

Development of SNDTWU CHETNA Web Portal

1. Introduction

SNDT Women's University invites sealed tenders from qualified software development firms for the design, development, deployment, and maintenance of the SNDTWU CHETNA Web Portal.

2. Purpose

This portal will serve as an integrated digital platform to manage the lifecycle of CHETNA add-on courses and link stakeholders including faculty, students, and industry partners.

3. Objectives

- Online Course Submission
- Course Review and Recognition Workflow
- Dynamic Course Display and Updates
- Students Interface for course Enrollment
- Fee Collection (Integrated Payment Gateway)
- Learning Management System (LMS) Integration/Redirection
- Lerner's e-portfolio
- Industry Partner Interface for Job/Internship/Partnership Offerings
- Online Grievance redressal system

4. Scope of Work

The selected agency will be responsible for:

- Requirement analysis and user consultation
- Portal UI/UX design aligned with SNDTWU branding
- Full-stack development using secure, scalable technologies
- Required modules and work flow as follows:

Module	Feature	Detail
Collaborator Onboarding	Collaborator Onboarding	Register institutions/industries and manage their onboarding process.
Job/Internship Posting	Manage Job Postings: Create, edit, archive, deadlines, docs	Allow partners to post internships/jobs with editable content and set deadlines.
Job/Internship Posting	Define Eligibility, Assessments, and Application Criteria	Define filters like education level, required documents, and assessments.

Learner Registration	User Registration with Paid/Free Access	Register learners with institution check and fee logic.
Learner Registration	Student Consent Management	Collect and manage learner consent for participation, data sharing, etc.
Course Enrollment	Enroll candidate into batch	Enroll learners into active course ,batches.
Course Enrollment	Upload candidate documents	Upload personal or eligibility documents for enrolled learners.
LMS Redirection	LMS Redirection	Export learner profile or course summary for LMS integration or download.
Job/Internships Application	Apply, Track Status, Withdraw, Manage Offers	Full application lifecycle support for internships/jobs.
Job/Internships Application	Interview Scheduling, Notifications, Application Notes	Manage interviews, add notes, and notify applicants.
Landing Page	Top Courses Display	Highlight most popular or highly rated courses.
Landing Page	Top Jobs Display	Highlight most popular and most applied Jobs.
Fees and Payment Module	Fees and Payment Handing	Support for registration/course-specific fee setup, payment, and receipt management.
Gamification	Streak	Track consistent learner login streaks.
Course Registration	Course Proposal Workflow	Allow Collaborators to propose new courses with structure, budget, and objectives.
Course Registration	Course Approval Rubric	Two-level rubric-based review system before course approval.
Landing Page	AI-powered job	Recommend relevant jobs based on

	recommendations	interests or profile.
Admin Module	Company Profile Management	Add, edit, approve, or block recruiters and company profiles.
Course and Portal Feedback	Feedback/Testimonial Showcase	Allow feedback collection and public display of approved testimonials.
Course and Portal Feedback	Collect & Manage Feedback on Placement and Sessions	Structured feedback collection from learners and recruiters.
Blogs and Articles	Blog Writing for Coordinators	Internal or external users can write and submit blogs/articles for admin approval.
Online Grievance Redressal System	Quick online redressal of student's grievances by authorized committee	Grievances related to admission, fee payment, Examinations, results, course delivery, internal assessment and any other. Submission tab with form in the student's dashboard. Through this system students can submit their grievances to competent authorities and authority will quickly resolve it.
Lerner's e-portfolio		

- Hosting and competent cloud space to manage up to 10000 students at a time and 1 lakh students dynamically with extendable cloud storage for the period of three years
- Backend database setup and cloud deployment
- Comprehensive maintenance and support for 3 years.
- User manual, training, and technical support

5. Deliverables

- Fully functional portal with all modules
- Source code and deployment documentation
- Admin and user training sessions
- One-year technical support post-launch

6. Timeline

Total project duration: 6 weeks from the date of work order issuance.

7. Eligibility Criteria

- Company/ Firm/ agency/ institution should be registered/ recognised by competent authority as per the applicable law
- Minimum 3 years of experience in software and web portal development
- At least 3 similar government/educational projects completed
- The vendor must have proven expertise in development of skill-based training and employment portal
- The bidder must possess the following certifications:
ISO 9001:2015 for Quality Management Systems
ISO 27001:2013 for Information Security Management Systems
- CMMI Level 3 or above certification for software development and delivery processes
- Office located in Maharashtra (preferably Mumbai/Pune) must be willing to deploy resources onsite at SNDT during the implementation phase
- Valid PAN, GST, Company Registration, and Shop Act License
- The vendor must have an average annual turnover of ₹50 Lakh over the last three audited financial years and 1 crore for the last financial year 2024-25.
- Availability of team of experts in this field of software development/ web portal development

8. Important Terms and Conditions

- Proposals valued above Rs. 10,00,000/- will not be considered under any circumstances, even if they score high in the technical bid.
- The Bidder shall deposit an Earnest Money Deposit of Rs. 50000, which shall be subsequently refunded in respect of unsuccessful Bidders and shall be converted a Security Deposit in respect of the Successful Bidder.
- The Successful Bidder shall submit a Security Deposit of Rs. 1,00,000 in the form of Performance Bank Guarantee before issue of Letter of Intent. The Security Deposit shall be refunded after successful completion of work as per work order.
- The Successful Bidder will have to execute the Contract Agreement for the satisfactory development of the SNDTWU CHETNA online Portal before the issue of the Work Order.
- The University reserves the right to accept or reject any or all tender/ quotation without assigning any reason.
- The Vendor who is competent & provide quote for Development and successful deployment of the SNDTWU CHETNA online Portal shall be considered for determining the eligibility of Tender/quotation.
- During the technical bid evaluation, the expert committee will invite bidders for a technical presentation. Submission of a sample portal or prototype as part of the presentation is also welcome.

- The selected company must provide an undertaking on notarized 500 rupees stamp paper ensuring 100% data security. Furthermore, the complete ownership of all user data will reside with **SNDTWU CHETNA**.
- The copyright of the portal, its content, and all associated creations will rest solely with **SNDTWU CHETNA**.
- **Payment Terms:** Payment will be made in four phases, subject to the fulfillment of quality norms and satisfactory completion as evaluated by experts:
 1. **50%** upon successful completion of the entire portal development and the first successful trial.
 2. **25%** upon successful deployment of the portal with all integrations on our official web domain and completion of the second trial.
 3. **15%** after conducting training and orientation for all categories of users.
 4. **10%** after one year of successful post-implementation support.
- In case of non-fulfilment of deliverables in time, the university will impose penalties of 2% per week after due date or withhold payment.

9. Two Bid System:

Interested vendors are required to submit a detailed proposal including Technical and Commercial Bid.

- Technical Details in prescribed format (**ANNEXURE -I**) with necessary attachments.
- Commercial Bid with a detailed cost breakdown shall be submitted in the Prescribed Commercial Proforma (**ANNEXURE – II**)

10. Tender/ Quotation Evaluation Criteria

Parameter: Technical Proposal | Weightage: 70%

Parameter: Financial Proposal | Weightage: 30%

Minimum technical score to qualify to open financial bid is Minimum 50%

11. Evaluation of Technical and Commercial Bid Proposal

11.1 Evaluation Criteria for Technical Bid Proposal

The following objective evaluation criteria will be used to assess the Technical Bids submitted in response to the SNDTWU CHETNA Web Portal development tender. Bidders must score a minimum of 50 out of 100 marks to qualify for the financial bid evaluation.

Sr. No.	Evaluation Parameter & Sub-Criteria	Max Marks
1	Company Profile and Experience: - 3–5 years: 5 marks; >5 years: 8 marks (up to 8 marks)	20

	<ul style="list-style-type: none"> - 3 similar projects: 3 marks; >3 projects: 5 marks: up to 5 marks) - Awards received in recognition of innovation in education and technology: 1 point per award. up to 2 marks. - Office in Mumbai/Pune: 5 marks; Elsewhere in Maharashtra: 3 marks: up to 5 marks 	
2	Understanding of Scope & Proposed Approach: <ul style="list-style-type: none"> - Comprehensiveness of proposed solution: up to 10 marks - Workflow and methodology clarity: up to 5 marks - Alignment with CHETNA vision: up to 5 marks 	20
3	Technical Architecture and Security: <ul style="list-style-type: none"> - Technology stack/scalability: up to 5 marks - Security design: up to 5 marks - Backup & recovery mechanisms: up to 5 marks 	15
4	Design & UI/UX: <ul style="list-style-type: none"> - Sample designs/mockups: up to 5 marks - Mobile responsiveness/accessibility: up to 5 marks 	10
5	Team Composition: <ul style="list-style-type: none"> - Experience of project team: up to 5 marks - Support/training team readiness: up to 5 marks 	10
6	Value-Added Features: <ul style="list-style-type: none"> - LMS Integration/Redirection, grievance system, analytics: up to 5 marks 	5
7	Presentation & Prototype: <ul style="list-style-type: none"> - Quality and alignment during demo with prototype: up to 20 marks 	20

Note:

- Only bidders scoring 50 or more out of 100 in the technical evaluation will be eligible for financial bid consideration.
- All eligibility criteria must be met for the technical evaluation to be considered.

11.2 Required Submissions for evaluation

Sr. No.	Particulars	Details (Supporting Documents where applicable are required to be attached)
1.	Company Profile and Credentials and Experience	Address Proof
	a. The firm's headquarters or branch	

	office is preferably located in Pune or in Mumbai, Maharashtra.	
	b. Compulsory Conditions: Registration Details	Copy of Registration Certificate of Company / Partnership Deed of Firm / Agency / Institutions with profile and credentials
	c. GSTIN Certificate	Copy of the Certificate
	d. Registration Certificate under Shop Act	Copy of the Certificate
	e. Details of PAN	Copy of the PAN
	f. Audited income expenditure statement of Last financial year	Copy of audited Income expenditure statement
	Experience a. Experience of software development or web portals for similar purposes. b. Client Testimonials and Reference Projects (if available)	Experience Certificates/ Work Orders – Minimum 3 with value over Rs. 250000/ Testimonials for verification.
	b. As on date, bidder should not be debarred or black listed by C and AG or any State or Central Government department or organization, board, or any other government agency	A self-certificate to that effect
2	Understanding of Scope & Proposed Approach	
	a. Workflow chart or schema	Document
	b. Project Timeline and Milestones	Document
3	Technical Architecture and Security	
	a. Write Up on Technology stack/scalability, Security design, Backup & recovery mechanisms	Write Up
4	Design & UI/UX	
	a. Sample designs/mockups	Give link of sample design
5	Team Composition	
	a. Team profile including year of experience and field of expertise	Document
6	Any other details	

NOTE: The Technical Proposal must not include any financial information regarding the Price which has to be submitted separately, failing which the Proposal will be rejected.

11.3 Preliminary Scrutiny of Proposal

The University will scrutinize the offers received to determine whether they are complete and as per BID requirement, whether technical documentation as asked for and required, to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the BID requirements. The University will inform the date, time and venue of presentation to the eligible firms, if required.

The proposals received by the University will be technically evaluated to arrive at the technical scoring as per the scoring methodology specified under the TECHNICAL PROPOSAL EVALUATION CRITERIA. The Bids which are securing the technical score of 50 or more marks out of a total of 100 marks shall be considered as technically qualified.

11.4 Financial Proposal

To be submitted in the format provided in Annexure-II. The financial quote must include:

- Development cost (module-wise)
- Hosting and deployment cost
- Three-year support cost
- Applicable taxes and administrative/service charges

11.5 Evaluation of Financial Bid Proposal

Financial Bid proposals of only those firms who are technically qualified shall be opened on the date and time announced by the university. Lowest Price Bid shall be considered without any further negotiation subject to fulfilment of minimum eligibility Technical Evaluation Score of 50.

The University will correct any computational errors in financial bid. When correcting computational errors, in case of discrepancy between a partial amount and the total amount (Inclusive of Taxes & administrative / service charges), or between word and figures, the former will prevail.

The maximum of 30 Marks are considered for the Financial Score, the Lowest Bidder shall be considered eligible for 30 Marks. The Commercial Bid shall be submitted in the Proforma Prescribed at **Annexure II**.

11.6 Techno-Commercial Evaluation Criteria

This will be a techno commercial evaluation and accordingly the technical evaluation will have 70% weightage and Commercial Bid evaluation shall have 30% weightage. These weightages shall be taken into consideration for arriving at the Successful Company / Firms / Institutions.

12. Submission Details

- **Last Date for Submission:** 10th June 2025
 - **Submission Mode:** Hard copy submission in a sealed envelope to:
Address:
Director, SNDTWU CHETNA,
SNDT Women's University,
Maharshi Karve Vidyavihar, Pune campus,
Karve Road, Pune - 411038
 - **Contact Person:** Dr. Mahesh Koltame- 9923917066
 - **Bank Details for Earnest Money Deposit by Online Transfer**
Name: CHETNA SNDT Women's University,
Account Number: 110110976337
Bank Name: Canara Bank
Branch: Kothrud, Pune
IFSC Code: CNRB0002079
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**Director,
SNDTWU CHETNA**

ANNEXURE – I

PRESCRIBED PROFORMA FOR TECHNICAL PROPOSAL

A. General Information

1. Name of the Agency/Firm/Institution: _____

2. Registered Office Address (Address Proof should be attached): _____

3. Contact Person Name: _____

4. Designation: _____

5. Contact Number: _____

6. Email ID: _____

7. Website (if any): _____

B. Registration and Legal Documents

8. Year of registration: _____ Number of Years Since Establishment: _____

9. Registration Certificate (Attach Copy): ☐ Enclosed

10. Registration Certificate under the Shop Act ☐ Enclosed

11. PAN Card (Attach Copy): ☐ Enclosed

12. GST Registration Certificate (if applicable): ☐ Enclosed ☐ Not Applicable

C. Experience and Work Credentials

13. Number of years in operation:

14. Experience in field of software/ web portal development (minimum 3 Project):

- Project 1: _____ with value over Rs.

- Project 2: _____ with value over Rs.

- Project 3: _____ with value over Rs.

(You may add is you have more)

15. Client Testimonials and Work Orders (Attach Copies): ☐ Enclosed

D. Service Capabilities

17. Availability of registered office in Mumbai/Pune or nearby area: ☐ Yes ☐ No

18. Ability to provide GST invoice: ☐ Yes ☐ No

E. Proposed Deliverables

Sr. No.	PARTICULARS	DETAILS (Supporting Documents where applicable are required to be uploaded)	Tick if Enclosed
1.	The firm's headquarters should be located in Mumbai, Maharashtra, with, a branch office preferably in Pune, or vice versa."	Address Proof	<input type="checkbox"/>
2.	Compulsory Conditions: Registration Details Existence for a minimum period of Five Years	Copy of Registration Certificate of Company / Partnership Deed of Firm / Agency / Institutions with profile and credentials	<input type="checkbox"/>

3.	Experience Certificates / Successful Executed Work Orders/ Testimonials	Experience Certificates / Work Orders – Minimum 3 with value over Rs. 100000/ Testimonials for verification.	<input type="checkbox"/>
4.	As on date, bidder should not be debarred or black listed by C and AG or any State or Central Government department or organization, board or any other government agency	A self-certificate to that effect	<input type="checkbox"/>
5.	GSTIN Certificate	Copy of the Certificate	<input type="checkbox"/>
6.	Registration Certificate under Shop Act	Copy of the Certificate	<input type="checkbox"/>
7.	Details of PAN	Copy of the PAN	<input type="checkbox"/>
8	Audited income expenditure statement of Last financial year	Copy of the Certificate	<input type="checkbox"/>
14.	Workflow chart or schema	Document with sign and seal	<input type="checkbox"/>
15.	Project Timeline and Milestones	Document with sign and seal	<input type="checkbox"/>
16.	Write Up on Technology stack/scalability, Security design, Backup & recovery mechanisms	Document with sign and seal	<input type="checkbox"/>
17.	Link of Sample designs/mockups	Add link here >	<input type="checkbox"/>
	Team profile including year of experience and filed of expertise	Document with sign and seal	<input type="checkbox"/>
18.	Any other details	Specify here	<input type="checkbox"/>

F. Financial Proposal (To be submitted in a separate sealed envelope)

Itemised Financial Quote with Administrative/Service Charges and Taxes as per **ANNEXURE – II:**

☐ Enclosed in a Separate Envelope

G. Declaration

I hereby declare that all the information provided above is true and correct to the best of my knowledge. I understand that any false or misleading information may result in disqualification.

This is to certify that, as on date, the bidder has not been debarred or blacklisted by the Comptroller and Auditor General of India (C&AG), or by any State or Central Government department, organization, board, or any other government agency.

Signature of Authorized Person

Name: _____

Date: _____

Seal/Stamp of Agency: _____

NOTE: The Technical Proposal must not include any financial information regarding the Price which has to be submitted separately, failing which the Proposal will be rejected.

ANNEXURE – III

PRESCRIBED PROFORMA FOR COMMERCIAL QUOTE

Sr. No.	Particular	Quate Rs.	GST	Total

I hereby declare that all the terms and conditions related to the present Bid are unconditionally accepted to me & I shall abide by the same.

Signature of Authorized Person

Name: _____

Date: _____

Seal/Stamp of Agency: _____