

NOTICE INVITING TENDER (NIT)
(E-PROCUREMENT MODE)
EMPANELMENT OF SERVICE
PROVIDER FOR
Providing of Technology & Marketing
Service for IIM Jammu

NIT Ref No: IIMJ/NIT/Ed-tech/2023-24/25 Dated: 04.03.2024.

Tender Document can be downloaded from following websites:

<http://www.iimj.ac.in/tender-and-notice>

<https://www.eprocure.gov.in/eprocure/app>

Address To:

Chief Administrative Officer
Indian Institute of Management Jammu
Jagti, Jammu -181221 (J&K)

NOTICE INVITING TENDER (E-Procurement Mode)

EMPANELEMENT OF SERVICE PROVIDER FOR PROVIDING OF TECHNOLOGY & MARKETING SERVICE FOR IIM JAMMU E-LEARNING PROGRAMMES THROUGH DIRECT TO DEVICE MODE (D2D MODE) AT IIM JAMMU

NIT Ref No: IIMJ/NIT/Ed-tech/2023-24/25

Dated 04.03.2024.

Indian Institute of Management Jammu, an autonomous body, under the Ministry of Education, Government of India invites E-Tenders / online proposals (E-PROCUREMENT MODE ONLY) for EMPANELEMENT OF SERVICE PROVIDER FOR PROVIDING OF TECHNOLOGY & MARKETING SERVICE FOR IIM JAMMU E-LEARNING PROGRAMMES THROUGH DIRECT TO DEVICE MODE (D2D MODE) AT IIM JAMMU. Interested Agencies meeting the eligibility criteria as per terms & conditions RFP document may submit their Proposals complete in all respect.

TENDER SCHEDULE/ BID-DATA SHEET:

Date of Issue/Publishing	:-	05.03.2024
Pre bid Meeting (Tentative timings)	:-	12.03.2024 at 3:00 PM through Google Meet.
Start date and time of submission of Bid	:-	13.03.2024 at 11:00 AM onwards
Last Date and Time for Uploading of Bids	:-	25.03.2024 till 11:00 AM
Date and Time of Opening of Technical Bids (Cover-I)	:-	26.03.2024 @ 11.00 AM
Date of Opening of Financial Bids (Cover-II)	:-	Shall be Communicated after the technical evaluation.
Number of Covers	:-	02 (Two)- Cover-I (Technical Bid) and Cover-II (Financial Bid)
Tender Processing Fee (Non-Refundable) Not Exempted	:-	Rs. 1180/- (Rupees One thousand Eighty Only) including GST
EMD (non-refundable)	:-	Rs. 2,00,000/- (Rupees Two Lakhs only)
Performance Security	:-	Rs.3,00,000/- (Rupees Three Lakhs Fifty thousand only)

Contact detail	:-	Chief Administrative Officer, +91-191-2741400, cao@iimj.ac.in , Purchase Department: +91-7298076792, purchase@iimj.ac.in AAO (Admissions) +91- 191-2741414, aao.admissions@iimj.ac.in
Bid Validity	:-	90 days from the date of opening of financial bid

Note:

- (i) Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respect as per the specified terms and conditions.
- (ii) The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.
- (iii) In case, the last date of receipt of tenders and / or the day of opening of tender is declared as a Public Holiday or there is non- functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose at same time. No separate intimation will be given.

**Chief Administrative Officer
IIM Jammu**

1. BACKGROUND:

1. Indian Institute of Management Jammu, hereinafter known as IIM Jammu is one of the Institutions of National Importance (INIs) in India governed by the Indian Institute of Management Act 2017 under the Ministry of Education (MOE), Government of India. The Institute imparts quality/ world class education in Management and conducts MBA program, IPM Program, Doctoral level programmes and executive training programs in all the functional areas of Management.
2. IIM Jammu is operating from its permanent campus at Jagti, the 200 acres of state-of-the-art campus at Jagti, 14 Kms. from Jammu City, about 16 Kms from Jammu Railway Station and 18 Kms. from Jammu Airport. The proposed Campus is a blissful mix of modern architecture, culture and heritage of Jammu and Kashmir.
3. IIM Jammu is also operating from Canal Road, Jammu.
4. IIM Jammu is also operating its transit Satellite campus for Executive's Education Programs at Srinagar-190015 J&K.
5. IIM Jammu invites the proposals for EMPANELEMENT OF SERVICE PROVIDER FOR PROVIDING OF TECHNOLOGY & MARKETING SERVICE FOR IIM JAMMU E-LEARNING PROGRAMMES THROUGH DIRECT TO DEVICE MODE (D2D MODE) AT IIM JAMMU.

2. SCOPE OF WORK:

The objective of this tender is to empanel competent agencies for providing service as explained in detailed scope of work mentioned below: The Scope of work and services enumerated below are indicative and may not be exhaustive.

(The Scope of work mentioned below need to read in correlation with related BOQ Items)

The parties are expected to undertake the following:

2.1 Providing of Technology Platform and Marketing: D2DMode:

- a) Providing uninterrupted real time ready to use primary communication network between studio's (faculty side) and direct to devices (Student side) across places in India. This synchronous/ asynchronous network connectivity will be used to share multimedia educational content in the form of audio, video, text, data in synchronous/ Asynchronous and between multiple studios (faculty side) and direct to devices (Student side).
- b) Installation, maintenance, and operation of the studio facilities (faculty side) at IIMJ campus.
- c) Provide the necessary technology / software interface that allows sharing of content as required. Other add on services complimenting.
- d) Supplementing education delivery (Exams, Quiz, feedback, etc) over the technology platform, student & programme management may also be appreciated.
- e) The Interested parties will undertake all necessary marketing activities to acquire the targeted participants for each programme unless participants for any specific programs

are sourced directly by IIMJ.

- f) Regular Upgradation of technology to ensure state of the art technology is made available for connectivity, studio (Faculty end), direct to device (Student end).
- g) IIMJ would like to engage the services of appropriate service providers, to provide IIMJ blended learning Programmes to be delivered to participants using multimedia based online education using contemporary technology.
- h) IIMJ expects the service provider to provide technology support, participant enrolment, development of marketing materials, aid in internet-based delivery, and participant management services including enrolment, attendance management services to all the participants enrolled.
- i) The bidder has to submit the Marketing and Promotional plan for each programme well in advance for IIMJ approval. The bidder has to do the marketing as per the approved Marketing plan.
- j) The Service Provider will provide marketing and promotional services in respect of the awarded programme(s).
- k) The cost of all marketing, promotional and coordination activities, including advertisements, shall be borne by the Service Provider. All such marketing and promotional materials used by the Service Provider need to be approved by designated and authorized person from IIMJ.
- l) The Service Provider would be using its technology platform to support IIMJ in promoting e-Learning programmes through various websites either owned by the service provider or on websites that have partnership with the service provider or through other social media platform.
- m) The micro-site of the bidder can exclusively facilitate enrolment of participants to IIMJ for the awarded online programme be linked to the main website of IIMJ, i.e. www.iimj.ac.in direct all the participants to apply through IIMJ payment gateway for payment of programme fees.
- n) The Service Provider shall provide access to technology platform for participants via a dedicated user id and password. The technology platform shall have features which would include but not limited to managing multimedia contents, multimedia content delivery via technology and internet, and online participants support.
- o) To carry out an appropriate marketing activity, it is expected that bidder should have expertise in conceptualizing, designing, and creating digital marketing strategies and campaigns on various platforms like (Google, LinkedIn, Facebook, Twitter, YouTube, Instagram etc.).
- p) The organization should have a dedicated team headed by an Account Manager, a fully charted out operational plan for the campaign ensuring maximum reach out to the target group, support for design of marketing strategies besides, an updated current database for mailing and call contact.
- q) The Service Provider is expected to have direct relationships with various sources, over the course of its development, which may be harnessed for the marketing of various IIMJ blended learning programmes.
- r) The organization should also provide the key metrics like number of hits, number of

impressions, No. of posts, no. of inbound links, no. of shares, no. of comments, percentage conversion etc. on a non-going basis, for the validation of the campaign plan. The service provider shall provide weekly performance report reports to IIMJ.

- s) During marketing IIMJ D2D programmes, requests/enquiries are likely from its clients and Potential clients for customized / regular programmes. All such queries/request would have to be diligently passed on in quick time to nominated Executive of IIMJ
- t) On receipt of the work order, the bidder will start planning for finalizing the Programme Description Sheet [PDS] in coordination with the concerned Programme Chair and Administrative officer. The Programme Description Sheet [PDS] shall become part of the contract document.
- u) Service Provider should be able to set-up a studio in the campus, in such scenario IIMJ will provide only space and the service provider must install all needed equipment's and transmitting facilities after discussion and mutual agreement. IIMJ will not absorb any cost on such set-up.
- v) The Service Provider shall submit a separate Programme Description sheet [PDS] and agreed upon in writing prior to the Programme launch. PDS shall include all details of the programme covering Programme Name, duration, Brief contents, minimum number of participants, certification, student facilities, selection process, fee structures, timings, penalties for deficiencies in service etc.
- w) At the beginning of each programme Bidder has to comply the minimum number of participants for each programme as agreed in Programme
- x) Description Sheet [PDS], failure to which shall attract penalty as specify in PDS.
- y) In case of registrations of participants below the numbers (applicants who meet the criteria for selection as decided by IIMJ) as indicated in the Programme Description Sheet, IIMJ reserves the right to cancel, postpone the programme, or take any other suitable action.
- z) Live 2 Way highly Interactive Audio and Video along with Capability to share multiple Devices such as Laptop, Tab, and Digital Whiteboard.
- aa) Near life like immersive experience of both faculty and participants, Teaching and learning experience should be as high as normal environment. Natural intuitive hands-free technology for faculty and participants.
- bb) Faculty should not be bound to Studio in the Institute. Service Provider should have the ability to let faculty teach classes from a classroom location nationally when he is travelling.
- cc) Dynamic multiple layout options to enable faculty and participants to experience Classroom modes such as Lecture Mode, Discussion Mode, Q & A Mode

2.2 Providing Marketing Support

- a) The Interested service provider will undertake all necessary marketing activities to acquire the targeted participants for each programme unless participants for any specific programmes are sourced directly by IIMJ.
- b) The service provider will provide marketing and promotional services in respect of the awarded programme(s).
- c) The cost of all marketing, promotional and coordination activities, including advertisements, shall

be borne by the Service Provider. All such marketing, and promotional materials used by the

- d) Service Provider needs to be approved by designated and authorized person from IIMJ.
- e) The service provider has to submit the Marketing and Promotional plan for each programme well in advance for IIMJ approval. Bidder has to do the marketing as per approved Marketing Plan.
- f) The Service Provider would be using its technology platform to support IIMJ in promoting e-Learning programmes through various websites either owned by the service provider or on websites that have partnership with the service provider or through other social media platform.
- g) The micro-site of the bidder can exclusively facilitate enrolment of participants to IIMJ for the awarded online programme be linked to the main website of IIMJ, i.e.” www.iimj.ac.in” will direct all the participants to apply through IIMJ payment gateway for payment of programme fees.
- h) To carry out an appropriate marketing activity, it is expected that bidder should have expertise in conceptualizing, designing, and creating digital marketing strategies and campaigns on various platforms like (LinkedIn, Face book, Twitter, YouTube, Instagram etc.).
- i) The organization should have a dedicated team headed by an Account Executive, a fully charted out operational plan for the campaign ensuring maximum reach out to the target group, support for design of marketing strategies besides, an updated current database for mailing and call contact.
- j) The Service Provider is expected to have direct relationships with various sources, over the course of its development, which may be harnessed for the marketing of various IIMJ blended learning programmes.
- k)The organization should also provide the key metrics like number of hits, number of impressions, No. of posts, no. of inbound links, no. of shares, no. of comments, percentage conversion etc. on an on-going basis, for the validation of the campaign plan. The service provider shall provide weekly performance report reports to IIMJ.
- l) During marketing IIMJ e-Learning programmes, requests / enquiries are likely from its clients and potential clients for customized / regular programmes. All such queries/request would have to be diligently passed on in quick time to nominated Executive of IIMJ
- m)The services would include submitting and executing marketing plans, reaching out and contacting relevant officials including L&D Heads and others top level officials responsible for training decisions.
- n) The activities expected to be performed cover the various stages of end-to-end marketing including but not limited to:
 - o) Electronic data mailing**
 - i. Based on the discussion with IIMJ team members, the bidder is expected to communicate through e-mailers.
 - p) Demand generation and follow-up.**
 - i. The bidder is expected to facilitate the minimum number enrolment of various programmes.
 - q) Produce Creative and Display advertisements for social media.**

- i. To provide end-to-end Go to market strategy for acquiring participants for EEP, IIMJ Executive Education Programmes.

r) Digital and Social Media Marketing

- i. The bidder, after taking approval of IIMJ, must formulate a result-oriented comprehensive social media promotion strategy on the social media websites.

s) Webinars Developing and Hosting Micro-Website for Lead Generation

- i. The bidder is responsible to conduct a webinar as and when the faculty chair/s of the programme request. The micro-website of the programme related information is for the lead generation.

t) Weekly MIS and Lead Dashboard

- i. The bidder must submit the weekly MIS report to EEP, IIMJ and leads dashboard. Brochures sent to corporate can be verified anytime and a list of same can be asked for the verification.

u) Digital Media Campaign, Planning Preparing and releasing.

- i. The bidder, after taking approval, creates a campaign for the programme. Planning and preparing the database as well as releasing the ads and execute the campaign.
- ii. To provide end-to-end go to market strategy for acquiring participants for IIMJ's eLearning programme. To initiate the first round of communications through emailers to the selected Target Group for every programme, followed by an outbound Lead / Demand Generation and qualification process which will generate a funnel of interested cases.
- iii. The digital marketing campaign must flow from a promotional strategy for each programme and outline the high-level approach for the campaign. The strategy must cover the following:
 - 1. The target audience for the programme (given)
 - 2. Key benefits / take aways from the programme (given)
 - 3. How the proposed campaign proposes to reach out to the given target – describe in terms of the target fields available with each medium.
 - 4. Why the suggested campaign is the best fit for reaching out to the target audience?
 - 5. The campaign creatives must emphasize the key benefits from the programme.
- iv. The vendor must be adept in using the following digital marketing channels for marketing.
 - 1. LinkedIn–banner advertisements and sponsored updates
 - 2. Google Ad Words
 - 3. Google display network
 - 4. Remarketing and retargeting
 - 5. The vendor must use cookies to profile the visitors to our website and must apply “look-alikes” to extend reach.
 - 6. Online news magazines and newspapers
 - 7. Development of banner creative's
 - 8. Development of creative for the LinkedIn brand pages of Executive Education
 - 9. Development of email creative and HTML Emailer
 - 10. Email / Whats App campaign.
 - 11. Landing page and Lead capture mechanism.

3. General Scope of Work:

1. The selected bidder needs to submit a quarterly report on the performance of the facilities provided by the selected bidder. IIMJ on its own can also conduct an independent assessment of the facilities provided by the bidder.
2. The number of Online Programs offered by IIMJ is generally not less than 03 per year; the award of such programs to the empaneled bidder will be decided by IIMJ.
3. The service provider shall enable programme delivery to participants in a Synchronous, Asynchronous or through Video-Conferencing mode, which must be categorically mentioned in the technical bid.
4. The relationship of the bidder with IIMJ would be a Service Provider to IIMJ and shall not amount to a Franchisor-Franchisee relationship or a partnership.
5. The use of IIMJ brand and logo name by the Service Provider shall be strictly as per norms / specifications and guidelines defined by IIMJ.
6. The service provider at its own discretion though not mandatory can create a Micro- site with their own domain name.
7. IIMJ will collect programme fees from the offered participants, and to make the payment to Service Provider for the agreed revenue share receipt of invoice from the bidder as per Payment Term.
8. All processes involved in the Learning programme such as selection of participants, enrolments, evaluation, teaching, assessment, and certification etc. of the participants shall be carried out as per IIMJ's policies and guidelines.
9. IIMJ will decide about the course fee and develop and issue all the course material to the participants either through service provider or direct to the participants.
10. IIMJ shall issue appropriate certificate as required to participants on closure of the awarded e-learning programme of IIMJ as per policy.
11. The term of empanelment shall be initially for a period of two year effective from the date of issuing empanelment letter and subsequently can be renewed for two years subject to satisfactory performance and review of the Service Provider and further be renewed for two years' subject to satisfactory performance and review as mutually decided.
12. On empaneling the bidder, for allotment of each program mean appropriate work order will be issued to the bidder for confirming the award of one e-learning programme.
13. Any deviation from the scope & terms of the original Tender are not permitted except if specifically agreed in writing.
14. The bidders should not assign this contract in full or any part thereof to any third party.
15. The bidder should start marketing or promotional activities after receiving a formal work order from IIM Jammu.
16. The empaneled agencies have to start marketing activities and ensuring admissions numbers after empanelment and receiving of work order for particular programs, offered by IIM Jammu any time after April 2024.

4. TERMS AND CONDITIONS:

1. **Period of Contract:** The empanelment will be for a period of two year, and on satisfactory completion, the empanelment may further be extended for a period of two years, and on satisfactory completion of the work, it will further be extended to another two years. Hence, on satisfactory and successful execution of work, will totally be empaneled for a period of six years. The terms & conditions remain will remain the same as per the original contract.
2. **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
3. **Insurance:** The successful bidder has to obtain adequate insurance cover for its personnel deputed at the site, the Equipment installed at the site and third-party liability. IIMJ will not have any liability towards any of such personnel or equipment.
4. **Escalation / De-Escalation of Revenue sharing percentage:** The finalized revenue sharing percentage may be reviewed once in three years during the contract period and in mutual consent will be decided on escalation or de-escalation of decided revenue sharing percentage.
5. **Liquidated Damage:** - The studios and communication facilities need to be installed at IIMJ premises and commissioned within 30 days of award of the contract or allocation of Studio Space. Any delay will invite penalty charges.
6. **Compliance of Statutory Obligations:** The bidder will be required to comply with all statutory obligations from time to time applicable to this contract. In the event of violation of any contractual or statutory obligations by the bidder, the bidder shall be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against IIMJ by any individual, agency or government authority due to acts of the bidder, the bidder shall be liable to make good/ compensate such claims or damages to the IIMJ. As a result of the acts of the bidder, if IIMJ is required to pay any damages to any individual, agency or government authority, the bidder would be required to reimburse to IIMJ such amount along with other expenses incurred by IIMJ or IIMJ reserves the right to recover such amount from the payment(s) due to the bidder while settling its bills.
7. **Liquidated Damages for Installation, Commissioning Delay:** If the Bidder fails to complete the installation and commissioning of studio, and / or studio or other equipment's wherever it is required, within 30 days, IIMJ shall impose Liquidated Damages, a sum of Rs 1 lakh (Rupees one lakh) for each calendar week of delay or part thereof.
8. Any penalty applicable shall become due in the next invoice and same shall be debited from the immediate due invoice or if amount is more than invoice amount then also may be recovered from the PSD.
9. **Inspection and testing by IIMJ:** - IIMJ reserves the right to visit the classroom / studio / infrastructure facilities of the successful empaneled bidder for inspection and verification of stated details / facilities before, and/or commencement of the contract with IIMJ. IIMJ reserves the right to authorize the classrooms/facility appointed for the programmes.
10. **Award of similarity type of work/ service on same rates:** - Upon mutual consent, IIMJ may award similar type of work / services / programme for which the rates shall be valid during the contract period.

11. **Quantum of work:** This contract is basically a delivery programme on a revenue sharing contract. The quantities given in the “BoQ” (Stage-2, Financial Bid) are approximate only and may vary in actual course of execution. The BIDDER is therefore advised to quote very carefully. No claim for compensation from the bidder shall be entertained due to any variation in quantities (irrespective of the quantum of variation) OR deletion of any item. The rates fixed for the contract shall remain same throughout the contract period. The actual executed quantities shall be paid for Programme will be assigned to the selected bidder empaneled for the work described in this tender based on their performance and customer satisfaction/feedback. However, it should be noted, the assignment of programme would purely on the discretion of IIMJ.
12. **Exit Clause:** The contract can be terminated by giving one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor is not found satisfactory.
13. Campaign Budget, Duration, and other related factors will be based on the requirement of IIM Jammu.
14. The rates as per award of contract shall remain same throughout the contract period and shall not be changed in any circumstances.
15. The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.
16. IIM Jammu shall have discretion to give any work to any empaneled agency selected through tendering process and the other agency will not have to claim for the work.
17. IIM Jammu reserves the right to cancel the contract at any time without assigning any reasons whatsoever.
18. IIM Jammu may empanel one or more agencies. Empaneled agencies may be allotted work depends on the requirement and at the sole discretion of IIM Jammu.
19. The L1 rates in the BoQ shall be offered to the other technically qualified agencies to match for the empanelment process.
20. If the services of the agency are not found satisfactory, the Director, IIM Jammu shall have the right to cancel the empanelment at any time without assigning any reason and without any financial compensation to the agency.
21. The rates may be offered to the bidders as per Itemwise L1. The agencies may be asked to match the lowest rates amongst the rates offered by them.

22. PAYMENTS TERMS:

The payment will be made after the successful delivery/completion of the assignment and submission of the invoice. IIM Jammu will normally settle the bill within 30 days from the receipt of the bill. However, for delayed payment, the Contractor will not charge any penalty or interest to IIM Jammu.

The payment under this agreement shall be made through NEFT/RTGS/IMPS (online transfer) subject to satisfactory completion of job contract services to be certified by concerned Office of IIM Jammu, the final amount of payment depends on completion of the campaigns and assessment by the concerned department. In case of the campaign being unsatisfactory, the concerned department/committee reserves the right to deduct payment amount as deemed

suitable. However, the final payment shall be made only after adjusting all the dues / claims of the IIM JAMMU.

Bill to be made in the name of Indian Institute of Management Jammu. GST No, Pan No and account details should be clearly mentioned on the bill. No advance payment will be made under any circumstances. DS/ Income Tax etc. are to be deducted at source from the bills of Contractor as per rule. The payment of incentives (Application conversion basis) will be paid at the end of the campaign after due assessment.

23. PENALTY CLAUSES:

(i) In the event of non-performance of any of the duties / obligations or breach of any of the conditions arising out of the understanding, the bidder shall be liable for a penalty as mentioned hereunder:

- a) In case of failure of terminal (voice/video failure) at the participant end, a fine of INR 2500/- per instance will be levied. The Institute will base the claims on formal communication from the participants by email, with the Bidder having an opportunity to explain.
- b) The bidder will make its best effort to maintain a high level of service and shall take note of all advice / suggestions presented to them to improve the quality of the experience and shall provide detailed explanation of why such suggestions are not implementable in case they decide to not implement certain suggestions.
- c) If a bidder does promotional and marketing activities of any programme without institute's approval, it will be considered unauthorized and INR 1,00,000/- will be levied per instance.
- d) If the Bidder doesn't able to fulfill promised number of seats, a proportionate amount shall be deducted from their share and this regard IIMJ decision be final and acceptable to partner agency.

24. **Governing Language:** English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

25. **Non-disclosure of Contract documents:** Except with the written consent of the Buyer, the Seller/Service provider/other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

26. **INTERPRETATION:** All the terms and conditions of the contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complementary of every part and shall be read with and into the contract.

27. In case of any disputes regarding the execution of the work during the period of the contract, the decision of the Director, IIM Jammu, shall be binding and final, agreeable in full by both the parties.

28. **FORCE MAJEURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract, shall be prevented or delayed by Force Majeure situation. The Agency/ Firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the

Agency/ Firm and not involving the Agency/ Firm's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Agency/ Firm shall promptly notify the Institute in writing of such conditions and the cause within 7 days from the date of occurrence thereof.

Unless otherwise directed by the Institute in writing, the Agency/ Firm shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Neither party shall be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance.

29. The decision of IIM Jammu in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
30. With mutual consent between the IIM Jammu and the Contractor, any other point can be included in the agreement at the time of its execution.
31. In case of any disputes on execution of the work during the period of the contract, the decision of the Director, IIM Jammu shall be binding and final, agreeable in full by both the parties.
32. **ARBITRATION CLAUSE:** In the event of any dispute or difference(s) between the vendee Institute (IIM Jammu) and the vendor(s) arising out of non-supply of material or supplies not found according to specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to "The Director, IIM Jammu", who may decide the matter himself or may appoint arbitrator(s) under the Arbitration and Conciliation Act, 1996. The decision of the arbitrator shall be final and binding on both parties.

The venue of the arbitration shall be the place from where the order is issued.

The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.

Further, any legal dispute arising out of any breach of contract shall be settled in the court of competent jurisdiction located within the local limits of Jammu, J&K

33. **Pre-Bid Meeting:** An Online Pre-bid meeting will be conducted through Google Meet/ Zoom/ Other Online Platform, to clarify doubts that may arise before submission of the bids. Bidders/Representatives are invited to participate in this pre-bid meeting. Such attendees have to send a request along with a letter of authorization from their firm (or firms they are representing) by email to purchase@iimj.ac.in and aao.admissions@iimj.ac.in, for attending the Pre-bid meeting. Bidders are requested to mail the doubts prior to the pre-bid meeting, if possible, to enable us to clarify the doubts in the pre-bid meeting itself. The link of Online Pre-Bid Meeting will be shared with only those prospective bidders, who would have requested for attending the Pre-bid meeting as mentioned above. A maximum of two representatives per bidder will be permitted to attend the Pre-Bid Meeting, subject to the submission of a valid authorization letter.

5. ELIGIBILITY CRITERIA:

1. The bidder should be a Proprietary / Partnership firm / Company. Joint ventures companies are not allowed.
2. The bidder should be in the business of providing Synchronous technological service provider in academic institutions such as IIMs, IITs, IISERs, ISB, NITs or MBA institute under NIRF rank 25 for a minimum period of three (03) years as on Jan31,2024. The bidder has to equipped to provide D2D facilities.
3. The bidder should have satisfactory completion of contracts / assignments in previous 3 years in the field of providing Synchronous technological service provider to IIMs, IITs, IISERs, ISB, NITs or MBA institute under NIRF rank 25 with at least; One client for a value more than INR 50 lakhs (agency revenue share) in previous year (end March'2023) **OR** Two clients for a value more than INR 25 lakhs (agency revenue share) in pervious year (end March'2024).
4. The bidder must have work force/professionals (required nos. and having skill of educational marketing and synchronous programmes technical competence) in their roll.
5. The bidders should not be blacklisted by any department of the Government of India in the past. There should not be any criminal case registered against the bidding firm or its owner/partners anywhere in India. An undertaking to this is to be submitted with the tender document as an enclosure.
6. The bidder must have minimum employee strength of 10 people (on payroll) (Copy of valid Registration certificate, Business license or any other statutory license required to operate the business with concern labor authorities and valid ESI & PF registration to be attached. Copy of up-to-date remittance to ESI&PF authorities to be also attached.)
7. Scanned copy of PAN boqIN (GST Registration)
8. Scanned copy of online payment receipt for Tender fee or MSME / NSIC / Exemption certificate.
9. Signed and Scanned Copy of Tender Acceptance Letter & Price Bid Undertaking

6. TENDER FEE & EARNEST MONEY DEPOSIT (EMD):

1. The Bidder should submit Tender Fee of **Rs 1180/-** (Rupees One thousand one hundred and eighty only) – Non-Refundable / Not-Exempted and an EMD of **Rs. 2,00,000/-** (Rupees ~~Two~~ Lakhs forty thousand) –Refundable in the form of NEFT/RTGS in the name of “Indian Institute of Management Jammu”.

Bank Details of IIM Jammu for NEFT/RTGS:

NAME OF THE ACCOUNT HOLDER: INDIAN INSTITUTE OF MANAGEMENT JAMMU

NAME OF BANK: THE JAMMU & KASHMIR BANK LTD.

BRANCH NAME: E/C GOVT. COLLEGE OF ENGINEERING CANAL ROAD

ADDRESS OF BANK: GCET CANAL ROAD JAMMU

IFSC CODE: JAKA0EGCENG

A/C NUMBER: 1250040500000042

MICR CODE: 180051027

2. The Technical Bid without Tender Fee would be considered UNRESPONSIVE and will not be accepted.
3. The Tender Fee shall be denominated in Indian Rupees only.

7. SUBMISSION OF BID (INSTRUCTIONS FOR ONLINE BID SUBMISSION):

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Class 3 Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal and submitting their bid online on the e-tendering portal as per uploaded bid. **Prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal** (URL:<http://eprocure.gov.in/eprocure/app>). For more information, bidders may visit the CPP Portal <http://eprocure.gov.in/eprocure/app>. Tender document can also be downloaded from IIM Jammu Website (www.iimj.ac.in)

1. REGISTRATION:

Bidders to enroll on the e-Procurement module of the portal <http://eprocure.gov.in/eprocure/app> by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.

The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Bidders to register upon enrolment their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to Ensure that they do not lend their DSCs to others which may lead to misuse. Foreign bidders are advised to refer "DSC details for Foreign Bidders" for Digital Signature requirements on the portal.

Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / eToken.

2. SEARCHING FOR TENDER DOCUMENTS:

Various built-in options are available in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.

There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.

Once the bidders have selected the tenders they are interested in; they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

3. PREPARATION OF BIDS:

Bidder should consider any corrigendum published on the tender document before submitting their bids.

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.

Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard Documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

4. SUBMISSION OF BIDS (GENERAL INSTRUCTIONS):

The bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RGPT, Jais.

The bidder should prepare the EMD as per the instructions specified in the tender document. The EMD in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of EMD amount in original by the said time, the uploaded bid will be summarily rejected.

Bidders are requested to note that they should submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

Upon the successful and timely submission of bid click "Complete" (i.e., after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.

The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

5. BID SUBMISSION PROCESS:

The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid. Financial Bids to be submitted in BOQ format only.

TECHNICAL BID SUBMISSION:

The bidder should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET (**As per Annexure-I**) indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid, without which the tender will be considered incomplete and hence, summarily rejected.

The Technical Bid should be accompanied by the relevant documents, duly signed and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the tender will be considered incomplete and hence, summarily rejected.

Due date: The tender has to be submitted online on or before the due date. The offers received after the due date and time will not be considered.

The Technical Bid should be accompanied by a copy of this Tender Document with each page duly signed by the authorized signatory of the bidders, who has signed the bid, as taken of having read, understood and complied with tender, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the Tender Document will not be considered.

The bid should be precise, complete in all respect and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

The bid should be clear and without any condition. Conditional bids shall be summarily rejected.

IIM Jammu reserves the right to modify, expand, change, alter, restrict, scrap, refloat or cancel the Tender at any stage without assigning any reason whatsoever.

IIM Jammu reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any enquiry after submission of the quotation will not be entertained.

Any change/corrigendum/extension of closing/ opening dates in respect of this tender shall be issued through e-tender Portal (URL:<http://eprocure.gov.in/eprocure/app>) and IIM Jammu website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit IIM Jammu website for updates.

Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respect as per the specified terms and conditions.

The bidder is expected to examine all instructions, Forms, Annexure, and Terms & Conditions in the NIT document. Failure to furnish all information required by the NIT document or submission of an NIT not substantially.

No alterations should be made in any of the contents of the bid document by scoring out/removing any pages online/editing the contents of the bid document etc. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms & conditions listed in this part are liable to be rejected.

8. ONLINE BID SUBMISSION:

The Online bids (complete in all respect) must be uploaded online in two covers as explained below:

COVER – 1 (TECHNICAL BID)			
All Documents establishing conformity to the Eligibility Criteria (Following documents to be provided as single PDF file)			
Sr. No.	Documents	Content	File Types
1.	Technical Bid	Index (As per Annexure-I) indicating the page number of each document submitted	.PDF
2.		Technical Bid As per Annexure - II	.PDF
3.		Proof of Tender Fee and EMD.	.PDF
4.		Acceptance of Terms & Conditions of RFP as per Annexure- III.	.PDF
5.		Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.	.PDF
6.		Copy of GST Registration Certificate.	.PDF
7.		MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per Annexure- IV.	
		The bidder should be in the business of providing Synchronous technological service provider in academic institutions such as IIMs, IITs, IISERs, ISB, NITs or MBA institute under NIRF rank 25 for a minimum period of three (03) years as on Jan31,2024. The bidder has to equipped to provide D2D facilities.	
8.		<p>The bidder should have satisfactory completion of contracts / assignments in previous 3 years in the field of providing Synchronous technological service provider to IIMs, IITs, IISERs, ISB, NITs or MBA institute under NIRF rank 25 with at least; One client for a value more than INR 50 lakhs (agency revenue share) in previous year (end March'2023) OR Two clients for a value more than INR 25 lakhs (agency revenue share) in pervious year (end March'2024).</p> <p>The bidder should have satisfactory completion of contracts / assignments in previous 3 years in the field of providing Synchronous technological service provider to IIMs, IITs, IISERs, ISB, NITs or MBA institute under NIRF rank 25 with at least; One client for a value more than INR 50 lakhs (agency revenue share) in previous year (end March'2023) OR Two clients for a value more than INR 25 lakhs (agency revenue share) in pervious year (end March'2024).</p>	.PDF

9.		Proof of Income / Turnover to claim the eligibility related to Turn Over.	.PDF
		The bidder must have minimum employee strength of 10 people (on payroll) (Copy of valid Registration certificate, Business license or any other statutory license required to operate the business with concern labor authorities and valid ESI & PF registration to be attached. Copy of up-to-date remittance to ESI&PF authorities to be also attached.)	
10.		Self-Declaration about Non-Black Listing as per Annexure-VI.	.PDF
11.		Duly signed and stamped of the entire RFP document along with its addendum/corrigendum, if any	.PDF
12.		All other documents, as required in terms of the tender, to claim eligibility.	.PDF
Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.			

COVER – 2 FINANCIAL BIDS (PRICE-BID)

Sr. No.	Types	Content	File Types
1.	Financial Bid	Price Bid in given format BOQ only. (Format is given at Annexure-VII for reference only)	.xls

1. ASSISTANCE TO BIDDERS:

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

2. GENERAL INSTRUCTIONS TO THE BIDDERS:

The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.

Possession of Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/ eToken in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link 'Information about DSC'.

Bidders are advised to follow the instructions provided in the 'Instructions to the Bidders for the eSubmission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure>.

3. **BID VALIDITY:** The bids shall remain valid for a period of 90 days from the date of opening of financial bid. In case the Bidder withdraws, modifies or changes his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

In case the Bidder withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

4. The Submission of bids does not entitle any Agency for automatic grant of award.
5. Any enquiry after submission of the proposal will not be entertained.
6. Canvassing/marketing /offering promotional services etc. in any form whether directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the Agency/ Firm / Company who resort to canvassing will be liable for rejection without any further reference.
7. IIM JAMMU reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

9. BID OPENING:

1. The bids will be opened by a committee duly constituted for this purpose. The proposals (complete in all respect) received will be opened as mentioned at "NIT Schedule" in presence of Agency's representative if available. Only one representative will be allowed to participate in the Proposal opening and evaluation process, subject to the submission of a valid authorization letter.
2. The Agencies may request their authorized representatives to remain present during the Proposal opening process subject to submission of valid authorization letter in the name of the representative to attend the Proposal opening process.
3. The Technical Proposal will be opened first and evaluated. The Financial Proposal of only those Agencies whose technical bid is found to be technically responsive by the Committee will be opened. The Financial Proposals of ineligible Agencies will not be opened.
4. IIM Jammu reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof.
5. The decision of Competent Authority, IIM Jammu will be final in all matters relating.

10. AWARD OF CONTRACT:

1. The Successful Bidder should accept the offer within 10 days from the date of receipt of "Letter of Offer", failing which the offer will be cancelled.
2. IIM Jammu reserves the rights to award the contract/work in full or in parts to any Agency and also terminate the contract/work at any stage if the performance of the Agency is found to be Not Satisfactory.
3. The IIM Jammu is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offers the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counteroffer rate is offered to the bidders. IIM Jammu reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price. In case of first lowest is more than one, then it would be at the discretion of the IIM Jammu.
4. It is clearly understood by the parties that no financial liability of any type is created by issuance of work order cum award of contract. The Institute does not guarantee any minimum business or assignment which will depend on the requirements, financial resources available and your performance.

11. PERFORMANCE SECURITY:

The EMD of successful bidders shall be automatically converted to Performance Security which would be returned on successful completion of the contract. In case of exemption of EMD, the successful bidder is required to deposit an amount, equal to EMD through NEFT as security deposit, within 30 days from the date of award of contract.

Performance Security would be returned on successful completion of the contract. No interest shall be payable on performance security.

In case of breach of contract or poor performance, performance security shall be forfeited, and the agency shall be blacklisted for such a period as decided by the competent authority in addition to termination of the contract. Also, suitable financial penalty may impose in that case without pre intimation.

****SD/-****

Chief Administrative
Officer Indian Institute of Management
Jammu

INDEX/ COMPLIANCE SHEET

(To be submitted on the letterhead of the agency)

Sr. No	Document Name	Compliance (Yes / No)	Page No		Remarks
			From	To	
1.	Technical Bid As per Annexure - II				
2.	Proof of Tender Fee and EMD.				
3.	Acceptance of Terms & Conditions of RFP as per Annexure-III.				
4.	Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.				
5.	Copy of GST Registration Certificate.				
6.	MANDATE FORM FOR Electronic Fund Transfer/ RTGS TRANSFER As per Annexure-IV.				
7.	Proof of Income / Turnover to claim the eligibility related to Turn Over (CA Certificate)				
8.	Details of work experience (as per Annexure-IV)				
9.	Proof of Experience: PO/ WO/ Agreement/ Experience Certificate/ Performance certificate from the clients.				
10.	Self-Declaration about Non-Black Listing as per Annexure-VI				
11.	Duly signed and stamped of the entire NIT document along with its addendum/corrigendum, if any				
12.	All other documents, as required to claim eligibility				
13.	The bidder should be in the business of providing Synchronous technological service provider in academic institutions such as IIMs, IITs, IISERs, ISB, NITs or MBA institute under NIRF rank 25 for a minimum period of three (03) years as on Jan31,2024. The bidder has to equipped to provide D2D facilities.				
14.	The bidder should have satisfactory completion of contracts / assignments in previous 3 years in the field of providing Synchronous technological service provider to IIMs, IITs, IISERs, ISB, NITs or MBA institute under NIRF rank 25 with at least; One client for a value more than INR 50 lakhs (agency revenue share) in previous year (end				

ANNEXURE- I

	March'2023) OR Two clients for a value more than INR 25 lakhs (agency revenue share) in pervious year (end March'2024).				
15.	The bidder should have satisfactory completion of contracts / assignments in previous 3 years in the field of providing Synchronous technological service provider to IIMs, IITs, IISERs, ISB, NITs or MBA institute under NIRF rank 25 with at least; One client for a value more than INR 50 lakhs (agency revenue share) in previous year (end March'2023) OR Two clients for a value more than INR 25 lakhs (agency revenue share) in pervious year (end March'2024).				
16.	The bidder must have minimum employee strength of 10 people (on payroll) (Copy of valid Registration certificate, Business license or any other statutory license required to operate the business with concern labor authorities and valid ESI & PF registration to be attached. Copy of up-to-date remittance to ESI&PF authorities to be also attached.)				

Place:

Date: .

(Signature with stamp of the Agency)

TECHNICAL BID

(To be submitted on the letterhead of the Agency/ Firm)

Copies of all supporting documents duly signed and stamped by the Agency in support of below particulars must be attached along with this checklist

1.	Name of the Agency (In Block Letters)	::	
2.	Registered Office Address (With telephone no. & email address)	::	
3.	Status of the organization Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	::	
4.	Year of incorporation /constitution of agency	::	
5.	PAN No.	::	
6.	GST No.	::	
7.	Authorized Signatory Details	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
8.	Details of Contact Person Other than Authorized Signatory:	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
9.	Total No. of Year of Similar Experience Details of work experience (as per Annexure-V) in support of Experience related eligibility criteria.	::	
10.	Annual Business turnover for last three financial years, duly certified by the Chartered Accountant	::	FY 2022-23: Rs _____ FY 2021-22: Rs _____ FY 2020-21: Rs _____
11.	Volume of business revenue during the last two years	::	

12. Total number of employees	::
13. Whether the Agency faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.	::
14. Any other information	::

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by IIM Jammu, if it deems fit.

Signature of authorized signatory

Name:

Seal:

TENDER ACCEPTANCE LETTER

(On the letter head of the Agency/ Firm)

To

Date:

Chief Administrative Officer,
Indian Institute of Management Jammu
Jagti, Jammu-181221 (J&K)

Sub: Acceptance of Terms & Conditions of NIT for 'EMPANELEMENT OF SERVICE PROVIDER FOR PROVIDING OF TECHNOLOGY & MARKETING SERVICE FOR IIM JAMMU E-LEARNING PROGRAMMES THROUGH DIRECT TO DEVICE MODE (D2D MODE) AT IIM JAMMU

Dear Sir,

I/We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the web site(s) namely as per your notice given in the above-mentioned website(s).

1. I/We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization with this tender has also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirely.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. No employee or direct relation of any employee of IIM Jammu is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.
6. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.
7. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our bid or terminate our contract, without prejudice to any other rights or remedy including the forfeiture of the full said Earnest Money Deposit/ Performance Security absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

DETAILS OF EXPERIENCE

(To be submitted on the letterhead of the bidder)

Sr. No	Name of the organization/ Institute where goods /services were provided with Name of Contact Person, Contact No. & email id.	Value of the contract in INR	Duration of contract		Total Year of Experience (MM/YY)	Copy of WO/ Contract along with the performance report (Yes/No)
			From (DD/ MM/ YYYY)	To (DD/ MM/ YYY Y)		
1.						
2.						
3.						
4.						
5.						
6.						

Note: Bidders are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Bidders may add row / rows in the above format, if No. of organizations / Institutions are more or may add additional sheet also.

Stamp and Signature of Bidder

Name: _____

Designation: _____

Organization Name: _____

MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

(To be submitted on the letterhead of the Agency/ Firm)

The Chief Administrative Officer
 Indian Institute of Management Jammu
 Jammu

Date: / /

Sub: Authorization for release of payment / dues from Indian Institute of Management Jammu through Electronic Fund Transfer/RTGS Transfer.

1. Name of the Firm/Company/Institute:**2. Address of the Firm/Company/Institute:**

City _____

Pin Code _____

E-Mail ID _____

Mob No: _____

Permanent Account Number _____

3. Particulars of Bank

Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No			
(9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name , branch name and code number)			
IFS Code:(11 digit alphanumeric code)			
Account Type	Saving	Current	Cash Credit
Account Number:			

DECLARATION:

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information, I shall not hold Chief Administrative Officer, Indian Institute of Management Jammu responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place: _____

Date: _____

Signature & Seal of the Authorized Signatory of the Firm/Company/Institute:

Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date: _____

Signature of the Authorized Official from the Bank

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.

SELF-DECLARATION ABOUT NON-BLACK-LISTING

(To be submitted on the letterhead of the bidder)

To

Date:

Chief Administrative Officer,
Indian Institute of Management
Jagti, Jammu-181221 (J&K)

Subject: Self Declaration About Non-Blacklisting for EMPANELEMENT OF SERVICE PROVIDER FOR PROVIDING OF TECHNOLOGY & MARKETING SERVICE FOR IIM JAMMU E-LEARNING PROGRAMMES THROUGH DIRECT TO DEVICE MODE (D2D MODE) AT IIM JAMMU

Sir,

In response to tender under reference, I/ We hereby declare that presently our firm/ agency/ company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency / firm / company is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD / Performance Security may be forfeited in full and the tender, if any to the extent accepted may be cancelled.

Date:

Yours faithfully,

(Name & signature with stamp of the bidder)

ANNEXURE- VII

FINANCIAL BID

(To be submitted online only in the BoQ)

PRICE SCHEDULE

[This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only]

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Enter the agency share Per participant (in Percentage) Inclusive of GST	TOTAL Percentage Share Rs. P	TOTAL Percentage Share Rs. P
1	2	4	5	13	53	55
1	Providing of Technology Platform and Marketing: Revenue sharing Model : share shall be calculated on the basis of total course/ Programme fees payable by each participants. Synchronous / asynchronous programme delivery through offered technology, marketing of the programme and participants acquisition is the sole responsibility of the vendor.					
1.01	2 Year EMBA Degree Programme NOTE :- Eg., EMBA Programme fee for Batch 2024-26 is Rs. 9,92,250/- Lets assume that the agency charges 20% including GST then the revenue sharing will be Rs. 1,98,450/- and the vendor and Rs. 7,93,800/- for the institute	1.000	Per Participant		0.00	INR Zero Only
1.02	1 Year or Similar or Lesser Duration Certificate Programme for Executive Education NOTE :- Eg., GMP Programme fee for the year 2024-25 is Rs. 3,00,000/- Lets assume that the agency charges 20% including GST then the revenue sharing will be Rs. 60,000/- for the vendor and Rs. 2,40,000/- for the institute	1.000	Per Participant		0.00	INR Zero Only
1.03	Hour based or week based Executive Training Programme NOTE :- Eg., Marketing Analytics Programme fee for June 2024 Batch is Rs. 60,000/- Lets assume that the agency charges 20% including GST then the revenue sharing will be Rs. 12,000/- and the vendor and Rs. 48,000/- for the institute	1.000	Per Participant		0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only				

Note:

1. The rates are to be quoted in the BoQ online on CPP portal. Disclosure of rates in the technical bid shall lead to rejection of bids.
2. The Bidders are required to quote their rate in Indian rupees only.
3. The prices must include all the applicable taxes and duties, fees and any other charges.
4. Special Note: Empaneled vendor is expected to associate with IIMJ for long duration / GMP/ Hour based/ week based executive training programme/degree/diploma/Master programs (EMBA programmes) etc.
5. IIMJ reserves the right to negotiate the quoted price with the successful bidder.

