

REQUEST FOR PROPOSAL (RFP)

Baseline and Evaluation Study

Coupa Digital Labs Program

Nasscom Foundation
April 2026

RFP No.: NFRFP_130426_26_27

Date:13/04/2026

DISCLAIMER

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2. This document neither constitutes nor should it be interpreted as an offer or invitation for the selection as Supporting partner of Implementation Organization described herein.
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8. When any proposal is submitted pursuant to this RFP, it shall be presumed by nasscom foundation that the supporting partner has fully ascertained and ensured about its eligibility to provide required services, under the respective governing laws and regulatory regimen, and it has the necessary approvals and permission, and suffers no disability in law or otherwise to act as such.

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1. Background

Established in 2001, nasscom foundation has been witness to the transformative power of technology for the last 24 years. Part of the nasscom ecosystem, we are the only not for profit outfit, representing the Indian tech Industry. We remain rooted in our core philosophy of TechForGood, where our efforts are focused on unlocking the power of technology by creating access and opportunity for those who need it most. We work on helping people and institutions transform the way they tackle social and economic challenges through technology.

For more details, please visit <https://nasscomfoundation.org/>

2. About the project

The proposed intervention by Nasscom Foundation aims to bridge the digital divide in underserved communities by establishing two Digital Labs in government schools located in Pune and Bangalore. Targeting students from classes 6 to 12 and schoolteachers, the initiative will deliver a structured 15-hour Digital Literacy curriculum covering cyber safety, internet usage, basic digital skills, and introductory AI concepts. Teachers will be trained to sustain the labs post-project through access to a Learning Management System and refresher modules. The program addresses critical gaps in digital infrastructure and skills, as highlighted by national education reports, and includes baseline and endline assessments, interactive training, and community engagement. The goal is to empower over 1,000 students and 200 community members with practical digital competencies and ensure long-term continuity through teacher-led facilitation.

3. Invitation for Proposal

We are looking for **Non-profit/For profit** organization **preferably based out of Bangalore/Pune** to support to nasscom foundation in providing support for setting up **2 Digital LABS in Bangalore and Pune (One in each city)** as per the Scope of work (SoW) attached below:

1	Proposals Requested by	Nasscom Foundation, Plot 7 to 10, Sector 126, Noida 201303
2	Period of validity of the Proposal	The proposals shall be valid for a period of 3 months from the date of submission.

3	Currency to be utilized (for submitting financial proposal) Budget Breakup to be enclosed as annexure	INR (Indian Rupee) ** Statutory & Tax compliance as per Gol law & guidelines
4	Tenure of Contract	Tenure of 'Contract' would be effective for a period of maximum 12 months (or less) from the date of issuance of letter of award.
5	Nature of contract	The contract between NF and the agency is non-transferable in nature, thus it cannot be transferred or outsourced to any other agency.

4. RFP Submission Schedule & Timeline

The following table is an overview of the selection activities and timeline.

ACTIVITY	TIMEFRAME
RFP Release Date	13 th April,2026
Intent to proposal Email must be sent to rfp@nasscomfoundation.org	18 th Aptil,26
Any follow up questions must be sent to mailto:prasenjit@nasscomfoundation.org rfp@nasscomfoundation.org	18 th April,26
One (1) electronic copy of the RFP Response must be submitted to nasscom Foundation via email by close of business date PM IST to rfp@nasscomfoundation.org	18 th Aptil,26
Vendor Finalization	
Contract Declaration	

*The above-mentioned Time frame dates may slightly vary.

* Mention Proposal for STEM lab in the subject line while submitting proposal

5. Details of RFP

* All interventions will be focused on the 'Program Locations' as mentioned in point 7.

SN.	Particulars	Details
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1	<p>Problem Statement</p>	<p>Many government schools continue to face significant digital infrastructure and literacy gaps. According to UDISE+ 2020–21, only 31% of government schools nationwide have functional computer facilities, and a mere 14% have internet access. This digital shortfall is compounded by limited teacher preparedness, low student exposure to technology, and inadequate integration of digital tools into everyday learning.</p> <p>Students in these schools often lack:</p> <ul style="list-style-type: none"> • Access to digital devices and internet • Awareness of cyber safety and responsible online behavior • Familiarity with EdTech platforms and digital learning tools • Exposure to emerging technologies like AI and online skill development platforms <p>Teachers, too, face challenges in adopting digital pedagogy due to limited training and support systems. Without targeted interventions, these gaps risk deepening educational inequities and limiting students’ future readiness in a digitally driven world.</p>
2	<p>Project Objective</p>	<p>To bridge the digital divide in underserved government schools by establishing Digital Labs that empower students and teachers with foundational digital literacy, cyber safety awareness, and exposure to emerging technologies like Generative AI—thereby fostering inclusive, future-ready learning environments and enabling sustained digital education through teacher-led facilitation.</p>
3	<p>Project Interventions</p>	<p>The intervention focuses on establishing Digital Labs in two government schools (one in Bangalore, one in Pune) to enhance digital literacy among students (Classes 6–12) and teachers as well as Community members. It is designed to address infrastructure gaps, build foundational digital skills, and ensure sustainability through teacher-led facilitation.</p> <ol style="list-style-type: none"> 1. Digital Infrastructure <ul style="list-style-type: none"> • Set up interactive Digital Labs with necessary hardware and connectivity. • Conduct baseline assessments to gauge existing digital competencies. • Provide digital literacy tools to support structured learning. 2. Digital Literacy Training <ul style="list-style-type: none"> • Teachers: 15-hour curriculum covering digital literacy and pedagogy. • Students:

		<ul style="list-style-type: none"> • Students from Class 6th to 12th in identified government schools — 800 students targeted across 2 schools, to be trained on Cyber Safety & Security and Digital Literacy • <p>3. Strengthening and Evaluation</p> <ul style="list-style-type: none"> • Deepen understanding of digital learning practices. • Conduct end-line assessments to measure progress. • Offer refresher training to reinforce learning and ensure continuity. <p>4. Sustainability Plan</p> <ul style="list-style-type: none"> • Post-project, trained teachers will take ownership of lab operations. • Continued access to Nasscom Foundation’s LMS will enable independent facilitation of digital literacy sessions.
4	Nature/Scope of work	<p>The selected agency will conduct a rigorous baseline evaluation to capture the digital literacy starting point of all beneficiary groups prior to the intervention. The baseline will inform training design, establish benchmark indicators, and enable meaningful endline comparison.</p> <p>Research Questions</p> <p>i. Digital Access & Device Familiarity</p> <ul style="list-style-type: none"> • What is the current level of access to digital devices (computers, smartphones) among students and teachers in the identified schools? • How familiar are students and teachers with basic computer operations and navigation? • What disparities exist in access, usage and skills levels across gender and grade levels? • What institutional, infrastructural, or capacity–related barriers do teachers face in integrating digital literacy into teaching practices? <p>ii. Digital Literacy Proficiency</p> <ul style="list-style-type: none"> • What is the existing level of digital literacy among students of Class 6–12 prior to intervention? • To what extent are students and teachers aware of internet usage, search engines, and digital communication tools?

		<ul style="list-style-type: none"> • Level of teacher understanding of digital literacy and its relevance to pedagogy and student learning outcomes? • What are teachers' attitudes towards integrating digital tools into classrooms? How do they perceive the impact of digital tools on student engagement and learning outcomes? <p>iii. Cyber Safety Awareness</p> <ul style="list-style-type: none"> • What is the current level of awareness among students and teachers regarding cyber safety, online frauds, and digital security practices? • How are students informed about safe social media usage, OTP protection, and e-commerce related frauds? <p>iv. AI & Emerging Technology Awareness</p> <ul style="list-style-type: none"> • What is the existing level of awareness and exposure to Artificial Intelligence and Generative AI tools among students and teachers? • Are students currently using any e-learning or ed-tech platforms (e.g., NDLI, SWAYAM, Skill India) for academic learning? <p>v. Financial & Community Digital Awareness</p> <ul style="list-style-type: none"> • What is the baseline level of digital and financial literacy awareness among community members in the project locations? • How many community members are currently accessing online services, digital payments, or government e-governance platforms independently? • What are the key barriers (awareness, access, fear, language) preventing wider digital adoption in these communities?
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Suggested Research Design

The baseline evaluation will employ a mixed-methods, descriptive research design to understand where students, teachers, and community members currently stand in terms of digital literacy, cyber safety awareness, and technology exposure — before the intervention begins. The study will be anchored to the program’s four-level training progression pathway (Novice → Beginner → Competent → Proficient), ensuring that each learner group’s starting point is clearly identified, and appropriate training entry points are determined

Core Assessment Domains

Domain	What Will Be Measured
Basic Digital Skills	Device familiarity, smartphone/computer access, basic navigation
Internet & Information Literacy	Internet usage habits, search engine awareness, digital communication
Cyber Safety Awareness	Knowledge of OTP protection, online frauds, cyber crime reporting (1930 helpline)
AI & E-Learning Exposure	Awareness of Generative AI tools, ed-tech platform usage
Digital Financial Literacy	Awareness of UPI/digital payments, e-governance services (UMANG, eSanjeevani)
Community Digital Access	Access to internet, digital services, barriers to adoption

Quantitative Component

A structured baseline survey will be administered to students, teachers, and community members across both project locations. The

		<p>survey will cover device access, basic digital competency, cyber safety knowledge, and AI exposure.</p> <p>Qualitative Component</p> <p>Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs) will capture the lived context of digital access and learning in these communities. Key qualitative areas include:</p> <p>Students: Comfort with technology, motivations, barriers at home and school, attitudes toward digital learning</p> <p>Teachers & School Principals: Current teaching environment, digital infrastructure gaps, readiness to sustain the Digital Lab</p> <p>Community Members: Local attitudes toward digital literacy, barriers to accessing online services, financial literacy awareness</p> <p>The agency may propose an alternate methodology based on their understanding and relevant experience in the domain.</p>
	<p>Learning resources to be provided to each school</p>	<p>The Coupa Digital Labs Program is designed as a phased, end-to-end intervention that combines physical infrastructure, structured curriculum delivery, and sustained community engagement. The program moves through three stages — lab setup and readiness, active training, and evaluation with handover — each building on the last to ensure lasting impact beyond the project period.</p> <p>Phase 1: Establishing the Digital Lab (Q1–Q2: October 2025 – March 2026)</p> <p>The first phase focuses on creating the enabling environment before any training begins. After MoU signing and identification of two government schools in Pune and Bangalore, Nasscom Foundation oversees the procurement and installation of a fully-equipped interactive Digital Lab in each school. Each lab is designed as a dedicated, student-ready learning space — not just a set of computers, but an environment configured for hands-on, inquiry-based digital learning.</p>

Each Digital Lab is equipped with 10 desktop computers (Intel Core i5, 8GB RAM, 500GB SSD, 18.5" LG monitors), an interactive whiteboard, a projector with screen, UPS units for power backup, webcams and headsets at each station, Wi-Fi LAN cards, IP cameras for monitoring, and a speaker and microphone setup to support trainer-led sessions. Computer tables and seating are arranged to allow both individual and group-based learning. The lab also provides the trainer with a dedicated laptop and access to Nasscom Foundation's Learning Management System (LMS), which hosts all digital literacy content, assessments, and training resources.

A baseline assessment of students, teachers, and community members is conducted during this phase to capture starting levels of digital knowledge, device familiarity, and awareness. This data directly informs how the training is calibrated and where entry-level instruction should begin for each cohort.

Phase 2: Digital Literacy Training (Q3–Q4: April – October 2026)

Training is the heart of the program. The 15-hour Digital Literacy curriculum is structured as a progressive learning journey across four levels — Novice, Beginner, Competent, and Proficient — with students moving through the pathway in three quarterly phases of approximately 5 hours each. Community members are engaged in parallel through targeted digital awareness sessions and a separate 15-hour literacy track. Teachers receive their own 15-hour training, which includes both curriculum content and pedagogy, equipping them to independently sustain delivery after Nasscom Foundation's exit.

The Curriculum: Four Levels, One Learning Journey

Each level is designed around experiential, participant-driven learning. The content is mapped to the lived realities of the beneficiaries: students navigating school and social media, community members accessing government services, and women managing household finances through digital tools.

Level 1 – Novice: Introduction to the Digital World

The Novice level is designed for participants with little or no prior exposure to digital devices. Participants learn to identify basic computer hardware (keyboard, mouse, printer) and common smartphone icons (power, Bluetooth, Wi-Fi, camera, microphone, messages, call, and location). Hands-on exercises guide learners through accessibility settings on Android — activating TalkBack for visually impaired users, switching on screen magnification, and changing language and text-to-speech settings.

Level 2 – Beginner: Building Skills on Digital and Financial Literacy

The Beginner level introduces participants to the internet as a practical life tool. Learners are walked through downloading apps from the Google Play Store. Social media is explored as a marketplace and communication platform.

The Digital Payment module is introduced through a poll that surfaces participants' current comfort with UPI, bill payments, online shopping, and peer transfers, principles of savings and investment, the 50-30-20 budgeting rule, different types of bank accounts (savings, current, fixed deposit, recurring deposit), KYC requirements, and an introduction to investment vehicles including post office schemes, PPF, and mutual funds.

Level 3 – Competent: Enhancing Skills on Digital Literacy

At the Competent level, participants move into more structured digital productivity tools and deepen their understanding of cyber safety. The Email module covers account setup with OTP verification, composing and sending emails, understanding To/CC/BCC fields, attaching files, replying and forwarding, identifying and reporting spam, and recognizing phishing attempts.

The Internet Banking module explains the structure of the banking system, how to open a bank account, types of accounts, and the importance of KYC and Safe banking practices. Cyber safety is reinforced throughout with quiz-based scenarios.

Level 4 – Proficient: Emerging Technologies and Online Learning

The Proficient level is designed for youth and adolescents, focusing on building advanced digital and financial literacy through exposure to AI

tools, digital productivity platforms, and online learning ecosystems. The module also introduces learners to online learning platforms like Skill India, Coursera, and Future Skills Prime, while emphasizing cyber safety, safe browsing practices, and mechanisms for reporting cybercrime. Additionally, it covers the use of digital services such as DigiLocker and DIKSHA for education and document management. Overall, the module integrates interactive activities with hands-on learning to strengthen digital skills, productivity, and responsible online behavior

Pedagogy and Session Design

The program's pedagogical approach is grounded in participatory, activity-based learning. Each session is structured around three principles: critical thinking (building problem-solving ability through internet and device use), fostering inquisitiveness (encouraging participants to ask questions and explore independently), and substantive impact (connecting every activity directly to participants' daily lives and practical challenges).

Quizzes are used for formative assessment throughout, structured so that incorrect options represent common misconceptions the trainer can directly address. Hands-on lab activities follow all conceptual explanations, ensuring that participants perform the skill — creating an email, downloading an app, saving a file, running a slideshow — before moving on.

Participants are assessed through a pre-session quiz at the start of each level and a post-session quiz at the end. Scores are recorded on Nasscom Foundation's LMS to track individual progress and identify learners who need additional support. Trainers are trained through a Train-the-Trainer (ToT) programme before delivery begins, and follow-up refresher sessions are conducted in Q3 to reinforce sustained quality.

6. Locations for Program reach out

Geographical Coverage

The proposed intervention will be implemented across two cities — Pune (Maharashtra) and Bangalore (Karnataka).

Target Groups

The primary beneficiaries are:

- **Students** from Class 6th to 12th in identified government schools — 800 students targeted across 2 schools, to be trained on Cyber Safety & Security and Digital Literacy
- **Teachers** — 6 teachers to be trained on a comprehensive Digital Literacy curriculum (15 hours including pedagogy).
- **Community members** — 1,000 for Digital Awareness and 200 for Digital Literacy training

7. Deliverables & Timelines

Overall Performance Metrics	Expected Outputs (per school)
	<p>i. Inception Report</p> <p>ii. Data Collection Tools</p> <p>The agency will develop and submit all data collection instruments for review and approval prior to field deployment. These will include:</p> <ul style="list-style-type: none"> • Structured baseline and endline questionnaire (student, teacher, and community member versions) • FGD discussion guides (student groups and community member groups) • KII interview guides (teachers, school principals, community leaders) • Observational checklist for school infrastructure and environment assessment • All tools to be made available in English as well as local languages (Marathi and Kannada as applicable) <p>iii. Field Work Completion Report</p> <p>iv. Preliminary Findings Presentation</p> <p>v. Draft Report</p>

- CA comprehensive draft report to be submitted for review and feedback.
- Baseline indicator matrix with values to be used for endline comparison

vi. Final Baseline Report

The finalised report incorporating all feedback and comments the final report will be submitted in both Word and PDF formats and will serve as the official baseline document for the project.

vii. Clean Datasets and Transcripts

The agency will submit all raw and cleaned quantitative datasets in Excel or SPSS format, along with anonymised transcripts or summaries of all FGDs and KIIs conducted. These will be handed over to Nasscom Foundation as part of the project's knowledge management and data archiving requirements.

Viii. Baseline Indicator Matrix

A standalone one- or two-page indicator matrix extracting all key baseline values across the agreed indicators, presented in a clean tabular format. This matrix will be used directly for endline comparison and donor reporting and will be formatted to align with Nasscom Foundation's internal reporting templates.

8. Study Timeline & Cost

Activity	Baseline (April- May 2026)	Endline
Field activities	Tool refinement based on program learnings + Tool pre-testing (baseline) + Finalized translated / accessible tools +	Tool refinement based on program learnings + Tool pre-testing (Endline) + Finalized translated / accessible tools + Endline survey with

	Baseline survey with beneficiaries + Baseline qualitative interviews	beneficiaries + Endline qualitative interviews.
Deliverables	Final Baseline Tools + Baseline Topline Findings (PPT) + Comprehensive Baseline Report	Final Endline tools + Endline topline Findings (PPT) + Comprehensive Endline Report + Success Stories

Proposals exceeding INR 800,000 will not be considered.

9. Proposal Requirements

Interested organizations must submit a detailed proposal, including the following (Mentioned annexures are mandatory):

- **Annexure 1: Organization Profile:** Legal status, years of operation, and relevant experience. (See table below)
- Project exists strategy and sustainability plan.
- **Annexure 2:** Detailed budget (Format below)
- **Annexure: 3 Implementation strategy and Gantt Chart:** Detailed plan with strategy and timeline with key milestones. (Please refer to Timeline mentioned above)
- **Annexure: 4** - Standard Operating Procedures (SOP) followed by your organization in Project Finance Management, HR policies, Procurement, beneficiary data & identity security.
- **Annexure: 5** - Technical specification of Assets required with estimated costing
- **Experience:** Case studies or examples of similar projects executed.
- **Financial Proposal:** Budget estimate, resource allocation, and funding requirements.
- **Annexure: 7** – Reporting and Formats
- **Annexure 8:** Human Resources: Key personnel, roles, and relevant experience.

1	Name	
2	Registered Address	
3	Tel.No./Fax No./E-mail ID	
4	Constitution (Society/Trust/Company - Please indicate.)	

5	Is the organization a “For Profit Organization” or “Not for Profit Organization”	
6	Tax Exemption Details (If any)	
7	Registration details: Act under which registered, State, date of registration	
8	Registration Number/ CIN Number with date of and address of registration	
9	Does organisation has 80G Certificate	
1	Does Organisation has 12A Certificate	
1	Does Organisation has FCRA Certificate	
1	Has a Government Department/ Ministry ever blacklisted or imposed funding restrictions on the organization? (Please provide details, if yes)	
1	Does nasscom foundation & your organization have had/would have any previous partnership?	
1	Does the organization have audited Accounts & Balance Sheets for the last three years, indicating receipts, payments, closing balance, income - expenditure statements	
1	Certificate of agency that members are not involved in political activities, nor being blacklisted	
1	A certificate to the effect that the officials / staff of the organization are not employees of any Govt./Semi Govt. or PSU.	
1	Certificate of agency that contribution received from nasscom foundation would be used only for given project .	
1	Your prior experience on Digital lab knowledge/ management	

Quality Control: Detailed approach and quality control plan to be mentioned with

- Quality Approach

- Quality Check and control Process
- Risk Assessment and Mitigation plan
- Share sample for the following:
 - Reporting Sample
 - Data Management process

10.Proposal Submission & Guidelines

The competitive bids will be evaluated in terms of 70% technical and 30% financial weightage., Proposals costing more than the donor budget amount will not be considered for evaluation. The following criteria will be primarily used for proposal evaluation -

- The experience of the agency in undertaking similar assignments in the past.
- The proposal should detail the personnel and their credentials, demonstrating their capability to handle the assignment effectively.
- The agency’s understanding of the project objectives and requirements of the study.
- The proposed strategy for collecting data through surveys, including measures to ensure high data quality.
- Methodology and Study Plan: Including the study strategy, data collection plan, reporting framework, and research methods.
- Timeline: A detailed timeline with Gantt chart for the study, showcasing the feasibility and appropriateness of the proposed schedule.
- Financial Proposal: The financial proposal will be evaluated for its comprehensiveness and feasibility. It should provide a clear budget breakdown and demonstrate cost-effectiveness.

11.Financial Proposal Format

Requesting organization to provide below details- Cost/beneficiary:

S. No	Activity	Financial Quote (INR) Cost/Resource	Tax Applicable % and Value (INR)	Total financial quote Inclusive of Taxes/Year (INR)
1				
2				

12. Terms of Reference

1. Entity shall be For Profit Entity and must be having at-least 3-year prior experiences in successfully running similar program
2. Entity shall not engage/outsouce the activities mentioned in the RFP to another / third party, it's a non-transferrable assignment
3. Entity shall share the list of its staff and resumes who has been part of similar program
4. Entity acknowledges that any assets/ add on services/ inevitable product & services mandatory to run the NF's public library centres shall be procured by NF only
5. Entity shall use the funds exclusively for the purpose and activities as clearly mentioned and agreed between the parties for this RFP
6. Entity shall not source any external funds or grants from any entity or individual, private or Govt. towards CAPEX or Opex of this program by referring the NF's sponsored public library centres
7. Entity shall always clearly state to any Individual or entity, private or Govt that the entire digital lab including all accessories has been sponsored/ provided by nasscom foundation along with its Opex cost.
8. Entity shall not sell / rent / hypothecate / donate / replace / remove the NF assets, any hardware and software units from the NF resource centres. Entity acknowledges that violation of the stated act shall be subjected to penalties and appropriate legal action by NF.
9. Entity shall not associate the "NF's Digital lab" and the project with any political or religious party or Institutions and would not support in driving initiatives of Individual political parties or Institutions.
10. Entity shall always seek due approvals from NF in writing before initiating any new intervention / program / campaigns / projects of central / state / local Govt administrations / private institutions etc. in the NF resource centre other than what is already mentioned in the RFP.
11. Entity shall always seek due approvals from NF in writing before engaging with any new agency/institutions/private or Govt. for building partnerships around NFs digital resource centres.
12. Entity shall not change the approved branding or incorporate any additional logos / photographs of Individual / Institutions / Political parties / Religious bodies / organizations etc. all communication / branding materials need to be approved by nasscom foundation in advance.

Documents to be Submitted:

All proposals should be mailed to rfp@nasscomfoundation.org with the Subject Line - Request for Proposal – “Baseline Study – Coupa Scholarship Program” in a single PDF file by 18th April 2026
Proposals submitted after the deadline will not be considered.