



Guru Ghasidas Vishwavidyalaya
(A Central University) Koni, Bilaspur, 495009 (C.G.) India
Website: www.new.ggu.ac.in Phone: 07752-, 260381, 8889254445 FAX:



**INVITATION FOR EXPRESSION OF INTEREST FROM
ELIGIBLE ORGANISATIONS
FOR THE SERVICE OF
SETTING UP TECHNICAL, ACADEMIC AND SUPPORT
INFRASTRUCTURE FOR DEVELOPMENT, LAUNCH
AND MANAGEMENT OF ONLINE PROGRAMS
FOR**

Guru Ghasidas Vishwavidyalaya, Bilaspur



Koni, Bilaspur, Chhattisgarh

Website: www.ggu.ac.in

E-TENDER FOR THE SERVICE OF SETTING UP TECHNICAL, ACADEMIC AND SUPPORT INFRASTRUCTURE FOR DEVELOPMENT, LAUNCH AND MANAGEMENT OF ONLINE PROGRAMS

Reference Number	25/ Outsourcing/ODL/STORE/GGV/2025 Dated 17/09/2025
Name of Work	THE SERVICE OF SETTING UP TECHNICAL, ACADEMIC AND SUPPORT INFRASTRUCTURE FOR DEVELOPMENT, LAUNCH AND MANAGEMENT OF ONLINE PROGRAMS at GGV, Bilaspur
Tender Fees (Non-Refundable)	Rs. 10,000/- (In the form of DD)
Earnest Money Deposit	Rs. 1,50,000/- (In form of DD & FDR in the favor of Registrar, GGV)
Tender Documents	Available Online in Both www.new.ggu.ac.in & https://eprocure.gov.in/eprocure/app
Pre Bid Meeting	23/09/2025 at 03:00 PM in Store Section GGV
Last Date of Online Submission of e-Tender	01/10/2025 upto 03:00 PM
Technical Bid Opening Date	02/10/2025 upto 04:00 PM
Financial Bid Opening Date	Financial bid for the technically qualified bidders will be opened online.

Introduction

Guru Ghasidas Vishwavidyalaya, Bilaspur, is a Central University of India, located in Bilaspur C.G. State, established under Central Universities Act 2009, No. 25 of 2009. Formerly called Guru Ghasidas University (GGU), established by an Act of the State Legislative Assembly, was formally inaugurated on June 16, 1983.

GGU is an active member of the Association of Indian Universities and Association of Commonwealth Universities. Situated in a socially and economically challenged area, the university is appropriately named to honor the great Satnami Saint Guru Ghasidas (born in 17th century), who championed the cause of the downtrodden and waged a relentless struggle against all forms of social evils and injustice prevailing in the society.

The significance of MOOCs and Online Programs in providing quality yet cost-effective education in Indian scenario is highly important. Those having no direct access to classroom learning can turn to this mode of education. Guru Ghasidas Vishwavidyalaya has been planning to initiate the development of some Skill Development courses, as MOOCs and Online degree & diploma programs by using specialized software platform to provide good academic platform to students, teachers and other interested people, in developing good quality academics and other support skill development services. To achieve the above objective, development of a technical platform, design and development of courses, digital learning material and an online assessment platform are to be created and implemented. The University intends to implement the above in technical cooperation with firms having adequate experience in this field. University requires a Technology partner, who can undertake the responsibilities of course design, material preparation, and online content development, and organization of the online courses and undertaking the day-to-day responsibilities required to run the above-mentioned courses.

Scope of work

Sr. No.	Activities
1	Infrastructure Set-up <ul style="list-style-type: none">a. Cloud based Data Centre set-up & Maintenanceb. Setting up the Admissions Management System, Student Management System integrated with Learning Management System and Managing it on day-to-day basisc. Setting up the University web site for Online programs and maintaining itd. Setting up the Mobile learning platform and maintaining/upgrading ite. Setting up the admission and fees payment gateway and managing it on day-to-day basis

	<ul style="list-style-type: none"> f. Setting up the messaging platform (SMS/Email) for the University's Online Programs g. Setting up virtual classroom set up for University's Online Programs
2	<p>Content Creation & Set-up</p> <ul style="list-style-type: none"> a. Setting up the content development & recording studio in the University and maintenance/management of its operations on day-to-day basis b. Providing access to digital content through LMS and Mobile App c. Recording, editing, finishing, uploading and managing of video content using University faculty. d. Digitization of raw content provided by University faculty e. Making the existing video content available to all students f. Customizing the video content as per University's syllabus g. Creation of self-assessment quizzes, practice tests as per video content/lectures and integrating them along with online/video lectures h. Creation of facility for discussion forums among students i. Creation of tracking mechanism of learning by the students j. Providing facility for virtual classes/live lectures by University professors k. The University shall have the copyright of the 60% of the content produced by the service provider for the Online Programs of the University
3	<p>Admission Management Set-up</p> <ul style="list-style-type: none"> a. Automation of the admission management system for Online Programs b. Setting up of the Online Fees Management System c. Setting up of the Payment Gateway d. Online scrutiny of admissions, report generation and fee reconciliation. e. Setting up the entrance exam process for the courses
4	<p>Online Examination Management</p> <ul style="list-style-type: none"> a. Setting up online examination platform for Online programs b. Digitization of question bank provided by University c. Consolidation of the students list (Regular/ Supplementary / Back log) d. Examination notification through website /email/SMS e. Self-enrollment for examinations f. Examination fees payment and reconciliation g. Post Exam Management h. Result consolidation i. Provision to enable the student to download consolidated marks list (CML) j. Proctored Examination

5	Student Support <ol style="list-style-type: none"> a. Setting up dedicated call centre-based support infrastructure, phone numbers, email IDs, online ticketing/grievance handling system, support team b. Providing continuous call centre-based support to students through call, email, online ticketing/grievance handling system c. Provision for Student and Professor communities through chat/discussion forums. d. Student should be able to raise the ticket for any issues or concerns.
6	Counselling Facility to Support Admissions <ol style="list-style-type: none"> a. Setting up online/telephonic counselling and program advising services for interested students b. Result Oriented Program Promotions and Professional Counselling Services using trained counselors. c. Helping the University promote its programs internationally
7	Scope of work must be in accordance with the provisions as laid down in the Annexure IX and its paras of University Grants Commission (Open and Distance Learning Programs and Online Programs) Regulations, 2020

Overview of Technology Infrastructure Required

The project envisages centralized cloud-hosted core application consisting of an Online Admission Management System, Learning Management System and Student Information System. The hosting Infrastructure should include necessary servers as required in the data centre together with other network infrastructure including firewalls, switches and storage. The infrastructure should include UPS and Power Generators to ensure uninterrupted power. The service provider should select the IT infrastructure and hosting environment that is best suitable for the proposed solution. The infrastructure and hosting should ensure highest level of security for the data and reliability of the services offered to students.

The service provider will also be required to setup a recording studio along with any infrastructure that is required by the team that will operate in the University Premises. The University will not be providing any IT infrastructure or software.

Software requirements

The broad software requirements are listed below. The service provider will however be required to provide all software that is necessary for provisioning the services envisaged in the proposal.

- The automation should be web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server
- Should support interoperable, portable, and scalable applications, services, interfaces, data formats and protocols.
- The system should work on the latest version of the proposed RDBMS based database systems.
- Integration of the core application with a payment gateway and messaging gateways.
- Implementation of a Learning management system for the students.
- Document management integrated with the admission management system
- Development of web portal for online enquiry, admissions, fees payment
- Mobile application for android to access the LMS
- Offline content viewing facility for the students.

Implementation schedule

The project must be implemented and launched in 3 month's time from the date of signing the contract ensuring that the system will be operational before the next admission cycle commences. Consequently, the University invites proposals only from experienced Tenderers who have implemented such projects earlier and have the necessary software, content and other components ready. The service provider should be able to provide services in respect of all the courses decided by the University and the new mode will be implemented to the new admissions as and when the University decides to notify the same.

The service provider has to provide a detailed implementation schedule including Infrastructure and content development in his response.

Special terms and conditions

- Only those organizations that have successfully completed implementation of such services in totality (including creation of IT Infrastructure and Software/Content/ Student service infrastructure/Mobile learning platform online seminars/Learning Management System) should submit proposals. Organizations that have the track record of managing a variety of programs including but not limited to Humanities, Arts, Science, IT and Management shall be preferred. Organizations having better experience and proven capability of creation of vernacular content shall have an advantage.
- The organization shall submit the proposals with all necessary evidence to support the information submitted by them. Failure to furnish all information required in every respect will be at the Service provider's risk and may result in rejection of the EOI. EOI from organizations that do not have the necessary experience as detailed above will not be technically qualified.

- Service provider will have to submit copies of the Agreements/Work Orders/Completion Certificate with Universities/College offering Online/ICT Enabled Distance Education.
- The University will provide the necessary information, schedules, work processes etc., content etc. to help them implement the solution.
- The University will provide appropriate space within its campus to the service provider with basic facilities such as electricity, water and telephone at no cost to the service provider. The furnishing and equipment required has to be provided by the service provider.
- At its sole discretion, the University may consider changes in its processes for effective integration of the services envisaged under this project.
- The payment terms have to be clearly mentioned in the proposal by the service provider. The University does not have a policy to issue any advance against its agreements.
- The University at its sole discretion will decide on the roll out of the services covered under this EOI, both in respect of the courses and also the batch of students from which the coverage will commence. However, once the coverage for a particular course commences, it will continue till the expiry of the contract. The University may also at its discretion, offer some of the services covered under this contract to its regular students and other students, if needed.
- The University will continue to hold sole/jointly with service provider the copyright of any content and material provided to the service provider.
- The contract will be valid for the duration of 7 years from the date of agreement and thereafter for a period 5 year each based on mutual consent.

Financial Proposal

Financial proposal shall contain only the price to be quoted, which shall include all taxes (GST) and levies in Indian rupees. It shall not be conditional.

Liquidated damages

University reserves the right to sue the firm for liquidated damages to the extent of actual loss if any incurred by the University, if the University has suffered losses on account of any illegal/unlawful act of the firm.

Dispute Settlement

Agreement on this assignment shall be governed by, construed and interpreted in accordance with the laws of India. Any dispute, difference or claim arising out of or in connection with or in relation with this Agreement which is not resolved amicably shall be decided finally by the appropriate courts in Bilaspur.

Selection process

University shall evaluate all proposals based on eligibility and experience of the organizations and only on successful evaluation of proposals/EOI the agreement will be signed.

Eligibility Criteria

EOI are invited from category of firms who meet the following eligibility criteria:

- A. Bidder or its consortium partner must be a company incorporated in India under Companies Act 1956 or 2013 and **should be registered as MSME or Startup (Certificate to be attached).**
- B. The Bidders its consortium partner's average annual Turnover during FY 2022-23, 2023-24 and 2024-25 should be at least INR 50 lakhs (Audited Balance Sheet & P&L Statement to be attached).
- C. Bidder or its consortium partner should have successfully implemented similar services i.e. "Learning Management System" or "Creation of IT Infrastructure and Software, Content creation, Student service infrastructure and Mobile learning platform" for at least 2 Universities/Colleges in India or Internationally during the last 3 years as on day of bidding (Copy of Work order/ Completion certificate/ Services agreement of projects of similar nature to be attached).
- D. The Bidder or its consortium partner should be ISO 21001 certified. (Copies of certificate to be attached)
- E. Bidder or its consortium partner should have at least 15 Professionally qualified personnel with at least one year experience of working in the area of I.T or online program management services (Undertaking from HR Head or authorized signatory to be attached).
- F. Should not have been blacklisted by any Government Organization/Department/ School/Board/University/ Institution, an undertaking in this regard on bidder's letter head should be submitted along with the bid.

Technical Qualification Criteria

Each eligible bidder should possess all the following technical qualification criteria. The bidder has to submit valid Documentary Evidence for below criteria. Responses not meeting the minimum score/marks will be disqualified and will not be evaluated for financial bid.

S. No.	Technical Evaluation Criteria	Maximum Marks
1	The Bidders its consortium partner's average annual Turnover during FY 2022-23, 2023-24 and 2024-25 should be at least INR 50 Lakhs i) Average annual Turnover \geq INR 50 lakhs and <3 crores: 5 Marks ii) Average annual Turnover \geq INR 3 Crore and <7 crores: 7 Marks iii) Average annual Turnover $>$ INR 7 Crores: 10 Marks	10 Marks
2	Bidder or its consortium partner should have successfully implemented similar services i.e. "Learning Management System" or "Creation of IT Infrastructure and Software, Content creation, Student service infrastructure and Mobile learning platform" for at least 2 Universities/Colleges in India or Internationally during the last 3 years as on day of bidding. i) No. of Universities/Colleges ≥ 2 and <4 : 5 Marks ii) No. of Universities/Colleges ≥ 4 and <8 : 7 Marks iii) No. of University/College ≥ 8 : 10 Marks	10 Marks
3	Bidder or its consortium partner should have Successfully implemented similar services including "Creation of IT Infrastructure and Software, Content Creation & Editing, Student service infrastructure, Mobile learning platform, online seminars, Lead Management System, Website Development & Social Media Branding, Sales & Support Management" in at least 1 Govt. University in India (State or Central).	20 Marks
4	Bidder or its consortium partner should have at least 15 Professionally qualified personnel with at least one year experience of working in the area of I.T or online program management services. Undertaking from HR Head or authorized signatory to be attached. i) No. of Professional ≥ 15 and <20 : 5 Marks ii) No. of Professional ≥ 20 and <30 : 7 Marks iii) No. of Professional >30 : 10 Marks	10 Marks
5	The Bidder or its consortium partner should have ISO 21001 Certifications (copies of documents needed): i) ISO-9001: 5 Marks ii) ISO-20001: 5 Marks iii) ISO-21001: 5 Marks iv) CMMi Level 3 (Verifiable on CMMi website): 5 Marks	20 Marks
6	Technical/Proposal Presentation <ul style="list-style-type: none"> • Project Understanding • Past Experience • Overview of the proposed solution • Solution Details • Approach & Methodology • Proposed Implementation Plan 	30 Marks

	<ul style="list-style-type: none">• Marketing & Lead Management Plan• Student Support System	
	Total Marks	100

Note: Minimum 60 Marks are required for opening of financial bid.

The EOI should comprise the following.

- Compliance sheet duly filled in with documents mentioned therein
- Particulars of the organization

Proposal shall contain:

Detailed description of how the service provider will provide the required service requested, clearly articulating in detail as to how the service provider's technical solution meets the requirement. Any additional service beyond the scope of this request for proposal may be included separately as distinct attachment to the proposal. It shall also contain,

- Overview of the proposed solution which meets the requirement of the University.
- Details of solution, technology and deployment architecture, Security, Network architecture.
- Escalation mechanism
- Project team structure, size and deployment plan, (including numbers)
- Reporting and Review Methods
- Operation and Maintenance
- Bidders experience in this area.

Proposal

EOI of only technically qualified organizations will be entertained. The price quoted shall include all taxes and levies, in Indian rupees. The proposal shall not be conditional.

Successful service provider will be notified in writing or by fax or E-mail. The notification of award will constitute the formation of the contract.

Tender EVALUATION PROCESS

The Selection of the vendor shall be based on Quality and Cost Based Selection (QCBS). Tender evaluation process will follow a three-stage procedure:

Stage 1: Pre-Qualification Evaluation

In this stage, all the supporting documents/documentary evidence submitted by bidder in the technical bid, as specified in clause "*Eligibility Criteria*" will be evaluated by the Tender Evaluation Committee constituted by GGU. Bidders failing to meet any of the pre-qualification criteria will be disqualified and will not proceed to subsequent stages. Only pre-qualified bids will be eligible for the second stage, i.e., technical evaluation

Stage 2: Technical Evaluation

- a) Bidders who pass the pre-qualification stage will undergo a technical evaluation. The pre-qualified bids will undergo a detailed technical evaluation, based on the criteria specified in Clause *“Technical Qualification Criteria”*.
- b) Each pre-qualified technical bid will be assigned a Technical Score (Ts) out of 100, according to the scoring model. The bidder must score at least 60 out of 100 to qualify for the third stage, i.e., the financial evaluation.
- c) Bidders who fail to achieve the minimum required score of 60 will be disqualified and will not proceed to the next stage.

Stage 3: Financial Evaluation

In the third stage, a financial evaluation will be carried out. The Financial bid of only those bidders who have been deemed to be technically suitable and have scored more than 60 marks will be opened. Financial bids from bidders who are technically unsuitable or ineligible will not be considered.

Final Selection

- a) Final selection of the vendor shall be based on Quality and Cost Based Selection with 80% weightage for technical evaluation and 20% weightage for commercial evaluation
- b) The bidder would be selected on the basis of the ranking and evaluation of Technical and Financial bids by a committee formed by the Department, and the Committee's decision would be final and binding
- c) Final Score (combined score) of technical bids and the financial bid together will be used to arrive the highest techno-commercial score. The bidder with highest techno commercial score will be chosen to provide the services covered by this tender

The final score (Fs) of the bidder shall be calculated using the formula

$$\text{Final Score (Fs)} = 0.2 * C1/C + 0.8 * T$$

Where C1 is the commercial of lowest bidder and C is the commercial score of the bidder and Ts is the technical score of the bidder

Terms & Conditions

- Service provider is responsible for all costs in connection with participation of the EOI process including, but not limited to, costs incurred in conduct of any diligent activities, participation in meeting/discussions/presentations, preparation of proposals or any additional information required by the University for or during the EOI submission, evaluation and negotiating any agreement.

- University makes no explicit or implicit commitments that this proposal will result in a business transaction with anyone. This is only an invitation for an EOI by any interested party.
- Original and all copies of the EOI shall be typed or printed without overwriting except with signature of the service provider or authorized person signing the proposal and signed by the service provider or a person only authorized to bind the service provider to the contract. Supporting document of authorization to be attached to the EOI.
- Last date of EOI submission will be: 01/10/2025 Upto 03:00 PM
- Failure to meet any or all of the EOI requirements express or implied or knowledge of the University about collusion among organizations makes a service provider liable to disqualification.
- Proposals must be direct, concise and complete with all required information. It shall confirm to the format if prescribed and shall be written in English.
- All services have to be provided by the service provider or its consortium partner only, proposal submitted by multiple providers/consortium are acceptable.
- It shall be submitted to **The Registrar** on or before the date and time prescribed super scribing EOI for Online programs.
- Withdrawal of proposal between the last day for the submission of the EOI and the date of expiration of the validity period specified by the service provider on the proposal will result in disqualification.
- The successful service provider shall not sublet the contract.
- In case the successful Tenderer back out after releasing the work order or after entering into the agreement or fails to deliver the services within the period, to be prescribed by the **Registrar, Guru Ghasidas Vishwavidyalaya, Bilaspur** at the time of placing orders. The EMD / Security Deposit shall be forfeited and the tenderer will be liable to make good the loss sustained by the University in addition to the penalty levied by the University.

SUBMISSION OF REQUIRED DOCUMENTS IN SUPPORT OF ELIGIBILITY

The technical bid for this assignment should be along with the following mandatory documents:

S. No.	Documents Need to be Submitted	Relevant Details	
		Y	N
1	Documentary evidence in support of Company registration under Companies Act and MSME/Startup Registration		
2	Documentary evidence in support of Bidders or its consortium partner's average annual Turnover during FY 2022-23, 2023-24 and 2024-25 should be at least INR 50 lakhs.		
3	Documentary evidence in support of bidders or its consortium partners experience of implementing similar services "Learning Management System" or "Creation of IT Infrastructure and Software, Content creation, Student service infrastructure and Mobile learning platform" for at least 2 Universities/Colleges in India or Internationally during the last 3 years as on day of bidding.		
4	Documentary evidence to support that Bidder or its consortium partner has at least 15 Professionally qualified personnel with at least one year experience of working in the area of I.T or online program management services.		
5	Documentary evidence in support of certification of ISO 21001		
6	PAN Card-Details should be submitted with proper attestation		
7	GST Registration Number- Details should be submitted with proper attestation		
8	Documentary evidence in support of undertaking of non-blacklisting.		

Annexure I

Letter of proposal

To

The Registrar

Guru Ghasidas Vishwavidyalaya, Bilaspur

Sub: Submission of proposal for setting up Technical, Academic and Student Support infrastructure for Online Programs

Dear Sir,

We the undersigned offer to provide, our proposal for setting up technical, academic and commercial infrastructure for Online Programs requested by Guru Ghasidas Vishwavidyalaya. We are hereby submitting our proposal including the EOI and the Quotation.

We hereby declare that all the information and statement made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

We undertake, if our proposal is accepted, to initiate the implementation of the service requested and its completion within the time frame indicated in the request document.

We agree to abide by all the terms and conditions of the request for proposal and we would hold the terms of our EOI valid for the validity period.

We understand you are not bound to accept any proposal you receive.

Yours sincerely

Authorized signatory

Name and title of the signatory

Name of firm

Address

Location

Date

Financial BID**(Financial Bid is to be submitted Online.)**[Validate](#)[Print](#)[Help](#)[Item Rate BoQ](#)

Annexure II

Tender Inviting Authority: Registrar, Guru Ghasidas Vishwavidyalaya (A Central University), Bilaspur, Chhatisgarh

Name of Work: EoI/E-TENDER FOR THE SERVICE OF SETTING UP TECHNICAL, ACADEMIC AND SUPPORT INFRASTRUCTURE FOR DEVELOPMENT, LAUNCH AND MANAGEMENT OF ONLINE PROGRAMS

Contract No: Tender Ref. No. 25/ Outsourcing/ODL/STORE/GGV/2025 Dated 17/09/2025

Name of the Bidder/ Bidding Firm / Company :			
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 #
Sl. No.	Item Description	BASIC RATE In % (Per student, Including of taxes) To be entered by the Bidder in Rs.	TOTAL AMOUNT In Words
1	2	7	10
1	There will be no capital cost to Guru Ghasidas Vishwavidyalaya, Bilaspur. The arrangement will operate on a per student usage charge model (as a percentage of the fee) for establishing and maintaining the required Technical, Academic, student support infrastructure etc. for online programs. The partners will be responsible for: 1. Managing the day-to-day operations of the entire solutions. 2. Promoting the courses to maximize enrolments. 3. Providing the university with 60% ownership of the content copyright.		
1.01	Rate in % per student Including Taxes		INR Zero Only
Total in Figures			INR Zero Only
Quoted Rate in Words		INR Zero Only	

Payment Terms: Payment would be made at the end of each semester for total enrolled candidates as per the existing tax rates.

We declare that the quotation is for the entire scope of the work requested for. We agree to furnish any other further information/documentary proof in this region before evaluation of our EOI in case required by the University.