date:

Business Address:

Encl: As above

ANNEXURE II - DECLARATION FOR ACCEPTANCE OF TENDER TERMS AND CONDITIONS
(On Company / firm's Letterhead)

Date :

To,

The Deputy Registrar (MM)
Materials Management Division
Gr. Floor, Nandan Nilekani Main Building,
I.I.T. Bombay,
Powai, Mumbai – 400 076.

Sir,

Ref: TENDER No. MMD/EDTECH-SP/2026-27 dated 10th September, 2026 for “Empanelment of EdTech Service Providers for IIT Bombay’s Educational Outreach Office”

I/we carefully gone through the Terms & Conditions as mentioned in the above referred tender document. I/we declare that all the provisions of this tender are acceptable to my company. I /we further certify that I'm an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the bidder)

Printed Name

Designation

Seal

Date:

Business Address:

ANNEXURE III – DECLARATION REGARDING CLEAN TRACK

(On Company / firm's Letterhead)

To,
The Deputy Registrar (MM)
Materials Management Division
Gr. Floor, Nandan Nilekani Main Building,
I.I.T. Bombay,
Powai, Mumbai – 400 076.

Date:

Dear Sir,

Sub: RFP No. MMD/EDTECH-SP/2026-27 dated 10th September 2026 for “Empanelment of EdTech Service Providers for IIT Bombay’s Educational Outreach Office”.

I/we carefully gone through the Terms & Conditions contained in the above referred tender document. I/we hereby declare that my company / firm is not currently debarred / black listed/convicted by any Government / Semi Government Organizations / Institutions in India or abroad. I/we further certify that I'm competent officer in my company /firm to make this declaration.

Or

I/we declare the following

Sr. No.	Country in which the company is debarred/blacklisted/ case is pending	Black listed / debarred by Government / Semi Government Organizations/Institutions	Reason	Since when and for how long

(NOTE:In case the company / firm was blacklisted previously, please provide the details regarding Period for which the company / firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the bidder) Printed Name Designation Seal

Date:

Business Address:

Encl: As above

ANNEXURE IV - DECLARATION OF ANNUAL TURNOVER

(On Company / firm's Letterhead)

To,

The Deputy Registrar (MM)
Materials Management Division
Gr. Floor, Nandan Nilekani Main Building,
I.I.T. Bombay,
Powai, Mumbai – 400 076.

Date:

Dear Sir,

Sub: RFP No. MMD/EDTECH-SP/2026-27 dated 10th September 2026 for “Empanelment of EdTech Service Providers for IIT Bombay’s Educational Outreach Office”.

1. I/we hereby declare that, our firm's Annual Sales Revenue as follows, and I/we have also supported an Audited Accounts for your references:

F. Y. 2023-24	F. Y. 2024-25	F. Y. 2025-26

Yours faithfully,

(Signature of the bidder) Printed Name Designation Seal

Date:

Business Address:

Encl: As above

ANNEXURE V - UNDERTAKING for BID SECURITY

(To be issued by the bidder on company's letter in lieu of EMD)

To,
The Deputy Registrar (MM)
Materials Management Division
Gr. Floor, Nandan Nilekani Main Building,
I.I.T. Bombay,
Powai, Mumbai – 400 076.

We, M/s (name of the firm), with ref. to
RFP No. **MMD/EDTECH-SP/2026-27 dated 10th September 2026 for “Empanelment of EdTech Service Providers for IIT Bombay’s Educational Outreach Office”**.

Here by undertakes that:

- 1) We accept all the terms and conditions of the tender document.
- 2) We accept that, we will not modify our bid during the bid validity period, submit Security Deposit within the stipulated period and honour the contract after award of contract.
- 3) In the event of any modification to our bid by us or failure on our part to honour the contract after final award or failure to submit Security Deposit, our firm may be debarred from participation in any tender/contract notified by Indian Institute of Technology, Bombay for a period of one year.

Yours faithfully,

(Signature of the bidder) Printed

Name Designation Seal

Date:

Business Address:

SECTION 8 - FORMAT FOR PERFORMANCE BANK GUARANTEE

[To be typed on non-judicial stamp paper of the value of Indian rupees of one hundred to be established through any of the Nationalized / Scheduled Banks (whether situated at Mumbai or Outstation) with a clause to enforce the same on their local branch at Mumbai or any Scheduled bank situated at Mumbai].

To,
The Registrar,
Indian Institute of Technology Bombay,
Powai, Mumbai – 400 076

LETTER OF GUARANTEE

Whereas Indian Institute of Technology Bombay (Buyer) has invited Tenders vide Tender/Contract No..... Dt. for providing Edtech Services AND Whereas the said tender document requires that any eligible successful tenderer (service provider) intending to offer EdTech Services in response thereto shall establish an irrevocable Performance Bank Guarantee in favour of "The Registrar, Indian Institute of Technology Bombay" in the form of Bank Guarantee for Rs ,1,00,00,000/- (Rupees one crore Only) and valid till three years or till fulfilment of all the contractual obligations with an additional claim period of 60 days from the date of agreement. Performance Bank Guarantee may be submitted within 15 (Fifteen) days from the date of award of Contract.

Now this Bank hereby guarantees that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / Contract order / performance for providing Legal Services, this Bank shall pay to Indian Institute of Technology Bombay on demand and without protest or demur Rs _____/- (Rupees _____ Only).

This Bank further agrees that the decision of the Indian Institute of Technology Bombay (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / Contract order shall be final and binding.

We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the tenderer (Seller) and/ or Indian Institute of Technology Bombay (Buyer).

Notwithstanding anything contained herein:

- 1) Our liability under this Bank Guarantee shall not exceed Rs. (Indian Rupees only).
- 2) This Bank Guarantee shall be valid up to(date) and
- 3) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Bombay serves upon us a written claim or demand on or before(date).

This Bank further agrees that the claims, if any, against this Bank Guarantee shall be enforceable at our branch office at situated at (Address of local branch).

Yours truly,
Signature and seal of the guarantor:
Name of Bank:
Address:
Date:

SECTION 9 – CHECKLIST

Bidders are required to submit the following documents:

1) Envelope A (Technical):

- a. Documentary evidence in support of Eligibility criteria & Technical Bid (Section - 2)
- b. Annexures (Section - 7)
- c. Any other relevant information/document
- d. Duly filled-in and signed Table No. 2, as provided in the RFP.
- e. Signed and Stamped Request for Proposal Document

2) Envelope B (Commercial Bid):

- a. Commercial Bid (as per format of Section - 6)